

Campus Security Services' Annual statistics for 2022

Campus Security provides many services on campus such as first aid response, personal safety support and advice, parking services, emergency planning programs and training, lost and found and motor pool vehicle rental. Security Officers are on duty 24 hours/day, 365 days per year and patrol the campus on foot, bicycle and visibly marked security vehicles and respond to calls for assistance with any situation that is concerning or suspicious.

Overall Service Calls for 2022

Campus Security Services received over 11,000 calls for service in 2022 that required an officer to attend and what follows are examples of the volume associated with certain types of calls. In addition to these calls, our officers conducted over 21,500 building checks. Of special note, our Dispatch Center received 41,000 telephone calls and handled 97,000 radio communications.

Fire alarms- 90

Fire alarms are rarely caused by intentional pulls since the installation of pull station covers in Residence. Smoke from cooking or construction are now often factors, with the majority of alarms being construction related this year. The average time spent by Campus Security at fire alarm calls is 40 minutes, with a minimum of two officers attending. For every fire alarm both Saanich and Oak Bay Fire departments attend campus.

Medical Emergencies- 341

Medical emergency calls range from providing a bandage for a minor cut, to a cardiac situation that requires oxygen and a defibrillator. Typical response time is two to five minutes and is attended by two officers. The average time spent at a call is 45 minutes. We advise callers to notify 911 if the situation is serious or unknown and Campus Security will assist responders in locating the building.

Intrusion alarms- 2259

The intrusion alarms response protocol requires two or more officers to attend and are always treated with priority and caution. These are often tripped accidentally so the protocol also requires alarm system users to call Campus Security if they suspect they have unintentionally activated the alarm. This allows the Campus Security Dispatcher to confirm identity and information and adjust the response accordingly. The average time spent at a call is 20 minutes. Each alarm generates an incident report.

Assist Police- 156

The majority of assist police reports are for abandoned 911 calls, which require the Campus Security Dispatcher to use a program that traces calls placed from campus to determine location and time. Security Officers then attend or call the location to determine if the caller is in need of assistance. Many 911 calls are the result of misdials or attempts to call long distance or toll free phone numbers. The average time spent by Campus Security Officers for this assistance is 22 minutes.

Assist Other Departments-3304

The majority of these calls are access requests for UVic community members who have forgotten their keys, or for work to be done after hours by off-campus contractors. Access into locked or restricted areas requires identification which is documented in a report and the average time spent by officers is 20 minutes. Security Officers are required to ask for identification.

Assist Residence-1381

These types of calls vary but are most often for noise complaints, maintenance issues, intoxication of individuals by alcohol or drugs and personal safety issues. Most require the attendance of two officers and the average time spent is 26 minutes, with complex issues requiring much more time. We always provide a consistent, visible, and accessible presence in Residence by having dedicated foot patrols on a nightly basis.

Theft- 69

The majority of theft on campus is opportunity theft, meaning someone has left a valuable such as a bike, laptop, purse or wallet unattended or unlocked, and a thief has used that opportunity to take that item. Of the 69 reports of theft, 30 were for bikes stolen from campus. The average time officers spend on a theft report is 40 minutes. Campus Security promotes Project 529 which is an online program to prevent bike theft. We encourage the UVic community to report anyone they feel may be prowling around other people's property and to never leave their valuables unlocked or unattended.

Property Damage- 161

Most reports of property damage occur in Residence, and involve windows, doors, lighting and drywall. Without a witness to the damage it is difficult to determine the person(s) responsible. If a responsible party is found, costs for repair can be assigned to that individual. Both Police and Campus Security spend a great deal of time investigating this type of incident. There were 89 reported incidents of graffiti on campus and Facilities Management works diligently to remove it in a timely manner. Community members are encouraged to report any graffiti they notice on campus to the 24/7 line.

Assaults- 8

The average time spent on reports of this nature was three and one half hours for each assault report. Statistics on incidents of sexualized violence are collected centrally by the Sexualized Violence Prevention Office in the Equity and Human Rights department on campus.

Break and Enter- 14

The reports of break and enter generally involved departmental offices and Residence rooms and resulted in the loss of valuables such as computer equipment and personal property. The average time spent on the investigations by Campus Security Officers was four hours. We have had some success in determining person(s) responsible as a result of the areas being alarmed and the police collecting and using forensic evidence.

Check Wellbeing- 86

These calls are in response to receiving information about a member of the campus community regarding concerns for their physical or mental health. Security Officers will attempt to make contact with the person to confirm their safety and often involve local police if needed to make that contact. Once contact is made, resource information and referrals to medical or mental health support can be provided.

Motorist Assist- 91

This service provides assistance when a community member contacts CSEC to report an issue with their vehicle on campus. Most requests for assistance are for a dead battery and our staff respond and provide a battery boost, but calls can also be to provide assistance in locating a vehicle on campus or to contact a towing company who can then provide further service.

Building Checks- 21510

Security Officers do regular patrols of every building on campus and use the strategy of 'floor by floor, door by door' to ensure thorough coverage. Each building check takes an officer 15-20 minutes to complete. As Security Officers cannot be everywhere at all times on campus, it is very important that UVic community members report suspicious activity immediately to the 24/7 line.