

# CAMPUS SECURITY SERVICES



ANNUAL REPORT 2016

## DIRECTOR'S MESSAGE

I am pleased to present the 2016 Campus Security Services Annual Report to the campus community.

In 2016 we continued to review the results from our internal staff survey on service excellence. The themes that were identified in this survey were communication, giving feedback and coaching. After receiving these results, we have moved to a more transparent and collegial approach to decision making. All members of our management team as well supervisors have attended a coaching seminar provided by Dr. Mark Colgate, UVic Professor and Associate Dean of the Gustavson School of Business.

I would like to take this opportunity to acknowledge the people and some of their work in Campus Security Services for their commitment and efforts this past year. I recently received a handwritten letter from a client who expressed their deep appreciation for the Security Officer who attended their medical call. The Officer quickly recognized the symptoms of a cardiac emergency and convinced them (despite their initial reluctance) to seek further medical assistance. Doctors later told the client that this advice likely saved their life.

Our officers showed diligence and courage in attending calls, which in several cases resulted in them apprehending suspects either caught in the act or wanted by police. In some incidents these suspects were carrying weapons, which presents a significant safety risk to our staff. In all of those situations, our officers were noted by police for their professional behaviour.

While on parking duty, our officers not only ensure compliance to the university's parking regulations, but also provide extra security to the campus community's vehicles parked on campus. UVic has had very few thefts from and of vehicles (a total of 4 for the year).

The Front Office staff are often the first point of contact for visitors, staff, faculty and students with our department. Whether the reason for the visit is parking



related, lost and found or way finding, the staff have the ability to compartmentalize the occasional difficult interaction with a client and move on to the next client in a professional, friendly manner. Our Security Officers working in Dispatch deal with urgent issues on campus that require them to focus on both incoming and outgoing calls and the needs of the officers in the field. They do this while balancing the non-urgent or routine calls coming in, such as access requests, parking and lost and found inquiries. I am very pleased with their ability to multitask and remain calm in this stressful environment.

We appreciated having our department represented on the Sexualized Violence Policy Working Group which provided the opportunity to assist in the work towards a specific policy to address the important issue of sexualized violence on campus.

In closing, I would like to share how proud I am of our team and that I hope their efforts and dedicated service to the campus community will continue to be held in high regard.

Tom Downie

# KEITH CASCON

## SECURITY MANAGER

As the Security Manager at Campus Security Services, I am responsible for managing the day to day operations of security. My immediate staff includes four Team Leaders (shift supervisors in Patrol) and the Alarms and Scheduling Coordinator. The Team Leaders report directly to me with each Security Officer reporting to the Team Leader. As a result, the duties that I monitor include activities that are carried out by the patrol staff.

On November 23rd, 2016 Campus Security Services had the opportunity to showcase our department to a segment of the University community, the VPFO group. This open house enabled our department to illustrate the role our department plays in supporting the University community. With the campus continuing to experience expansion and growth, Campus Security Services calls for service continue to increase in volume and in complexity. During this busy year, our Security Officers acted as first responders to a wide array of diverse calls that ranged from assisting various members of our campus community with questions and concerns, to investigating reports property damage and thefts, delivering medical assistance to those in need, reporting safety hazards, offering support and resource referral for people who experienced assault, attending motor vehicle accidents, responding to wildlife calls involving our furry and feathered friends, and crime prevention initiatives.

One of the incidents from 2016 is currently being cited in the January 2017 edition of the Campus Ring newspaper. This article articulates an incident that occurred this past September when a woman came into the vicinity of a male who exposed himself to her and then rode off on a bicycle. All of our officers on duty, including several members who were just coming on shift, attended the area and located the male on a campus trail. Campus Security officers detained him until the Saanich Police arrived. This male was arrested by police and investigated for several similar incidents involving sexualized touching and gestures towards females near the University and in the Gordon Head area. The Saanich Police department's media liaison



officer Jeremy Leslie is quoted as crediting Campus Security with assisting them in helping them resolve this incident.

Besides the above-mentioned event, Campus Security continues to develop and maintain a positive working relationship with the Saanich Police. This solid rapport with the police has been very beneficial in yielding numerous successes for the University community. On one such occasion this year, a piece of shared information between both agencies proved to be very beneficial for a bike owner. A Security Officer, who was on patrol, came upon a suspicious person on campus. This suspicious person was known to the police as a prolific property crime offender. Due to the suspicious circumstances of the situation, including the suspect's actions, his location and time on campus compounded with his demeanour, many red flags were raised. In conjunction with the Saanich Police department, the on-shift Security Officer was able to relay important information to the police about this particular individual. The next night, a patrolling police officer, who was on campus spotted the same person riding a high-end bicycle. While the attending police officer was checking this person, a university community member came forward to report his bike had been stolen. It just so happened that this valuable bicycle being ridden by this suspect was the stolen bike that our community member was reporting stolen. The suspect was arrested and the property owner had his bike returned to him.



Recently, our working relationship with Saanich Police yielded another positive result when a prolific theft suspect was identified through forensic evidence that was gathered at a crime scene on campus. Identifying this suspect was mutually beneficial for all parties concerned because this person had committed multiple break ins and thefts both on the campus and in the municipality of Saanich.

Our department makes a concerted effort to foster and maintain positive relationships with all members of the university community, including the at risk segment of our society. With BC Transit transporting large numbers of people to campus daily, on occasion we are called to assist people who have their own unique challenges. On one such occasion, when our officers were on patrol, they encountered one of our regular clients who could be considered a member of our vulnerable community. The attending officers quickly realized that this person was in severe distress. This person had been previously injured prior to attending campus as he had experienced a significant injury from a fall and was now in dire need of medical attention. Our officers showed compassion by spending considerable time calming him down and providing him with first aid and comfort. Once he was treated, arrangements were made by our staff to ensure that he was able to successfully make it back home and would have the resources to properly attend to his injuries.

On many occasions Campus Security officers respond to situations where they have limited knowledge and details regarding the incident they are responding to. Many times, particularly on Friday evenings, a litany of diverse calls for service come to our department outside of regular business hours. These calls can be quite complex in nature as our officers have to assess and problem solve, quite often under stress and with limited resources. An example of this type of situation occurred this past Fall when the Dispatch Center received a call of an altercation taking place between some males. The caller reported that one of the males had been punched in the face and was now unconscious. According to the caller, the offending male, accompanied by his friend were then attempting to flee the scene. Our officers immediately attended and located the two individuals involved who were running in different directions. The Campus Security officers followed both male suspects until the police arrived; once Police arrived they arrested both

offenders. The ambulance had also been requested to attend and the victim was taken to the hospital for further medical evaluation.

After regular business hours the University's parking lots are usually devoid of vehicles, but one morning around 5am our Dispatch Center received a call from Totem Towing advising our staff that they were attending the campus to deal with a vehicle that had struck a light standard. When our officers arrived in parking lot 10 to assist the tow truck driver, a vehicle was observed next to the footpath resting on top of a lamp standard base with the lamp sheared off at the base. The vehicle was found to be significantly damaged with its airbags deployed. Upon further investigation, it was discovered that the owner of the vehicle was unsuccessfully trying to teach his unlicensed friend how to drive. The friend had mistaken the gas pedal for the brake, causing the vehicle to accelerate over a grass embankment, speed across the pedestrian foot path and finally crash into the stationary lamp standard. The police were contacted and attended. Once the police had concluded their investigation a callout was done for a Facilities Management electrician to deal with the safety hazard of live wires.

Finally, I would like to give thanks to our campus partners who help maintain the working operations of the University. This past summer our department received a call from a Residence Services janitor who reported seeing water coming from under a door while they were walking past Poole Residence. Upon the Security Officer's arrival, a considerable amount of water could be seen in the main floor hallway. Further investigation revealed a ruptured hot water tank with water flowing uncontrollably. Campus Security officers contacted the on shift mechanic who attended and isolated the water flow. Fortunately, the Poole residence was undergoing renovations at the time and was unoccupied. Had the janitorial worker not initially seen the water, the damage could have been considerably more significant.

Based on these incidents and many more calls for service that were not mentioned, I would like to say that the Campus Security Management Team is extremely proud of the work our officers perform on a daily basis as well as the dedication and compassion that they demonstrate towards the campus community.

# ROB JOHNS

## EMERGENCY PLANNING

Emergency management at UVic focuses on increasing the level of emergency preparedness on campus. This is accomplished through planning, development of specialized emergency teams, emergency preparedness awareness education, training and exercises, and fire safety planning.

2016 was a busy year for Emergency Planning at UVic. Early in the year, the responsibility for fire drills and fire safety plans for campus buildings was moved into the Emergency Planning portfolio. By year end, 100% of the buildings that required a drill had completed one, for a total of 93 drills. These drills require coordination between emergency planning, local fire departments, building occupants and Facilities Management Electrical shop. A new fire safety plan template was created and piloted this year and this template will be used as each building fire safety plan is updated over the next three years.

Emergency Preparedness education for students, faculty and staff continued to be a theme this year. In May the campus hosted the exhilarating ShakeZone earthquake simulator. This simulator gave people the experience of being in a very large earthquake. At the same event 12 different organizations attended and set up information displays related to emergency preparedness. Several hundred people from the campus community participated by riding the earthquake simulator and learning about emergency preparedness. Throughout the year there were several emergency preparedness workshops given to students, faculty and staff. In October many classrooms and work areas participated in the Great British Columbia ShakeOut earthquake drill. This province-wide earthquake drill is a useful way to raise awareness of the need to be prepared for earthquakes and other emergencies. Emergency Planning attended several new student and employee welcome events and displays, talked with hundreds of people, and shared basic tips on how to be emergency prepared at home and in the work place. A new Twitter account was created to help disseminate emergency



preparedness tips to the campus community and over 400 tweets were sent out throughout the year. The goal in all of these preparedness activities was to encourage and inform people on how to become better prepared at home and the work place.

In May and again in October the UVic Emergency Alerts system was tested. During the test in October almost 12 000 text messages and over 31 000 emails were sent to the campus community. The system is designed to quickly reach as many people as possible and alert them to any urgent situation on campus.

There are many employees at UVic with emergency response roles on campus. In 2016 training was offered for people with roles as building and floor emergency coordinators, in the Emergency Operations Centre, on the rapid damage assessment team, with roles in communications and with the Executive Policy Group. In some cases traditional classroom training sessions were held and in others table-top or functional exercises occurred. The Emergency Operations Centre staff participated in a functional EOC exercise in May. During this exercise they worked together to respond to a series of problems as part of a simulated emergency. Training and exercises will continue to be a theme with the various response teams into 2017 and beyond as each team builds both capacity and capability.



# ALLISON EDDY AND FIONA PUSZKA PERSONAL SAFETY COORDINATORS

Allison and Fiona share the role of Personal Safety Coordinator in Campus Security Services. They are responsible for the coordination of crime prevention and personal safety programs on campus and are the Campus Security liaison for all building safety committees. They are also the liaison for all UVic campus community members who experience personal safety issues such as criminal harassment and assault.

2016 saw the continuation of the expanded role of the Personal Safety Coordinators with Emergency Planning. Allison and Fiona assisted with the coordination of campus building fire drills as well as providing training sessions for building and floor emergency coordinators regarding their role in emergencies. Looking ahead to 2017, Fiona will be assisting Emergency Planning with the update of fire safety plans on campus.

Allison and Fiona also continued to provide sessions on Active Threat, with over 15 sessions to nearly 250 people provided in 2016. The material covered in these sessions is based on consultation with local police agencies and ranges from the options available during an active threat situation (run, hide, fight) to what campus community members can expect from Campus Security and Police response.

Another expansion of the Personal Safety Coordinator duties this year was a collaboration with the Office of Student Life. Allison worked with the Manager of Student Conduct to support students and resolve issues of concern. This has strengthened the partnership and enhanced communication between the two services.

Allison was asked to join the Sexualized Violence Policy Working Group in May and continues to represent Campus Security as the group works toward the development of a stand-alone sexualized violence policy that is provincially mandated to be in place by May 2017. The Personal Safety Coordinator is also a member of the Changing the Culture of Substance Use committee whose mandate is to shift the culture of binge drinking and substance use on campus.



Allison Eddy (above) Fiona Puszka (below)



This year also saw an increase in the number of opportunities for the Personal Safety Coordinators to connect with the International Student population. Through presentations, information tables and informal coffee socials, International Students were given information about Campus Security services and programs and personal safety on campus and in the community.

Allison and Fiona continue to provide information sessions on dealing with threatening/aggressive behaviour in the workplace, particularly for front line workers.

Any campus community member that is interested in learning more about any of the sessions noted above may contact the Personal Safety Coordinators at [psc@uvic.ca](mailto:psc@uvic.ca).

# JAY BOWLES

## ALARMS AND SCHEDULING COORDINATOR

It has been a busy year in Alarms and Scheduling at UVic. New alarm systems were added on campus, as well as several new partitions/areas which were added to existing alarm systems. Continued building renovations in 2017 will again increase the number of systems and partitions on campus.

An alarm system comes into existence if a department wishes to secure an area or areas and have an intrusion alarm system installed.

The Alarms and Scheduling Coordinator is contacted, a site inspection is scheduled and is then completed with all interested parties in attendance. At that time, the expectations of the user group are explored and areas to be secured identified.

Spaces can be secured via door contacts or motion sensors or both devices. All devices can be programmed individually to react immediately or after a delay. All alarm systems can have a large number of users, each who has their own personal and unique alarm code. Alarm codes can be programmed to arm and disarm spaces or simply one of the arm or disarm functions.

Schedules can be added to each partition of any system to alert our Dispatch centre of situations such as an early opening of a partition or a partition that is late to arm. In addition, the system can be programmed to automatically arm up at a specified time or auto-disarm at a specified time.

As a result of our Open house which was held in November, we have a new training tool for all new alarm users. Campus Security now has a mobile alarm system with which to provide training and hands on experiences for all new users of our alarm systems. This portable miniature system functions exactly the same as any of our existing systems located throughout the campus and produces the same messages and audio warnings as all other systems. We will be able to demonstrate openings and closings and alarm signal displays from this portable unit. The feedback so far has been very positive and alarm users have found it to be very helpful in increasing their knowledge and comfort level with using the alarm systems.



## BIKE THEFT ON CAMPUS



The campus experienced a number of bike thefts in the spring of 2016. A tip to the police from a community member led to the arrest of a local prolific offender which resulted in the thefts on campus decreasing significantly. To protect your bike against theft on campus we recommend the following:

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- use a good quality U lock, not a cable lock which can be easily cut
  - avoid leaving your bike overnight on campus, if you arrive on campus without your bike lock Campus Security does offer short term storage
  - use bike storage lockers which are located around the campus and can be rented at Campus Security's front counter
  - use Campus Security's free engraving/ registration service
  - make note of the serial number of your bike so you can provide it to police if it is stolen to assist in the recovery
  - use the Campus Bike Centre to secure your bike while on campus; it is dry, well-lit and recorded by CCTV which can be viewed in Campus Security Dispatch and has plenty of space available
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# 2016 STATISTICS / 2015 STATISTICS

## FIRE ALARMS

94/115

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. If you have information about the cause of the alarm please advise Campus Security or Fire departments when they arrive on scene.

## MEDICAL EMERGENCIES 478/434

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. Callers should give a building name and room location to the 911 Dispatcher, as most off campus responders are not familiar with location of UVic departments. 25% of these calls are alcohol related.

## INTRUSION ALARMS 1898/1644

Intrusion alarms response protocol requires two or more officers to attend and are always treated with priority and caution. A helpful hint for reducing the required response is for users to call Campus Security if they suspect they have 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. The increase in numbers may be due to more areas being alarmed on campus this year.

## BUILDING CHECKS 10,133/11,354

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.

## ASSIST POLICE 198/141

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 placed. Security Officers then attend or call the location to determine if the caller is in need of assistance. A helpful hint to reduce these calls is for users to stay on the line if they think they have unintentionally called 911 so they can clarify that they are not in need of police or security assistance. Don't hang up! The average time spent by Campus Security Officers is 22 minutes. Many 911 calls are the result of misdials or attempts to call long distance or toll free phone numbers.

## ASSIST OTHER DEPARTMENTS 2727/2842

The majority of these calls are for access requests for UVic community members that 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; average time spent by officers is 20 minutes. Security Officers are required to ask for identification. Cooperation in these situations, usually by simply providing your name and proof of UVic affiliation assists Campus Security in promoting a safe and secure environment. Remember to always take your keys with you and lock your office door when leaving, even if it is just for a short time away.



## ASSIST RESIDENCE 1287/1246

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 attendance by two officers and the average time spent is 26 minutes, with complex issues requiring much more time. We continue to have a consistent presence in Residence by having dedicated foot patrols on a nightly basis.

## THEFT 242/145

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 242 reports of theft, most were for bikes stolen from campus. The average time officers spend on a theft report is 40 minutes. Campus Security offers a free engraving service in which a number personal to the owner (usually drivers' license) is engraved on the item, making it easier for police to trace ownership and return the item to the rightful owner. Please report to Campus Security anyone you feel may be prowling around other people's property and never leave your valuable unlocked or unattended. The increase in numbers over last year reflect a spike in reported theft from lockers in CARSA and McKinnon. In cases of both bike and locker thefts, police investigations resulted in the arrest of two prolific offenders from the community.

## PROPERTY DAMAGE 181/169

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, resulting in unnecessary cost to the University. If a responsible party is found, costs for repair can be assigned to that individual. The average time officers spend on property damage reports is 37 minutes. Both Police and Campus Security spend a great deal of time investigating this senseless crime. There were 40 reported incidents of graffiti on campus and Facilities Management works diligently to remove it in a timely manner. We encourage community members to report any graffiti they notice on campus to our emergency line.

## ASSAULTS 19/16

This number includes 11 common assaults, five sexual assaults and three assault causing bodily harm. The average time spent was three and one half hours for each common assault report.

## BREAK AND ENTER 8/5

The reports of break and enter 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. Please ensure that your property is marked and serial numbers recorded, as Security Officers often find doors unlocked and property unsecured. If you discover a break and enter please do not touch anything and report it as soon as possible to our emergency line. We have had some success in determining person(s) responsible due to the areas being alarmed and the police collecting and using forensic evidence.

## MEET THE TEAM



Some of the CSEC team

On November 23rd, Campus Security Services held a 'Meet the Team' event as part of our commitment to Service Excellence. This initiative focuses on everyday opportunities to get involved and shape our work environment in a positive way. It reflects our deep commitment to the University of Victoria community and our desire to build a cohesive culture that supports quality, engagement, understanding, and interconnection.

Designed to integrate and build connections across Vice President Finance and Operations portfolio, this fun and interactive Meet the Team event was an opportunity to find out surprising new things about what the people at Campus Security Services do, day-in-and-day-out. It was an opportunity to meet the faces behind the names and

deepen the understanding of how CSEC works to serve the University of Victoria.

With over 250 staff visiting from other departments within the VPFO portfolio, we had the opportunity to share information about the many branches that complete the CSEC tree. We focused on highlighting interesting statistics about Security, Personal Safety, Emergency Planning, Alarms, Motor Pool, Parking and Lost and Found through an information scavenger hunt. We also had some fun with mock call outs using our secondary communication systems and a photo booth with props such as uniforms and other safety equipment. Overall, it was a great team building event for everyone involved.





Meet the Team visitor collecting answers for the scavenger hunt.



Security Officer Brunton explains the camera system in the parkade.



Team Leader Jones assisting with a mock call out activity.



Security Officer Christison shows off our equipment room and communication systems.



Front Office Clerk Pat Shade demonstrates the coin sorter.



Emergency Planner Rob Johns explains how adverse weather can affect the campus.



Visitors collecting statistics for the scavenger hunt.



Fraser Barclay from Student Services lights up the photo booth.

# PARKING AND TRANSPORTATION SERVICES

## PATRICK SEWARD – PARKING AND TRANSPORTATION MANAGER

This past year has seen our staff complete a significant amount of behind the scenes work for a move to licence plate enabled parking. We have consulted with campus partners and are working towards a spring launch in order to be ready for the busy parking permit renewal season. There are many benefits of this increasingly common approach to parking management. Users will no longer need to display a physical parking permit; renewals can be completely accomplished online; customers do not need to display dispenser permits on dashboards and it allows for a more efficient parking patrol by Campus Security Officers.

Licence plate enabled parking is another step in a comprehensive renewal of parking infrastructure on campus that began last year with the replacement of aging parking dispensers. Our staff will be working on



other programs in the coming year that aim to provide more options for the Campus Community and to further improve their customer experience.

## ALEXIS OSMOND – ADMINISTRATIVE COORDINATOR

Alexis started with Campus Security in 2007 as a casual clerk at our front counter, moved to the Office Supervisor position and is now our Administrative Coordinator. Alexis has a strong background in customer service and service delivery, both within a parking operation and a retail environment. As our Administrative Coordinator, Alexis is responsible for front office services and special event parking on campus.

## NOTABLE ACHIEVEMENTS

2016 brought the completion of some projects, and the ongoing work on others, such as;

### Complete

- Introduction of coupon codes for departmental parking, replacing scratch permits.
- Through the VPFO Service Excellence Program, held an open house for employees in the Vice President Finance and Operations portfolio.

### Ongoing

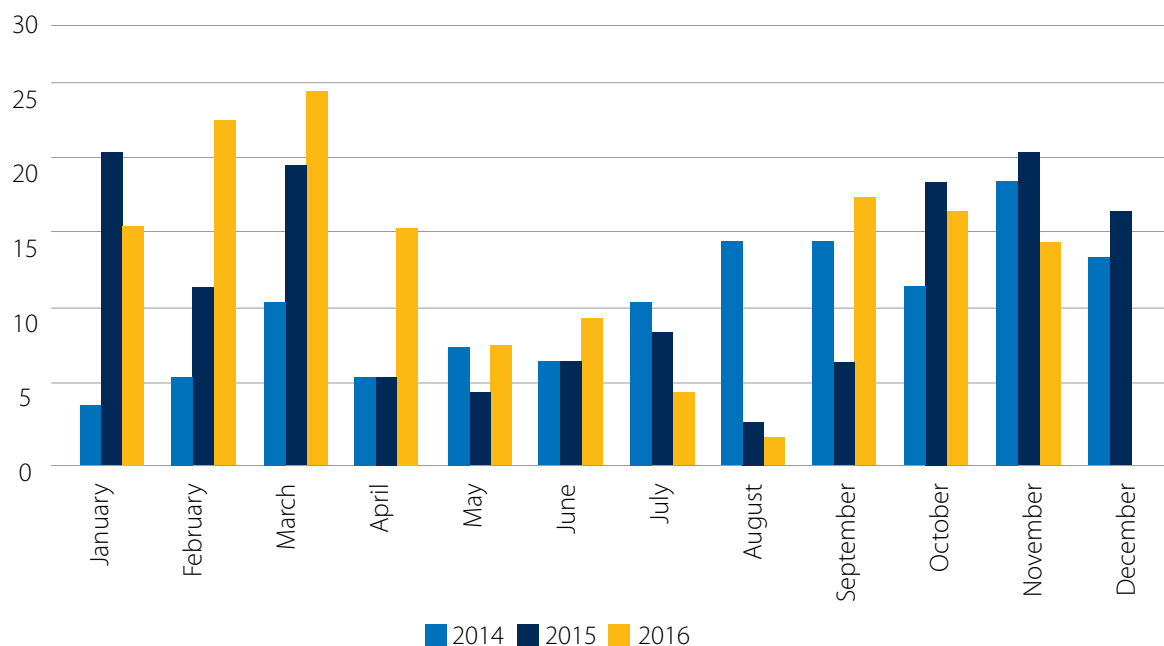
- Continue to explore a permitless parking system, including Licence Plate Recognition and Pay by Plate technology.



## MOTORIST ASSIST PROGRAM

As shown in the graph below, our Motorist Assist Program is well used. There were 182 calls for service in 2016, an increase 24% from 2015 when 147 calls for service were received. The majority of these calls are for assistance with a dead battery, however Totem Towing also provides a discount for other roadside services such as lockouts, towing services and fuel delivery. Security Officers provide this program 24 hours a day.

Motorist Assist - Calls For Service



## MOTOR POOL

Campus Security is responsible for managing the University's motor pool vehicles. In addition to departmental vehicles rented on an ongoing basis, we maintain a fleet of short term rental vehicles. This service is offered as a convenient alternative to renting off campus, saving employees time.

The rental fleet consists of one 16' cube van, two 7 passenger mini vans, and one hybrid sedan.

# PARKING AND TRANSPORTATION SERVICES

## TRANSPORTATION DEMAND MANAGEMENT PROGRAM

In 2003, the University of Victoria completed a comprehensive TDM Study to create options to assist the University in achieving its goal to reduce single-occupant vehicle traffic to campus and increase public transit ridership, cycling and walking. The TDM strategy was built on a variety of demand and supply management initiatives and has been implemented in various forms over the last 13 years. The introduction of the student universal bus pass in 1999 was also a major step in reducing vehicle travel to campus.

UVic's TDM strategy includes:

- A universal bus pass (U-Pass) providing mandatory bus passes for all students.
- A subsidized employee bus pass program.
- An extensive system of bicycle lockers and racks; cycling education and advocacy.
- A partnership with MODO that provides free car share membership, along with access vehicles parked on campus.

- Six Zipcars on campus. (Zipcar is a membership based car share program that offers access to vehicles across North America)
- Support of the SPOKES Bike Bursary Program that repairs and loans bikes to students and campus community members.
- A building program that includes showers and end-of-trip facilities in all new buildings and in major building renovation projects.
- Parking fees that have increased annually to discourage vehicle trips and to recognize the direct and indirect costs to the University of supplying and operating parking spaces.

As shown in the chart below, the University's TDM program has resulted in a significant change in the way people commute to campus. Parking Services provides over \$600,000 annually for this program.

Travel Mode	1996	2000	2004	2006	2008	2010	2012	2014	2016
Auto Drivers	57.5%	54.4%	47.1%	44.1%	37.5%	38.8%	39.8%	39.9%	39.9%
Auto Passengers	15.6%	11.0%	11.8%	11.9%	12.8%	10.0%	10.1%	9.3%	10.3%
Transit Passengers	11.3%	17.8%	26.2%	27.4%	31.0%	26.0%	27.7%	27.1%	26.8%
Cyclists	6.9%	5.5%	6.0%	5.3%	7.1%	8.9%	7.9%	7.7%	7.7%
Pedestrians	8.7%	11.3%	8.7%	11.2%	11.2%	15.9%	14.5%	15.7%	15.1%
Skateboards/Rollerblades	0.0%	0.0%	0.2%	0.1%	0.3%	0.4%	0.1%	0.2%	0.2%

Modal Split Summary – By Percentage





Not a spot to park your bike

### DID YOU KNOW?

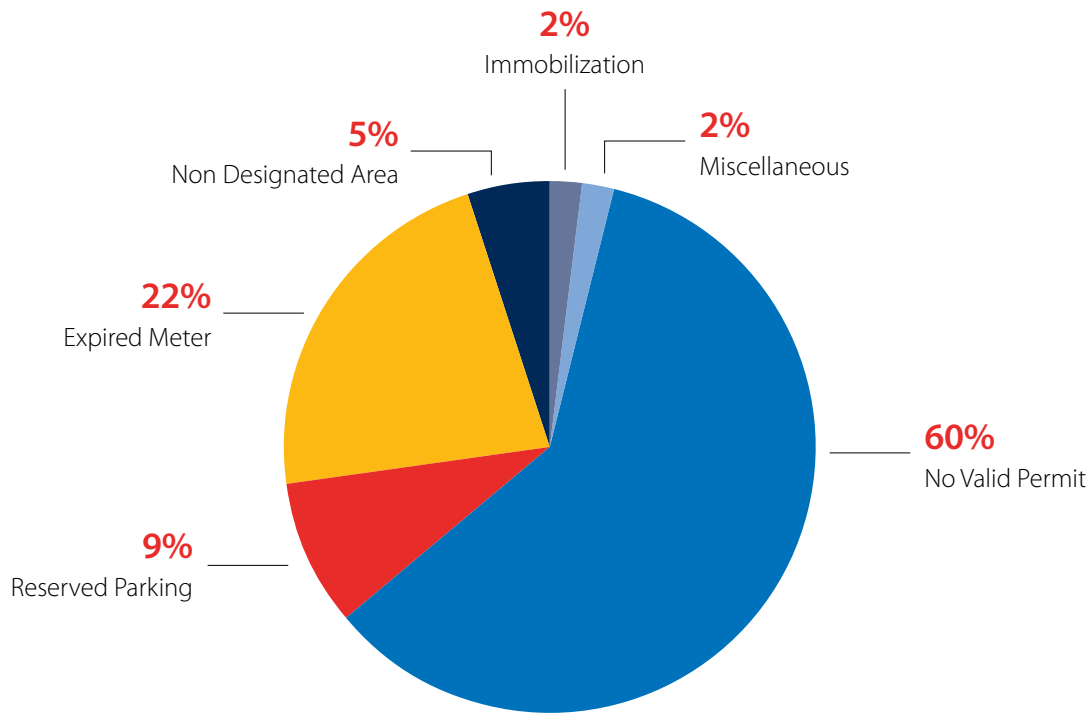
- Full time staff on campus may be eligible for an employee bus pass. Please contact Campus Security for information. This program is limited to those who don't have a parking permit.
- As an ancillary service, Parking Services must fund its own capital projects. Parking revenues go towards parking lot maintenance, new construction of parking facilities, lighting and parking equipment.
- While parking spaces may appear to be in short supply, there are often spaces available in Lot 5, which is adjacent to Residence and a short walk to the center of campus.
- The McKenzie Avenue Parkade is open and there is available space most days in this location. Enter off of the new Vikes Way intersection at McKenzie, behind CARSA. There are 334 General Parking spaces to serve the campus community.
- There is space for over 50 bikes to park in a covered facility inside the McKenzie Avenue Parkade. Access is from the corner of McKenzie Avenue and Gabriola Road.
- It is contrary to the University's Traffic and Parking Regulations to lock a bike to anything other than a bike rack.



# PARKING AND TRANSPORTATION SERVICES

## ENFORCEMENT

Parking is at a premium many weekdays during the school year. In order to ensure those who pay for parking have a spot to do so, our Security Officers are in the field seven days a week ensuring that this can happen. In addition, we continue to use licence plate recognition technology as a tool to enforce the University's parking regulations.



The chart above illustrates the types of citations our officers issued in 2016, these numbers were comparable with the previous year. As shown, six out of every ten citations issued were to vehicles not displaying a valid parking permit. This is an important number to note, as the simplest way to avoid a parking citation is to have a permit displayed on your vehicle. The new hang tag style of permit can be either hung from a rearview mirror or placed on the driver's side of the dashboard. The key point to remember is that it must be visible to the Security Officer at all times.



Our preference is to provide compliance-based enforcement, meaning our staff would prefer to not write a parking citation if through education, we can gain voluntary compliance. A description of the different violation types is outlined below.

### **No Valid Permit Displayed**

Citations can be issued for either not displaying a permit, having an expired permit or a permit partially obscured or unreadable.

### **Expired Meter**

Short term meter time limits on campus range from one to four hours. There are well over 100 meters intended for short term parking. Please ensure you read the time limit on the meter you park at to avoid a citation.

### **Reserved Parking**

Reserved parking lots are found inside Ring Road and are restricted to Reserved permit holders until 4:30 PM Monday to Friday and all day on Saturday. There are also reserved parking stalls in many lots outside of Ring Road. Not displaying the appropriate permit will result in a citation being issued.

### **Non Designated Area**

Parking on campus is described as either:

- a) Parking in a manner indicated by sign or marking as to the proper positioning of the vehicle.
- b) Parking in a designated parking space between two white delimitation lines.

Parking outside of these designated areas, such as on a roadway, landscaped area or laneway is considered a hazard and may result in the issuance of a parking citation.

### **Immobilization**

Under certain circumstances, we may immobilize a vehicle parked on campus. This may be done if normal enforcement measures are not proving effective or an altered or stolen permit is displayed. This is done as an alternative to towing which can be seen as more costly and time consuming for the driver.

### **Towing**

In cases where normal enforcement measures are proving ineffective, and immobilization has not changed behavior, a vehicle may be towed off of campus at the expense of the owner or operator.

# HOW TO RESPOND WHEN AN ACTIVE THREAT IS IN THE VICINITY

## WHAT IS AN ACTIVE THREAT?

An active threat is an individual or individuals actively engaged in attempting to harm or kill people in a confined space or other populated area. In most cases, active threats use firearms and there is no pattern or method to their selection of victims. Active threat situations are unpredictable and evolve quickly. Active threats usually will continue to move throughout a building or area until stopped by law enforcement, suicide or other intervention.

Quickly determine the best way to protect yourself:



### GET OUT

- Leave the area only if you know the location of the threat.
- When evacuating, keep your hands visible and follow police instructions.
- Have an escape route and plan in mind. Leave your belongings behind if necessary.



### HIDE

- Hide in an area out of view
- Barricade doorways and entrances using any means available. Lock doors if possible.
- Close the windows/door blinds.
- Stay behind solid objects away from the door and turn off the lights.
- Minimize noise from your location. Turn off your cell phone ringer, alarms and vibration.



### FIGHT

- Fight as a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the threat.
- Act with physical aggression and throw items at the threat or use other means to stop the threat.

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## CALL 911 WHEN IT IS SAFE TO DO SO

How to respond when the police arrive on the scene:

### How to react:

- Remain calm and follow instructions from the police.
- Immediately raise your hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements toward officers, such as attempting to hold on to them for safety.
- Avoid pointing, screaming or yelling.
- Do not stop to ask officers for help or direction when evacuating.
- Proceed in the direction from which officers are entering the building.

### Information to provide to the police or 911 operator:

- Location of the active threat.
- Number of people, if more than one.
- Physical description of the person(s).
- Number and type of weapons held by the person(s).
- Number of potential victims at the location





# EMERGENCY PROCEDURES

REGISTER FOR UVIC EMERGENCY ALERTS [uvic.ca/alerts](http://uvic.ca/alerts)

Download the UVic Mobile App for emergency procedures information anytime.

## FIRE



- Pull fire alarm. Call 911 and Security.
- Use an extinguisher if the fire is small.
- Proceed to nearest exit using stairs, not elevators. Close doors and windows.
- Meet at building assembly points.
- DO NOT re-enter the building until directed by emergency personnel.
- IF YOU CANNOT EVACUATE: Use stairwells as refuge areas and stay low.

## NATURAL GAS LEAK



- DO NOT pull fire alarm. Call Campus Security.
- Assist with building evacuation by word-of-mouth.
- Once outside, move to designated building assembly points and DO NOT re-enter the building until directed by emergency personnel.

## MEDICAL EMERGENCY



- Call 911 and ask for an ambulance. Provide your name and location on campus, including building and room number.
- Call Campus Security.
- If trained, administer CPR or first aid.
- If not trained, direct first responders to the incident location.

## HAZARDOUS MATERIALS



- If not trained to manage the release or spill clean-up, call Campus Security.
- If there is risk of fire or explosion, call 911.
- DO NOT operate electrical devices, phones, light switches or equipment in the spill area.
- Alert people in the immediate area to evacuate if toxic materials have spread.
- Evacuate to building assembly points.

## BUILDING FLOOD



- DO NOT walk through flood water—it could be electrically charged or contaminated.
- Call Campus Security.
- If possible, shut off power to the affected area.
- Move all hazardous chemicals and vulnerable equipment to countertops.

## POWER OUTAGE



- Turn off computers and other voltage-sensitive equipment.
- If in science labs, secure experiments and shut off research gases.
- Move cautiously to an emergency exit and evacuate the building if safety is a concern.
- DO NOT re-enter the building until directed by emergency personnel.

## SUSPICIOUS PERSON/OBJECT



### SUSPICIOUS PERSON

- DO NOT confront the person.
- DO NOT block the person's access to an exit.
- Call 911 and Campus Security. Give as much information as possible, including description and direction of travel.

### SUSPICIOUS OBJECT

- DO NOT touch or disturb object.
- Call 911 and Campus Security.

## EARTHQUAKE



- DROP, COVER AND HOLD ON under a table, desk or inside wall until the shaking stops.
- If shaking lasts for more than 30 seconds or there is visible damage to the building, evacuate AFTER the shaking stops to the Campus Assembly Area.
- DO NOT use elevators.
- DO NOT pull fire alarm unless there is a fire.
- Prepare for aftershocks.

## THREAT OF VIOLENCE



- Quickly determine the best way to protect yourself and call 911 when safe to do so.

### GET OUT

- Consider safe evacuation of the area only if you know the location of the threat. When evacuating, keep your hands visible and follow police instructions.

### HIDE

- Barricade doorways and entrances using any means available.
- Close window/door blinds.
- Stay behind solid objects away from the door and turn off the lights.
- Minimize noise from your location. Turn off your cell phone ringer, alarms and vibration.

### FIGHT

- Only confront a violent or potentially violent person as a last resort. Attempt to incapacitate the threat using physical aggression.

### EMERGENCY INFORMATION UPDATES

[uvic.ca](http://uvic.ca) | CFUV 101.9 FM

UVic emergency information line:  
250-721-8620 | 1-888-721-8620

UVic Emergency Planning  
[uvic.ca/services/emergency](http://uvic.ca/services/emergency)

Emergency Preparedness Tips:  
@PrepareUVic

Emergency Information: @UVicEmerg

# 911

FIRE POLICE AMBULANCE

CAMPUS SECURITY SERVICES

250-721-7599

# CONTACT INFORMATION

**24 HOUR EMERGENCY / FIRST AID: 250-721-7599**

Non-Emergency Phone: 250-721-6683

Fax: 250-721-6612

## Emergency information updates

Web: [uvic.ca](http://uvic.ca)

Phone: 1-888-721-8620

Radio: CFUV 101.9 FM

## Location

Campus Security Building  
(near the Bookstore)

## Parking office hours

8:00 a.m. to 5:00 p.m. Monday – Thursday

8:00 a.m. to 4:30 p.m. Friday

## Mailing address:

Campus Security Services

University of Victoria

P.O. Box 1700

Victoria, BC V8W 2Y2





**Tom Downie**

Director

Phone: 250-721-6107  
Email: securitydir@uvic.ca

Tom is responsible for the direction and leadership of the department and crime prevention initiatives on campus.



**Pat Seward**

Parking & Transportation Manager

Phone: 250-721-6685  
Email: parkingmgr@uvic.ca

Patrick is responsible for parking operations, departmental administration, budget and transportation on campus.



**Keith Cascon**

Security Manager

Phone: 250-721-6062  
Email: securitymgr@uvic.ca

Keith is responsible for the day to day security operations on campus.



**Rob Johns**

Emergency Planning Manager

Phone: 250-721-6355  
Email: epmanager@uvic.ca

Rob is responsible for UVic's emergency planning program, ensuring that plans and procedures are in place if and when large emergencies occur on campus.



**Allison Eddy & Fiona Puszka**

Personal Safety Coordinators

Phone: 250-721-8981  
Email: psc@uvic.ca

Allison and Fiona provide support and referral for all personal safety related concerns, as well as coordinating the crime prevention programs for the campus.



**Jay Bowles**

Alarms & Scheduling

Phone: 250-721-6618  
Email: jayb@uvic.ca

Jay is responsible for alarm systems, Security Officer scheduling and the CSEC website.



**Alexis Osmond**

Administrative Coordinator

Phone: 250-721-6381  
Email: aosmond@uvic.ca

Alexis is responsible for coordination of Front office services and special event parking on campus.

**Team Leaders**

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[uvic.ca/security](https://uvic.ca/security)



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