## EMERGENCY PROCEDURES

**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.
- 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.

**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.

**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.
- 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.

**DO NOT**
- Walk through flood water—it could be electrically charged or contaminated.
- 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.

**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.

**FIRE 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**
- 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.

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- 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.

**911**
- FIRE POLICE AMBULANCE
- CAMPUS SECURITY SERVICES 250-721-7599

**EMERGENCY INFORMATION UPDATES**
- uvic.ca | CFUV 101.9 FM
- UVic emergency information line: 250-721-8620 | 1-888-721-8620
- UVic Emergency Planning uvic.ca/services/emergency
- Emergency Information: @uvic

**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.
I am pleased to present the 2018 Campus Security Services Annual Report to the campus community. This annual report contains reports from each area within the department as well as information on our calls for service for the year. The year saw our department spend six months in a temporary trailer in the parking lot adjacent our building while it underwent a seismic upgrade. We moved back into our building in March and I was again impressed with our staff’s patience and flexibility during the challenging transition. Our updated space is a pleasure to work in.

We have continued to invest in our staff by providing training opportunities that included emergency traffic control, street drug recognition from Saanich Police, EpiPen training, sexualized violence policy information, cannabis awareness and active threat response.

We also continued to focus on enhancing customer service through the service excellence strategy with the office of the Vice President Finance and Operations. This strategy includes the three R’s of customer service—reliability, responsiveness and relationships.

We look forward to serving our University community throughout 2019.

Tom Downie
INCIDENTS

In early September, Campus Security Dispatch centre received a call from the BC Ambulance Service requesting our officer's assistance in locating a male who had sustained an ankle injury near the entrance to Mystic vale near parking lot 1.

Security Officers (SO's) used their local knowledge of the described area to ascertain that the injured party was located near the old pump house in the bush near Cedar Hill Cross Rd. Security Officers assisted the Paramedics attending to a male who had fallen approximately 8-10 feet off the building foundation onto rocks and was now partially suspended on blackberry bushes.

At the scene there were approximately 25 youths from a nearby high school having an unsanctioned party and consuming large quantities of alcohol. Since this incident occurred in the Oak Bay Municipality, the Oak Bay Police Department was contacted to assist with reuniting the intoxicated students with their guardians.

This call for service resulted because the injured male had been urinating off the roof of the building, lost his balance and sustained a significant fall. He was semi-conscious and complaining of pain in his leg. The Paramedics made the assessment that this person needed to be transported to the nearby hospital for further medical evaluation.

With the aid of the Oak Bay Fire Department, the extrication of the male required usage of a basket stretcher, ropes and a chainsaw to clear a path through the thick brush and vines in order to get back to the parking lot where the ambulance was parked.

While this call was in progress, officers located an intoxicated female who was lying in a precarious position on a concrete ledge. SO's were able to relocate her to an area where she could be properly assessed. This person was also treated by Paramedics at the scene.

One afternoon Campus Security Dispatch received a call requesting assistance pertaining to an aggressive male in an office. To assist the caller, the Campus Security dispatcher remained on the phone with the concerned staff member to provide reassurance and direction until the situation could be resolved.

Upon arrival the SO's were directed to a boardroom where they found an agitated male seated on the floor under a table while his father sat nearby attempting to calm him. The male was observed to be deliberately striking his head against a chair and yelling. Witnesses nearby stated that they had seen the male striking his head with a glass water receptacle.

SO's gathered information and through fact finding learned that the male was autistic and had been on campus to attend a meeting which had not gone well. The male was extremely agitated, using profane language and uttering threats of self-harm and bodily harm to SO's and others.

This past year was another busy one for our department. The first third of 2018 was especially challenging because the patrol staff was required to work out of two different locations. Due to some logistics associated with the university’s fire alarm system, our dispatch center continued to be stationed in the Campus Security building during construction while everyone else in the department was housed in a trailer located in parking lot 2.

As in years past, many of Campus Security’s calls for service required differing responses for resolution. In this report, the first section will focus on some incidents that occurred on campus this past year. The second section, titled “A the day in the life” will show in chronological order the demand and diversity of calls our staff may receive at any given moment. The final section will highlight training course our Officers received in 2018.

Keith Cascon | Security Manager
After significant effort had been made to de-escalate the situation, SO’s determined that in order to make progress with the situation, further resources were needed. As the building was located in the Saanich Municipality, Saanich Police were requested to attend. Saanich Police then attended and transported him to the hospital for appropriate assessment and treatment.

All members of the university community play a vital role in reporting incidents that occur on campus to our Dispatch Centre. The following call is a prime example of this:

Campus Security Dispatch received a call from a BC Transit driver one evening to report a smell of gas complaint in the bus loop. The attending Security Officers entered a nearby building where the smell of gas was very faint. One Security Officer proceeded to the kitchen area through the back door of the building. Upon opening the door the gas smell was much stronger. The Security Officer left the back door open and disarmed the kitchen area intrusion alarm.

After a quick scene assessment, the Security Officer discovered the gas stove top was still on. The front left burner was lit and still burning. After this observation, the Security Officer shut off the front left burner. The shift mechanic from Facilities Management was contacted and came on scene to assist the Security Officers in making an assessment. At that point it was discovered that the middle burner was open and gas was pouring out. The Security Officer then shut off the middle burner. Both burners were turned to about the half way point based on the flame coming out. Burners were placed in this position as none of the dials indicated on or off for the gas. The door was left open for another 15 minutes to allow air flow through the kitchen. After the building was ventilated and it was determined that it was safe to do so, the area was secured.

A DAY IN THE LIFE

The following is a brief outline of the call volume and diversity in reports that our department can receive at any given time. On this day shift we had four uniformed Security Officers on duty. This includes the Team Leader, a Dispatcher and two other Security Officers responsible as first responders.

These are details of a dynamic series of calls over a two and a half hour period:

1:30 p.m. One Team Leader and two Security Officers on the road plus one Security Officer in the Dispatch Centre.

1:31 p.m. Call to check welfare of Residence student posting suicidal ideations online. This call continues to hold the attention of the Team Leader and Security Officer #1, as the student is not present and a search to locate begins.

1:50 p.m. Saanich Police Department (SPD) advise they are on route to assist in search for suicidal male and request a Security Officer to meet them in Parking Lot B, as the male is scheduled to be in a class adjacent at 2:30 p.m.

2:00 p.m. A different male attends the Campus Security Office to report ongoing cyber bullying and threat of violence against him. This takes the attention of a Security Officer #2 until 2:45 p.m., as the follow up requires detailed reporting and documentation.

2:10 p.m. Team Leader and Security Officer #1 are diverted from awaiting SPD to an academic building for a medical call involving a community member experiencing a serious medical issue. Upon attending it is determined that British Columbia Ambulance Service (BCAS) is required and as such, due to call volume, the efforts of the CSEC Parking Technician are employed to meet the ambulance and guide them to the injured person.

2:22 p.m. There are bystanders to assist the Security Officer #1 on scene. The Team Leader departs the building on foot to meet SPD in Parking Lot B to begin coordinated search for the suicidal male.

2:30 p.m. New information regarding location of suicidal male emerges and the Team Leader is diverted on foot to another location to meet the Saanich Police.

2:34 p.m. Another medical call involving a community member experiencing extreme asthma with no medication available is dispatched to patrol. Security Officer #1 departs to the location to render assistance. The Parking Technican is now advised that he will be required to both meet and guide the ambulance crew into building for the injured person.

2:36 p.m. Security Officer #1 is now assisting the community member having the asthma attack on the other side of Campus.

2:37 p.m. The Team Leader is now off with two SPD units on the western side of the Campus conducting a more thorough search for the suicidal male.

2:41 p.m. Security Officer #1 has made an assessment regarding the community member with the asthma attack. Security Officer #1 transports the person to Jack Peterson Health Clinic for further medical evaluation and more extensive care.

2:43 p.m. Security Officer #1 returns to the original location with the Parking Technician to ensure the ambulance has located the community member experiencing paralysis.

2:45 p.m. Security Officer #2 clears bullying/threats report and is dispatched to Clearihue building to engage Network Services locating suicidal male by searching his access to the UVic Network.
2:55 p.m. The Team Leader and SPD re-attend to an academic building to search for the suicidal male at his scheduled class. Male is not in class. SPD pings suicidal males cell phone and learn the male is within a 175 meter radius of a different building resulting in an expanded search scope involving multiple buildings and a densely wooded area. Three more SPD units are enroute to assist with expanded search.

3:00 p.m. Security Officer #2 attends to begin assisting in foot search for suicidal male. Conflicting reports of current location of suicidal male coming from cell phone ping, Network Services and relatives are tracking suicidal male’s cell phone by “find my iPhone” app. The expanded search includes eight buildings involving seven searchers.

3:06 p.m. Security Officer #1 gets dispatched to a third medical call, again involving severe shortness of breath, and has to depart from the academic building. Security Officer #1 on scene is at this call until 3:37 p.m.

3:37 p.m. Dispatch receives a fourth report of medical distress that involves a student who has cut their finger and requires medical assistance. Due to high call volume, this caller was advised to contact 911 if the injury warranted or to attend the Jack Peterson Health Clinic for medical assistance.

It should also be noted that this sequence of events was extremely busy for the Dispatch Officer. The Dispatch Officer was required to monitor alarms, access various data bases, field multiple calls from the public, update emergency services and maintain radio communications with the Security Officers on the road. The Dispatch role was even more challenging on this day because the Dispatch Centre was situated in a construction zone while the Campus Security building was undergoing a seismic upgrade and a renovation.

TRAINING
Campus Security is committed to enhancing the safety and security of the university campus for students, staff, faculty and the visiting community. Our patrol staff are dedicated security professionals, who are well trained and qualified in promoting a safe and welcoming environment for the entire university community. To help maintain our skill sets, our officer’s conduct regular training scenarios on a weekly basis. These on-going training scenarios are usually conducted on night shifts, to minimize the impact to the university community during busy daytime hours.

One such example of our ongoing training exercises, recently Campus Security conducted an emergency traffic control scenario on Ring Road. This scenario consisted of an incident where a cyclist was struck by a motor vehicle in the inner lane of Ring Road, just outside the Student Union Building during the evening hours. Our security team performed the scenario as if it was real and blocked off the inner-lane and reduced Ring Road to one lane of traffic. Training exercises like these are performed on a regular basis to keep our Security Officers proficient in emergency situations.

EMERGENCY TRAFFIC CONTROL
On occasion there are some motor vehicle accidents that occur on the university property. As our Security Officers are First Responders, quite often they are required to make an initial scene assessment and conduct traffic control to protect all members of the university community and maintain traffic flow.

This past October, four Security Officers were selected to take a Train the Trainer Emergency Scene Traffic Control course. This course was facilitated by Roadmasters Safety Group which is affiliated with the British Columbia Municipal Safety Association.

These four certified Security Officers then trained all Security Officers with Emergency Scene Traffic Control. Through this training each Officer is now registered with the British Columbia Municipal Safety Association, as Emergency Scene Traffic Control operators.

STREET DRUG RECOGNITION
The Saanich Police Street Crime Unit presented a course on education and awareness of various street type drugs to Security Officers and other Campus Security staff.

SEXUALIZED VIOLENCE TRAINING
In May of 2017 the University of Victoria finalized the Sexualized Violence Prevention and Response Policy. When the Policy came into effect in 2017, our staff received extensive training on this issue. Due to the importance of this subject matter, in May of 2018 all our officers received additional training. This session was facilitated by the university’s Sexualized Violence Education and Prevention coordinator.
EPINEPHRINE AUTO-INJECTOR (EPIPEN TRAINING)

Due to concerns with food allergies and possible adverse effects of insect bites, in conjunction with Health Services and University Food Services, our Security Officers were trained in how to administer the EpiPen Auto-injector.

From Times Colonist on Dec. 15, 2018

“When considering the safest way to protect UVic students, staff and faculty it was decided the best campus security would be best equipped to handle emergencies. They are often the first to be called, and are trained in occupational first aid.

Tom Downie, director of campus security, said his department answers about 450 medical emergencies every year, from stomach cramps to heart attacks. Each staff car is stocked with medical emergency gear including heart defibrillators, nalaxone and this year EpiPens were added. Downie said his department aims to respond to a crisis on campus within three minutes. Protocol has been arranged for working with off-campus paramedics, police and firefighters to guide them through UVic’s approximately 70 buildings. One campus officer goes to the scene and another waits at an agreed muster site for emergency responders to guide them.

“We’ve handled everything from upset stomachs to cardiac arrests,” Downie said. “We always tell people if they are in trouble phone 911 and, if they can, phone campus security right after.”

CANNABIS AWARENESS TRAINING

The federal government legalized non-medical cannabis on October 17, 2018. To educate our Security Officers, a member of Counselling Services, a division of Office of Student Life, provided an information session to our staff.

ACTIVE THREAT

This was an in house training session provided by the Personal Safety Coordinators. The Personal Safety Coordinators have been facilitating and continue to offer this training to all members of the university community.

ONLINE TRAINING

Our Security Officers utilize the Canadian Police Knowledge Network to access various training courses. This online training continues to be offered to all Security Officers to enhance their professional development.
Emergency Planning at UVic works to improve the on-campus emergency preparedness for all students, faculty, staff, and guests. To accomplish these goals effort is placed on several key activities designed to enhance preparedness at UVic. Significant activities include: provision of opportunities for people to learn how to be prepared for emergencies at home and on campus; development and enhancement of teams of people trained in specific emergency roles on campus; fire drills and creation of fire safety plans to meet legislative requirements; development and improvement of emergency plans, processes and supplies.

Emergency preparedness is a shared responsibility. All students, faculty, staff and guests at UVic have a personal obligation to take steps to be prepared for emergencies and disasters in their own lives and areas of influence. In an effort to encourage people to learn how to be better prepared for various emergency events Emergency Planning at UVic took several steps in 2018 to encourage preparedness.

In January the District of Oak Bay and the District of Saanich teamed up with UVic Emergency Planning to host an evening of lectures presented by faculty and researchers at UVic on the earthquake and tsunami risk to this region. This event was well attended by over 200 people.

The Vancouver Island Emergency Preparedness Conference partnered with UVic to host an informative conference at the university in June. Staff and volunteers involved in emergency management from several municipalities and organizations attended this two day event where they heard from a variety of experts involved in emergency management.
Several on-campus public education outreach activities were conducted in 2018 in an effort to encourage people to become better prepared for emergencies. Conversations were had with students, faculty and staff at a number of display events. In October several activities occurred as part of the Great British Columbia ShakeOut earthquake drill. A full test of the UVic Alerts was conducted, several work areas and classrooms held Drop, Cover, Hold On drills, and a large drill was conducted in Mystic Market. Residence Services once again hosted the Great MilkShakeOut public education event where several hundred students in residence each had mini-conversations about the earthquake risk in this region and learned some simples steps they can take to be better prepared. In exchange for participating students received a tasty milkshake.

Emergency preparedness–themed talks were well attended in 2018. Active Threat and Emergency Preparedness talks were offered. As well, this year Campus Security began teaching a session on how to use a fire extinguisher. The fire extinguisher sessions, taught by the Personal Safety Coordinators, have been well received. Several work areas on campus hosted Emergency Preparedness or Active Threat talks in their areas.

Fire safety continues to be a large part of the work of Emergency Planning. In 2018, 94 fire drills were held as part of the legislative requirement to hold annual drills. Fire drills disrupt each building on campus for about 10 minutes a year. However, those ten minutes are vital to making sure that the people trained as Building and Floor Emergency Coordinator have practice carrying out their duties. The post-drill debriefs with these building teams are invaluable for identifying any recommendations for improvement. The university has approximately 540 Building and Floor Emergency Coordinators who are spread across buildings on campus.

The university maintains several trained teams who have emergency roles. Approximately 60 people have identified roles in the Emergency Operations Centre (EOC). This team has access to short training sessions several times a year.

In 2018 this group participated in two role-play functional exercises. In June the team participated in an exercise that saw them practice their roles, as well as practice such actions as a shift change. In October, during the week of ShakeOut, the EOC team participated in a larger, more ambitious exercise. They utilized the alternate EOC site during this exercise. Facilities Management Department Operations Centre and the Communications Department Operations Centres were activated and coordinated with the EOC during this exercise. These facilities practiced their roles and communication between each location. This year also saw the addition of a functional Amateur Radio capability added to the EOC. Both EOC exercises used a simulation cell to help add realism to the training.

Training for on-campus emergency teams continued in 2018. The Emergency Call Centre, staff from University Communications and Marketing, and staff in Facilities Management all participated in a combination of training and exercises within their teams.

Plan review and development, as well as the updating of procedures, contact lists and equipment, all took place in 2018. Facilities Management led the redevelopment of the ammonia release response plan. This document guides the actions of responders to any ammonia leak in the refrigeration plant at the Ian Stewart Complex ice rink. In late 2018 a planning process was undertaken to plan for the loss of heat and hot water on campus caused by disruption to the natural gas supply. This planning process involved several stakeholder groups across campus who worked through the potential challenges possible with this type of utility disruption.

A mass casualty plan was also developed in 2018. This plan could be used to help guide the care of those injured due to a major emergency, such as an earthquake.

Emergency Preparedness on campus requires a great number of people who each do their part. Thank you to each person involved with one of the emergency teams or who have assisted in making UVic a safer place this past year!
Allison Eddy and Fiona Puszka
Personal Safety Coordinators

Allison and Fiona are the two Personal Safety Coordinators 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 provide referrals and resource information for those campus community members who experience personal safety issues such as criminal harassment and sexualized violence.

2018 saw the continuation of the expanded role of the Personal Safety Coordinators to include Emergency Planning work as well as Threat Assessment training and education. Fiona had a focus on fire safety plans with Rob Johns, while Allison continued to learn and practise threat assessment strategies.

Allison and Fiona continued to provide information sessions on Active Threat to the campus community. 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 (Get out, Hide and Fight) to what campus community members can expect from Campus Security and Police response.

The year included many opportunities for Allison and Fiona to connect with the International Student population through presentations, information tables and informal coffee socials. The students were given information about Campus Security’s services and programs and general safety information for both on and off campus.

For those community members who are experiencing issues with personal safety, Allison and Fiona are available to assist in setting up personal safety plans. They also assist with security audits of buildings on campus and provide recommendations for enhanced security measures, such as key control and data security.

The Fall of 2018 saw the start of new training provided by the Personal Safety Coordinator. Fire extinguisher training sessions, previously provided by the Occupational Health, Safety and Environment Department, is now offered on a monthly basis and so far has been well attended and received.

Both Allison and Fiona are available to all campus community members to assist with any safety concerns and can be reached at psc@uvic.ca or 250 721-8981.
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.

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

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.

Watch the video to learn more: uvic.ca/activethreat
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 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 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.

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 our emergency line.

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.

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.
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 28 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.

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.

This number includes five common assaults. The average time spent was three and one half hours for each common assault report. Statistics on sexual assaults are now being collected and will be provided by the Sexualized Violence Prevention office in the Equity and Human Rights department on campus.
NOTABLE ACHIEVEMENTS

2018 brought the completion of some projects, and the ongoing work on others.

Complete
- Second Licence Plate Recognition (LPR) vehicle in service
- Changes to Short Term Parking, which included the installation of 105 new meters that are credit card enabled
- Five new Short Term Parking Dispensers installed
- Tap and Pay feature installed on all parking permit dispensers

Ongoing
- Continued exploration of a mobile payment solution
- Planned upgrade to parking software, which will enhance online purchases and accounts
CHANGES TO PARKING ON CAMPUS

After introducing LPR to campus in 2017, we focused on upgrades to our short term parking areas on campus. New short term meters were purchased and installed around campus last summer; now all meters are credit card enabled. Changes were also made to the short term areas in Lot A, HSD, Ring Rd at the SUB, Lot 2 and the University Centre Loop. In these high use areas we have installed five new Parking Dispensers for short term parking use. Additionally all dispensers have been upgraded with the Tap and Pay feature which reduces transaction times and lines during peak times.

Since the integration of Virtual Permits in 2017, we have seen an increase in online sales. During the permit renewal season, August–September 2018, we saw another significant increase in online sales; over 60% of permit purchases were completed online. With the planned software upgrade in the late spring we are anticipating a more user friendly customer portal that will continue to drive online virtual permit sales during our busiest sales period.

Benefits of LPR:
- No more forgetting your permit (at home or in another vehicle), a permit falling from the rear view mirror or wind blown off your dash
- Eliminates the need to display physical permits and the need to move permits from vehicle-to-vehicle
- Returning to your vehicle after purchasing to display a paper permit is no longer necessary
- Lost or stolen permits and the associated replacement fees, reports, and processing times are eliminated
- Reduced waste and litter in all campus parking lots

MOTOR POOL

Campus Security is responsible for managing over 20 of the university’s motor pool vehicles. In late 2018, one additional departmental vehicle was added for Campus Security, this division now has two patrol vehicles and one maintenance vehicle.

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 and four 7 passenger mini vans.

TRANSPORTATION DEMAND MANAGEMENT PROGRAM

In 2003, the University of Victoria completed a comprehensive Transportation Demand Management (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 15 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
- Subsidized employee bus pass program
- An extensive inventory of bicycle lockers and racks; cycling education and advocacy
- A partnership with Modo that provides free car share membership, along with access to three vehicles parked on campus
- Four 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
DID YOU KNOW?

- Full time employees 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 during peak times, we continue to encourage parkers to arrive early. There are often spaces available in:
  - lower Lot 5 which is adjacent to Residence and a short walk to the center of campus.
  - Lot 7 which is adjacent to TEF and just across the road from CARSA.
- 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.
- Parking Services contributes over $600,000 annually for initiatives aimed creating alternatives for those coming to campus by single occupant vehicles.

PARKING REVENUE

Parking Services is classified as an ancillary service at UVic and therefore must support its own operations, and contribute to others through the collection of parking revenue. The list below shows parking expenditures as a portion of one dollar for the 2017/18 Fiscal Year.

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries</td>
<td>$ 0.31</td>
</tr>
<tr>
<td>Future Parkade Fund</td>
<td>$ 0.18</td>
</tr>
<tr>
<td>McKenzie Parkade Loan</td>
<td>$ 0.12</td>
</tr>
<tr>
<td>Transportation Demand Management Program</td>
<td>$ 0.08</td>
</tr>
<tr>
<td>UVSS Bus Pass Sub</td>
<td>$ 0.03</td>
</tr>
<tr>
<td>Equipment</td>
<td>$ 0.02</td>
</tr>
<tr>
<td>Credit Card Commission</td>
<td>$ 0.02</td>
</tr>
<tr>
<td>Admin Charges</td>
<td>$ 0.02</td>
</tr>
<tr>
<td>Vehicle Operations</td>
<td>$ 0.01</td>
</tr>
<tr>
<td>Other Operating Costs</td>
<td>$ 0.21</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$ 1.00</strong></td>
</tr>
</tbody>
</table>
**ENFORCEMENT**

Parking is in high demand weekdays during the school year. In order to ensure those who pay for parking have a spot to do so, our Parking Compliance Officers and Security Officers are in the field seven days a week ensuring that this can happen. In addition, we continue to use license plate recognition technology as a tool to enforce the university’s parking regulations.

The chart below illustrates the types of citations our officers issued in 2018, these numbers were comparable with the previous year. As shown, more than six out of every ten citations issued were to vehicles without a valid parking permit. This is an important number to note, as the simplest way to avoid a parking citation is to purchase a permit for your vehicle.

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 as follows.

**No Valid Permit Displayed**
Citations can be issued for either not purchasing a permit or having an expired permit.

**Expired Meter**
Short term meter time limits on campus range from one to four hours. There are 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 after 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 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 registered owner.
New in 2018

AMRIT GILL
Amrit moved into her role as a Security Officer in Patrol in August, from her role as a clerk at our Front Counter.

LEON RICHARDS
Leon started as a casual Security Officer in Patrol in August, coming from the electrical/construction field.

TIM AAVIK
Tim started as a full time Security Officer in Patrol in August, having previously worked at Victoria International Airport Security.
Contact information

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.

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
Mike Brosselard: mbross@uvic.ca
Darren Chequer: chequer@uvic.ca
Amrit Gossal: agossal@uvic.ca
Nathan Appenheimer: appenhei@uvic.ca
24/7 RESPONSE: 250-721-7599
Fax: 250-721-6612

Emergency information updates
Web: uvic.ca Phone: 1-888-721-8620
Radio: CFUV 101.9 FM

Location
Campus Security Building
(near the Bookstore)

Parking office hours
8 a.m. to 5 p.m. Monday – Thursday
8 a.m. to 4:30 p.m. Friday

Mailing address
Campus Security Services,
University of Victoria,
P.O. Box 1700, Victoria,
BC V8W 2Y2