

CAMPUS SECURITY SERVICES

ANNUAL REPORT 2019

CAMPUS SECURITY



EMERGENCY PROCEDURES

REGISTER FOR UVIC EMERGENCY ALERTS uvic.ca/alerts

Download the UVic SafetyApp 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 | 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](https://twitter.com/uvic)

911

FIRE POLICE AMBULANCE
CAMPUS SECURITY SERVICES
250-721-7599



Director's Message

I am pleased to present the 2019 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.

This was a milestone year for Campus Security Services, as 2019 marked our 25th anniversary as a standalone department. Prior to 1994, Campus Security was housed in the Saunders building and was known as Traffic and Security, reporting to Building and Grounds which is now part of Facilities Management.

The department has seen much change since that time, such as a move from the old J Hut wartime hut that stood next to E Hut, into our current building.

Calls for service in 1995 were approximately 3,300, compared to over 14,000 in 2019. In 1995 there were 16 Security Officers in Patrol with an additional position of a dispatch clerk, compared with our current staffing level of 24 Security Officers who act in both security and dispatch roles.

This year we 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 in 2020.

Tom Downie



Keith Cascon | Security Manager

This year continued to be another busy one for our department, as our Patrol division responded to approximately 2,760 incidents that varied greatly in complexity. In many cases, our officers respond to calls with very limited information and are often required to make decisions quickly.

On a daily basis Campus Security receives calls requesting medical assistance for a variety of reasons. For example, it is not very often that the patient is a four-legged furry friend, but Security is always ready and willing to help regardless of the call. Security attended a Residence room to assist in cleaning the wounds of a support dog living on campus with its owner. The dog sustained the injuries from a skateboarder who got too close. The unfortunate pooch was a little frightened, but between the assistance of its owner and the Security Officers, they were able to get the two wounds properly cleansed and bandaged. The Security Officer remained with the dog and its owner to ensure the bleeding had stopped and was not going to soak through the bandages. The attending officer and the owner discussed next steps and it was determined a trip to the vet in the morning would be best.

This past July, a Security Officer was patrolling the parking lot at the Ian Stewart Complex when they noted a suspicious male climbing a chain link fence and acting erratically. After a short verbal interaction, the male began striking and attempting to enter the officers' patrol vehicle. The officer requested back up support from other members of the team and continued to verbally interact with the male who continued to act unpredictably by laying supine on the surface of the parking lot and yelling profanities. The male then jumped to his feet and ran towards Gordon Head Road, whereupon officers heard a loud bang as he made contact with a white pickup truck travelling southbound on the roadway. Police, fire and ambulance resources were requested and attended to the scene to render medical aid alongside Security Officers. The male got up from the ground and began limping further down

Gordon Head Road. He was eventually treated by emergency personnel and transported to hospital by ambulance.

One factor that makes a Security Officer's job unique is that they never know what the next minute can bring; an example of this involved an intrusion alarm this past fall. Early one morning, the Campus Security Dispatch Centre was alerted to an intrusion alarm in one of our buildings. Two Security Officers responded to the building. Upon arrival, the officers quickly determined that someone was in the building and they spotted a BMX bicycle laying on the ground nearby. The responding officers alerted the Dispatch Centre and they were quickly joined by another three Security Officers. In addition, Police were immediately notified that there was a break-and-enter in progress. While waiting for police to arrive the security team surrounded the building, as they could hear the suspect moving around inside. Prior to police arrival, the suspect attempted to flee the building. Security Officers quickly responded and contained the suspect until police could arrive and arrest the male. Along with the police K9 unit, Security Officers searched the remainder of the building and surrounding area for an accomplice but no other person was found.

There have been times that members of the university community are unsure of when to contact us to report an incident. As we are a 24/7 service provider I would like to take this opportunity to remind our community that our department prides itself on the motto that 'no call is too small'. The university community acts as our eyes and ears and we continue to depend on the entire university community to report anything that they feel may require attention.

A DAY IN THE LIFE

The following is a list of calls that our patrol division responded to on a Tuesday in December.

Our reporting system shows that the shift documented 42 activity reports that day along with an additional 18 incident reports. Below is a chronology of events that transpired over a 24-hour period on this particular Tuesday.

12:03 – Alarm issue
12:30 – Check wellbeing
12:39 – Insecure building
01:04 – Theft report: Keys
01:35 – Intrusion alarm
01:53 – Staff check-in
02:58 – Staff check-in
04:40 – Access request
06:21 – Alarm issue
06:30 – Assist another department: Site security
08:09 – Intrusion alarm
08:14 – Access request
08:45 – Intrusion alarm
09:06 – Intrusion alarm
09:09 – Assist public call
09:40 – Intrusion alarm
10:08 – Intrusion alarm
10:11 – Intrusion alarm
10:20 – Medical emergency: Person fainted
11:24 – Assist public
11:50 – Escort person
11:51 – Theft report: Car battery
12:50 – Medical emergency: Person not feeling well

13:50 – Intrusion alarm
13:54 – Personal safety Issue
14:31 – Assist motorist: Battery boost
14:39 – Suspicious person in building
15:06 – Access request
15:52 – Intrusion alarm
16:13 – Intrusion alarm
16:45 – Access request
16:50 – Electrical safety concern
17:04 – Access request
18:24 – Intrusion alarm
18:58 – Medical emergency: Person fell
19:10 – Check on staff
19:26 – Access request
19:37 – Building safety concern
19:56 – Motor vehicle accident
20:36 – Alarm issue
20:46 – Assist motorist: Battery boost
23:11 – Noise complaint

In addition to these reports, 18 building checks were also conducted.

Of note: The dayshift, which runs from 6:30 a.m. to 6:30 p.m. had a new Security Officer training in our Dispatch Centre. This meant that we had two Security Officers assigned in Dispatch resulting in there being fewer Security Officers available to respond to calls.

I feel the above day details the complexity and diversity of calls that the department responds to on a regular basis.



Rob Johns | Emergency Planning

Each of us has a responsibility to do our part to be prepared for emergencies. It is often the simple things that make a difference in a large emergency or disaster. Have you talked to your family, friends and work colleagues about what you would do and how you would help one another in a disaster? Have you purchased an extra can or two of food recently and added this to your emergency supplies? Collectively, these kinds of small steps add up to make our society—and campus—a safer, more resilient place to be. Are you curious about how to become better prepared for disrupting emergencies? Visit the Emergency Planning website or attend an emergency preparedness workshop to learn more.

DID YOU KNOW?

You can attend a 90-minute session right here on campus and learn how to be prepared for large scale emergencies? Sign up at uvic.ca/services/emergency/events.

In an effort to raise awareness about the need to be prepared, in 2019 we participated in several events designed to encourage people to learn more. In September we attended several displays as part of the week of welcome activities. Later in September we invited a number of organizations and departments to participate in an Earthquake Preparedness Fair near the Petch Fountain. For the third time the ShakeZone earthquake simulator ride was on campus to give people an idea of just how much motion a damaging earthquake can create. It was eye opening! People who attended this event commented on how useful the information was to their preparedness. In October several work areas on campus participated in the Great British Columbia ShakeOut by conducting Drop, Cover and Hold on drills. A handful of information booths were set up to share information on earthquake preparedness during this time.

Each year UVic undertakes a number of initiatives to improve upon and increase its ability to respond to disrupting emergencies on campus. Teams like the Emergency Operations Centre, Emergency Call Centre,

Rapid Damage Assessment and Site Response Team all participated in training to help prepare them for their roles.

In September 2019 we began the creation of a new Emergency First Aid Unit. This team is open to students, faculty and staff at UVic. Its mission is to provide a more coordinated first aid response to any disaster that causes injuries on campus. Team members bring their existing first aid skills and learn about triage, worker care and the UVic emergency plan.

UVic conducts just under 100 fire drills each year on campus. These drills are done to raise awareness within the campus community of the need to take immediate action in a building when fire bells are ringing, or when there is sign of smoke or fire. Each year we meet people at fire drills who are uncertain about what to do when the fire bells sound in their building, which reminds us why we need to hold these drills. The drills are also important for the Building and Floor Emergency Coordinators as they practice how to evacuate their building during an emergency. Related to fire safety,

we completed fire safety plans for all occupied non-residence buildings on campus. These are a more in-depth plan than the previous Building Emergency Plans that were created in the past.

This year Emergency Planning worked through a project to create a new way of providing emergency alerts to the university. In tests of the UVic Emergency Alerts we recognized that we needed to improve upon the speed of the emergency notifications, and the new UVic SafetyApp was born! This app provides nearly

instant emergency communications to those who have downloaded the app. As well, the app has great information, emergency procedures and quick contacts available. If you have not yet downloaded the app, you should! It is available for download at the Apple Store or Google Play. Be sure to enable notifications.

Thank you to the many students, faculty and staff who, over the last year, have improved upon emergency preparedness at UVic! Your collective efforts all make a difference.



The advertisement features a white smartphone displaying the UVic SafetyApp interface. The app shows a 'Severe Weather Alert' notification at the top. Below the notification are several service tiles: 'Campus Alone', 'Emergencies', 'SafeWalk', 'First Aid', 'Support Resources', 'Residence Services', 'Campus Map', 'Emergency Procedures', and 'Campus Security'. At the bottom of the app screen is a 'Notification History' section. The background of the advertisement is dark blue with colorful diagonal stripes in blue, red, and yellow. The University of Victoria logo is in the top left corner. The text 'Stay safe Get the UVic SafetyApp' and the URL 'uvic.ca/alerts' are prominently displayed in the center. At the bottom, there are buttons for 'Download on the App Store' and 'GET IT ON Google Play'.

University of Victoria

Stay safe

Get the UVic SafetyApp

uvic.ca/alerts

Download on the App Store

GET IT ON Google Play



Allison Eddy



Fiona Puszka

Allison Eddy and Fiona Puszka Personal Safety Coordinators

Allison and Fiona are Campus Security's two Personal Safety Coordinators. They are responsible for the coordination of personal safety and crime prevention programs on campus and are the CSEC 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.

2019 saw the continuation of the expanded role of the Personal Safety Coordinators to include Emergency Planning work as well as Violence Risk/Threat Assessment training and education.

Allison and Fiona provide information sessions on Active Threat to the campus community. The information covered in these sessions is based on consultation with local police agencies and includes the response options available during an active threat situation (get out, hide and fight) as well as what campus community members can expect from Police and Campus Security 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 on Campus Security's services and programs as well as 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.

Allison and Fiona continue to provide training on the use of fire extinguishers as part of Emergency Planning, those sessions as well as the Active Threat information sessions can be booked through the Learning Central portal provided by Human Resources.

They are available to assist with any safety concerns and can be contacted 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.

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

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

2019 Statistics | 2018 Statistics

FIRE ALARMS

71 | 49

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

457 | 410

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.

INTRUSION ALARMS

1,948 | 1,856

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.

BUILDING CHECKS

11,414 | 10,614

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 24/7 line.

ASSIST POLICE

139 | 173

The majority of assist police reports are for abandoned 911 calls, which require the Campus Security Dispatcher to use a program that traces calls placed from campus to determine location and time. Security Officers then attend or call the location to determine if the caller needs assistance. One way 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

3,810 | 3,325

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

1,419 | 1,221

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 provide a consistent and high profile presence in Residence by having dedicated foot patrols on a nightly basis.

THEFT

168 | 137

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 168 reports of theft, 48 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.

PROPERTY DAMAGE

111 | 94

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 36 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 24/7 line.

ASSAULTS

10 | 9

The average time spent was three and a half hours for each assault report. Statistics on incidents of sexualized violence are now being collected and will be provided by the Sexualized Violence Prevention office in the Equity and Human Rights department on campus.

BREAK AND ENTER

19 | 6

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 24/7 line. We have had some success in determining person(s) responsible as a result of the areas being alarmed and the police collecting and using forensic evidence.

CHECK WELLBEING

71 | 34

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

MOTORIST ASSIST

139 | 176

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

Parking and Transportation Services



PATRICK SEWARD, PARKING AND TRANSPORTATION MANAGER

Patrick has over 20 years' experience in the parking industry and came from the private sector where he was the operations manager for a large parking company. Starting in Campus Security as the Parking and Transportation Coordinator and now as the Manager of Parking and Transportation, Patrick is responsible for parking operations, departmental administration, Campus Security budget and transportation on campus. He has a diverse background in retail sales, customer service, event security and emergency services.



ALEXIS OSMOND, ADMINISTRATIVE COORDINATOR

Alexis has over 10 years' experience in the parking industry and started in Campus Security as a clerk at our front counter, then 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

2019 brought the completion of some projects, and the ongoing work on others.

Complete

- Planned upgrade to parking software, which will enhance online purchases and accounts
- Significant paving projects to address surface deterioration
- New bike racks and shelter at Centennial Stadium and around CARSA
- Installation of a speed reader board on campus which is rotated between three locations on Ring Road

Ongoing

- Continuing work on a mobile payment solution
- Parking lot condition assessments



Parking team

SERVICE EXCELLENCE INITIATIVES

In 2017, the VPFO launched a customer service initiative called Service Excellence. Campus Security has launched a number of initiatives to improve our customer experience and Parking Services. Through our ecommerce parking portal, there has been a significant shift in how customers access our products. Twenty years ago, someone wanting to park on campus needed to use one of the five parking permit dispensers or line up each August to purchase an annual parking permit. With the increase in parking dispensers, short term meters and an enhanced ecommerce portal, customer traffic has shifted to more self-serve transactions than in person ones.

This shift has allowed customers to purchase parking 24/7/365 and has provided our customer service staff more time to dedicate to in-person transactions for the other services we provide, such as lost and found enquiries, bus pass sales, wayfinding questions and other parking products. Some interesting figures on this shift are noted below.

- 66% of parking permit renewals and sales are now completed online
- Credit card transactions represents over 85% of all parking transactions
- In addition to in-person sales at our office, there were over 569,700 self-serve parking transactions in 2019. A self-serve transaction includes online permit sales, paying at a parking dispenser and paying at a short-term meter

MOTOR POOL

Campus Security is responsible for managing over 20 of 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 and four 7-passenger mini vans.

ALTERNATIVE TRANSPORTATION INITIATIVES

Parking is only part of what we do. Over 60% of those who commute to campus do not drive, so we manage, support or fund a number of alternatives to driving to campus.

Car Share: Both Modo and Zipcar have vehicles on campus that are used by the campus community. These programs benefit users by providing a vehicle for short trips and reducing the need to bring their personal vehicle to campus.

Bike to Work Week: The University of Victoria is a proud community sponsor of Bike to Work Week Victoria. In 2019, over 200 riders participated in Bike to Work Week in May.

Cycling: Parking revenue is used for cycling infrastructure around campus. In 2019, new bike racks were added at the west side main entrance and a new shelter with racks at the south entrance, off of Lot 4. New racks were added at the front of CARSA and along the path between the turf fields and Field House. As well, Campus Security staff participated in the development of the Campus Cycling Plan and continue to be involved in the implementation of the plan across campus.

Transit: Discounted bus passes are available to all full time, eligible employees. Last year, we sold over 8,800 monthly passes, representing a discount of over \$400,000 when compared to retail prices. In addition, \$170,000 is provided annually to the UVSS to support the student UPASS program.

Parking and Transportation Services

DID YOU KNOW?

- Based on 2018/19 parking permit sales, over 15% of permit holders reside within 2kms of campus and 46% of all permit holders live within 8kms of campus
- 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
- 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 OCCUPANCY

Each year, we see an increased demand for parking on campus. As of fall 2019, occupancy rates on peak days are nearing 90%. This means that most parking lots are full and those arriving to park may find that lots closest to their destination do not have space. We have listed below some ways to assist you in either finding a space, or examining other options than driving.

If you drive

- **Arrive early.** On peak days, most lots are full by 10 a.m. If you can, arrive early, have a coffee and arrive at work without the frustration that searching for parking can bring.
- **Park farther away.** Currently, there is ample space to park at the Ian Stewart Complex or Velox; you can also purchase a discounted parking permit for these two locations. Save money and get some steps in on your way to work!

If you don't want to drive

- **Purchase an employee bus pass.** If you are eligible, and don't have a parking permit, you can purchase a pass for \$38.50 per month, and use it for any trip, not just to commute to work.
- **Ride a bike.** The region has excellent cycling routes and there are great cycling amenities on campus. Beat the traffic, save money and get some exercise!
- **Carpool.** You might be surprised to find out that someone you work with lives close to you, or drives by on their way to campus. Share a ride, save some money!
- **Walk.** Over 700 people who purchase parking permits live within a 20-minute walk of campus.

The University is working on ways to reduce the amount of single occupant vehicles coming to campus, including an adjustment to the permit rate structure, enhanced employee bus pass program and encouraging employees to use an on campus Modo or Zipcar car share.

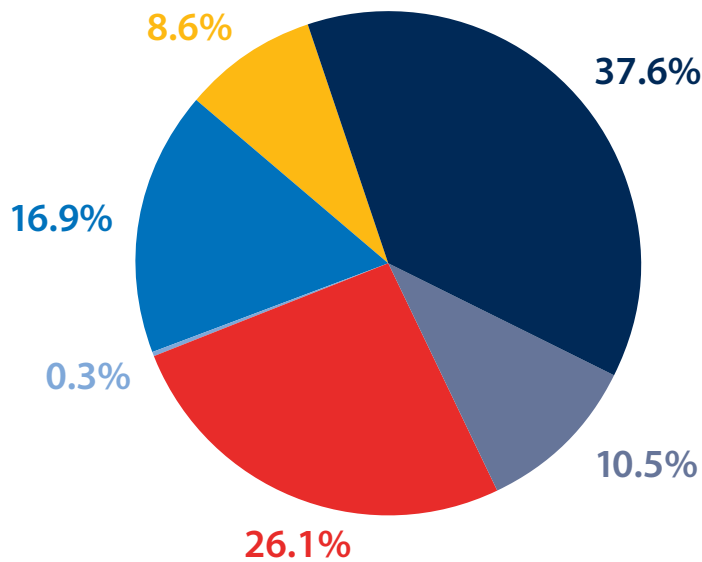
CAMPUS TRAFFIC SURVEY

A comprehensive Campus Traffic Survey is conducted every two years by Bunt & Associates Engineering (Bunt). The most recent survey of traffic access patterns on a typical weekday was completed in the fall of 2018 and reported out in the spring of 2019. Bunt has been collecting and documenting UVic travel data biannually since 1996. The 2018 survey results illustrate progress in both pedestrian and cyclist mode splits as well as 2.3% reduction in vehicle drivers. The **modal split** is illustrated in the chart below.

LOST AND FOUND

Campus Security functions as the university's lost and found center. Our staff perform weekly pickup across campus and return lost items to be catalogued and stored in hopes that someone will come to claim them. These items include articles of clothing, books, jewelry and cell phones. In 2019, our office received 4,193 items and were able to return 552, or 13%. The remainder were either taken to the Free Store at the SUB or given to the Compassionate Resource Warehouse who partners with other Canadian charities to ship goods overseas for humanitarian or relief causes. Items that may contain data are destroyed and not distributed.

Modal split



■ Auto drivers ■ Auto passengers ■ Transit passengers ■ Cyclists ■ Pedestrians ■ Skateboarders/Rollerbladers



Emily Boulter | Alarms

In January 2019, Emily started as the Scheduling and Alarms Coordinator. She has a BSc in Earth and Ocean Sciences and Physical Geography as well as a certificate in Environmental and Occupational Health. As an undergraduate student, Emily worked as the Emergency Planning Assistant in Campus Security from 2013-16. She also worked as the Project Management Assistant in Ocean Networks Canada in 2018.

As the Scheduling and Alarms Coordinator, Emily is responsible for maintaining all of the intrusion alarms for the campus as well as Security Officer scheduling and updating the Campus Security website.

2019 has proven to be another busy year with respect to alarms. Renovations across campus have led to many

changes to the campus alarm systems, including the installation of nine new alarm systems. In total, Campus Security manages 78 alarm systems in 53 different buildings across campus.

Below are some helpful tips on how to use the alarm.

TROUBLESHOOTING

If you set off an alarm:

- Contact Campus Security 250-721-7559
- Provide them with your name and Pass Card Number

If your code is not working/you have forgotten your code:

- Contact the Scheduling and Alarms Coordinator csecalarms@uvic.ca/250-721-6618

If there is a yellow Trouble light on the panel:

- Contact the Scheduling and Alarms Coordinator csecalarms@uvic.ca/250-721-6618

If the door beeps every time the door opens/closes:

- Press [*4] to activate/deactivate door chime.
- If the panel is beeping every 10 seconds:
- Press and hold [*] to silence the alarm.
- Contact the Scheduling and Alarms Coordinator csecalarms@uvic.ca/250-721-6618

Please contact Emily for assistance with any of the following:

- Installations
- Repairs
- Account information
- How to use the system
- Reports

New in 2019



SAMUEL BRAUN

Samuel graduated from Camosun College with a diploma in Criminal Justice studies in 2017. After graduation, he kept himself busy working two jobs, full-time doing custom cabinetry and part-time as night watch at a retirement home. In 2018, he graduated from Saanich Police Department's Reserve Constable Program. Since then, he has continued to dedicate hundreds of hours of volunteer services to the community. Samuel was hired as a Security Officer in November 2019.



CALEB LUKE

Caleb graduated from Camosun College with a diploma in Criminal Justice and has volunteered as a Victoria Police Reserve Constable for the last six years. He previously worked as an Asset Protection Manager in retail security, and continues to work for the Health Authority in Protection Services. Caleb was hired as a Security Officer in May 2019.



BRENNAN STANKOVEN

Prior to coming to UVic, Brennan held the position of a Security Supervisor at Elements Casino Victoria. His responsibilities included managing a security team while also being responsible for all of the buildings' emergency procedures. He currently holds an Associate's Degree in Criminal Justice from Camosun College. Brennan recognizes the need to learn and adapt in the dynamic field of security and public safety, while also prioritizing positive community engagement. Brennan was hired as a Security Officer in November 2019.



TAMARA RAMOS GOMEZ

Originally from Spain, Tamara moved to Victoria in 2010. She spent her first year in Canada volunteering as a Teacher's Assistant with The International Culture Association of Victoria where she taught seniors English. With a strong background in customer service, she started on Campus as a supervisor in food services in 2015. We welcomed Tamara to the Campus Security team in July 2019 in a casual position, she was hired in a permanent position in October 2019.

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

Allison Eddy & Fiona Puszka

Personal Safety Coordinators

Phone: 250-721-8981

Email: pssc@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.



Fiona Puszka



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.



Emily Boulter

Scheduling and Alarms Coordinator

Phone: 250-721-6618

Email: csecalarms@uvic.ca

Emily is responsible for alarm systems, Security Officer scheduling and management of the Campus Security website.

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

