Security for everyone. 24/7.

Campus Security
Annual Report 2013

University of Victoria | Campus Security Services

LIMIT.
SECURE.
REPORT.

LIMIT INFORMATION

Limit and be aware of the information you have on your devices. Don't collect or store personal information you don't need.

SECURE INFORMATION AND DEVICES

If you have sensitive information, store it on a trusted university-managed server or encrypt it. Use a strong password. Ensure backups are done regularly. Use a secure method to transfer personal information.

If the information is not needed and is eligible for destruction, arrange for it to be securely destroyed.

"Think" before you "send" email. Avoid sending sensitive information by email. If you must do so, put it in an encrypted attachment rather than in the email body.

Store your laptop/mobile device out of sight in a locked office cabinet or take it with you. Never leave equipment unattended.

REPORT DEVICE LOSS OR INCIDENT

Report an information breach and/or lost or stolen devices immediately to Campus Security Services at 250-721-6683 (non-emergency line).

University of Victoria

For more information, visit www.uvic.ca/limitsecurereport

Welcome/Director's Message

University of Victoria is a large and complex institution with over 132 buildings including 71 residence buildings covering over 326,186 square meters. The main Campus has a total area of 403 acres (163 ha) and spans two municipalities; Saanich and Oak Bay.

Tom Downie

With a campus population of over 20,000 students and 4,500 staff, Campus Security Services' priorities are life safety and the protection of property and other university assets.

Our office staff and Security Officers have a wide variety of work experiences and backgrounds such as police, fire and ambulance services. Our staff strives to provide an outstanding customer service experience, they possess excellent communication and listening skills and are exceptional problem solvers. Campus Security Services is responsible for Security, Parking, Alarms, Medical Response, Lost and Found, locker and vehicle rentals for the University of Victoria campus community.

This report provides information about who we are as a department, statistics relating to how our time is spent and crime prevention tips. We hope you will find this report valuable.

In 2013 we saw some changes in crime trends and calls for service. Theft of bikes and computers were down 30% from the previous year and damage to UVic property was at a ten year low of 73 incidents. Medical response continues to be a high demand service, with 449 calls for service over the year. Alarm response was at the highest level ever reported, mostly due to an increase in the number of alarmed areas on campus.

A piece of scientific equipment that had been left unclaimed in Lost and Found after a locker clean out in the McKinnon building was donated to a medical facility in Africa.

If you have any questions or suggestions about security, personal safety, parking, alarms or vehicle rentals please refer to the contact information on the following page or call **250-721-6683**.

RETIREMENT announcement

After 33 years of service to the University of Victoria, Operations Support Manager **Bill Johnston** is retiring in April 2014. Bill's contributions to UVic during his years on campus include being one of the original anti-harassment officers (pre-Equity Office) and the CUPE President who negotiated Christmas Closure which all staff currently enjoy. Bill's outstanding dedication, immense institutional knowledge and positive attitude have served as a great example for fellow employees, and he will be greatly missed by everyone.
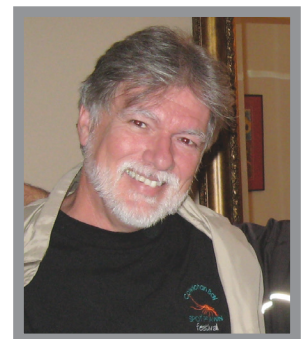
Bill Johnston

2013 Statistics
Statistics for 2012 (*)

Fire alarms | 116 (*87)
Fire alarms are typically caused by intentional pulls or smoke from cooking or construction, with the majority of alarms being construction related this year. The number of intentional pulls has been drastically reduced in the last three years after the installation of pull station covers in Residence. 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 | 449 (*411)
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 | 1941 (*1436)
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 | 10,873 (*9784)
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 | 245 (*154)
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 | 2360 (*1408)

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. A reminder to always take your keys with you and lock your office door when leaving, even if it's just for a short time away.

Assist Residence | 853 (* 633)

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.

Theft | 105 (*123)

The majority of theft on campus is opportunity theft, meaning someone has left a valuable such as bike, laptop, purse or wallet unattended or unlocked, and a thief has used that opportunity to take that item. Of the 105 reports of theft, most were for bikes stolen from campus. The average time officers spend on a theft report is 40 minutes. Campus Security does offer 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 | 93 (*105)

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.

Assaults | 7 (*4)

There were two reported sexual assaults. The average time spent was three and one half hours for each report. Alcohol appears to be a factor in most reported assaults.

Break and Enter | 9 (*15)

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, often Security Officers find doors unlocked and property unsecured.

Parking and transportation services

Transportation and Parking Coordinator

With over 25,000 students and staff, UVic is a small city many days, in fact, if UVic were a city, it would be the 15th largest in British Columbia based on population, larger than Duncan. During the past year, we have worked hard to improve the services we offer to the campus community. As you will see from the information contained in this report, we have shared information that illustrates our commitment to providing exceptional customer service, in an area that can be a challenge to do so.

Enforcement

Campus Security is responsible for enforcing the University's Traffic and Parking Regulations. These regulations are in place to ensure that that those that wish to park on campus are not adversely affected by those who don't follow these regulations.

Our Security Officers encourage voluntary compliance with these regulations through education, signage and when necessary, by issuing citations, immobilization and towing. We prefer compliance oriented enforcement, meaning that we prefer to avoid issuing parking citations while realizing that it is still a necessary part of our enforcement program.
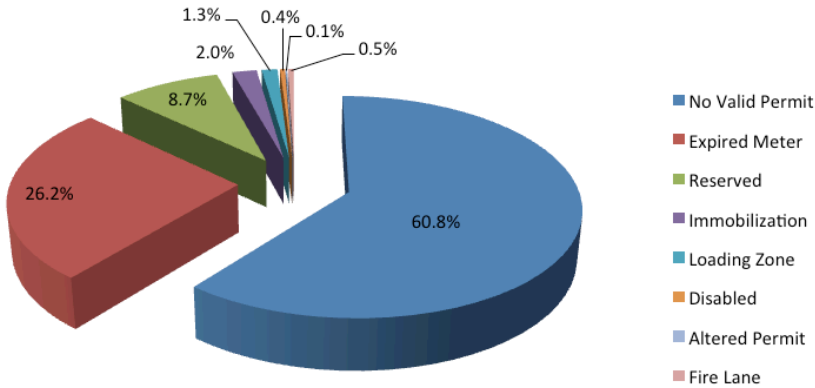

The chart above illustrates the types of violations our officers issued in 2013, these numbers were comparable with 2012. As shown, six out of every ten violations issued were to vehicles not displaying a valid parking permit. This is an important number to remember, the simplest way to avoid a parking citation is to have a permit displayed on your vehicle. We prefer to provide compliance-based enforcement, meaning our staff would prefer to not write a parking citation if through education, we can gain voluntary compliance.

An important part of our enforcement program is the use of immobilization devices. In 2013, over 300 immobilization devices were applied to vehicles found to be in contravention. The reasons a vehicle may be immobilized are, displaying an altered permit, multiple outstanding parking citations or when normal enforcement actions are proving ineffective. An immobilization device is used as an alternative to towing a vehicle off campus. This allows us to have a dialogue with the individual to explain the situation and eliminates the need for one to travel off campus to retrieve a vehicle. It is seen as a friendlier alternative to towing and gives us the flexibility to educate rather than simply punish.

The University's Traffic and Parking Regulations are in effect 24/7 and our officers conduct random patrols to ensure compliance. Ultimately, this gives equal and fair access to everyone who comes to campus in need of a parking space.

Parking and Sustainability

Campus Security manages 4409 parking spaces on campus. The breakdown to type can be seen in the following chart.
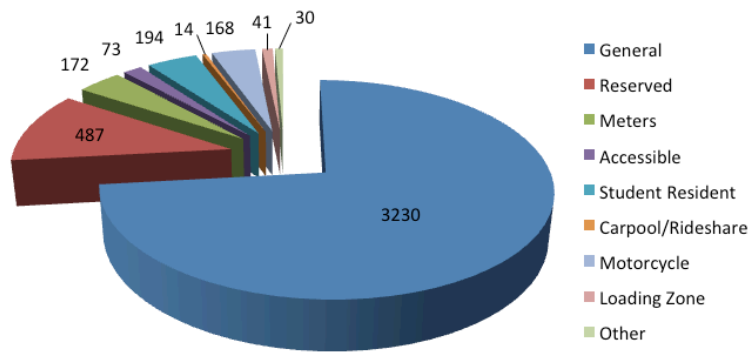
We budget $380,000 annually for TDM initiatives. In fact, the single biggest amount in our budget, outside of salaries, goes towards alternatives to driving to campus. It is important to note that Parking revenues are used to fund several programs as an alternative to single occupancy vehicle trips to campus. These include the UPass, employee bus pass, cycling infrastructure and the Victoria Car Share Co-op. All of these items are key parts of the University's Sustainability Action Plan for Campus Operations.

Special events

UVic is home to many different events, many of which require our involvement. In 2013, there were over 20 events that ranged from the CIBC Run for the Cure to a 24 hour bike ride around Ring Road raising funds for Cops for Cancer. We are proud to be involved with such diverse and interesting events and will continue to work with these groups to ensure their experience on campus is beneficial. A sample of the events held in 2013 is listed below..

- Operation Trackshoes
- Lions Society 24 Hr Relay
- Victoria Autism Walk
- Walk for ALS

- Saanich Family Bike Event
- Victoria Youth Triathlon
- Leukemia and Lymphoma Society Light the Night Walk
- Cops for Cancer Half Marathon Car Pull

Notable Achievements

2013 was a busy year for parking and transportation services, a few highlights:

- Completion of the new Campus Bike Center, an additional 230 bike parking spaces, 50 bike lockers and 44 bike equipment lockers underneath the University Center.

- Ground breaking on the new parking facility at the corner of Gabriola and McKenzie. Scheduled to open in early 2015, this facility will have over 300 parking spaces on 5 levels.

- Planning is underway for an expanded bus exchange on campus. When complete, 12 additional bus bays will be added on the south side of Finnerty Rd, adjacent to the SUB, across from the exiting exchange

- Online renewal of student parking permits

- New parking signage installed that fits with the University's way finding program, launched in 2011.

Permits

There are a number of ways to pay for parking on campus. The occasional driver may opt to purchase a permit from one of our 21 permit dispensers located in parking lots around campus. The daily visitor may purchase an annual permit. Still others may simply deposit a coin into one of our many single space parking meters for their brief stay.
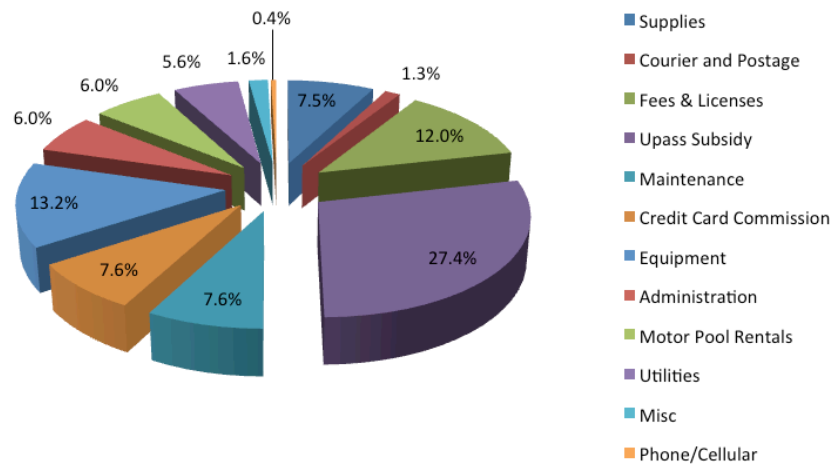
Financial Overview

Parking revenue is made up of three separate revenue sources, permits, transient or meter parking and citation revenue as shown in the breakdown below.

Revenue

- ■ Annual Permits — 47%
- ■ Daily Parking — 45%
- ■ Citations — 8%
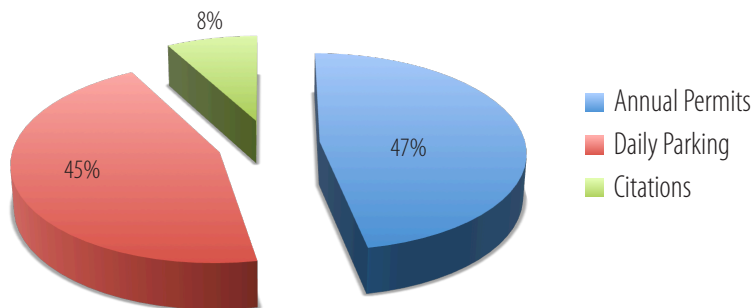
Expenses

As an ancillary service, Parking Services uses all revenue generated from parking to operate the department. This includes lot maintenance, snow removal, surface repair, utilities costs, equipment and bus pass subsidies.

■	Supplies
■	Courier and Postage
■	Fees & Licenses
■	Upass Subsidy
■	Maintenance
■	Credit Card Commission
■	Equipment
■	Administration
■	Motor Pool Rentals
■	Utilities
■	Misc
■	Phone/Cellular

Note: The above chart excludes salaries.

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 rental vehicles. In 2013, our vehicles were rented for combined 389 days. This convenience saves users from renting from an outside agency, and the ability to pick up and drop off the vehicles on campus.

Motor pool is designed to be break-even; renting a vehicle on campus can be more convenient and less expensive that renting from a commercial provider elsewhere. We have passenger and cargo vans, a hybrid sedan and 16' cube van for rent on a reservation basis; please consider using this resource for your next rental. A departmental FAST account is required for billing purposes.

Did you know?
- Officers took over 25,000 photographs in 2013 of vehicles parked in violation. These pictures are used to provide additional information during the appeal process if required.
- If you use a credit card in one of our parking dispensers, you are billed in real time. The machine communicates with your bank to give authorization in seconds, reducing the amount of declined transactions.

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:

EVACUATE	HIDE OUT	TAKE ACTION
Have an escape route and plan in mind. Leave your belongings behind if necessary. Keep your hands visible.	Hide in an area out of view. Block entry to your hiding place and lock the door. Silence your cell phone.	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 individual(s)

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 officers' instructions.

· Immediately raise 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

University of Victoria

Fire

- Pull fire alarm. Call 911 and Campus Security.
- Use an appropriate 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.

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.

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.

Hazardous materials

- If not properly 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 any 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.

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.

FIRE, POLICE, AMBULANCE

911

Campus Security
250-721-7599

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.

Natural gas leak

- DO NOT pull fire alarm. Call Campus Security.
- Due to explosion risk, verbally announce the need to evacuate and assist with the evacuation.
- Once outside, move to designated building assembly point and DO NOT re-enter the building until directed by emergency personnel.

Threat of violence

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

EVACUATE

- 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 OUT

- 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.

TAKE ACTION

- Only confront a violent or potentially violent person as a last resort. Attempt to incapacitate the threat using physical aggression and any items/means available.

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.

YOU ARE HERE:

Building name: _____

Room #: _____

Phone number: _____

Building Assembly Point: _____

Campus Assembly Area: __Playing fields__

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

Non-Emergency Phone: 250-721-6683   **Fax: 250-721-6612**

Emergency information updates
www.uvic.ca 1-888-721-8620
CFUV 101.9 FM

Location and address
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

Contact information:

Tom Downie
Director
Phone: 250-721-6107 | Email: tdownie@uvic.ca
Responsible for the overall direction of the
department and the day to day security operations
and crime prevention initiatives on campus.

Bill Johnston
Operations Support Manager
Phone: 250-721-6107 | Email: wj@uvic.ca
Responsible for Budget and Administration.

Allison Eddy & Fiona Puszka
Personal Safety Coordinators
Phone: 250-721-8981 | Email: psc@uvic.ca
Provide support and referral for all personal safety
related concerns, as well as coordinating the crime
prevention programs for the campus.

Patrick Seward
Parking & Transportation Coordinator
Phone: 250-721-6685 | Email: seward@uvic.ca
Responsible for day to day operation of Parking
and Motor Pool services.

Jay Bowles
Alarms & Scheduling
Phone: 250-721-6618 | Email: jayb@uvic.ca
Responsible for alarm systems, Security Officer
scheduling and the CSEC website.

Alexis Osmond
Office Supervisor
Email: aosmond@uvic.ca
Responsible for accounts payable and receivable
and operation of the front office.

Security Officer Team Leaders:
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Email: mbross@uvic.ca
Keith Cascon
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Darren Chequer
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Amrit Gossal
Email: agossal@uvic.ca

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