I am pleased to present the 2017 Campus Security Services Annual Report to the campus community.

2017 was a year of challenge and change for our department.

One challenge and change has been our transition to a License Plate Recognition (LPR) program. This new system has many benefits; most notably permitless parking, an easier method of registration and shorter line ups at our front counter for our clients. Our staff have worked hard to become familiar with this new technology.

We moved out of our building in October in order to allow construction to bring it up to post seismic standards. As our building is a secondary Emergency Operations Centre for the campus, this upgrade will allow us to re-enter the building after a significant earthquake. This move required extensive planning and preparation in order to minimize disruption to our clients. Our temporary home is a triple wide Britco construction trailer, which has created challenges as it is half the size of our usual space. I have been impressed by the patience and understanding shown by our staff as they adjust to this unique temporary work environment. We are scheduled to move back into our building once the seismic upgrade is complete in April 2018.

We have continued to invest in our staff by providing training opportunities in areas such as mental health, sexualized violence and trauma informed response.

We look forward to moving back into our building and continuing the work of supporting our campus partners in order to enhance the safety and wellbeing of the campus community.

Tom Downie
On many days of the week, the population at UVic can reach close to 25,000 people— that of a small city. Campus Security (CSEC) is kept busy responding 24/7 to a variety of calls for service that can be very challenging. Security Officers will tell you that no two shifts are alike and anything can happen at any time on campus. The following summary will hopefully provide insight into some of the challenging situations that our officers responded to.

This past January the University experienced a major gas leak in which a four inch gas line was compromised by an excavator. This impacted various parts of the campus, affected many in our community and required the attendance of multiple outside emergency response agencies. The incident was a prime example of how our department is required to interact with various agencies and help problem solve under extremely stressful conditions.

BC Ambulance contacted CSEC to advise our Dispatch that they were attending campus to assist a male who was unwell. As first responders on campus, Security Officers were dispatched to attend to the man while waiting for BC Ambulance to arrive. While our officers were waiting, CSEC Dispatch received a report that a cyclist had been struck at the crosswalk outside the CARSA facility. Security resources were split off to attend the second call. Upon arrival, a male was found in the crosswalk who had been struck by a vehicle. First aid was administered to him at the crosswalk with the assistance of CARSA staff. Due to his injuries, BC Ambulance was requested to attend. Just as the first of the two responding ambulances arrived on campus, CSEC Dispatch received a third medical call reporting that a person had fallen off the climbing wall in CARSA and had seriously injured their ankle. BC Ambulance, already on scene outside CARSA for the struck cyclist, split off and attended to the climbing wall. A paramedic, along with a Security Officer and CARSA staff all worked together to help the injured person who had fallen. Within a 30 minute window a total of three ambulances attended the university and transported people off campus with a variety of injuries.

One of our departments’ many duties is for the Security Officers to patrol campus buildings. While conducting a building check of the Student Union Building early one morning, our officers noticed a small fire in a grease trap in one of the food outlets. They used fire extinguishers to contain the fire while waiting for the fire department to attend. Luckily the fire was caught early enough to mitigate any significant damage. Due to the attending officers quick thinking, the damage caused by this fire to the kitchen area was very minimal.

This past spring our officers were dispatched to a motorcycle accident. It was evident that an injury to at least one person had occurred as there was a male laying prone in the roadway. The Security Officers began initial traffic control, relayed information to Dispatch to update emergency services until emergency services arrived. The fire department assumed care of the injured party although a CSEC Officer maintained C-Spine control until BC Ambulance arrived. The attending police officers started an investigation and BC Transit arrived to coordinate bus traffic around the accident scene. The injured person was eventually able to sit up and subsequently stand and walk to the ambulance. Saanich Fire then departed the scene and BC Ambulance transported the injured person to the hospital for further assessment.

In May, Security Officers were requested to attend and assess a mercury spill in the Cunningham building. Officers arrived on scene and spoke to those involved; no immediate medical attention was required so Officers then moved to assess the spill. Due to the fact that mercury is reactive to oxidizing materials and metals, the Occupational Health, Safety and Environment (OHSE) department was requested to attend for appropriate clean up. The area was cordon off until it was cleaned and safe for re-entry.

KEITH CASCON
SECURITY MANAGER
In July our Dispatch received a call that there was a smell of smoke coming from behind the Fraser building. Our officers attended and located a fire burning in the wooded area adjacent to the student lounge patio. The fire was approximately 2' by 2' and spreading quickly due to a light breeze and the extremely dry conditions. While waiting for the Fire department to arrive, the Security Officers on scene extinguished the fire with fire extinguishers and buckets of water. Alco Window Cleaning staff also assisted with this effort as they were working in the area and had buckets of water on hand. SFD attended and further doused the area until passing off incident command to the Oak Bay Fire Department (OBFD) as they had jurisdiction in this case. The OBFD declared the fire to be extinguished but asked CSEC to conduct extra patrols in the evening in case there were any flare ups.

Chemistry Stores staff contacted CSEC Dispatch to report a possible hydrofluoric acid leak from a shipping box. Staff also reported that a UPS driver's hands had come into contact with the acid. Officers attended and requested the fire and ambulance departments attend. Security Officers provided first aid to the UPS driver and ensured the spill area was contained. BC Ambulance transported the UPS driver to hospital while UVic OHSE staff attended to safely clean up the spill.

CSEC Dispatch received a call from a student living in Residence advising that they had cut themselves with a knife. Our officers arrived to find the student had accidentally stabbed themselves in the palm of their hand with a knife, while attempting to de-pit an avocado. A reminder that if you need to de-pit an avocado, a knife isn't always the best utensil!

CSEC received a call of an assault with a weapon/firearm. This type of incident requires response to a dynamic and possibly dangerous situation. Not only did Campus Security play an integral part in reporting to and assisting the police emergency response team, but the attending officers also provided medical response to the victim and offered support to the students displaced from their Residence during the incident.

Security Officers responded to a medical emergency in which an intoxicated male had jumped from a balcony, sustaining a broken arm and several lacerations. The attending officers were able to treat and immobilize the injury before the ambulance arrived. Paramedics remarked on the professionalism of the Security Officers and their ability to splint limbs and treat open injuries.

Just before the winter closure our officers were dispatched to a medical emergency at the University Center. This incident provided some unique challenges, as the person was sitting at the front of a full auditorium. Not only did the attending officers provide first responder care to the person who was in serious medical distress, but they were also instrumental in facilitating an expedient response by both the fire and ambulance without having to interrupt the performance or displace more than a few patrons for the short duration of the medical emergency.

One evening, CSEC Dispatch received a call from police reporting a suspected impaired driver who was last seen driving near campus. The vehicle was reportedly being driven in an erratic manner. Security Officers began searching for the vehicle and shortly thereafter located it driving into parking lot 3. Police were contacted, attended and administered two breathalyzer tests on the driver which resulted in “fail” readings. Police arrested the driver for impaired driving and assessed a 90 day driving prohibition and had the vehicle towed away.

In December, CSEC Dispatch received a call stating there was a suspicious male looking into offices in the Clearihue building. Officers attended and located the male who appeared to be suffering from a mental illness. The male ended up in the library where he was acting erratically and disrupting students trying to study for exams. Officers were concerned for the male's safety and state of mental health therefore police were contacted. Police attended and were able to assess the male. Through this assessment the police officers were able to ensure he wasn't a danger to himself or others and also that he had a place to stay for the evening. After verifying this information, the male was then asked to depart campus.

Campus Security makes a genuine effort to build relationships with the students in the Residence area throughout the year. One example is that on Christmas Day our officers on duty hosted a Christmas breakfast for the students who remained in Residence over the winter break. From the feedback that we have received, this event was much appreciated and well attended, with approximately 25 to 30 students participating.

Based on these incidents and many other calls for service, I would like to say that the CSEC Management Team is extremely proud of the work our officers perform on a daily basis as well as the dedication and compassion that they demonstrate towards the campus community.
The year 2017 reminded us that disruptive events can affect us all. Flooding, weather events, and forest fires impacted many people across British Columbia. Closer to home, UVic experienced a small number of disruptive events, including a snow storm that impacted transportation networks and a gas leak that led to the temporary evacuation of a small number of buildings on campus. Emergency Planning at UVic strives to lessen the impact of disruptive emergency events through awareness and education, emergency plan development, drills, training and exercises.

Emergency Preparedness education on campus continued to be a focus. Throughout the year students, faculty and staff attended emergency preparedness workshops to learn how to be prepared at work and in the home. Emergency Preparedness Week in May and the Great British Columbia ShakeOut in October provided opportunities to encourage people to take steps to be personally prepared. In September the ShakeZone earthquake simulator ride was brought back to campus again and formed part of a day long emergency preparedness-themed display near the Petch Fountain. Several hundred people attended, rode the simulator, and learned how to be prepare for emergencies and disasters. Emergency Planning also attended several other displays on campus in an effort to engage with the campus community on the topic of emergency preparedness.

UVic is required to conduct at least one fire drill in each building each year. As a result a total of 94 fire drills were conducted on campus in 2017. The drills help people learn what to do when they hear the sound of the fire alarm bells, how to leave the building safely, and where to meet once outside. The drills are important practise opportunities for the Building and Floor Emergency Coordinators assigned to each buildings. In 2017, the campus experienced 84 unplanned fire bell events that required action by the Building and Floor Emergency Coordinators.

The UVic Emergency Alerts system was tested twice in 2017. The tests usually coincide with Emergency Preparedness Week in May and the Great British Columbia ShakeOut in October. The October test resulted in 32,000 emails and 17,000 text messages being sent to the campus community. The UVic Emergency Alerts were also used to notify the campus community when it became necessary to close the university due to inclement weather impacting transportation systems in the region.

A number of staff and faculty at the university are part of groups that have emergency roles on campus. In 2017 these groups held training sessions and exercises to help prepare them to perform their role in a major emergency or crisis. Emergency training or exercises were held with the Board of Governors, the Executive Policy Group, the Emergency Operations Centre, the Site Response Team, the Rapid Damage Assessment Team, University Communications & Marketing, the Emergency Call Centre and the Building and Floor Emergency Coordinators. Many of these teams also saw an increase in the number of people involved.

Early in the year a new active threat video was launched as part of an active threat awareness campaign. It is recommended that all members of the university community watch this video and be aware of the recommended safety information. As part of the emergency planning process an active threat table-top discussion-based exercise was held with local emergency services and representatives of the university. Its goal was to work through the roles and responsibilities of each organization if this type of event were to happen here. Emergency exercises are also a valuable tool used to review and improve upon existing emergency plans.
Know what to do during an active threat.

GET OUT. HIDE. FIGHT.

Watch the video to learn more.

uvic.ca/activethreat
Any campus community member that is interested in learning more about any of the sessions noted above may contact the Personal Safety Coordinators at psc@uvic.ca.
2017 proved to be a busy year once again, as renovations to numerous buildings on campus required work on the existing Intrusion Alarm systems. This included wholesale changes to some systems and minor tweaks to other systems. This will be a continuing trend in 2018, as renovations to existing facilities continue to be the norm. Even our own building, Campus Security, is in the midst of extensive seismic upgrading, resulting in our stay in the ATCO trailer in Lot 2.

A steady parade of new staff entering the work force at UVic provides a constant demand for the setup of new alarm users in our numerous systems at UVic. There are currently close to 2200 employees with individual alarm codes that allow them to access one or more of the 200 plus partitions associated with more than 70 separate alarm systems located throughout the campus.

On a personal note, this will be a watershed year for me. Near the end of April 2018, I will complete 25 years of service at UVic. My first four years were with the Accounting Department and the rest of my tenure here at the University has been with Campus Security in a number of different capacities. However, easily the most important date of 2018 will be May 31st, when I retire from service, here at UVic.

I have been very fortunate to have worked at UVic for these many years. I have had the pleasure of working with very dedicated individuals and have made some very close friendships along the way. In 2002, I was allowed to swap lunchtime for class time, allowing me to enroll once again at UVic and finally complete my degree in Geography. My degree was instrumental in helping me obtain my position of Alarms and Scheduling Coordinator, which has further enhanced my time here at UVic.

It has been a wonderful run, my children are adults and it is now time for sleeping in occasionally and some extensive global travelling with my wife.
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.
PROPERTY DAMAGE 161/181

Most reports of property damage occur in Residence, and involve windows, doors, lighting and drywall. Without a witness to the damage it is difficult to determine the person(s) responsible, resulting in unnecessary cost to the University. If a responsible party is found, costs for repair can be assigned to that individual. The average time officers spend on property damage reports is 37 minutes. Both Police and Campus Security spend a great deal of time investigating this senseless crime. There were 40 reported incidents of graffiti on campus and Facilities Management works diligently to remove it in a timely manner. We encourage community members to report any graffiti they notice on campus to our emergency line.

ASSIST RESIDENCE 1649/1287

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 128/242

The majority of theft on campus is opportunity theft, meaning someone has left a valuable such as a bike, laptop, purse or wallet unattended or unlocked, and a thief has used that opportunity to take that item. Of the 242 reports of theft, most were for bikes stolen from campus. The average time officers spend on a theft report is 40 minutes. Campus Security offers a free engraving service in which a number personal to the owner (usually drivers’ license) is engraved on the item, making it easier for police to trace ownership and return the item to the rightful owner. Please report to Campus Security anyone you feel may be prowling around other people’s property and never leave your valuable unlocked or unattended.

ASSAULTS 6/19

This number includes 5 common assaults and one assault with a weapon. 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.

BREAK AND ENTER 7/8

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.
Alexis has over ten 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**

2017 brought the completion of some projects, and the ongoing work on others.

**Complete**

- Successful launch of Pay by Licence and License Plate Recognition technology
- Deployment of Coupon Codes for parking for departmental and external use
- Additional Motor Pool vehicles purchased

**Ongoing**

- Continued exploration of a mobile payment solution
- Short Term Meter replacement

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 & Transportation Coordinator and now as the Manager of Parking and Transportation, Patrick is responsible for parking operations, departmental administration, CSEC budget and transportation on campus. He has a diverse background in retail sales, customer service, event security and emergency services.

**PATRICK SEWARD – PARKING AND TRANSPORTATION MANAGER**

**ALEXIS OSMOND – ADMINISTRATIVE COORDINATOR**

Front office team
2017 brought some big changes to parking services on Campus in that we introduced two new acronyms to our vocabulary – PBL (Pay by Licence) and LPR (Licence Plate Recognition). In June 2017 all parking dispensers on campus were modified to require entry of licence plate information at the start of the parking transaction. This shift to using licences plate to determine permission to park was also introduced to all annual and semester permit holders during the renewal process that began in July for employees. The introduction of Virtual Permits for the 2017/18 parking year dramatically reduced student line ups in September, wait times were reduced significantly and online sales exceeded expectations. The LPR system consists of vehicle mounted cameras that the operator drives through Campus parking areas and scans vehicles parked, comparing these licence plates to a database of vehicles that have paid for parking. This system is an efficient way to ensure that those vehicles parked on campus have paid to do so and works together with PBL technology.

**How does LPR benefit me?**

- 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 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.

In 2017 we added two additional vehicles to our rental pool. The rental fleet now consists of one 16’ cube van and four 7 passenger mini vans.
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 14 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 vehicles parked on campus

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

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</thead>
<tbody>
<tr>
<td>Auto Drivers</td>
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<td>44.1%</td>
<td>37.5%</td>
<td>38.8%</td>
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<td>Auto Passengers</td>
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<td>11.0%</td>
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<td>11.9%</td>
<td>12.8%</td>
<td>10.0%</td>
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<td>Transit Passengers</td>
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<td>Cyclists</td>
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<td>7.1%</td>
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<td>Pedestrians</td>
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<td>Skateboards/Rollerblades</td>
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<td>0.3%</td>
<td>0.4%</td>
<td>0.1%</td>
<td>0.2%</td>
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</table>

Modal Split Summary – By Percentage
Surveys completed bi-annually, next survey will be completed in 2018
DID YOU KNOW?

- Full time staff on campus may be eligible for an employee bus pass. Please contact Campus Security for information. This program is limited to those who don’t have a parking permit.

- As an ancillary service, Parking Services must fund its own capital projects. Parking revenues go towards parking lot maintenance, new construction of parking facilities, lighting and parking equipment.

- While parking spaces may appear to be in short supply, there are often spaces available in Lot 5, which is adjacent to Residence and a short walk to the center of campus.

- The McKenzie Avenue Parkade is open and there is available space most days in this location. Enter off of the new Vikes Way intersection at McKenzie, behind CARSA. There are 334 General Parking spaces to serve the campus community.

- There is space for over 50 bikes to park in a covered facility inside the McKenzie Avenue Parkade, access is from the corner of McKenzie Ave. and Gabriola Rd.

- It is contrary to the University’s Traffic and Parking Regulations to lock a bike to anything other than a bike rack.

Not a spot to park your bike
PARKING AND TRANSPORTATION SERVICES

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 2016/17 Fiscal Year.

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tr>
<td>Salaries</td>
<td>$0.33</td>
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<td>Future Parkade Fund</td>
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<td>McKenzie Parkade Loan</td>
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<td>Operating Costs</td>
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<td>Transportation Demand Management Program</td>
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<td>UVSS Bus Pass Sub</td>
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<tr>
<td>Equipment</td>
<td>$0.02</td>
</tr>
<tr>
<td>Other</td>
<td>$0.10</td>
</tr>
</tbody>
</table>

ENFORCEMENT

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

The chart above illustrates the types of citations our officers issued in 2017, these numbers were comparable with the previous year. As shown, 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 below.

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 well over 100 meters intended for short term parking. Please ensure you read the time limit on the meter you park at to avoid a citation.

Reserved Parking
Reserved parking lots are found inside Ring Road and are restricted to Reserved permit holders until 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 be seen as more costly and time consuming for the driver.

Towing
In cases where normal enforcement measures are proving ineffective, and immobilization has not changed behavior, a vehicle may be towed off of campus at the expense of the owner or operator.
Not only do CSEC staff provide training to the campus community, we also receive training ourselves in order to continue to improve the service we provide to our clients and increase our professionalism.

In March of 2017 all CSEC staff received training and information on the topic of suicide and self-harm from UVic’s mental health educator Dawn Schell.

Tim Black, who is a faculty member on campus and expert in the area of trauma, came and spoke with all our staff about trauma informed response specific to first responders. Tim came in June 2017 and gave us a very in-depth presentation on the strategies for providing a trauma informed response when responding to incidents on campus and provided some common language/script for our staff to use in order to facilitate healing and not further traumatize anyone who calls us for assistance.

We have been closely connected and working with Leah Shumka, who is UVic’s Sexualized Violence Prevention Coordinator. Leah met with our staff and provided a training session on the new policy as well as information on how to provide a survivor centred and trauma informed response to our clients on campus. We will continue to work closely with Leah and will follow her direction on next steps for further training as we work together to implement the new sexualized violence policy on campus.

In the Fall of 2017, several CSEC Management and Personal Safety Coordinators took part in threat assessment training which was provided on campus to various UVic departments that are tasked with this work. This training provided valuable tools to use during these important assessments.

CSEC patrol staff also received training and information on ammonia leak response as it relates to the ice rink in Ian Steward Complex, in order to improve safety for responders and our community, and increase the efficiency of response.

The Personal Safety Coordinators and Manager of Emergency Planning attended information sessions on Indigenous Cultural Acumen training and in turn shared information received with others within the department.

CSEC staff also received training on WHMIS through the department of Occupational Health, Safety and Environment, anti-phishing information through University Systems, Emergency Operations Centre and Site Response Team training through Emergency Planning and Leading for Engagement through Human Resources.
In January of 2018, after nearly 30 years of service with Campus Security Services, Security Officer Ray Adrian has decided to hang up his keys as a full time Security Officer. Ray originally came to Campus Security in 1988 as a casual employee, after being employed in a diverse law enforcement background.

Ray became a full time Security Officer in 1990. Although Ray has stepped down from full time duty, he has elected to continue working in Campus Security as a Security Officer on a part time basis. In his spare time, Ray continues to be a long standing member of the International Police Association and the Greater Victoria Police Chorus. With the International Police Association, Ray was the former Vice-President and with the Victoria Greater Police Chorus, Ray currently serves as the Event organizer.

Good luck and happy retirement Ray!
HOW TO RESPOND WHEN AN ACTIVE THREAT IS IN THE VICINITY

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

Quickly determine the best way to protect yourself:

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

HIDE
• Hide in an area out of view.
• Barricade doorways and entrances using any means available.
• 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.

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

CALL 911 WHEN IT IS SAFE TO DO SO
### EMERGENCY PROCEDURES

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

Download the UVic Mobile App for emergency procedures information anytime.

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#### 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.

#### 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.

#### 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.

#### 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.

#### 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.

#### EMERGENCY KIT

#### 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.

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**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.

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

**Urgent Emergency Situation**
- Call 911 immediately.

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**EMERGENCY INFORMATION UPDATES**
[uvic.ca](http://uvic.ca) | CFUV 101.9 FM

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

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

Emergency Information: 📩@uvic

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**911 FIRE POLICE AMBULANCE**

CAMPUS SECURITY SERVICES
250-721-7599
CONTACT INFORMATION

24 HOUR CONTACT / FIRST AID: 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
8:00 a.m. to 5:00 p.m. Monday – Thursday
8:00 a.m. to 4:30 p.m. Friday

Mailing address:
Campus Security Services
University of Victoria
P.O. Box 1700
Victoria, BC V8W 2Y2
Tom Downie  
**Director**  
**Phone:** 250-721-6107  
**Email:** securitydir@uvic.ca  
Tom is responsible for the direction and leadership of the department and crime prevention initiatives on campus.

Pat Seward  
**Parking & Transportation Manager**  
**Phone:** 250-721-6685  
**Email:** parkingmgr@uvic.ca  
Patrick is responsible for parking operations, departmental administration, budget and transportation on campus.

Keith Cascon  
**Security Manager**  
**Phone:** 250-721-6062  
**Email:** securitymgr@uvic.ca  
Keith is responsible for the day to day security operations on campus.

Rob Johns  
**Emergency Planning Manager**  
**Phone:** 250-721-6355  
**Email:** epmanager@uvic.ca  
Rob is responsible for UVic’s emergency planning program, ensuring that plans and procedures are in place if and when large emergencies occur on campus.

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

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

Alexis Osmond  
**Administrative Coordinator**  
**Phone:** 250-721-6381  
**Email:** aosmond@uvic.ca  
Alexis is responsible for coordination of Front office services and special event parking on campus.

**Team Leaders**  
Mike Brosselard: mbross@uvic.ca  
Darren Chequer: chequer@uvic.ca  
Amrit Gossal: agossal@uvic.ca  
Trevor Jones: trevorj@uvic.ca