

Safety and Security

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Welcome to all students, new and returning!

The beginning of a new school year is the perfect time to discuss your safety on campus. We would like to briefly describe our plans for communicating with you in emergency situations, to explain what you should expect to hear from us and when, and to direct you to valuable safety information.

First, we have installed a new outdoor warning system and activated a new emergency text messaging service. These new services supplement the existing methods of communicating with you during a campus crisis. To learn more about these new systems and the broad range of emergency outreach methods visit the *DukeALERT!* Web site, <http://emergency.duke.edu>.

Additionally, in cases of immediate threat to campus or in cases of alerts required by the Clery Act, you will receive emergency communications from Duke Police via the methods outlined on the *DukeALERT!* site. Clery Alerts are legally required “timely warning” alerts for an identified set of criminal actions that take place on or near campus. In addition, Student Affairs will inform students of:

1. Non-Clery criminal acts toward a student that include a weapon or physical threat to the victim that occurred on or near campus, or in an area frequented by students;
2. A pattern or wave of crimes on or near campus, or in an area frequented by students;
3. A pattern or wave of scams on or near campus, or in an area frequented by students; and
4. Threats to campus, areas near campus, or areas frequented by students, as well as threats to events attended by students.

Finally, a variety of safety resources and contact information are available to students, faculty, staff, parents, and others in and around the Duke community. Please visit <http://studentaffairs.duke.edu/safety/> for more information and resources regarding your safety on campus.

Remember, safety is a shared responsibility. Be aware of your surroundings, stay informed, and take advantage of the safety resources available to you.

We look forward to working with all of you for a safe and secure school year for everyone. We’re here if you need us.

Sincerely,
Larry Moneta, Vice President for Student Affairs

Welcome from the Duke Police Department

Greetings on behalf of the members of the Duke University Police Department.

Each year, we publish this guide to safety and security at Duke University. It is intended to provide you with essential information regarding the University's security-related services, programs, policies, and statistics about the occurrence of crime on and around our campus.

With a work force of more than 30,000, a student body of some 15,000 and an estimated 2 million visitors per year, Duke is a large and complex institution. Our department has responsibility not only for the academic campus, but also for Duke Medical Center, the Duke Forest, and a variety of satellite facilities off the main campus. Our crime statistics, therefore, include incidents that have occurred at all of these facilities, as well as those we receive from the municipal police from areas immediately adjacent to the campus.

We take the issue of campus security extremely seriously. Duke University is committed to ensuring that our campus remains safe and secure. To do so, of course, requires not just the efforts of the Police Department, but the cooperation and understanding of every member of the Duke community.

We ask that you do your part to help protect yourself and others. I encourage you to review this section and, in particular, the Staying Safe and Staying Informed sections. Personal safety is the responsibility of each of us, and we need your assistance to help make our campus safe.

If you have any questions or suggestions about security or law enforcement at Duke University or Duke University Medical Center, please feel free to call me at **684-6571** or send e-mail to [*aaron.graves@duke.edu*](mailto:aaron.graves@duke.edu).

Sincerely,
Aaron Graves
Associate Vice President for Campus Safety and Security

Who We Are

The Duke University Police Department provides 24-hour law enforcement and security services to Duke's academic campus and health system, as well as off-campus areas.

How do the roles of Duke police and security officers differ at Duke?

Duke police officers are university employees, commissioned by the state of North Carolina. They have authority to carry weapons, issue citations, and make arrests just like municipal officers. Security officers are not typically armed and do not have authority to issue citations or make arrests. Duke has its own security squad but hires private security to supplement staff. Security and police officers patrol the University on foot, bike, and in a variety of vehicles.

What We Do

What services are provided by Duke Police?

- Respond to calls for assistance
- Investigate crimes against people and property
- Provide police and security services for special events and athletics
- Provide emergency response
- Present crime prevention and safety workshops
- Engrave personal electronics such as laptops and iPhones with owner's driver's license number

How to Reach Us

Emergency	911
Duke Police Non-emergency Number	684-2444
Investigations	684-2444
Crime Prevention, Safety Workshops, Engraving	681-4370
Sexual Assault Support Services/Women's Center	684-3897; 681-6882
Police Reports and Records	684-4602
Public Information	684-2556
Lost and Found Property	684-4602
DUPD Student Advisory Committee	684-2556
SafeRides	684-7233
Counseling and Psychological Services	660-1000
Duke University Hospital	684-8111
Durham Police Non-emergency	560-4427
Durham Crisis Response Center	403-6562

Staying Safe

HELP Phones

There are more than 500 HELP phones that dial directly to Duke Police. Of those, at least 139 have a blue strobe light that is activated when a call is made. Pick up the phone receiver or press the button to request police assistance, report suspicious activity, unsafe conditions, or crimes. Duke Police dispatchers will know the location of the activated phone and send assistance.

Transportation

- **Duke SafeRides** provides free rides daily from 5 p.m. to 7 a.m. to and from on-campus locations (where bus service is not available) and to off-campus areas within the service boundary. The service is not available during the Thanksgiving holidays, winter break, and New Year's Day. Call **684-SAFE (7233)** or pick up a HELP phone for service. For the latest schedule and most current map of the service boundary, visit <http://www.parking.duke.edu/>.
- **The LaSalle Bus Loop** provides free transportation for Duke students to and from Duke to some apartment complexes near campus between 7 a.m. and 9 p.m., Monday through Friday. See the schedule at http://parking.duke.edu/buses_vans/bus_sched/lasalle.php.
- **Charlene's Safe Ride**, a private transportation service, provides rides for a fee. You can pay with your DukeCard FLEX account. Call **309-SAFE (7233)** or visit <http://www.charlenesaferide.com/>.

Using Duke SafeRides

- Valid Duke identification is required to board the van.
- If on campus, always check if Transit service is available at the location and time you need to travel.
- If Transit service is provided within one block of the requested pick up location, individuals may be directed to use the bus service.
- Vans will wait no more than two minutes for a rider.
- If the rider misses the van they must call again and will be placed on the log as a new request.
- SafeRides provides a ten-minute response time except during events on campus with increased traffic, severe weather, etc.
- Dispatchers provide their best estimate for pick up times.
- Callbacks to inform riders of when the van is en route may be provided upon request.

- Requests for service with two or more passengers will be handled on a case-by-case basis, taking into account the time, weather, origin, and destination. Unless there is a specific safety concern, requests for service involving two or more passengers are given a lower priority than calls from an individual.
- SafeRides may refuse transportation to individuals who exhibit disruptive or intoxicated behavior. Duke Police may be called.
- SafeRides service may be reduced or suspended during severe weather.
- SafeRides does not provide emergency or medical transportation.
- Group requests to off-campus destinations may be directed to use Charlene's Safe Ride on Points Services (309-7233).

SafeRides Service Boundaries

Club Blvd., Duke Street, Chapel Hill Street, Anderson Street, Chapel Hill Road, Cornwallis Road, 15-501 Bypass, and Hillsborough Road. At this time, SafeRides does not accept requests for destinations outside these boundaries.



The map above outlines the Safe Rides service area. For your welfare, drivers will discharge passengers only at locations within the service area. You cannot ride to the edge of the service area and walk to your final destination.

Reporting Crime

What should I do if I am a victim or witness a crime?

- Call Duke Police at **911** or **684-2444**, or visit the department and ask to speak with an officer. Dialing **911** from a campus phone connects you directly to the Duke University Police Department. Dialing **911** from a mobile phone connects you to local law enforcement. Duke Police respond to all calls for service on campus.
 - When filing a complaint, provide as many details as possible to the officer, including suspect description.
 - Ask for referrals to counselors and other agencies for resources and support services.

What if I want to report a crime but wish to remain anonymous?

You can anonymously report crimes or suspicious activity on campus through Duke Police's Silent Witness program. Call **684-2444** or visit <http://www.duke.edu/web/police/> for more information.

Staying Informed

Crime and Emergency Notifications

Duke is a very safe place to live, study, work, and socialize, and keeping the Duke community safe is a top priority. As required by the federal Clery Act, Duke alerts students and employees in a timely manner of crimes that pose a serious or continuing threat.

Depending on the nature and location of the incident, Duke may send a *DukeALERT!* message to all students, faculty, and staff to their Duke e-mail accounts, as well as to mobile devices with a subscription to Duke's text service.

On a case-by-case basis, Duke's Division of Student Affairs will inform students of certain criminal incidents or patterns that do not meet the notification requirements of the Clery Act.

Duke prepares an Annual Security Report in compliance with the Clery Act. It includes reported campus crime statistics for the past three years and information about campus security policies. The report is available online at <http://www.duke.edu/web/police/> or through the **Records Division, Duke University Police Department, 502 Oregon St., Durham, NC 27708**.

Students are notified about campus emergencies in the following ways:

- **E-mail** may be sent to Duke e-mail addresses
- Duke's **outdoor warning sirens** may broadcast alerts on campus
- Subscribe to Web and **RSS feeds** at <http://emergency.duke.edu/>
- **Text messages**: Sign up at <http://emergency.duke.edu/>.
- **Phone messages** at **684-INFO (4636)** or Duke's toll-free number during times of emergency. The toll-free number—**866-771-DUKE (3853)**—provides a recorded message and is updated regularly as new information becomes available.
- **Direct contact** from emergency personnel, Residence Life staff, or other officials

Duke Police Web site

Learn more about Duke police and security service and other news at <http://www.duke.edu/web/police/>.

Duke Police E-mail List

Duke Police maintains an opt-in **e-mail list** that offers a rundown of certain reported campus incidents. Sign up for the Duke Police list by sending an e-mail to sympa@duke.edu. Leave the subject line blank and type "*subscribe policenews*" in the first line of the message. Do not include a signature or tag line in the e-mail.

Housing

The City of Durham Police Department maintains a "Crime Mapper" database to search for incidents and gun-related crimes in Durham. Users can search by street address, among other variables. Access the site through the police department's Web site, <http://www.durhampolice.com/crimemapper.cfm>.

DukeALERT

NOTIFICATION DURING AN EMERGENCY:



E-mail will be sent to all Duke e-mail addresses.



Recorded update at (919) 684-INFO (4636).



Outdoor warning system may broadcast alerts on campus.



Direct contact from emergency personnel and managers.



Web and RSS feed at www.emergency.duke.edu.



Tune in to news media for regular updates.



Text messages: Sign up at www.emergency.duke.edu.



Bulletins and fliers may be posted in buildings.

WHAT TO DO IN AN EMERGENCY:



Evacuate during fires, gas leaks, or major utility failures

Leave buildings.

Take personal belongings (keys, purse, cell phone, etc.).

Assist those with disabilities.

Convene in designated assembly points.



Severe Weather: during snow, ice storms, hurricanes, flooding or other weather events

Staff in "essential service" positions report to or remain at work.

Staff in "delayed service" positions do not report to or remain at work.

Monitor www.emergency.duke.edu or call 684-INFO for updates.



Take Shelter during tornadoes or chemical releases near buildings

Stay inside until danger has passed.

Go to lowest building level, inner rooms, or hallways.

Avoid windows and glass.

Monitor www.emergency.duke.edu or call 684-INFO for updates.

Wait for "all clear" by police or university officials.



Secure the Area if a potential assailant is reported near your location

Lock or barricade building or room doors.

Turn out lights and stay away from windows.

Wait for "all clear" by police or university officials.

www.emergency.duke.edu

Emergency: 911 • Non-emergency: (919) 684-2444

Checklist for Finding Safe Housing

- Is the complex gated?
- Is there a perimeter fence?
- Does the complex have on-site security?
- Do any police, fire, or safety professionals live in the complex?
- What is the response time for police or fire?
- What does the Durham Crime Mapper database (<http://www.durhampolice.com/crimemapper.cfm>) show for the address or area?
- Are maintenance personnel required to show proper ID when showing up on maintenance calls?
- Does the complex have a tenants association?
- How are disagreements between tenants handled (such as noise, loud arguments, etc.)?
- What is the turnover rate?
- Do the doors have deadbolts?
- Do the doors have functional peep holes?
- Do ground floor apartments have any extra safety features such as window pins?
- Does the apartment have adequate fire protection (fire alarms, CO₂ detectors, extinguishers, escape windows, hydrants)?
- Is there adequate exterior lighting?
- Is there any evacuation shelter for severe weather, such as hurricanes or tornadoes?
- Does the complex provide transportation to campus or shopping areas?
- Is the complex on a bus route (public or campus)?
- Where is the bus stop location (walking distance)?