

# SERVICE COMMITMENT

## Document Control

**Document Owner:** Executive Director, CSD- VPFA

**Date:** February 18, 2026

**Document Title:** Community Safety Department Service Commitment

**Period of Agreement:** May 1, 2026 to April 30, 2027

**Department/Unit:** Community Safety Department (CSD)

## Service Commitment Overview

The Community Safety Department (CSD) provides integrated safety, security, and community support services across all university campuses. The department's mandate is to support a safe, inclusive, and accessible learning and working environment through a combination of prevention, response, education, operational coordination, and community engagement.

Services provided by CSD include 24/7 emergency and non-emergency response and planning, proactive safety patrols, campus escort services, security technology oversight, safety planning for events, incident reporting and coordination, investigations support, mental health and homelessness support, and outreach initiatives that promote safety awareness and community wellbeing. The department operates within a community safety and harm-reduction framework, emphasizing prevention, de-escalation, trauma-informed response, and collaboration with campus and external partners.

CSD works closely with academic units, administrative departments, student services, Facilities, UIT, external agencies, and community partners to ensure coordinated and effective safety responses. Service delivery is guided by institutional priorities, regulatory requirements, operational risk assessments, and evolving community needs.

## Scope of Service

The Community Safety Department provides services across all university-owned and operated campuses and properties. The scope of services includes both operational and strategic functions, including but not limited to:

- Emergency and non-emergency response coordination and planning (24/7/365)
- Safety patrols conducted by foot, bicycle, and vehicle
- goSAFE escort and shuttle services
- Incident intake, documentation, and reporting
- Safety planning and risk assessment for campus events
- Investigations support related to safety and security incidents
- Security technology oversight, including CCTV systems, emergency phones, and access control coordination
- Community safety outreach and education initiatives
- Support for complex community needs, including individuals experiencing homelessness or crisis
- Coordination with emergency services and external partners
- Operational support for high-profile events and VIP visits

- Development and maintenance of safety-related standard operating procedures (SOPs)
- Data collection and analysis to support safety planning and continuous improvement

The department's services extend beyond enforcement-based models and include proactive engagement, prevention strategies, and collaborative problem-solving approaches aligned with institutional equity and wellbeing objectives.

### Service Offerings and Descriptions

Service Area	Service Description	Service Offering
Emergency Preparedness and Business Continuity	Leads and coordinates the University's comprehensive Emergency Preparedness Program, ensuring institutional readiness, regulatory compliance, and effective emergency response and recovery across the campus community	Provides comprehensive emergency preparedness planning, training, oversight of Emergency Wardens/Captains, emergency response coordination, notification system management, and business continuity support to ensure campus safety and operational resilience
Patrol Operations	Visible safety presence across campus to promote safety, deter risk, and support community members.	Foot, bicycle, and vehicle patrols; building checks; after-hours monitoring; first aid; wellness checks; emergency response co-ordination
Investigations Support	Support for institutional investigations involving safety or security incidents through documentation, evidence coordination, and information sharing	Incident follow-up, CCTV review support, report preparation, liaison with HR, Student Conduct, CHREI, Risk Management, and external agencies
goSAFE Program	Personal safety escort service supporting safe movement across campus during operational hours.	Walking escorts, shuttle support, Emergency phone monitoring
Community Engagement & Outreach	Education and engagement initiatives promoting awareness of safety services and prevention strategies.	Outreach events, safety presentations, orientation engagement, library and hotspot outreach initiatives
Event/ Safety Planning	Safety planning and risk assessment for incidents, university events and activities	Event risk reviews, emergency action planning (EAP), operational coordination
Security Technology Support	Operational oversight and coordination related to security technology infrastructure.	CCTV coordination, door access management coordination, issue escalation, intrusion services
Complex Community Response	Support for individuals (community and non-community members) experiencing crisis or complex needs through coordinated, non-enforcement approaches.	Referral coordination, collaboration with campus and external resources and supports.
Safety Data & Reporting	Collection and analysis of safety data to support decision-making and service improvement.	Incident tracking, reporting dashboards, operational review

## Additional Metrics Specific to Each Division/Unit (optional)

The following metrics may be used to assess service performance and operational effectiveness:

- # of incidents responded to and resolved
- # of goSAFE usage volumes and response times
- # of Patrol coverage and activity reporting
- % of Emergency phone inspection and functionality rates
- # of incident follow-up documentation; Time to complete/ close reports
- # of event safety plans reviewed and completed
- # of community outreach engagements conducted
- # of service request response and closure timelines
- #/% of trends in incident reporting and prevention outcomes
- % of partners/stakeholder satisfaction and feedback indicators
- # of service tickets closed

Metrics are reviewed periodically to support continuous improvement and alignment with institutional priorities.

## General Contact Information

Community Safety Department [www.yorku.ca/safety](http://www.yorku.ca/safety)

Non-Emergency Line: 416-650-8000 or [safety@yorku.ca](mailto:safety@yorku.ca)

Emergency (campus) Line: 416-736-5333

Service Requests: Submitted via Maximo or designated service request channels.

## Service Commitment Review and Renewal

The service commitment will be reviewed annually in alignment with the institutional budget cycle and operational planning processes. The review will consider evolving community needs, operational demands, available resources, and alignment with the university's academic and strategic priorities.

Service quality and delivery standards will be evaluated through operational metrics, stakeholder feedback, and continuous service improvement initiatives to ensure that Community Safety services remain responsive, effective, and community-centered.