McMaster University
Emergency Phone
Community Survey Results - April 2006

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Community Survey of
Campus Emergency Phones

In March of 2006 members of the McMaster Community were asked to complete a brief on-line survey sharing their thoughts on the current red poled emergency phone system on campus. This survey also was designed to gather information on the communities expectations that should be considered when upgrades are made to this system. The following is a compiling of the survey results:

This survey was completed by:

- 78 - Full Time Students
- 2 - Part Time Student
- 31 - Staff Members
- 2 - Faculty Members
- 1 - Other (undefined)

114 surveys completed in total

Participants were asked if they have had any experience in using the current red poled emergency phones:

- 10% stated that they had used the red poled emergency phones in the past.
- 64% of these persons reported that their experience had been positive. The remaining 36% or 4 persons reported that they had negative results using the phones in the past, they described their experiences as:
  - It didn’t work
  - No response in zone 7 when button pushed
  - They were injured on campus and phone was out of order

Participants were asked if they thought there were enough red poled emergency phones on campus.

- This question resulted in a 50/50 split

Participants were then asked if they felt additional phones were needed, where should they be installed?

- One respondent reported that they feel the poles are in places not completely reachable to most students or staff, the poles need to be in more visible areas as well as the places that they are right now.
- One respondent report that they are in a wheelchair and most phones are out of reach of too far off a normal path to get to.
- Four respondents reported that from anywhere on campus you should be able to see a pole.
All participants were asked what are their expectations of the current red poled phones?

- 41 stated they wished a personal response either on the phone or at the phone
- 44 stated that they wished the response to be immediate or very quick
- 6 stressed the importance of the phones to be in working order.
  - One person explained her frustration with the number of phones out of order at various times of the year.
- 1 person wished brighter lights on the phones
- 27 persons wished CCTV cameras to be in or around each phone, with a clear view of the phone
- 2 persons wished a loud alarm to sound when the phone is activated
- 10 persons expect phones to be visible at all times
- others wish the phones to be easy to use, and a two way intercom
All participants were asked what their expectations would be for a new phone system (in addition to above)?

- 29 persons stated that they wish to always be able to see a phone
- 7 persons wished increased response time
- 2 person wish the phones to be in complete working order at all times
- 12 persons wished cameras to be installed

Participants were asked if emergency phones should be installed inside of campus buildings?

- 106 persons responded to this question - 66% responded that emergency phones were not required in campus buildings
- Of the 34% who wish phones to be installed in buildings, they felt these locations would be best:
  ♦ phone on every floor of every building
  ♦ in tunnels of residence system
  ♦ install only in building without payphones
  ♦ install in building where potential dangerous situations ie. Science buildings
  ♦ entrances to all buildings
  ♦ basement of residence buildings

Participants were asked if they carry and cell phone and who is their cell phone carrier?

- 61% of the participants reported carrying a cell phone
  ♦ Cell Phone Carriers
    ♦ Rogers - 30
    ♦ Fido - 3
    ♦ Telus - 19
    ♦ Bell Mobility - 17
    ♦ Primus Canada - 1

Participants were asked if liked the idea of being able to contact Campus Security for free from their cell phones?

- Of the people who responded
  ♦ 92% thought this was a great idea
  ♦ 5% didn’t like the idea as it was not accessible to all
  ♦ 3% were unsure
Additional information obtained from the survey:

- If cell phone technology is to be used, cell phone signals need to be increased on campus. (Presently not great reception in buildings)
- Priority should be given to exterior phones
- More security is needed in offices, such as panic buttons
- Emergency phones to be maintained often for good service
- Increased lighting needed on campus, can be completed by fixing burnt out lighting
- Safety of students and staff should not be compromised due to dollars
- More visible signage for security
- During power outages phones in residence rooms go dead only after a couple of hours, as well as the emergency lighting. Should be longer
- I know cameras are there, but if more visible, could be safer
- This is a great and valued service provided by Security Services
- Keep up the good work, you guys are great

Attachments
- [ ] actual on line survey
- [ ] map of currently located emergency phones