Penn Patrol Zone jurisdiction extends from 30th Street to 43rd Street (east to west) and Market Street to Baltimore Avenue (north to south).
At Penn Public Safety, our mission is to enhance the quality of life, safety and security of our community. We strive each and every day to earn the trust, confidence and respect of our community. This brochure is an overview of some of the many services we offer to those living, working and visiting Penn’s campus.

Penn is located in the heart of University City, a vibrant urban environment in West Philadelphia. This diverse area offers an abundant cultural, artistic and communal setting that includes retail and fine dining opportunities. Just minutes away from Center City Philadelphia, Penn is close to some of our nation’s historic treasures – the Liberty Bell and Independence Hall.

The Division of Public Safety offers comprehensive safety and security services to our community members and visitors. Public Safety works closely with our city, state and federal law enforcement and emergency services partners to ensure the safety of all of those who work and study at Penn.

Your safety and security is our highest priority. We encourage you to partner with us in your safety by using the services described in this booklet.

Visit our website for more information on the services we offer: publicsafety.upenn.edu. Follow us on Twitter @PennDPS.

Maureen S. Rush, M.S., CPP
Vice President for Public Safety
Superintendent of Penn Police
Contact Information

**Emergencies:** 215-573-3333 or 511 (from campus phone)

General Information: 215-898-7297

Office of the Vice President and Superintendent of Police: 215-898-7515

Penn Police: 215-573-3333 or 511 (from campus phone)

Fire & Emergency Services: 215-573-7857

PennComm & Emergency Communications: 215-573-3333 or 511 (from campus phone)

Special Services: 215-898-4481

**Special Services after hours:** 215-898-6600

Security Technology: 215-573-6670

**Safety and Wellness Resources:**


Penn Transit Ride Service: 215-898-RIDE (7433)
Penn Police
215-573-3333 or 511 from any campus phone

The Penn Police Department (UPPD) is the largest private police department in the Commonwealth of Pennsylvania.

The UPPD work diligently through open dialogue, transparency and collaboration, to deliver the highest quality of service and protection for every valued community member in the Penn and University City area.

UPPD Supported Services

- College House Detective Liaison Program
- Victim Support Services & Options Counseling (Special Services)
- CampusExpress Property Registration
- Penn & West Philadelphia community engagement
- Police Athletic League
- Education and training
- Fully dedicated Detective’s Bureau
- Retail Store Log Program
- K9 Unit
Motorist Assist
Lock Outs & Jump Starts

Motorist assist services are offered free to anyone within the Penn Patrol Zone. If your car doesn’t start or you lock your keys in your car, a Penn Public Safety Officer will provide you with a jump start or help unlock your vehicle.

Requesting a Motorist Assist
There are several ways you can get assistance from Public Safety with a lock out or jump start:

- Call 215-573-3333 or 511 from any campus phone
- Use any emergency or Bluelight phone
- Ask any Public Safety Officer on patrol or inside a building
Walking Escorts
215-898-WALK (9255)

Available to anyone, 24 hours a day, 365 days a year, between 30th to 43rd Streets and Market Street to Baltimore Avenue.

Escorts are also available from 10:00am until 3:00am between 30th and 50th Streets and Spring Garden Street to Woodland Avenue via the University’s partnership with the University City District Ambassador Program.

How to Request a Walking Escort

- Ask any Public Safety Officer on patrol or inside a building
- Call 215-898-WALK (9255) or 511 from any campus phone
- Use one of the many emergency and Bluelight phones located on and off Penn’s campus
Penn Transit Ride Service
215-898-RIDE (7433)

Available free to anyone with a PennCard from 6:00pm to 3:00am daily and on-call from 3:00am to 7:00am. For real-time information about the locations and expected arrival times of Penn Transit buses and shuttles visit PennRides.com

How to Request a Ride
• Call 215-898-RIDE (7433)
• Use any emergency or Bluelight phone

More Information
Visit www.upenn.edu/PennTransit for more information regarding services, routes, and schedules.
Emergency Phones

There are over 600 emergency and Bluelight phones on and off campus.

**Use an Emergency Phone if:**
- You observe a potential safety hazard
- Require assistance
- Notice suspicious activity
- Feel unsafe
- Need a Walking Escort
- Need to request a Penn Transit Ride

**How to Use an Emergency Phone**

Just pick up the receiver or press the button. You will be instantly connected to the PennComm emergency operations center dispatcher who has direct contact with the Penn Police and other important public safety agencies.
Theft Awareness

The majority of all reported theft is due to unattended or improperly secured items.

**Theft: More than Just Personal Property**

It’s not just personal items you lose with theft. Stolen property can result in:

- Identify theft
- Loss of irreplaceable photos
- Loss of all of your phone contact numbers
- Loss of important work, such as a thesis or research analysis

**You Can be a Part of the Solution!**

- Lock your doors
- Keep your laptop with you at all times
- Secure your bike with a U-Lock
- Remove personal items from vehicles that are in plain view
- Don’t hang your bag/purse on the back of a chair
- Report any suspicious activity to Penn Police by calling 215-573-3333 or 511 from any campus phone
CampusExpress Property Registration

Penn Students and Faculty/Staff can register their bicycles, electronic equipment and other valuable property online with the University of Pennsylvania Police Department. Students can also purchase a U-Lock through their SFS account.

By registering your property, you can increase the chances of recovery should your property ever be lost or stolen. You will also receive a registration sticker which can help serve as a visual deterrent.

Where to Register
Faculty/Staff:
Access U@Penn via www.upenn.edu/u@penn

Students:
Access Campus Express Online via: campusexpress.upenn.edu
Emergency preparedness at the University of Pennsylvania is managed under the PennReady program. Being PennReady means to prevent, prepare for, respond to and recover from any and all emergencies that could affect the Penn and University City communities.

We ask all members of the Penn community to take an active role in the emergency preparedness initiative of the University.

**How You Can Get Involved:**

- Become a Penn Emergency Team Member
- Participate in emergency drills
- Be aware of and practice the emergency procedures for your building
- View your building’s Emergency Procedures Bulletin online: [www.publicsafety.upenn.edu/pennready/eprepbulletins/](http://www.publicsafety.upenn.edu/pennready/eprepbulletins/)

**Contact Information**

Fire & Emergency Services: 215-573-7857
UPennAlert

The UPennAlert Emergency Notification System enables the University to quickly notify the Penn and surrounding Philadelphia community of critical information during a major emergency.

This is accomplished through three (3) key methods: Personal Electronic Devices (i.e. Cell Phones); Siren and Public Address Systems; and Digital Displays.

Penn faculty, staff and students can register their cell phones to receive an emergency message. All information is kept secure and confidential.

How to Register

Faculty, Staff & Students:  www.publicsafety.upenn.edu/upennalert
Victim Support

The Department of Special Services offers emotional support, guidance and options counseling to any Penn affiliate who is a victim of a sensitive crime, such as, rape, sexual assault, relationship or domestic violence, harassment and stalking.

**Contact Special Services for:**
- Victim and/or survivor support
- Advocacy and/or crisis intervention
- Anonymous reporting
- Sensitive crime investigations
- Information on Rape Aggression Defense (RAD) self defense courses

**How to Contact Special Services**
You can reach Special Services 24/7, by dialing 215-898-4481 or 215-898-6600 after business hours
RAD Self Defense Courses
The Department of Special Services offers free-of-charge Rape Aggression Defense (RAD) classes to anyone in the Penn Community.

RAD for Women
The Rape Aggression Defense System is a program of realistic, self-defense tactics and techniques, and a comprehensive course of awareness, prevention, risk reduction and avoidance.

RAD for Men
This course also has its foundations in education and awareness and includes lecture, discussion and self defense techniques, suitable for men of all ages and abilities.

DPS Kids Safety Day
This course teaches kids important safety practices such as how to stay safe when confronted with strangers, what to do if they are lost and how to call 911 for help to name a few.

Contact Information
Department of Special Services: 215-898-4481
Course schedule: publicsafety.upenn.edu/about/special-services/
Penn Guardian

Penn Guardian is a free app that is available to all Penn community members. Developed by the University’s safety partner Rave Guardian, this service is utilized on college campuses across the country.

- Calls from a registered phone can give Penn Police your GPS location, which can decrease response time.
- Create a Smart911 profile, in which medical and other important information can be included.
- PennComm dispatchers can initiate a text message with Guardian callers.
- Provides a confidential way to submit a tip to Penn Police through a text message.

**Detailed Instructions and Information:**
www.publicsafety.upenn.edu/pennguardian

* Not all phone carriers can provide GPS coordinates. Visit the DPS website to learn more about GPS tracking and your phone carrier.
Safety Presentations

Presentations and safety education courses are an important way to stay informed on how to protect your safety in both emergencies and day to day activity.

Presentation Topics

Public Safety offers presentations on topics such as theft prevention, basic street smarts, fire prevention, emergency preparedness, Rape Aggression Defense (RAD) and general safety practices, all of which can be tailored to your specific needs. Consider requesting a presentation today.

How to Request A Presentation

• Call the Department of Special Services at 215-898-4481
• Visit www.publicsafety.upenn.edu and submit our online presentation request form
Share-the-Road

Bicyclists and motorists both have an obligation to follow basic safety practices and city and state laws to allow for a safe riding environment.

**Bicyclists**

- You must follow and obey the same laws as motor vehicles
- Bicycles must have a front lamp that is visible from 500 feet away
- It is prohibited to ride a bicycle on a sidewalk in the City of Philadelphia
- You can only ride your bicycle in the direction of traffic

**Motorists**

- You must yield to both pedestrians and bicyclists at all times
- It is illegal to obstruct a bike lane with your vehicle
- You must check your side-view mirrors before opening your car door
Bike Safety

Philadelphia has close to 400 miles of bicycle lanes within its city limits. Riding a bicycle is a great form of exercise and an environmentally conscious means of commuting.

**Penn Campus**
- No riding bicycles on the following walkways between 8:30am and 5:30pm, Monday-Friday: Locust Walk, Hamilton Walk, Smith Walk and Women’s Walk.
- Bicyclists are required to walk their bikes over the Locust Walk, Walnut Street, Paley and Weave footbridges (emergency personnel exempt).

**Prevent Bicycle Theft**
- Do NOT use a cable lock
- Use designated bike racks
- Properly use a U-Lock: Thread the U-Lock through the bike frame and front tire. If possible, remove the front tire and loop the U-Lock through the frame and both tires.

**Bike Safety**
- Wearing a bike helmet reduces the risk of head injury by as much as 85%
- Obey the rules of the road
- Ride defensively
Penn Emergency Team

Team members assist emergency personnel in conducting emergency drills, participating in table-top and field training exercises and supporting emergency personnel in the event of a crisis or emergency.

Become a PennReady Emergency Team Member

Team members are designated by building and floor. Fire & Emergency Services is seeking members willing to take an active role in providing a safer work environment for their office. This is accomplished by working as a team with Public Safety and other emergency responders while preparing for and responding to an incident.

How to Get Involved

Fire & Emergency Services: 215-573-7857
Personal Safety

Please use these the many free resources provided by the Division of Public Safety to members of the Penn Community. While enjoying your time at Penn, take care to practice these safety tips.

- Do not walk alone at night. Use a buddy system.
- Use a Walking Escort or the Penn Transit Ride shuttle.
- Lock your doors. This is good practice even when you are home.
- Know your neighbors and watch out for each other.
- Take a free RAD course.
- Do not talk on your phone while walking to your destination, especially at night.
- Always be aware of your surroundings.
- Never hesitate to call the Police if you feel unsafe.
- Do not encourage someone to “piggy-back” behind you into a building.
- Do not prop doors open.
- Download the Penn Guardian App.
- Program 215-573-3333 into your phone. Make it a speed dial option and save as Penn Police.
Residential Safety

By practicing some basic safety tips, you can increase the chances of deterring a potential theft or burglary where you live.

**Basic Housing Tips**
- Always lock your door, even when you are home.
- Double check your door to make sure it is properly locked and secured.
- Do not let people follow you into a secured building.
- Report any safety issues to your RA/GA or landlord.

**Campus Housing Tips**
- Do not lend your PennCard to anyone.
- Respect access housing policies; don’t let strangers into controlled areas.
- Do not cover smoke detectors.
- Do not tape or put any objects in your door jam.

**Off-Campus Housing Tips**
- Shut and lock all windows prior to leaving your home.
- Do not leave first floor windows open when going to sleep at night.
- Bring your bicycle or other property inside when you are not using it.
  - If you can’t, make sure it is properly secured.
- Ensure your property is well lit at night.
- Have a viewer (peep hole) installed in your door.
- Request dead-bolts on your exterior doors.
- Use light timers.
- Use Amazon@Penn or other package service to reduce unattended packages at your home.
Fire Safety

The majority of fires occurring in residential and commercial buildings are preventable. The Department of Fire & Emergency Services reminds you of the following safety tips and laws to help keep you safe at home and work.

**Fire Safety Tips**

- Check home smoke detectors weekly.
- Use a power strip with a circuit breaker.
- Do not overload wall sockets.
- Never leave food unattended when cooking.
- Practice an emergency drill with your housemates or coworkers.

**Items Not Permitted in Residence Halls**

- Candles
- Space Heaters
- Halogen Lamps
- Smoking

**Fire Alarms**

You are required by law to evacuate your building when a fire alarm sounds.
MERT
Medical Emergency Response Team

The University of Pennsylvania Medical Emergency Response Team (MERT) is a student-run, service organization providing emergency medical services to the University community.

The MERT organization at Penn has been growing steadily over the years and is continually looking for interested students to become part of the team.

How to Join MERT:

MERT requires that you have a valid American Heart Association CPR for the Healthcare Provider card or American Red Cross CPR for the Professional Rescuer card and a certification of EMT Basic or higher in the Commonwealth of Pennsylvania.

Contact:
To find out more about joining MERT visit: PennMERT.org
Automated External Defibrillators

In the fall of 1999, the University of Pennsylvania Police Department became one of the first police agencies in the Philadelphia region to deploy Automated External Defibrillators (AEDs) in our police vehicles.

In 2005 the AED program was expanded to include any interested University school and center. Since the program’s expansion, we have progressively added more AEDs.

Visit the Public Safety website to view a map with the location of all AEDs on campus:
http://www.publicsafety.upenn.edu/pennready/AED

There are over 1,000 trained CPR/AED responders on campus, including:

• Penn Heartsafe responders
• Penn Police Officers
• Allied Barton Security Officers
• UCD Safety Ambassadors
• MERT members
The HELP Line
215-898-HELP (4357)

The HELP Line is a 24-hour-a-day phone number for members of the Penn community who are seeking time sensitive help in navigating Penn’s resources for health and wellness.

Any member of the Penn community can utilize this service by calling (215) 898-HELP (4357). Calls will be answered 24 hours a day, 7 days a week by Division of Public Safety professionals trained in mental health referrals by staff from Counseling and Psychological Services (CAPS).

Students who are dealing with the complex emotional challenges of university life can use the HELP Line to receive information and referrals to the many health and wellness resources at Penn, including CAPS, Student Health Service, Student Intervention Services, Public Safety and others. They may also call on behalf of a friend or acquaintance.

Parents who are concerned about their student may also call the HELP Line for assistance.
University of Pennsylvania Nondiscrimination Statement

The University of Pennsylvania values diversity and seeks talented students, faculty and staff from diverse backgrounds. The University of Pennsylvania does not discriminate on the basis of race, color, sex, sexual orientation, gender identity, religion, creed, national or ethnic origin, citizenship status, age, disability, veteran status or any other legally protected class status in the administration of its admissions, financial aid, educational or athletic programs, or other University-administered programs or in its employment practices. Questions or complaints regarding this policy should be directed to the Executive Director of the Office of Affirmative Action and Equal Opportunity Programs, Sansom Place East, 3600 Chestnut Street, Suite 228, Philadelphia, PA 19104-6106; or (215) 898-6993 (Voice) or (215) 746-7088 (Fax).

publicsafety.upenn.edu

Important Numbers To Know

**EMERGENCIES**
- 215-573-3333
- 511 From any campus phone

**General Information**
- 215-898-7297

**HELP Line**
- 215-898-HELP (4357)

**Escort Services**
- 215-898-RIDE (7433)
- 215-898-WALK (9255)

Download the Penn Guardian App today!
Learn more:

www.publicsafety.upenn.edu