

Lansing Community College Emergency Procedure Manual



INTRODUCTION

The information contained in this document is intended to provide students and employees at Lansing Community College with a better understanding of measures that can be taken to encourage a safer campus environment. This manual includes basic guidelines to follow when faced with various emergencies.

The mission of the LCC Police Department is the safety and security of, and service to, the people and property of Lansing Community College. In keeping with that mission, your safety is very important. However, we alone cannot provide total isolation from crime or unsafe conditions. Each person on campus must share this responsibility. We urge you to be aware of your environment and to continually strive to maintain the highest possible level of safety within our community.

LCC Police is the only department on campus open 24 hours a day, seven days a week. Whether you need information, directions, to report an incident or are experiencing an emergency, we are here to serve you. We can be contacted by telephone by dialing **1800** from any campus telephone, or dial **911** from any campus telephone during an emergency. Dial **483-1800** from cellular telephones or non-campus telephones.

During an emergency, it is not unusual for **911** lines to become overloaded with callers. Use good judgment when calling **911**. Call only to report emergency situations. Be prepared to give the **911** dispatcher concise, relevant information.

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GENERAL CRIME PREVENTION AND SAFETY TIPS

Classrooms and Conference Rooms

Make note of the room number of your classroom or conference room so if an emergency arises you will know where you are and can direct first responders to the proper location.

Make note of where the phone is in the room, and ensure the phone is working. If not, locate an office or classroom with a working phone and contact the ISCD Help Desk by dialing 5221 to report the non-working phone.

Make note of the closest emergency exits and shelter areas. Emergency maps are posted in hallways, offices, classrooms and conference rooms.

In the event of an emergency, contact LCC Police by dialing **911**.



Offices

Make note of emergency exits and shelters near your office area.

Know where the first aid supplies and fire extinguishers are located.

Secure all valuables. Lock them up out of sight.

Personal information and student personal information should be kept secure.

When you leave your office, even for a few minutes, lock your desk, files and office door.

If you work after hours or on weekends, please contact LCC Police so we will know you are in the building if an emergency occurs.

Lights and Locks

Remember to shut down all equipment, turn off the lights and lock the doors when leaving an office, conference room or classroom. In areas with windows that can be opened, check to be sure they are closed and latched. This will promote safety, security and energy conservation.

Personal Belongings

Keep your belongings with you, or lock them in a safe place. Never leave your belongings unattended, even for a few minutes.

When using the restroom, keep your backpack, purse, or other belongings out of the sight and reach of others.

Textbooks

Keep your textbooks with you or leave them locked in a secure location.

Mark your books in a unique way you will remember, such as writing your initials on the inside margin of a certain page. This will help identify your books should they be lost or stolen.

To prevent identity theft, never write personal identifying information (such as your full name, address, or phone number) inside your books.

Report all thefts immediately to LCC Police.



Locker Rooms

When using the gym or fitness facilities, always secure your belongings in a locker with a padlock.

While showering ensure your locker is locked. It only takes a second for a thief to steal your belongings.

Do not store valuable items in lockers; valuables should be locked in the trunk of your vehicle. (Lockers and locks can be broken open by thieves.)

Children should not be left unattended in locker rooms. Children should always be with their parent or guardian.



Vehicles

Park only in legal spaces on the street, in the College ramp or lots or City lots.

Park in well-traveled and well-lit areas.

Roll up the windows and lock all the doors.

Keep valuables out of sight, preferably locked in the trunk.

Safety Whistle Program

Whistles are available from LCC Police for LCC students and employees.

Whistles are intended to be used **ONLY** in emergency situations where there are no means of escape, and you cannot get to a phone to call **911**.

Blowing the whistle can attract attention to the emergency so someone may call **911** or may cause an attacker to flee.

Whistles do not take the place of common sense self defense measures (escorts, cell phones, walking with friends).

Personal Safety Tips

Park and walk in well-traveled, well-lit areas.

Walk to your car in groups.

If you cannot find someone to walk you to your car, then call LCC Police **483-1800** to request an escort.

Have your car door key, or office key or remote opener in your hand and ready to use before walking to your car or office. If an emergency occurs, you will be ready to open your door.

Carry a cell phone.

Be aware of your surroundings at all times. Keep your eyes and ears open.

Trust your instincts and gut feelings.

If you are being bothered or followed, call **911**. Walk to a College office and ask them to call **911**, or ask a passerby to call **911**. Do not go to your car or to a remote area.

Report suspicious persons or activity to LCC Police immediately.

Emergency Phones

Emergency phone boxes are located all around Main and West Campus. They can be used to report any type of incident to LCC Police or to request assistance. A map of campus showing the locations of emergency phones is available on the LCC Police web site at: **www.lcc.edu/police**.



Lost and Found

All lost and found items on Main Campus and West Campus are to be turned over to LCC Police. Items can either be taken to the LCC Police office (GVT 251 on Main Campus; N181 at West Campus), or contact LCC Police Dispatch at **1800** to request an officer to retrieve items.

If you have lost an item, contact LCC Police at **1800**, or stop by the LCC Police office to check if your item has been turned in.

When retrieving a lost and found item, be prepared to adequately describe the item. You will be required to sign a Lost and Found card when items are released to you. We also request persons to assign an approximate value to the item(s) they are retrieving. This information is kept for statistical purposes.

Found StarCards are turned over to the Parking and ID Office on Main Campus.



GENERAL LIFE SAVING INFORMATION

Study the emergency “shelter/evacuation” maps located in the campus building hallways and classrooms. Know ahead of time how to get from your classroom or office to the closest designated shelter area, or to exit the building by the most direct route during an evacuation.

Remain calm and walk – do not run.

Persons with disabilities – go to stairway landings and wait for emergency rescue personnel. Stairwells are constructed with a higher fire rating than any other areas of a building. Emergency personnel responding to the building will be checking the stairway landings for persons with disabilities upon their arrival.

Faculty – Stay with your students and provide them with direction to the nearest shelter area or to the nearest exit. Be prepared to account for your students. Notify LCC Police (dial **911**) of any persons with disabilities requiring assistance. If possible, have someone stay behind with persons with disabilities until emergency personnel arrive.

As a faculty member, you may be required by the College to provide an account of those students who were under your authority at the time of an emergency. The College recognizes that unless you have K-12 age students in your class, you have no legal obligation to account for your students. However, the College has a moral obligation to aid family members in locating students who may be unaccounted for following an emergency event.

This is not saying taking attendance on paper is required. LCC Police will have a list of students from each class potentially impacted by an event. An officer will review with you your recollection of who was in your class at the time of the event.

When evacuating, remember to turn off the lights and lock your office or classroom behind you.

Life safety is more important than property. Take only those things you can gather immediately.

Call **911** to report any injuries or medical emergencies.

FIRE ALARMS

When the fire alarms sound, you must leave the building immediately. Persons who do not evacuate during a fire alarm could be prosecuted.

If you discover a fire, locate and activate the nearest fire alarm pull station. Leave the area of the fire immediately. Once you have reached an area of safety, contact LCC Police to report what you observed when you discovered the fire.



Do not use elevators during a fire alarm. Use the nearest stairway to get to ground level and exit the building.

Persons with disabilities – go to stairway landings and wait for emergency rescue personnel. Stairwells are constructed with a higher fire rating than any other areas of a building. Emergency personnel responding to the building will be checking the stairway landings for persons with disabilities upon their arrival.

Stay together as a group. Faculty should be prepared to account for their students. Notify LCC Police (dial **911**) of any persons with disabilities requiring assistance. If possible, have someone stay behind with persons with disabilities until emergency personnel arrive.

When evacuating, remember to turn off the lights and lock your office or classroom behind you.

Remain calm and walk – do not run.

Once outside the building, keep at least 100 feet from the building and any emergency vehicles.

Stay outside the building until police or fire personnel have given an “All Clear” announcement.

In the event of a fire, remember these guidelines:

Rescue others and **remove** yourself.

Activate the nearest fire alarm pull station.

Confine the fire by closing doors.

Extinguish small fires, if you can; otherwise **evacuate**.

FIRE EXTINGUISHERS

It may be possible to put out a small fire using a portable fire extinguisher. Follow these guidelines when using a fire extinguisher.



- Activate the nearest fire alarm pull station.
- Do not take unnecessary risks or put yourself in danger.
- Stay 6 to 8 feet away from the fire.
- Use the PASS process to deploy the fire extinguisher:
 - **P**ull the pin.
 - **A**im at the base of the flame.
 - **S**queeze the lever.
 - **S**weep the extinguisher slowly back and forth.
- If the fire is not put out by the extinguisher, leave the area immediately.
- Contact LCC Police immediately (dial **911**) upon reaching an area of safety.



LOCK-DOWN (SHELTER-IN-PLACE)

A lock-down condition may be required for a number of different types of emergencies, such as a hostile intruder, a chemical spill or plume, or civil unrest.

Lock-down announcements are given over the building PA systems.

If you see a hostile intruder, dial **911** if you can, and report what is happening. **DO NOT** pull a fire alarm! This could cause innocent persons to be put in harm's way.

Stay in your classroom or office.

Immediately lock the classroom or office door(s).

Turn off the lights.

If possible, stay out of sight of windows and doors.

Stay put until police officers give an “All Clear.”



HOSTILE INTRUDER

*If a hostile intruder is seen **inside** a building, dial **911** report what is happening.*

- DO NOT pull a fire alarm! This could cause innocent persons to be put in harm’s way.
- Only you can tell if it is safe to run from the building.
- If in doubt, do not run. Seek shelter where you are.
- Lock the doors to the room you are in. Turn off the lights.
- Stay out of sight of windows and doors.
- Be quiet and stay calm.
- Stay in hiding until a Police Officer gives an “All Clear” notification.

*If a hostile intruder is **outside** a building, run away from the threat as fast as you can.*

- Do not run in a straight line.
- Keep objects or buildings between you and the intruder.
- If you can get away from the area of danger, warn others not to enter the area.
- Dial **911** and report what you have seen.
- If the intruder is near you and causing great harm, hide if at all possible.



WEATHER EMERGENCIES

Weather emergency announcements are given over the building PA systems.

When possible, severe weather forecast information is sent out campus wide via e-mail by LCC Police.

A **winter storm watch** is a forecast of hazardous winter weather due to various elements such as heavy snow (7 or more inches during a 24 hour period), sleet, or ice accumulation from freezing rain. A **watch** is a long range prediction. They are generally issued by the National Weather Service at least 12 hours before hazardous weather is expected to begin.

A **winter storm warning** means hazardous winter weather is imminent, and there is a good possibility of heavy snow (7 or more inches during a 24-hour period), sleet, or ice accumulation from freezing rain. Should the College close due to severe winter weather, the closing announcement is disseminated by e-mail and building PA systems during operational hours, as well as local radio and television stations.

A **severe thunderstorm watch** is a forecast of the possibility of severe thunderstorms developing in a large geographic area. You should continue normal activities, but stay alert for sudden changes in weather conditions. If possible, monitor local radio stations.

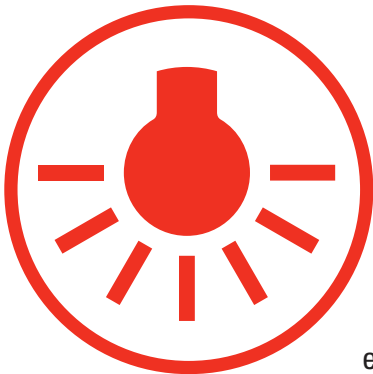
A **severe thunderstorm warning** means a severe thunderstorm has been sighted and may be approaching the area. During a severe thunderstorm warning, stay inside buildings. Be alert for changes in weather conditions, and be prepared to seek shelter in the event of a tornado warning.

A **tornado watch** is a forecast of the possibility of tornados developing in a large geographic area. You should continue normal activities, but stay alert for sudden severe changes in weather conditions. If possible, monitor local radio stations.

A **tornado warning** means a tornado has been sighted and may be approaching the area. A **warning** is an emergency situation, requiring persons in the affected area to seek immediate shelter.

In the event a **tornado warning** is issued:

- Immediately go to the nearest emergency shelter area. All shelter areas on campus are marked on Emergency Evacuation and Shelter maps located in the classrooms and hallways of campus buildings.
- Stay together as a group.
- Remain calm and walk – do not run.
- **Faculty** – be prepared to account for your students. Notify LCC Police (dial **911**) of any persons with disabilities requiring assistance. If possible, have someone stay behind with persons with disabilities until emergency personnel arrive.
- Stay in the shelter area until an “All Clear” is given.



POWER OUTAGE

Stay in your classroom or office for approximately 10 minutes following a power outage. Often, power outages are brief and power is restored in less than 10 minutes. After 10 minutes and power is not restored, evacuate the building. If the power outage lasts longer than 10 minutes, it is likely the outage could be prolonged. Additionally, some hallway and stairway areas on campus are lit by battery powered emergency lights, which typically will stay lit approximately 20 minutes.

Persons with disabilities – go to stairway landings and wait for emergency rescue personnel. Upon their arrival, emergency personnel responding to the building will be checking the

stairway landings for persons with disabilities. Stay together as a group. **Faculty** – stay with your students, and be prepared to account for them. Notify LCC Police (dial **911**) of any persons with disabilities requiring assistance. If possible, have someone stay behind with persons with disabilities until emergency personnel arrive.

Remain calm and walk – do not run.

Keep at least 100' from the buildings and from emergency vehicles.

Gather in the designated area and wait for further instructions.

Designated areas are:

Main Campus – Washington Mall.

West Campus – the parking lot area outside the “Tower” entrance.

All other campus locations – the parking lot outside the main entrance.

BUILDING EVACUATION

Announcements of the need to evacuate a building are made over the building PA system.

Unless instructions are given not to use elevators, persons with disabilities should use the building elevators to reach the ground floor. Able-bodied persons capable of using stairs should avoid the elevators, making the elevators more available to persons with disabilities.

In the event elevators cannot be used, persons with disabilities should go to stairway landings and wait for emergency rescue personnel. Emergency personnel responding to the building will be checking the stairway landings for persons with disabilities upon their arrival.



Stay together as a group. Faculty should be prepared to account for their students. Notify LCC Police (dial **911**) of any persons with disabilities requiring assistance. If possible, have someone stay behind with persons with disabilities until emergency personnel arrive.

Remain calm and walk – do not run.

Once outside the building, keep at least 100 feet from the building and any emergency vehicles.

Stay outside the building until police or fire personnel have given an “All Clear” announcement.



TOTAL CAMPUS EVACUATION

Announcements of a total campus evacuation will be made over the building PA systems.

Remain calm, walk – do not run.

Unless instructions are given not to use elevators, persons with disabilities should use the building elevators to reach the ground floor. Able-bodied persons capable of using stairs should avoid the elevators, making the elevators more available to persons with disabilities.

In the event elevators cannot be used, persons with disabilities should go to stairway landings and wait for emergency rescue personnel. Emergency personnel responding to the building will be checking the stairway landings for persons with disabilities upon their arrival.

Faculty – be prepared to account for all students leaving your authority. Notify LCC Police (dial **911**) of any persons with disabilities requiring assistance. If possible, have someone stay behind with persons with disabilities until emergency personnel arrive.

Exit the building and go to your vehicle.

Exercise patience when leaving parking areas.

Follow evacuation route instructions given by police or fire personnel.

Tune your car radio to **WKAR 90.5** or **WFMK 99.1** for emergency instructions.

INJURY OR ILLNESS

In the case of a serious injury or illness, dial **911** for assistance.

Be prepared to provide the **911** dispatcher the following information:

- where the injured or ill person is located.
- the nature of their injury or illness.
- the gender and approximate age of the person.
- your name, location and phone number where you can be reached in case additional information is needed.

If a student is experiencing a medical emergency during class, the class should be dismissed temporarily until the emergency is over. Do not attempt to move the person. Other than those persons rendering immediate aid to the person, all others should clear out of the immediate area.

All injuries on campus, regardless of severity, must be reported to LCC Police. Minor injuries can be reported by dialing **1800** from any campus phone, or dialing **483-1800**.

Medical care facilities will often ask for authorization to treat an injured employee. LCC Police or the Business Office can authorize medical treatment of an employee injured at work. Any questions regarding Workers' Compensation can be directed to the Business Office, **483-1730**.





UTILITY EMERGENCIES

Any emergency involving a utility (for example: electrical wires, water mains or pipes, drains, restroom facilities, steam pipes, natural gas pipes) need to be reported to LCC Police immediately.

Dial **911** or **1800** to report the emergency.

LCC Police will contact the appropriate personnel to respond.

Downed electrical power lines should always be treated as if they were charged with electricity. Do not go near downed electrical power lines. Go to a safe place and contact LCC Police.

A water main break may be evidenced by water seeping up through a sidewalk or roadway. Avoid the area, as the water may have weakened the soil underground, which could collapse. Report the situation to LCC Police.

Leaking or broken water pipes or restroom fixtures inside campus buildings should be reported immediately to Physical Plant during normal business hours or to LCC Police during all other times.

Steam and natural gas pipe leaks can represent a critical emergency. Do not go near a leak. Evacuate the area and contact LCC Police.

Steam or vapor in the air, or excessively high temperature conditions could be indications of a steam leak. Do not go near or touch steam escaping from a pipe, as steam under pressure can cause serious burns.

Natural gas leaks may be noticed by the distinctive odor associated with natural gas. Do not turn on or off any lights or other electrical or electronic devices in the area where the smell is present. Leave the area as quickly as possible and contact LCC Police from a safe location.

BLOOD AND BODY FLUID EXPOSURE



Some College employees, in the course of their employment with the College, could possibly be exposed to blood or body fluid. Special training for those employees is available through the College's Human Resource Department.

If you have been exposed to blood or body fluids, do the following immediately:

- Wash the affected area with soap and water.
- Dial **911** from any campus telephone, or dial **483-1800**.
- If you are on Main Campus or West Campus, LCC Police will make arrangements to transport you to a medical facility for treatment.
- If you are off campus, go to the nearest medical facility for treatment.

The College's Safety Officer will conduct an investigation of the incident.

CHEMICAL EXPOSURE — RIGHT-TO-KNOW



Michigan Right-to-Know laws are designed to provide information to all employees about chemicals used in their workplace. Every College employee is required to complete the College's Right-to-Know on-line training as part of their employment orientation.

Information regarding chemicals at the College is maintained by LCC Police. Material Safety Data Sheets (MSDS) can be obtained by contacting LCC Police at **483-1800**.

In case of exposure to a chemical substance:

- Remain calm. Get the chemical product flushed off immediately. Unless directed to do otherwise by the label directions, use large amounts of water for at least 15 minutes to flush the affected area.
- Contact LCC Police by dialing **911**.
- Inform the dispatcher of your location, the chemical to which you were exposed, and whether you are having any physical reaction, such as burns or difficulty breathing.



PREVENTING THE SPREAD OF CONTAGIOUS DISEASES

A common sense approach:

Wash your hands often.

Clean surface areas where you and others work frequently.

Cover your nose and mouth when you cough or sneeze.

Do not share food or beverages.

Used tissues should be immediately placed in the waste basket so that the contents do not come in contact with surface areas.

Avoid close contact with contagious people and stay home if you are sick.

Proper nutrition, adequate exercise and sleep also help protect you from contracting disease.

For more information on disease prevention, contact the Employee Wellness Office at **267-5906**.

The following web sites have additional information:

- <http://www.cdc.gov/germstopper/work.htm>
- http://www.cdc.gov/germstopper/home_work_school.htm
- <http://www.cdc.gov/flu/protect/covercough.htm>
- <http://www.cdc.gov/ncidod/dhqp/speakUp.html>

COMMUNICABLE DISEASES

From time to time, faculty or staff may be asked questions regarding possible exposure to a communicable disease in a classroom or office setting, or may become aware that an individual has or is suspected of having a communicable disease. Should this occur, follow the following guidelines:



- Confidentiality is important. Do not spread rumors or speak out of turn about any individual who may have a communicable disease.
- Contact LCC Police and request to speak with the Safety Officer. If the Safety Officer is not available, request to speak with a Police Officer. Provide as much detail of the situation as you can to the Officer.
- LCC Police will contact the appropriate outside agencies (typically the local county health department) to ensure the proper authorities are aware of the situation.
- If the appropriate outside agency provides any direction as to precautions to be taken by any persons exposed to a person believed to be carrying a communicable disease, LCC Police will coordinate the implementation of those precautions.



SUSPICIOUS LETTERS AND PACKAGES

A suspicious letter or package may have some of these indications:

- No return address
- Restrictive markings
- Possibly mailed from a foreign country
- Excessive postage
- Misspelled words
- Addressed to a title only, or an incorrect title
- Badly typed or written
- Protruding wires
- Lopsided or uneven
- Rigid or bulky
- Strange odor
- Oily stains, discolorations or crystallization on wrapper
- Excessive tape or string

If you receive a suspicious letter or package:

- Treat it as suspect! Call LCC Police by dialing **911**.
- Handle with care. Don't shake or bump.
- Isolate the letter or package.
- Don't open, smell or taste.

If a parcel is open and/or a threat is identified:

- For a bomb:
 - Evacuate immediately.
 - Call LCC Police by dialing **911**.
- For radiological:
 - Limit exposure – don't handle.
 - Evacuate immediately.
 - Shield yourself from the object.
 - Call LCC Police by dialing **911**.

- For biological or chemical:
 - Limit exposure – don't handle.
 - If exposed, isolate yourself from others to prevent spreading the agent.
 - Call LCC Police by dialing **911**.
 - Flush exposed skin with large quantities of water for at least 15 minutes.

(Source: FBI General Information Bulletin 2000-3)

PSYCHOLOGICAL EMERGENCIES



A person in psychological crisis may exhibit some of these indications:

- Crying.
- Extreme withdrawal from outside stimuli (despondent).
- Agitated or aggressive behavior.
- Unusual outbursts or disoriented statements.
- Behavior or emotions inconsistent with his/her normal behavior.

Don't try to handle a person in psychological crisis by yourself. Call Counseling Services by dialing **1904** (or **483-1904** from a non-campus phone) immediately. Counseling Services has trained counselors who can assist with these issues. If Counseling Services can't be reached or is closed, call LCC Police by dialing **911**.

Always contact LCC Police by dialing **911** if you encounter violent and/or threatening behavior, or if a person's health appears to be in danger. When in doubt, call LCC Police to come and evaluate the person. Always err on the side of safety.

To avoid escalation when dealing with a person in psychological crisis, the following tips may be helpful:

- Remain calm and rational – don't overreact.
- Be empathic – listen without judging others.
- Clarify messages – listen and reflect back what is said.
- Direct attention to the issue at hand – ignore challenges.
- Permit verbal venting – allow the individual to release as much energy as possible by venting. State reasonable limits during lulls in the venting.
- Avoid physical techniques – physical intervention can escalate the situation.
- Keep non-verbal cues non-threatening – body language, movement, and tone of voice send more messages than what you say.
- Set and enforce reasonable limits – set boundaries for you personally. State them clearly and concisely. Enforce the limits fairly and firmly.
- Refer the student to a counselor in Counseling Services Department for further assistance and guidance.



BOMB THREAT

In the event you receive a bomb threat, please try to gather the following information.

- Where is the bomb right now?

- When is the bomb going to go off?

- What type of bomb is it?

- What does the bomb look like?

- What will cause the bomb to explode?

- Who planted the bomb?

- Why was the bomb planted?

- When was the bomb planted?

- How did the person get the bomb in the building?

- What is your name?

- What is your phone number?

- What is your address?

Listen for any background noise.

Listen for any unusual characteristics of the caller's voice.

Try to remember the caller's exact words and write them down immediately.

Write down the caller ID information displayed on your phone.

Immediately contact LCC Police by dialing **911**. Provide the dispatcher with all the information you gathered about the bomb threat call.

If the building that is the subject of the bomb threat is to be evacuated, follow the Building Evacuation guidelines.

When leaving a building due to a bomb threat, stay alert to your surroundings. Immediately report any suspicious persons or objects to LCC Police by dialing **911**.

Extend the distance to stay away from the affected building from 100 feet to 300 feet.

- 1 - Administration Building (ADM)**
- 2 - LCC Board Room**
- 3 - Photography Center (PC)**
- 4 - Health and Human Services Building (HHS)**
- 5 - LCC Parking Ramp (StarCard and Cash)**
- 6 - Rogers-Carrier House (RCH)**
- 7 - Herrmann Conference Center Complex (HCC)**
- 8 - Dart Auditorium (DRT)**
- 9 - Gannon Building (GB)**
- 10 - Student Personnel Services (SPS)**
- 11 - Abel B. Sykes, Jr. Technology and Learning Center (TLC)**
- 12 - Arts and Sciences (A&S)**
- 13 - Continental Building (CB)**
- 14 - LCC Outside Amphitheater**
- 15 - Carnegie Library**
- 16 - University Center**
- 17 - North Capitol Ramp (StarCard and Cash)**
- 18 - Academic and Office Facility (AOF)**

- B, G, H, J, L, M, N, S - Employee Parking Lots**
- D - Special Permit Parking Lot**
- E - Accessible Parking Lot**
- F - Employee/Student Parking Lots**
- I - Student Employee Parking Lot**
- Z - Special Permit/ Accessible Parking Lot**

