UNIVERSITY OF HAWAII MAUI COLLEGE

ADMINISTRATIVE SERVICES – CAMPUS SECURITY DEPARTMENT

WASC ACCREDITION PROGRAM SELF-ASSESSMENT

PERIOD JULY 1, 2012 TO JUNE 30, 2013

I.   Overview of the UH Maui College Security Department Mission and Functions

Department Mission:

- Provide a safe environment and an atmosphere of equal opportunity for students to attain a high quality college education.

Department Functions:

- Perform an integral role as part of the UH Maui College Crisis Management Team.
- Act as the central repository of crime statistics reportable under the Jean Clery Act.
- Publish the instititution's Annual Crime Report and ensure that all information contained therein is accurate.
- Keep students updated on current security concerns by disseminating emergency alerts and monthly eNewsletters.
- Liaise with Security Chiefs from other University of Hawaii campuses on issues concerning security.
- Protect the assets of the institution by patrolling and checking campus facilities to ensure that they are secure.
- Perform weekly inspections of emergency call towers, IP speakers and horns, lights and cameras to ensure they are operational.
- Perform monthly checks of elevator phones to ensure they are operational.
- Respond to calls for service and provide assistance in emergency situations.
- Ensure the UH Security Officers and contracted security guards have updated certifications and receive job related training, i.e. Guard Card, CPR, First Aid, FEMA, etc. . . .
- Coordinate and conduct Clery Act mandated training with other agencies (MPD, MFD, EMS), i.e. Active Shooter Scenario, bomb threats and post explosion crime scenes, etc....
- Work cooperatively with the Maui Police Department and other agencies on community events, i.e. Maui County Fair Parade, Maui Walk MS, etc....
- Ensure the UHMC Emergency Response and Evacuation Plan is updated as needed and in compliance with FEMA's NIMS and ICS protocols.

- Ensure the Security Department's Standard Operating Procedure is updated and incompliance with federal, state & local laws, as well as University of Hawaii policies.
- Ensure the UH Maui College Hazardous Chemical & Hazardous Waste Management Plan is updated and in compliance with government standards.

II. Goals, Plans and Accomplishments for Fiscal Year 2013

- Published the UHMC Security Department eNewsletter on a monthly basis.
- On June (date?), 2013, the Campus Security Department conducted an active shooter scenario in collaboration with the Maui Police Department. This exercise was enacted in the Pilina building and involved campus administrators and members of the faculty and staff.
- Awarded contract to Security Tech and upgraded security monitoring systems at the Kahului Main Campus and its outreach education centers.
- Worked with the IT Department to develop a scrolling emergency notification banner on the Maui College webpage.
- Added new electric cart to current Security Department fleet. Installed head lights & turret lights, rear view mirrors, utility boxes to all security carts.
- Organized and remodeled the Security Department Office to operate more efficiently.
- Purchased handheld megaphones for emergency crowd control.

III. Analysis and Assessment of Quantitative and Qualitative Data

Quantifiable Crime Offense Data

	2008	2009	2010	2011	2012
Murder/Non-Negligent Manslaughter					
Negligent Manslaughter					
Sex Offenses, Forcible				1	
Sex Offenses, Non-Forcible					
Robbery					2
Aggravated Assault	2				1

	2008	2009	2010	2011	2012
Burglary		7	6	2	
Motor Vehicle Theft	4		3	3	4*
Arson			2		
Arrests/Disciplinary Referrals Weapons – Carrying, Possessing, etc…					
Arrests/Disciplinary Referrals Drug Abuse Violations					1
Arrests/Disciplinary Referrals Liquor Law Violations					2
Total Incidents:	6	7	11	6	10

* This data had been erroneously reported to the Department of Education during the last reporting period. These four incidents were thefts of personal items from motor vehicles and are not countable statistics under the guidelines of the Jean Clery Act.

Qualitative Analysis of Crime Offense Data

There were two robbery incidents in 2012, whereas there was no robbery incident reported from 2008 to 2011. There were also one drug abuse and two liquor law violation related incidents reported in 2012, as compared to none from 2008 to 2011. But in contrast, for the first time since 2008, there was no burglary incident reported. The overall number of incidents increased from six in 2011 to ten in 2012. However, these included four incidents that had been erroneously reported in the "Motor Vehicle Theft" category. These four incidents were actually thefts from motor vehicles that should not have been counted under the guidelines of the Jean Clery Act.

Quantifiable Data from Spring 2012 Survey

	Totally Agree	Agree	Disagree	Strongly Disagree	No Opinion*	Average
1. Security officers have been responsive.	53	**105**	16	3	43	**59.3%**
2. Security officers have been Courteous and respectful.	60	**117**	7	2	34	**62.9%**

	Totally Agree	Agree	Disagree	Strongly Disagree	No Opinion*	Average
3. Campus is safe and secure.	41	**114**	33	6	25	**58.8%**
4. Campus alarm systems are adequate.	27	**87**	25	7	71	**59.6%**
5. Have the Campus Security service improved or declined over the past year?	Improved 85	**Same 90**	Declined 24			**45.2%**

* The "No Opinion" category was not used in the calculation of averages. The formula used to calculate averages is expressed by:
n1/ (n1+n2+n3+n4), where n1 represents the number of the highest category and n2, n3, n4 are the numbers of the remaining categories.

Qualitative Analysis of Spring 2012 Survey

More than 50% of those who expressed their opinions agreed that security officers have been courteous and respectful, and have been responsive to their needs and concerns. The majority also felt that safe and secure on campus. On the whole, the campus community commented that Security Chief Susan Kinsman had done a great job and made the campus more safe and secure. A great majority of those surveyed stated that Campus Security service has either remained the same or improved over the past year.

IV.   Goals & Plans and Objectives for Fiscal Year 2014

- Increase coverage on the first platoon by hiring an additional civil service employee in the title of Security Officer I.
- Update the UHMC Emergency Response and Evacuation Plan to ensure that it is in compliance with FEMA's NIMS and ICS protocols.
- Schedule and conduct another active shooter scenario in May 2014. This year's exercise will necessitate the involvement of multiple agencies (MPD, MFD & EMS). A different campus building will be selected and will involve campus administrators, members of the faculty and staff.
- Upgrade current wiring for emergency call towers to current industry standards. The new cables must be able to handle a higher bandwidth and faster data transfer rate.
- Contract security logistics firm to service and maintain the emergency call towers to ensure they are fully operational.

- Pending availability of funds, upgrade existing security camera equipment to a high definition infrared system that is able to capture high resolution images under low lighting conditions.
- Work with Maui Police Department to start a Campus Watch program on campus. The objective of the program is to teach the campus community what details to look for when they witness a crime and how to anonymously report it.
- Test the UHMC scrolling emergency notification banner at the end of every month. The tests will be conducted from 8 am to 4 pm on days when classes are in session.
- Continue weekly testing of the emergency call towers, IP speakers and horns, lights and cameras to ensure they are operational.
- Compile crime statics from all CSAs and prepare the 2013 Annual Crime Report, ensuring that it is in compliance with any changes in legislation.
- Attend the Clery Act Training Course offered by Dolores Stafford at the University of Washington in Seattle.
- UHMC Security Chief and Security Officer I to attend ICS 300 & ICS 400 courses to comply with FEMA directives.

V.   Resource Needs and Priorities

- Upgrade the Campus Security Department's current basic cell phone with a smartphone capable of voice, text and data. This upgrade will allow the guards to receive text messages from students and employees. The GPS feature on the phone will also allow us to track the location of the guards in real time. The contracted security monitoring service uses a software application called Total Connect that sends real time alarm notifications to the security guards.
- Replace outdated Cat 3 cables used by the emergency call towers to transit audio and video signals to Cat 6 cables. Cat 6 cables enable the simultaneous transmission of high definition video and voice signals while minimizing the chance of data packet loss. The installation of Cat 6 cables is a prerequisite to upgrading the current standard definition cameras with high definition infrared cameras.
- Hiring additional employees in the civil service title of Security Officer I. Having permanent full time security officers eliminates the integration period posed whenever a contract for security services is awarded to a different winning bidder. The time and effort required to train and acclimate new guards to a new working environment and to become familiar with campus rules and policies can be long and painstaking.
- Determine if the Maui Bus stop within the campus can be rerouted to an area off-campus, but yet convenient to residents of Harbor Light Condominiums and members of the campus community. Rerouting the bus stop would permit the closing of the gate

connecting the two properties earlier in the day to promote a more secure environment on campus.