**UNIVERSITY OF HAWAII MAUI COLLEGE**

**ADMINISTRATIVE SERVICES – CAMPUS SECURITY DEPARTMENT**

**PROGRAM SELF-ASSESSMENT**

**PERIOD JULY 1, 2013 TO JUNE 30, 2014**

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

Mission:

The mission of the Maui College Campus Security Department is to enhance the quality of life by affording a safe and secure environment that is conducive to learning and teaching. We are committed to serve the needs of our campus ohana with *Courtesy, Professionalism and Respect*, and to preserve the *Spirit of Aloha* that is so essential in Hawaiian culture.

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 institution’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 periodic eNewsletters.
* Liaise with Security Chiefs from other University of Hawaii campuses on issues concerning public safety.
* Protect the assets of the institution by patrolling and checking campus facilities to ensure they are secure.
* Perform weekly inspections of emergency call towers, IP speakers and horns, lights and cameras to ensure they are operational.
* Perform monthly inspections of elevator and area rescue station phones to ensure they are operational.
* Respond to calls for service and provide assistance in emergency situations.
* Ensure the University Security Officers and contracted security guards have updated certifications and receive job related training, i.e. Guard Card, CPR, First Aid, FEMA, PPCT Control Tactics, etc. . .
* Coordinate and conduct 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 in the planning and execution of 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 system 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 2014

* Acquired four (4) USO-1 and two (2) USO-2 positions through State Legislation.
* Collaborated with ITS to repair the Area Rescue Stations of multi-story buildings on campus.
* Conducted a joint functional exercise with the cooperation of the Maui Police Department, Maui Fire Department and American Medical Response. This exercise consisted of an active shooter scenario enacted in the Laulima and Ka’a’ike buildings and involved campus administrators and members of the faculty and staff.
* Conducted an After Action Review to critique the functional exercise.
* Consulted with the administration of Harbor Lights Condominium to close the security gate at an earlier time.
* Consulted with Maui County Transportation Coordinator Darren Konno as per the County’s request to relocate the bus stop by the Harbor Lights gate to an area outside of the campus.
* Identified spike in bicycle thefts and planned an initiative to deter reoccurrence. One proactive measure was the purchase of bicycle cable locks to secure bicycles left unattended.
* At the request of the instructor, addressed the Human Resource Management class on information related to law enforcement.
* At the request of the instructor, addressed the Police Report Writing class on characteristics/tips for good police writing, job tips, and other helpful resources.
* Inspected and ensured that security system upgrades at the Kahului Main Campus and its outreach education centers have been completed and are operational.
* Consulted with Security Resources to trouble shoot and identify a repair solution for the inoperative emergency call towers throughout campus. Defective ATA converters have been identified as the cause of trouble and have been replaced.
* Completed purchase and procurement training to facilitate the procurement of products and services related to the Campus Security Department.
* Prepared requisitions to procure goods and services to ensure the Campus Security Department is operating optimally.
* Conducted monthly testing of the scrolling emergency notification banner on the Maui College webpage.
* Participated as a member of Team Malama. Attended periodic meetings and referred appropriate cases to the team for follow-up.
* Conducted program self-assessment for WASC reaccreditation.
* Coordinated with Homeland Security Investigations to present their Campus Sentinel Program on Campus.
* Consulted with and provided security related advice to the UHMC Student Life Coordinator in preparation for the Color Run event.
* Attended the Clery Act Training Course offered by Dolores Stafford at the University of Washington in Seattle to ensure campus compliance is up-to-date with legislative changes.
* Maintained the Institution’s Daily Crime Log regularly in compliance with federal mandates.

III. Analysis and Assessment of Quantitative and Qualitative Data

Quantifiable Crime Offense Data

|  | 2009 | 2010 | 2011 | 2012 | 2013 |
| --- | --- | --- | --- | --- | --- |
| Murder/Non-Negligent Manslaughter |  |  |  |  |  |
| Negligent Manslaughter |  |  |  |  |  |
| Sex Offenses, Forcible |  |  | 1 |  |  |
| Sex Offenses, Non-Forcible |  |  |  |  |  |
| Robbery |  |  |  | 2 |  |
| Aggravated Assault |  |  |  | 1 |  |
| Burglary | 7 | 6 | 2 |  | 1 |
| Motor Vehicle Theft |  | 3 | 3 |  | 3 |
| Arson |  | 2 |  |  |  |
| Arrests/Disciplinary Referrals  Weapons – Carrying, Possessing, etc… |  |  |  |  |  |
| Arrests/Disciplinary Referrals  Drug Abuse Violations |  |  |  | 1 | 3 |
| Arrests/Disciplinary Referrals  Liquor Law Violations |  |  |  | 2 | 1 |
| Domestic Violence Offenses[[1]](#footnote-1) |  |  |  |  | 2 |
| Dating Violence Offenses1 |  |  |  |  |  |
| Stalking Offenses1 |  |  |  |  | 6 |
| Total Incidents: | 7 | 11 | 6 | 6 | 16 |

Qualitative Analysis of Crime Offense Data

There were not any violent offenses in 2013, whereas there were two robberies and one aggravated assault in 2012. There were one burglary and three motor vehicle thefts in 2013, compared to none in 2012. The vehicles stolen were all mopeds. The overall number of incidents increased from six in 2012 to 16 in 2013. However, this increase was primarily attributed to the two domestic violence and six stalking offenses in 2013. On March 7, 2013, President Obama signed a bill that strengthened and reauthorized the Violence Against Women Act (VAWA). This bill amended the Clery Act to require institutions to compile 2013 statistics for incidents of domestic violence, dating violence, sexual assault, and stalking.

Quantifiable Data from Spring 2014 Survey

|  | Completely Agree | Agree | Disagree | Strongly Disagree | No Opinion\* | Average |
| --- | --- | --- | --- | --- | --- | --- |
| 1. Security officers have been responsive. | 20 | **39** | 1 | 1 | 11 | **54.2%** |
| 2. Security officers have been courteous and helpful. | 25 | **36** | 2 | 1 | 8 | **56.3%** |
| 3. Campus is safe and secure. | 16 | **39** | 7 | 2 | 7 | **60.9%** |
| 4. Campus alarm systems are adequate. | 11 | **34** | 9 | 4 | 14 | **58.6%** |
| 5. Has the Campus Security service improved or declined over the past year? | Improved  31 | **Same**  **32** | Declined  4 |  |  | **47.8%** |

\* 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 2014 Survey

On average, about 55% of those who expressed their opinions agreed that the security officers have been courteous and respectful, and have been responsive to their needs and concerns. More than 60% felt safe and secure on campus. Over 94% expressed that the services provided by the Campus Security Department has either improved or stayed the same. Less than 6% of those polled remarked that the services provided have declined.

Based on the comments of those who took the survey, many felt that only one security officer per shift is insufficient for a campus this size. Others were under the assumption that the Security Department has a constant staff turnover due to the frequent solicitation and awarding of bids.

IV. Goals, Plans and Objectives for Fiscal Year 2015

* Publish the UHMC Security Department eNewsletter on a monthly basis.
* Recruit and interview potential candidates to fill the four USO-I and two USO-II positions.
* Reorganize the UHMC structure to include the USO-II positions. The USO-II positions will supervise the USO-I positions and be under the direct supervision of the Security Chief.
* Increase coverage on the first platoon to enhance the personal safety of security officers. Increase coverage on the third platoon to make facility security inspections more efficient.
* Update the UHMC Emergency Response and Evacuation Plan as needed to ensure that it is in compliance with FEMA’s NIMS and ICS protocols.
* Schedule, plan and conduct a multi-agency functional exercise for 2015.
* Upgrade current VGA security cameras with megapixel PTZ IR cameras capable of capturing high resolution video footage in low light conditions. Explore alternatives to trenching to enable the installation of cameras and wireless Ethernet networks for camera system upgrade.
* Explore alternatives to replacing the outdated Cat 3 cables used by the emergency call towers to transit audio and video signals. One possible solution suggested by Maui College ITS is the installation of LongSpan devices by Veracity that would enable the delivery of unprecedented power and bandwidth over extreme lengths, enabling a dependable connection to IP cameras and other remote network devices.
* Explore software that would enable the integration of existing video cameras throughout the campus onto one common platform for viewing and storage.
* Pending availability of funds, upgrade existing outdated Code Blue ToolVox server with new digital model and procure annual maintenance contract. UHCC is willing to fund the cost to replace the hardware if the Campus agrees to purchase an annual maintenance contract.
* Pending availability of funds, replace current analog faceplates on emergency call towers with digital models. Digital faceplates coupled with a digital ToolVox server would render the current failing ATAs unnecessary.
* Continue to 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 2014 crime statics from all CSAs and prepare the 2015 Annual Crime Report, ensuring that it is in compliance with VAWA and Title IX legislative changes.
* UHMC Security Chief and Security Officer I to attend ICS 300 & ICS 400 courses when offered to comply with FEMA directives.

V. Resource Needs and Priorities

* Funding to upgrade security cameras.
* Funding to upgrade Code Blue ToolVox server with more current and compliant model.
* Recruit, interview and hire permanent University Security Officers to replace current emergency hire officers and contract security officers.

1. On March 7, 2013, President Obama signed a bill that strengthened and reauthorized the Violence Against Women Act (VAWA). Included in the bill were amendments to the Clery Act that afforded additional rights to campus victims of sexual violence, dating violence, domestic violence, and stalking. VAWA amended the Clery Act to require institutions to compile 2013 statistics for incidents of domestic violence, dating violence, sexual assault, and stalking. [↑](#footnote-ref-1)