# UNIVERSITY OF HAWAII MAUI COLLEGE

# ADMINISTRATIVE SERVICES – CAMPUS SECURITY DEPARTMENT

# ASSESSMENT PERIOD JULY 1, 2010 TO JUNE 29, 2011

I    *Overview of department mission and functions and its relationship with the UH Community College Mission and Strategic Plan and the UHMC Mission and Strategic Plan.*

- UHMC's mission statement is to provide a safe learning environment for faculty, staff and students here on campus and at the outreach educational centers.

II    *Goals, Plans and Accomplishments FY 2011*

The Campus Security Department completed the hiring process for a Chief and a Security Officer and brought the two personnel on board in March and May respectively.  Because these positions did not previously exist at UHMC, the department had to be developed and created in to a fully functioning, independent, efficient office.  In that light, listed below are some of the main areas that were addressed:

- The Chief completed training on the Clery Act and began working towards bringing our campus into compliance with the Department of Education federal statute.
- Our Annual Crime Report was completely revised and updated.
- We have established Campus Security as a leader in the delivery of exceptional customer service.
- We are managing all Campus Security operations utilizing fiscally sound practices.
- We have established an objective foundation for all employees to excel in annual performance evaluations.
- We are catapulted Campus Security into a positive, healthy and vibrant campus organization.
- We are preparing the UHMC campus to respond to threats that have the potential to impact safety on a universal scale.

- We are creating a culture that models a healthy environment for students who are more apt to participate in high-risk behaviors, such as drug use or alcohol use and abuse.
- We have developed and maintain a Daily Activity Log and have it available:
  - In the Campus Security Office
  - On our website
- We provide additional methods of distribution for the Annual Crime Report:
  - In the Campus Security Office
  - On our website
  - At student orientation
  - At the Educational Outreach Centers
  - On cd
  - As part of our e-Newsletter
- We have purchased a new golf cart for our department.
- We have installed a Bar Code system and are implementing it campus wide.
- We are working with the current campus alarm company, Security Tech:
  - To ensure that all alarm systems are working properly.
  - Identify those that are not working and have them fixed.
  - Oversee new equipment installation to ensure that it meets our needs
  - Develop key pad coding system and implement
- We have opened up an internship in our office and have had a student working for two semesters.
- We have become part of the Campus Safety Committee.
- We have become part of the Crisis Management Team.
- We are now recertified in Pressure Point Control Tactics Training
- We continue to work on the Emergency Preparedness Policy and helped to develop strategies for dealing with emergency situations.
- We have worked with IT to create a Campus Security website that includes:
  - Annual Crime Report
  - Daily Crime Log
  - Resource List
  - Provide updates as they become available

- o Scrolling banner across the main UHMC webpage that will allow us to post emergency notification alerts.
- Worked with Jarvis to revise current SOP's for our department and are working with the media folks to create a Camtasia video training
- We have created an electronic newsletter that is distributed via internet to faculty, staff and the students which provides information about ongoing activity on campus.
- We have worked with Student Life folks to utilize their eBlast announcements to provide information to students.
- We have developed schedules for testing emergency equipment on campus
  - o Elevator Phones
  - o Emergency Assistance Areas
  - o Fire Extinguishers
  - o Fire notification systems
  - o Code Blue Towers
  - o Digitizer
- We continue to try to bring Millennium into compliance with the contract requirements for the security guards.
  - o Driver's License Abstract
  - o Criminal Abstract
  - o Valid Driver's License
  - o First Aid/CPR, Blood Borne Pathogens and AED classes.
- We have provided training for Millennium security staff in the following areas:
  - o Patrol Procedures
  - o Officer Safety Techniques
  - o Search Patterns
  - o Clery Act requirements
  - o Report Writing
  - o Golf Cart Security class
- We have revised our report writing system:
  - o ReportExec report writing system will be implemented soon.
  - o Until that is installed, we have created fillable forms for staff to use.

- We have improved methods for alerting the UHMC campus community in case of an emergency:
    - eBulletin
    - eText
    - p/a system
    - scrolling banner on our website
    - eNewsletter
    - Hotline
    - Emergency message distribution via VOIP

III   *Analysis and Assessment of Quantitative and Qualitative Data*

Quantitative Data:

We had the following offenses/incidents in the following years:

| Offense | 2009 | 2010 | 2011 |
|---|---|---|---|
| Assault | 0 | 1 | 1 |
| Burglary | 7 | 9 | 2 |
| Criminal Property Damage | 11 | 7 | 9 |
| Medical Assist | 1 | 5 | 12 |
| Theft | 17 | 10 | 15 |
| Traffic Accident – no injury | 4 | 8 | 6 |
| Traffic Accident – H&R | 4 | 0 | 12 |
| Trespass | 3 | 3 | 9 |
| UCPV (Stolen Vehicle) | 0 | 3 | 3 |
| UEMC (Theft from vehicle) | 0 | 5 | 10 |

Total numbers of incidents recorded by year are:

2009    80

2010    113

2011    182

Qualitative Data:

The Campus Security Department will be celebrating our first full year in operation on March 16th, 2012.  In calendar year 2010, 113 reports were taken by the contract security guards of Millennium Security.  In 2011 a total of 182 reports were taken by the Campus Security staff.  I do not believe that we necessarily had an increase in activity; rather, I believe that we have started to consistently file reports when incidents occur on campus.

In Spring 2011 the Administrative Affairs Division distributed a survey to students on campus. Approximately 339 students responded to the survey.  Overall the numbers indicate a favorable response to campus security and our ability to ensure the safety of the campus. The comments attached to the survey seem to relate to the previous security staff (who are no longer working on campus).  I believe we will continue to see improved comments and statistics as we proceed.

When comparing the survey's from 2010 and 2011 there is a significant increase in the approval ratings for Campus Security.  Only three questions were listed in the 2011 survey.

Question 1: "Security Officers have been responsive" increased from a 3.98 in 2010 to a 4.28 in 2011.

Question 2: "Security Officers have been courteous and helpful" increased from a 4.11 in 2010 to a 4.25 in 2011.

Question 3: "Campus is safe and secure" increased from 3.83 in 2010 to 4.23 in 2011.

IV    *Goals, Plans & Objectives for FY 2012*

The Campus Security Department has come a long way in the year that we have been officially open for business.  Our visibility, presence, and professionalism go a long way towards

helping our faculty, staff and students increase their feeling of safety and security here on campus.

- Clery Act compliance
  - CSA's
  - Crime statistics for all campuses
  - Update sex assault provisions
  - Update campus maps to include Clery boundaries

- Establish Hazardous Materials policy and procedures
  - Items on hand
  - Items to be destroyed
  - Use of labeling systems
  - Training for staff
- Become a member of the International Association of Campus Law Enforcement Administrator's and attend their conference in Reno, NV in June.
- Create a uniform, badge and patch specifically for this campus while working with the systems office to coordinate same.
- Obtain a new radio frequency license, then purchase new radio tower for Campus Security. Health Center will share this frequency.
- Continue to work towards reducing the amount of criminal activity on campus.
- Revise and update our SOP's
- Continue to update the Annual Crime Reports.
- Work with MPD to upgrade our readiness for an emergency situation on campus.
- Participate in campus events to promote the Campus Security Department.
- Continue to upgrade the ways we can contact students, faculty and staff in the event of an emergency.

V    *Short Term Resource Needs and Priorities*

- Uniforms, rain gear, badges, shoulder patches. The badges and shoulder patches are being done as a statewide project for uniformity's sake.

- New Radio frequency and tower for the Campus Security Department
    - Have a radio frequency separate from O&M. This will allow us to handle calls without interruptions. It is an officer safety issue.
    - We'll also need more radios and a bank charger for our office. This will allow us to be better prepared in an emergency.
- Golf cart parking area, which is covered, and has sides to protect our golf carts from inclement weather and includes storage for our office and a place to house the battery chargers, and other miscellaneous items for our golf carts.
- Report writing program installation. The intention is for this program to be used statewide. It is currently being installed on Oahu at UH-M and as soon as that is done, it will be made available to the neighbor islands.
- Additional signage throughout the campus. We cannot enforce the "No Parking" areas or "No Unauthorized Parking" if the areas are not posted. Further, speed limit signs also need to be placed throughout the campus.
- Additional signage for No Skateboarding need to be posted
- Additional CCTV stations to allow us to better monitor activity in our parking lots.
- Attend Legal Issues Training sponsored by Dolores Stafford and Associates. This will allow me to be better prepared to respond to incidents and situations on campus.