

UH MAUI COLLEGE – ADMINISTRATIVE SERVICES
Campus Security Department
FY 2024 Annual Program Review Report

I. Mission and Functions Overview

Mission:

The University of Hawai'i Maui College Campus Security Department is firmly committed to providing and promoting a safe and secure campus environment and serving our community with Aloha. Our policies and procedures are designed to ensure that every possible precautionary measure is taken to protect persons and property.

Functions:

- Develop long and short-term strategic and tactical plans along with continuous program review and assessment for the implementation and operation of an efficient, cohesive, preventative and responsive Campus Security Department.
- Manage, supervise, evaluate, direct and lead the day-to-day activities of the Campus Security Department, which include UH Security Officer(s) and contract security personnel. Provide Human Factor Research Group (HFRG) training formerly known as Pressure Point Control Tactics (PPCT) Basic Defense Training to members of the team, along with other required training such as AED, CPR and Security Guard Certification and others.
- Develop, update and implement a comprehensive UHMC Emergency Response Plan for students, staff and faculty to follow for all types of emergencies.
- Develop, update and implement an emergency management protocol and standard operating procedures in alignment with the UH System Emergency Management Plan and the National Incident Management System (NIMS).
- Upgrade and maintain the UHMC security infrastructure which includes but not limited to, security communication equipment, carts and motor vehicles, surveillance system, burglar and fire systems, area evacuation systems, etc.
- Manage the budget and finances for the Campus Security Department to ensure an effective expenditure plan and projected requirements.
- Maintain and develop complex or special recurring and nonrecurring reports such as, but not limited to, campus crime trends, Clery Report, Annual Security Report, the Emergency Operating Procedures and campus security operating procedures reports, etc.
- Assume a critical leadership role within the UHMC Incident Command team and operation. Serve as college liaison and send emergency communications for campus security incidents, alerts and situations in a timely and orderly manner.
- Develop and conduct educational, training programs for Campus Security personnel, staff, students and administrators in the area of safety and security.

- Oversee, manage, evaluate and improve the UHMC Hazardous Chemical and Hazardous Waste Management plan and policies. Ensure programs/departments that procure or generate hazardous materials/waste prepare appropriate online inventory worksheets. Coordinate disposal of hazardous wastes for the campus.
- Work with and assist the college Information Technology department to take proactive measures to maintain cyber security and develop and implement policies and protocol in the event of an information breach.
- Responsible for completing the Clery Act Compliance, Annual Crime and Crime Data Reports, as well as Campus Security Authority management and Timely warnings.
- Ensure fire safety inspections are conducted by security team members. Participate in UHCC Chiefs meetings, County EOC team, Hawaii Civil Support Team exercises, and the Campus Behavior Intervention Team.
- Provide support for the Campus' Trap, Neuter & Return Program.

II. Accomplishments for FY 2023-24

Accomplishments for 2020 and 2021

- Attended weekly Hawaii Emergency Management Agency and Maui Emergency Management Agency Meetings.
- Oversee all security needs during the Lahaina Fire disaster as a liaison for campus usage.
- Monthly Sbit Team meetings.
- Monthly meetings with the Maui County Hotel & Resort Security Association (MCHRSA).
- Monthly meetings with the Threat Team EDU Office of Homeland Security and the Department of Defense.
- Monthly meetings with all three shifts and Sgts.
- Bi-Monthly meetings with the Safety & Security Managers for the Community College System Team.
- Quarterly meetings with the Hawaii State Fusion Center Statewide Campus Security Leaders.
- Conducted training for 4 interns from the Administration of Justice Program.
- Updated a campus wide survey of all Fire Extinguishers, mapping and creating an excel spreadsheet with type, location, and needs for update/maintenance, including signage.
- Purchased (10) utility carts.
- Upgraded signage throughout campus, including upgrading all bulletin boards, cleaning and painting them.

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- Published the Annual Security Report, Emergency Operations Plan, Jean Clery Report and Campus Safety and Security Brochure. Keep campus updated on current security concerns with monthly e-News and through emergency administrative alerts.
- Perform weekly inspections of security cameras to ensure they are operational and properly working
- Perform monthly inspections of elevator and area rescue station phones to ensure they are operational and properly working.
- 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, Title IX and VAWA.
- Ensure the Security Department's Standard Operating Procedure is updated and in compliance 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.
- Established a relationship with both the manager and security director for the Harbor Lights Condominium. Policy to close the Harbor Lights security gate at an earlier time. Posted signage. Arranged to have all school bus monitoring for Harbor Lights children to be monitored by Harbor Lights management staff and their security.
- Coordinate UHMC security staffing for large events, such as concerts, commencement, Salvation Army lunch give away and food distribution hub.
- Help coordinate food distribution for the Lahaina Wildfires
- Updated and aligned USO I, II and III positions system wide
- Managing and Directing the recruitment, screening and hiring of (9) newly created USO positions.
- Under my supervision and guidance incidents on campus have decreased 87% from previous reporting years

III. Analysis and Assessment of Quantitative and Qualitative Data

CLERY CRIME STATISTICS DATA

Crime statistics are gathered and used for collecting and compiling statistics used in the Annual Security Report (ASR) and statistics are submitted to the U.S. Department of Education through an annual web-based data collection survey. The following is the list of campus crime statistics comparatively reported for the years 2020, 2021, and 2022.

Quantifiable Clery Crime Statistics Data

	2020	2021	2022
Murder/Non-Negligent Manslaughter	0	0	0
Negligent Manslaughter	0	0	0
Sex Offenses, Forcible	0	0	0
Sex Offenses, Non-Forcible	0	0	0
Robbery	0	0	0
Aggravated Assault	0	0	0
Burglary	1	0	3
Motor Vehicle Theft	1	0	0
Arson	1	0	0
Arrests/Disciplinary Referrals Weapons – Carrying, Possessing, etc	0	0	0
Arrests/Disciplinary Referrals Drug Abuse Violations	0	0	0
Arrests/Disciplinary Referrals Liquor Law Violations	0	0	0
Domestic Violence Offenses	0	0	0
Dating Violence Offenses	0	0	0
Stalking Offenses	0	0	0
Total Incidents:	3	0	3

Qualitative Analysis of Clery Crime Statistics Data

Burglary has decreased for those areas that are pad locked and can be easily cut for access because of implemented patrol procedures. There was NO Motor Vehicle Theft attributed to the newly created patrol policy and procedures. Surveillance cameras would be a great addition as it added more visibility to areas not able to be under constant surveillance. Additionally, having additional staff to cover the 78 acres and 40+ buildings on a regular basis is a clear deterrent for those wishing to steal from our facility. Manpower is always an issue in security as the amount of acreage and calls of service to handle for 1 or 2 on duty USO's is a daunting task.

FACULTY & STAFF SURVEY DATA – SPRING 2023

Quantifiable Faculty & Staff Survey Data - Spring 2020 (44 total respondents)

	Completely Agree	Agree	Disagree	Strongly Disagree	No Opinion*	Total
1. Campus Security provides high quality service.	6 (28.6%)	7 (33.3%)	0	0	8 (38.1%)	21
2. Security officers have been courteous and helpful.	8 (38.1%)	5 (23.8%)	0	0	8 (38.1%)	21
3. Campus Security provides services in a timely Fashion.	7 (33.3%)	6 (28.6%)	0	0	8 (38.1%)	21
4. Have the Campus Security services improved or declined over the past year?	Improved: 8 (38.1%)	Stayed the same: 12 (57.1%)	Declined: 1 (2.44%)	0	0	21
5. What suggestions do you have for improving the Campus Security service?	Answered: 5	0	0	0	Skipped: 0	5

Qualitative Analysis of Faculty & Staff Survey Data - Spring 2022 (21 total respondents)

We received a 97.56% total** positive rating over all questions surveyed. When reviewing the lone negative response it was due to lack of manpower to assist in a timely matter. I believe with the approval of additional USO positions this will be ironed out over time and Security's rating may peek near the top of the projectile.

SECURITY BRIEFING ACTIVITY LOG ENTRIES – 2021 & 2023 DATA

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Security staff are asked to document all activities into their Daily Observation report (DAR), not only as a way to pass along information from shift to shift, but to also have a running log of activities pertaining to events on campus, work related situations, health and safety issues, concerns, problem areas, alarms, mental health situations, requests to lock and unlock, finding unsecured areas, repairs, and patterns on a daily basis. Documentation is not only to keep our staff safe, but for the safety of the entire campus facilities, faculty, staff and students. This log is also used to assist with overall operations planning with scheduling, staffing, budgeting and prevention. The chart below shows the 2021 totals compared to the 2023 totals and the uptick in activity.

Quantifiable Data from Security Briefing Log Activity Entries

Entry Description	2021	2023
Alarm Activated (Card Reader, Elevator, Panic Button, Building)	77	93
Animal Incident (Dogs, Pigs, Chickens, Leash Law Violation)	5	10
Bee Activity/ Safety Condition	6	5
Campus Activity (Events, Distinguished guest, Facility Usage)	91	276
Cart (Maintenance, Damage, Alerts)	11	52
Facility Safety OM Request (Chiller, Doors, Fences, Lights, Sprinkler, Trees, Water Lines, Generator, Gas, Elevator)	47	63
Incident (Fire, Smoking and Alcohol Violations, Power Outage, Water Main Break, Clery, Vandalism, Hurricane, Earthquake, TRO)	54	84
Police documented incidents	0	15
Key Distribution (including key request and changes)	0	103

Continued...

Entry Description	2020	2021
Lost Property (Lost and Found)	21	1
Security Assist (unlock/open doors, gates and buildings, transport, mailroom, elevator, vaccination/testing, Library Checks)	91	1460
Suspicious Activity (stalled, assist, disoriented, warning issued, unauthorized)	30	5
TNR (Feral Cat Program)	13	17
Trespass Order Violation (Trespass Issued)	5	3
unauthorized presence – compliance (homeless, gangs, suspicious vehicles/persons, skateboard/bicycles/mopeds, that comply with the request that the campus is closed)	464	273
unauthorized presence - non-compliance (homeless, gangs, suspicious vehicles/persons, skateboard/bicycles/mopeds, that have negative response and do not comply willingly with the request that the campus is closed)	191	3
unsecured doors, (doors, gates, windows, equipment)	278	423

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vehicle incident (stalled, assist, disoriented, warning issued, unauthorized, overnight parking)	59	22
Totals -	1419	2908

Qualitative Analysis from Security Briefing Log Activity Entries

Data from both years shows a huge jump in calls for service. The biggest reason is for the daily calls to unlock doors, move along homeless people, assisting staff and faculty with daily task/requests and alarm activations. These needs also shine a light on additional staffing needs but also equipment needs and usage.

IV. Goals, Plans and Objectives for Fiscal Year 2024

Goals, Plans and Objectives for Fiscal Year 2024

- 1. Increase staffing** – To hire all open (9) open positions and provide proper staffing coverage. Ideally 3 guards for each shift at all times is our number 1 priority which would include one supervisor (USO II) and two guards (USO I).

Campus security schedule is required to cover 24 hours a day, seven days a week. Theoretically, for safety and security reasons, security staffing should always work at a minimum in teams of two. One needs to consider having a back-up for ALL shifts, coverage for the lock up and securing of all buildings, being a visual pro-active presence, providing service to the thousands that report to work and also that visit our campus daily. Patrolling buildings, grounds and parking lots including the outer areas such as the “Sea Grape” area requires a minimum of two security staffing at all times. Having proper staffing coverage, whether an increase of contract guards or permanent positions to have a minimum of 2 guards for each shift at all times.

Our current staffing Organization includes 11 full time security officers (USO’s) (which includes 1-USO III, 3- USO II’s and 7- USO I’s) along with 1.5 contract guards. However currently we have only 3 USO I’s and the opening backfield by contract AUS guards. When taking into consideration the reality of staff out on sick, on vacation or in training, along with the fact that shift scheduling cannot be within 12 hours in between, and all USO’s are entitled to regular days off and holidays, our current staffing is inadequate in many ways. There is a lack of coverage in which there are many days that only have one staff per shift, as well as some days when staff will need to pull a double shift, and/or come in on a day off for coverage. Proper training is a challenge for coverage as well. I am unable to schedule appropriate training for the officers as there will be unsafe coverage on the days that they are needing to be in mandatory training.

Campus security is important in order to proactively prevent crimes from occurring, as well as to give everyone a visual assurance that security staff are present and on duty. A minimum of two workers minimum per shift is required as back up in situations that could turn violent within seconds. Three is preferred. According to the Maui Police Departments Crime Statistics for the various districts, the chart shows the highest percentage of crimes have been occurring in the Wailuku District which includes Kahului where our campus is located.

Crime statistics reflect a high number of Theft, Assaults and Burglary. Theft from vehicle and Auto Theft are the other two crimes listed and their numbers are just as high. Throughout the neighboring areas, Queen Ka'ahumanu Center, Maui Mall and other Kahului Shopping Centers have more recently experienced first-hand crimes such as Murder, Sexual Crimes, Physical Assaults and gun threats. The amount of homeless is at an all-time high in Central Maui and the position we are in at the campus brings us to the center and a very welcoming location for those that commit crimes to gather. More security would assist in determent and addressing of safety concerns and needs.

Increase of contract services from 1.5 to 3.0 would be twice the current cost. Current average hours for a month for 1.5 is $300 \times \$28.26/\text{night hours} = \$8,478$. To increase to 3.0 workers would be $\$8,478 \times 2 = \$16,956$ per month. I would rather have trained State Security Officers to fill these positions instead of contract guards for many reasons.

2. Update/Upgrade/Replace Surveillance Camera System

Having an internal and external surveillance system deters people from theft and vandalism is important, however, if they do decide to go through with it, with an updated, upgraded, replacement of our current surveillance camera system, we would have concrete evidence of who did it and when.

Our current VGA security cameras are obsolete and antiquated. They all need to be replaced with up-to-date equipment. Our campus Information Technology (IT) department is currently exploring alternatives to replacing the outdated Cat 3 cables used by the emergency call towers to transit audio and video signals. Further exploration to combine all existing video cameras throughout the campus onto one common platform for viewing and storage. Upgrading Surveillance Camera system to work properly and well.

3. Update/Upgrade/Replace Radio System

Instant communication is a must when working to keep others safe. Have the ability to immediately respond to threats, neutralize a suspect, and coordination after an incident are just some of the key reasons an updated, upgraded or replacement of our radio system is needed for our Security Department. A shared system with OM, IT and SO is okay, however, we are in need of our own channel, and also the need of a shared channel.

4. Campus Entrance Gates and Fences

- Install Gate at “Hole in the Wall”
- Improve perimeter fencing
- Clear brush and shrubbery for clear line of sight

The campus cannot currently be completely secured after hours. There is one more small entrance needing to be gated. The gate will allow for the campus to appear to be properly “locked” down from mopeds/foot traffic entering after hours, as well as allow for a cleaner entrance, getting rid of the stanchions being currently used.

Additional perimeter fencing improvements are needed to properly lock up the campus. There are several areas that mopeds, bicycles and foot traffic can easily access, in fact, it welcomes them to enter campus at all hours of the night when campus is officially closed.

Estimated Cost: Defer to O&M for pricing

5. Purchase of 25 additional AEDs for the campus.

Create and implement an AED Management Program. Purchasing additional AED and acquiring training for staff. AEDs should be readily accessible to all employees and to the public. Ideally, AEDs should be located in each building. Our campus currently has a total of 4 AED's. Locations are as follows: Security Annex office, UH Fit, Health Center, and 'Ike Le'a building. There should be a minimum of 29 for our campus and each security cart should have one. The current cost per AED is \$1600.

Estimated cost: \$40,000

6. Evacuation Map signage for each building

Proper, professionally designed evacuation maps are needed for each building. With the assist of the graphic designer, I would like to get a quote to have these maps made and mounted in each building, possibly each classroom as well, as required to properly inform occupants of the locations for exits, fire pulls, first aid, fire extinguishers and emergency stairwells.

Estimated cost: \$2,000

7. Renewing/Going out to bid for the Security Tech Building Alarms Contract,

The current system contract with Security Tech closes September 2024. The current system is not working as it should. The entire system needs to be reviewed and evaluated for relevance to locations and overall campus needs. Training needs to take place for those that use the system. Codes need to be in place that are specific to the user. Renewing/Going out to bid for the Security Tech Building Alarms Contract, having staff training and making sure that the alarm code system is being properly used.

We are looking to upgrade and match our access control project to have uniformity throughout campus with one dominant operating system. Also included in this alarm operating system will be our panic buttons.

Estimated Cost: Unknown at this time

8. Update/Upgrade/Replace Code Blue Tool Vox server to include annual maintenance contract.

Code Blue Towers were removed.

9. Campus-wide speaker using our Voip system

Lock down, evacuate, shelter in place mass notifications are mandated by law to take place in a timely manner. These commands are essential to the safety of our campus community. We should upgrade or improve our hardline phones to make timely warning communications.

Estimated cost: \$10,000

10. Complete Storage Shed and Utility Cart Parking improvements

Complete move to Hookipa building and complete electrical construction of interior to have a working office space. Also complete construction of the Golf cart charging area located at the chiller area behind Hookipa building.

Estimated cost: \$60,000.

11. Security Cart Maintenance

Due to the added positions and increase of calls for service the golf cart maintenance cost is predicted to drastically increase. Currently we purchase batteries and tires once a year for an average cost of \$1500 per cart, we currently have four carts. Our inventory will increase to (10) carts.

Estimated cost: \$15,000.

12. Training and Professional Development

- HSSI annual training conference
- WACUBO annual Conference
- NACCOP Annual Conference
- PPCT Annual recertification
- Professional Development Courses
- AED and CPR Annual Recertifications

Estimated Cost: \$35,000

13. Hazardous Waste Collection

To process, collect, annotate and ship all campus Hazardous waste in accordance with all applicable EPA and OSHA guidelines.

Estimated cost: \$25,000

14. Security Uniforms and equipment

To outfit all newly hired and current employees with up to date uniforms and equipment. To include, but not limited to BDU pants, shirts, utility belts, badges, batons, OC spray (as applicable), handcuffs, keys, name insignias, radios.

Estimated Cost: \$18,000