COMMUNITY SAFETY SURVEY RESULTS 2014-2015

We are dedicated to providing and promoting a safe and secure campus, and serving our community with aloha.

UHM DEPARTMENT OF PUBLIC SAFETY
**Introduction**

In November 2014, the University of Hawai‘i at Mānoa Department of Public Safety (DPS) launched a Community Safety Survey in an effort to better understand the campus climate as it relates to safety and security. The survey was available online for two weeks, during which time 4,557 responses were recorded. The results of this survey are depicted in the following pages, along with additional information, conclusions and recommendations for the UH Mānoa campus moving forward.

**Question 1**

**My connection to University of Hawai‘i at Mānoa is:**

The majority of respondents to our survey were students, with Undergraduate Students as the highest percentage.

Based on Fall 2014 enrollment numbers, 18% of the overall undergraduate population and 18% of the overall graduate population responded to this survey. Based on a 2013 faculty and staff count, 15% of faculty and staff responded to the survey. These results suggest that a high enough percentage of students, faculty, and staff responded to this survey in order to make results reflective of the “overall” UH Mānoa community, and depict a correlation of opinions to the community as a whole.

**Question 2**

**What is your gender?**

Females comprise the majority of survey respondents. This statistic suggests that females are proactively concerned for issues pertaining to safety and security.
Question 3

How many years have you been affiliated with University of Hawai‘i at Mānoa?

- Less than one year: 13%
- 1 to 2 years: 22%
- 3 to 5 years: 10%
- 6 to 9 years: 31%
- 10 or more years: 24%

Survey respondents represent a wide cross-section of experience on the UH Mānoa campus, and are all-encompassing in terms of overall population.

Question 4

Please select the campus safety issues that you are most concerned about
(Select all that apply):

- Violent Attacks (i.e., gun or other weapons, active shooter): 36%
- Vandalism/graffiti: 14%
- Underage drinking: 12%
- Trespassing: 13%
- Traffic issues (i.e., speeding, mopeds, skateboards): 36%
- Sexual assault/rape: 43%
- Physical assault: 40%
- Overgrown trees or shrubbery: 21%
- Motor vehicle theft: 36%
- Issues created by construction sites: 29%
- Inadequate lighting: 20%
- Homeless or transient-related problems: 25%
- Hate crimes: 25%
- Fraud/identity theft: 12%
- Drug use (i.e., manufacture, sale, or use of illegal/prescription drugs): 14%
- Open and/or unlocked doors or windows: 22%
- Domestic violence: 26%
- Disorderly conduct/public intoxication/noise violations/loitering: 36%
- Burglaries/thefts (personal property): 74%

(Continued on next page)
Question 4, cont.

Survey responses suggest that our community is most concerned about the following safety issues:
- Burglaries/thefts (personal property)
- Sexual assault/rape*
- Physical assault
- Inadequate lighting
- Motor vehicle theft
- Violent attacks (i.e., guns or other weapons, active shooter)
- Traffic issues (i.e., speeding, mopeds, skateboards)

* When filtered by gender, sexual assault was listed as a top concern for 96% of female respondents.

Although many safety concerns were listed, those outlined above account for the areas of greatest concern due to their higher response rate. Those categories with lower response rates (by percentage) may not be considered primary areas of concern for most students, faculty, and staff on campus.

Question 5

For each of the following locations, please indicate how safe you feel.

![Bar chart showing safety ratings for various locations]

Most respondents (93%) reported feeling safe to very safe walking on campus alone during the day. This number drops significantly at night, wherein only 20% of respondents indicate feeling safe to very safe walking on campus alone at night, while 56% feel unsafe to very unsafe. Parking lot safety concerns at night reflect similar statistics. The majority (54%) of respondents feel safe or very safe living in residence halls (33% were neutral). The average of these responses is depicted in the table above.
Question 6

Over the past 12 months, to what extent have your feelings of safety in your community increased, decreased, or stayed the same?

- 23% I feel more safe than I did 12 months ago
- 6% I feel about the same
- 6% I feel less safe than I did 12 months ago
- 5% N/A

As these results show, the majority of respondents feel as safe as, or safer, than they did on campus 12 months ago. The percentage of respondents who indicate that they feel less safe is a concern to the department, and continued outreach efforts will be made to learn more about this statistic.

Question 7

On a scale from 1 (not at all important) to 10 (extremely important), rate the importance of the following safety measures:

- Enhanced lighting of campus buildings and walkways: 8.9
- Electronic access control (card reader) for buildings: 8.0
- Campus safety escort service: 8.6
- Mobile phone safety application: 7.5
- Camera systems (CCTV) throughout campus: 8.3
- Emergency Call Boxes: 8.1

Safety measures on campus are very important to the UH Mānoa community. The above data indicates a broad community support for the safety initiatives which are currently in place at UH Manoa.
Question 8

Have you had or observed contact with a University of Hawai‘i at Mānoa Public Safety Officer in the past 12 months?

- Yes: 28%
- No: 72%

PLEASE NOTE: RESPONSES TO QUESTIONS 9 AND 10 APPLIED ONLY TO THE 28% OF TOTAL RESPONDENTS WHO ANSWERED “YES” TO QUESTION 8. THOSE WHO ANSWERED “NO” TO QUESTION 8 WERE SENT DIRECTLY TO QUESTION 11.

Question 9

What was your role in the contact with a DPS officer?

- Reportee/caller: 16%
- Victim: 55%
- Suspect: 5%
- Bystander: 1%
- Other (please specify): 28%

Those who responded by selecting “other” were given the option to fill in an open-ended response. The majority of respondents who marked “other,” indicated that they had come into contact with an officer at a safety presentation, when they needed to gain access to a building, or just in passing.
Question 10

Please use the scale to rate your experience or observation of the DPS officer(s):

<table>
<thead>
<tr>
<th></th>
<th>Agree/Strongly Agree</th>
<th>Neutral</th>
<th>Disagree/Strongly Disagree</th>
</tr>
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<tbody>
<tr>
<td>The dispatcher answered my call promptly.</td>
<td>75%</td>
<td>14%</td>
<td>10%</td>
</tr>
<tr>
<td>Based on the severity of my situation, the officer arrived on the scene in a timely manner.</td>
<td>69%</td>
<td>16%</td>
<td>15%</td>
</tr>
<tr>
<td>The officer displayed a professional demeanor and respectful attitude.</td>
<td>77%</td>
<td>12%</td>
<td>10%</td>
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<tr>
<td>The officer(s) took the matter seriously.</td>
<td>79%</td>
<td>11%</td>
<td>10%</td>
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<tr>
<td>The officer's appearance was professional and appropriate.</td>
<td>85%</td>
<td>9%</td>
<td>6%</td>
</tr>
<tr>
<td>The officer(s) offered useful tips to avoid this situation in the future.</td>
<td>55%</td>
<td>25%</td>
<td>20%</td>
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<tr>
<td>I am satisfied that the officer(s) did everything they could to help me resolve my issue.</td>
<td>69%</td>
<td>18%</td>
<td>14%</td>
</tr>
</tbody>
</table>

These results suggest that respondents believe DPS officers are most often answering calls promptly, arriving on scene in a timely manner, taking matters seriously, and displaying a professional and respectful demeanor and appearance. DPS has room for improvement in offering useful tips to avoid future situations.

Respondents were given the option to leave a comment to further explain their situation. Comments varied with praise and suggestions, and from these comments, several conclusions can be made:

- Students, faculty and staff would like to see more officers on patrol.
- Many respondents do not know that DPS is not the school’s parking enforcement authority, and often confuse our officers with Commuter Services staff and parking lot attendants.
- Many comments offered positive praise for past assistance.
- Many respondents would like to see officers leave their vehicles and conduct foot patrols more often.

Question 11

Do you know where the UH Mānoa Department of Public Safety office is located on campus?

![Pie chart showing 77% Yes and 23% No]

An overwhelming majority of respondents do not know where the DPS office is located, suggesting a need for increased awareness.
Question 12

Which of the following Public Safety services have you used in the past 12 months? (Please mark all that apply.)

- None: 58%
- Reported a crime or other incident: 8%
- Used an Emergency Call Box: 1%
- Lost and Found: 6%
- Locked out of a building/office: 9%
- Campus safety escort service: 12%
- Attended a safety presentation or workshop: 5%

Those who responded by selecting “other” were given the option to fill in an open-ended response. In most cases, “other” category responses indicated that the person had used DPS services for vehicle trouble (i.e., jump start, flat tire, etc.).

Several conclusions can be drawn from these results:
- Responses suggest that the Campus Safety Escort Service is one of the most widely used services offered by DPS.
- In conjunction with other questions in this survey, results may also suggest that students, faculty, and staff are unaware of services available to them through DPS.
- Although Emergency Call Boxes are listed as high importance in terms of physical safety measures on campus (see question 7) only 1% of respondents reported having used one in the past 12 months. Of the 682 respondents who reported making a call to DPS, only 50 were placed on a call box, which suggests that most people who contact DPS are more comfortable using other methods (i.e., cellular, personal, or other phone).
- Availability of services provided by DPS can be improved in some areas. DPS receives an overall score of very good to excellent in terms of officers’ ability to interact with the public and response times to calls for service (see questions 9 & 10).

Question 13

How do you rate the quality of each of the following DPS services?

- Ability to interact with the public: Very Good
- Response time to calls for service: Very Good
- Availability of crime prevention and safety information: Very Good
- Visibility of officers on patrol: Average

Average ratings of DPS services are depicted in the table above, and show a strong effort by the department overall. Despite the positive ratings on DPS services, the department understands the importance of continuous improvement through community policing, campus outreach programs, and awareness campaigns.
Question 14

Do you have any suggestions for how DPS can improve its services? Please describe.

This open-ended question was designed to receive feedback on overall perceptions of the department. Comments reflect the following:

- Physical fitness and appearance of our officers directly correlates with our community’s opinion of their efficiency, effectiveness, and general quality of work.
- Dispatchers on the phone, at times, are not as helpful as our community would like them to be.
- Even though Emergency Call Boxes are rarely utilized, they remain an important safety tool to the UH Mānoa community.
- Many respondents expressed a desire to learn more about safety at UH Mānoa.
- Our community does not know where our offices are located and some respondents were not even aware that the department exists.

Question 15

| UH Mānoa is evaluating the incorporation of campus police services into the Department of Public Safety. How strongly do you agree or disagree with the following statements? |
|---------------------------------|-----------------|-----------------|-----------------|
| I think that UH Mānoa could benefit from having its own police force on campus. | Agree/Strongly Agree | Neutral | Disagree/Strongly Disagree |
| I would feel safer with university police on campus. |                      | 64% | 23% | 13% |
| Having a police force is a beneficial resource to the campus community. |                      | 63% | 25% | 12% |

Results suggest that an overwhelming majority of the UH Mānoa community not only supports, but would feel safer with its own police force on campus. Nearly 88% of respondents believe that this could be a very beneficial resource to the community.

Question 16

| Based on your previous contacts/experience with police in general, please respond to the statements below. |
|-------------------------------------------------|-----------------|-----------------|-----------------|
| I trust the police to make decisions that are good for everyone. | Agree/Strongly Agree | Neutral | Disagree/Strongly Disagree |
| I often question the laws that we are asked to obey. |                      | 26% | 42% | 32% |

This question was presented in order to gain a sense of how the UH Mānoa community views law enforcement in general. Based on the strong correlation between respondents’ answers to questions 15 and 16, an inference can be drawn that those respondents who inherently distrust police and question the laws are typically unsupportive of a campus police force.
**Question 17**

To whom should a campus police force report?

- 35% UH President
- 20% UHM Chancellor
- 19% Vice Chancellor for Administration, Finance, and Operations
- 19% Vice Chancellor for Students
- 7% Director of Campus Services

Overall results suggest varied opinions as to whom a campus police force should report. DPS currently reports to the Director of Campus Services, which is in line with overall results.

**Question 18**

Which of the following events and publications would you like to receive more information about?

- None of these: 41%
- Monthly safety e-newsletter: 29%
- Safety awareness events: 31%
- Information booths: 17%
- Crime watch group: 27%

A large portion of our campus community would appreciate receiving information on existing and new services provided by DPS. Please see synthesis of survey results for more information regarding new and continuing efforts provided by DPS.
Question 19 - 20

I would like to receive the UH Mānoa Department of Public Safety e-newsletter, which includes information on campus safety, awareness events, and other helpful tips (Please enter email address above).

Yes, Sign me up! 31%

No, thank you 69%

DPS is very excited that 1,311 total respondents indicated that they would like to receive safety information. This is a great success, as DPS plans to launch a safety e-newsletter in the coming months. In this question, email address entry was optional.

Synthesis of Survey Results

This Community Safety Survey yielded important results, which DPS can use not only to inform future processes, but also in current programs. Although many of these suggestions are department specific, many of them do not pertain specifically to DPS, but rather, to broader safety concerns on campus. Several conclusions can be drawn from these results, as well as recommendations for the department moving forward:

• Females on campus are generally invested in safety, as the overwhelming majority of survey participants are female.
• Sexual assault, and other acts of violence against women, remain a top concern for our campus community. Specific programming for DPS staff and expanded awareness programming for the UH Mānoa community is being developed in partnership with the Women’s Center.
• Safety during evening hours on campus is a concern of many respondents. Continuing the Campus Safety Escort Service is important. In addition, the university is considering upgrading and adding additional lighting in darker areas of campus, to improve safety on campus.
• Emergency Call Boxes remain a beneficial tool for overall safety programming on campus. However, recognizing how the vast majority of our community actually contacts the department, DPS is in the process of acquiring and implementing a campus mobile safety solution.
• The UH Mānoa community lacks a general understanding of DPS services. Many new and exciting efforts will be implemented in the near future, including:
  o Increased safety presentations;
  o Increased marketing of DPS services through community events and postings of signs and flyers around campus;
  o Enhanced signage in the area fronting the Auxiliary Services building to ease in wayfinding;
  o Creation of a campus safety e-newsletter; and
  o Enhanced social media presence.
• The UH Mānoa community is not only supportive, but survey results show a need for, a dedicated law enforcement capability within the Department of Public Safety.

Conclusion

The Department of Public Safety is very appreciative of those who took the time to complete the Community Safety Survey. Our department intends to use these results to continue our efforts towards ensuring a safer campus and serving our community with aloha.
LEARN MORE AND GET INVOLVED!

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