

PUBLIC SAFETY
UNIVERSITY OF HAWAI'I - MĀNOA



2024 UH MĀNOA COMMUNITY SAFETY SURVEY RESULTS



@UHManoaSafety

manoa.hawaii.edu/dps

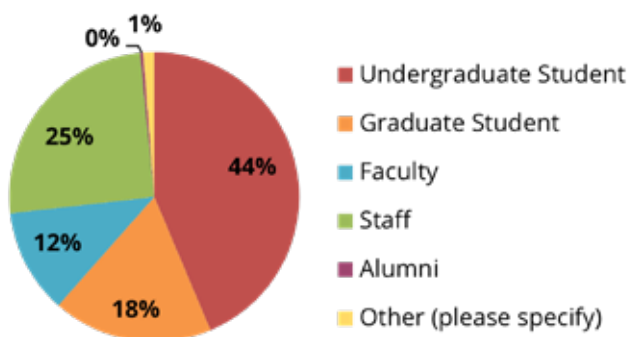
INTRODUCTION

In January 2024, 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 fifteen days, during which time 1,551 responses were recorded. The results of this survey are displayed in the following pages, along with descriptions, conclusions and recommendations for the UH Mānoa campus moving forward. In addition, comparisons were made to our past Community Safety Survey, which was conducted in February 2021. Any notable changes or trends between 2021 and 2024 surveys are noted in the narratives that accompany each question.

SURVEY CONTENT & ASSESSMENT

QUESTION 1

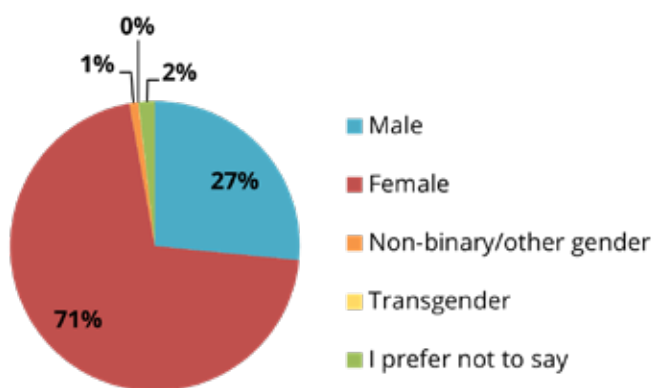
My connection to University of Hawai'i at Mānoa is:



The majority of respondents to our survey were students, with undergraduate students representing the highest percentage of survey respondents. Based on the most recent data¹ for fall 2023 enrollment, 5% of the overall undergraduate population and 6% of the overall graduate population responded to this survey. Based on 2022 personnel levels, 10% of faculty and staff responded to the survey. The response percentage remains relatively consistent with the data from the 2021 survey. Respondents who selected the “other” category were given the opportunity to clarify their response. Many of these respondents noted that they are both student and employee, post baccalaureate students, exchange students, visiting scholars, or other various affiliations with UH Mānoa.

QUESTION 2

What is your gender identity?



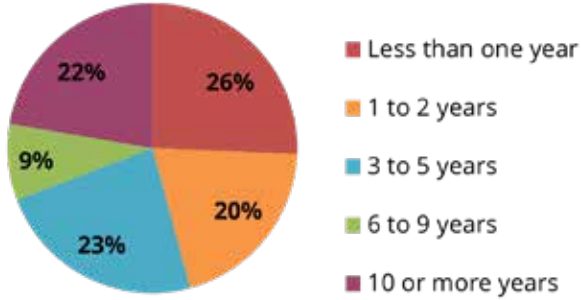
Females comprise the majority of respondents at 71% of overall survey participants. According to the [Mānoa Institutional Research Office](https://manoa.hawaii.edu/miro/), females make up 59% of total student enrollment at UH Mānoa, and 52% of total employees (including full-time and part-time). This statistic suggests that females are proactively concerned for issues pertaining to safety and security. This is consistent with prior surveys, in which a similarly high proportion of respondents were female.

¹ Statistics courtesy of the Mānoa Institutional Research Office: <https://manoa.hawaii.edu/miro/>.

QUESTION 3

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

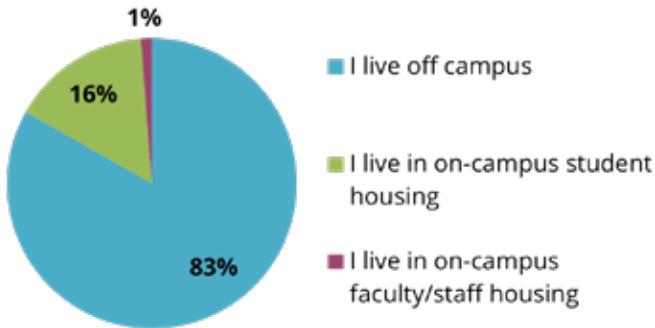
Survey respondents represent a wide cross-section of time and experience on the UH Mānoa campus.



QUESTION 4

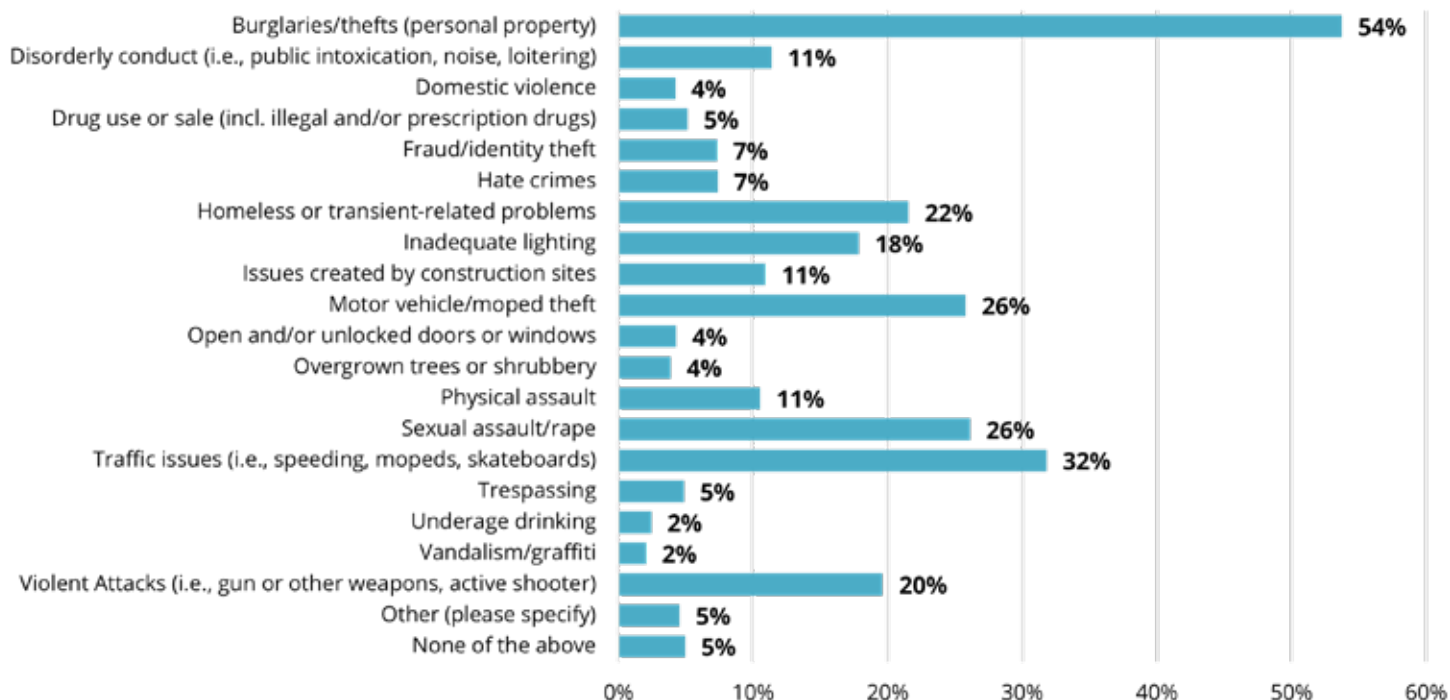
What is your current living arrangement?

While the vast majority of respondents (83%) live off-campus, 17% of respondents either live in student or faculty housing on campus. This information is helpful when interpreting survey results.



QUESTION 5

Please select the top 3 campus safety issues that you are most concerned about:



Survey responses suggest that the following safety issues are of most concern to our campus community:

- Burglaries/thefts (personal property) - 54%
- Traffic issues (i.e., speeding, mopeds, skateboards) - 32%
- Sexual assault/rape - 26%
- Motor vehicle/moped theft - 26%
- Homeless or transient-related problems - 22%
- Violent attacks (i.e., gun or other weapons, active shooter) - 20%

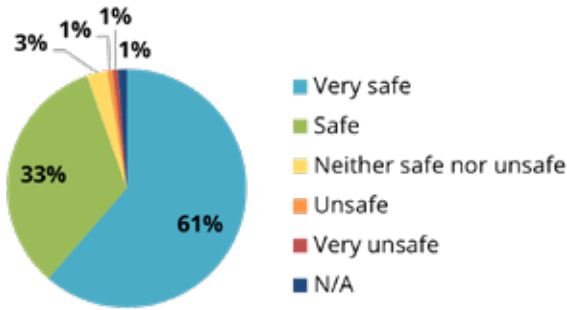
Although many safety concerns were listed, those outlined above account for the areas of greatest concern due to their higher response rate. The categories with lower response rates (by percentage) may not be considered primary areas of concern for the majority of students and employees. These results are relatively consistent with the 2021 survey. It is notable that the “violent attacks” percentage increased from 15% in 2021 to 20% in 2024. This suggests that the community continues to be concerned for the possibility of violence on campus.

QUESTION 6

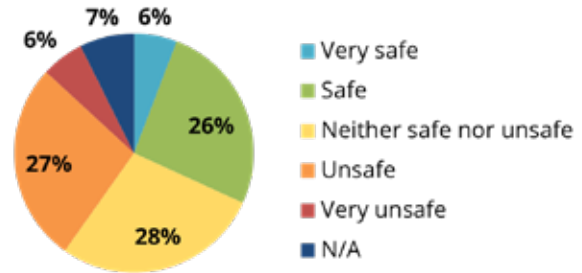
The majority of respondents (94%) feel safe or very safe walking on campus alone during the day. While respondents feel less safe walking on campus, working on campus, and using parking lots at night, those who live in student residence halls or university faculty housing overall feel safe to very safe (69%), with 23% feeling “neither safe nor unsafe” and 8% of respondents feeling unsafe or very unsafe.

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

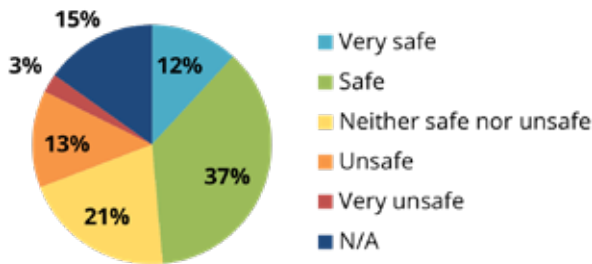
Walking on campus alone during the day



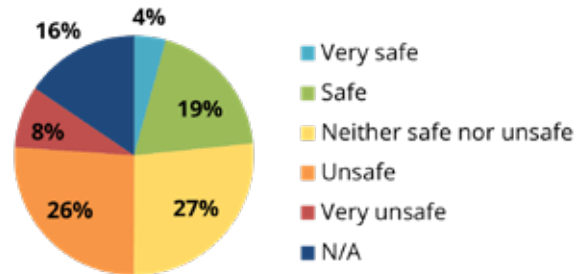
Walking on campus alone after dark/at night



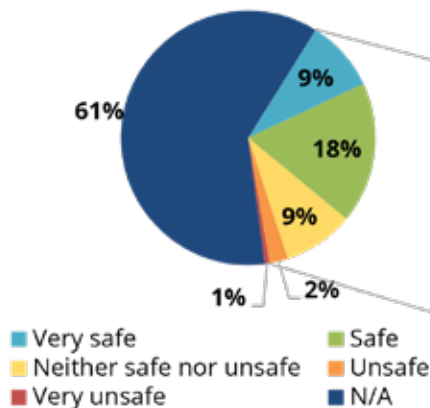
Working in a campus facility after hours (i.e., classrooms, labs, libraries)



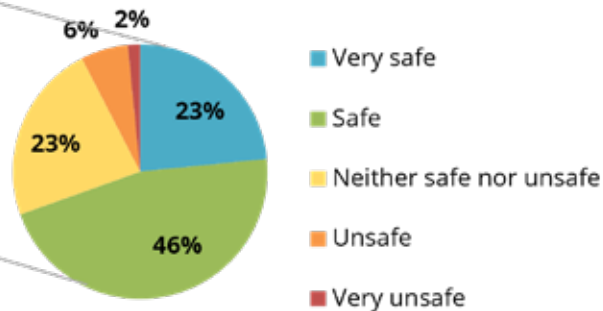
Using the parking lots and garages at night



Living in student housing

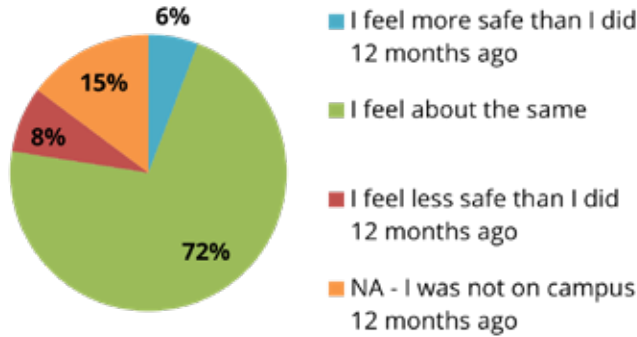


Living in on-campus student or faculty housing (excluding "N/A" responses)



QUESTION 7

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



The majority of respondents feel as safe as, or safer, than they did on campus 12 months ago (78%). Respondents who indicated that they feel less safe on campus than they did 12 months ago were directed to an additional question so they could provide feedback on why they feel less safe on campus (see results for Question 8 below).

QUESTION 8

Please note: Responses to Question 9 only applied to the 8% of total respondents who answered "I feel less safe than I did 12 months ago," on Question 7. Those who gave any other answer were directed to Question 9.

Please explain why you feel less safe than you did 12 months ago (open-ended)

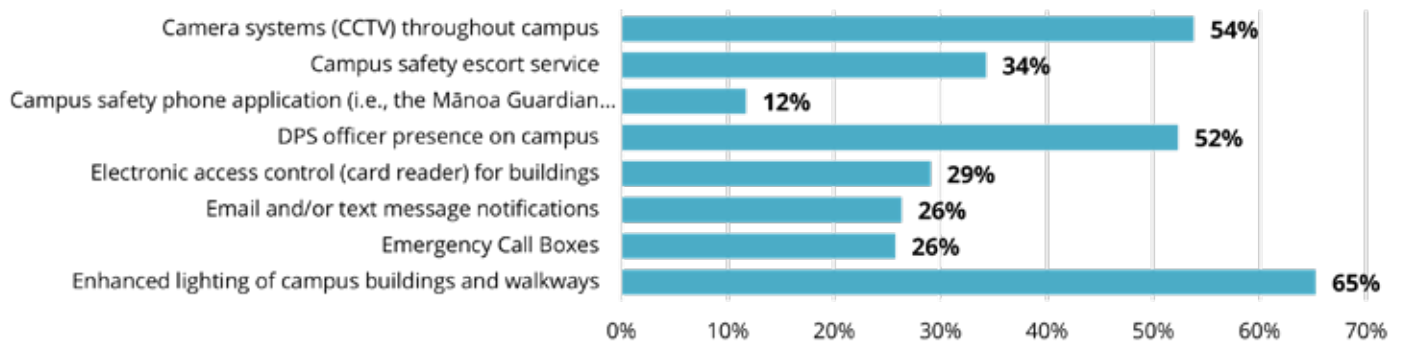
Responses to this question varied, but five major themes came up several times within these open-ended responses:

- Concerns about not having enough security staff on campus
- Homeless and/or non-affiliated individuals on campus
- Thefts on campus, including burglaries and moped thefts
- Traffic concerns regarding unsafe and/or aggressive driving
- Concerns of increased violence in the world in general makes people feel unsafe

Many respondents noted that the increased number of criminal incidents occurring on the island of O’ahu make them feel less safe in general no matter where they are, whether on or off campus. In addition, respondents noted that their perception of safety is impacted by the timely warning crime alerts they receive (despite the fact that the number of timely warnings has remained consistent over the past several years).

QUESTION 9

Please select the top 3 campus safety measures that are most important to you:

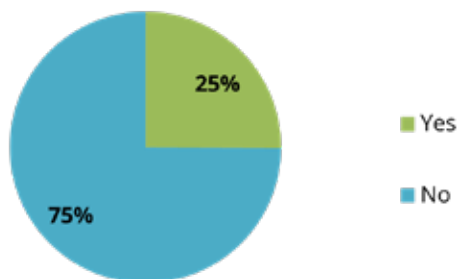


As the chart on the previous page shows, physical safety measures are very important to the UH Mānoa community. Data indicates a broad community support for safety initiatives currently in place on campus. In general, enhanced lighting, camera systems, and DPS officer presence on campus are the three most popular physical security measures.

QUESTION 10

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

Please note: All parking matters are handled by Commuter Services, and not by DPS officers.



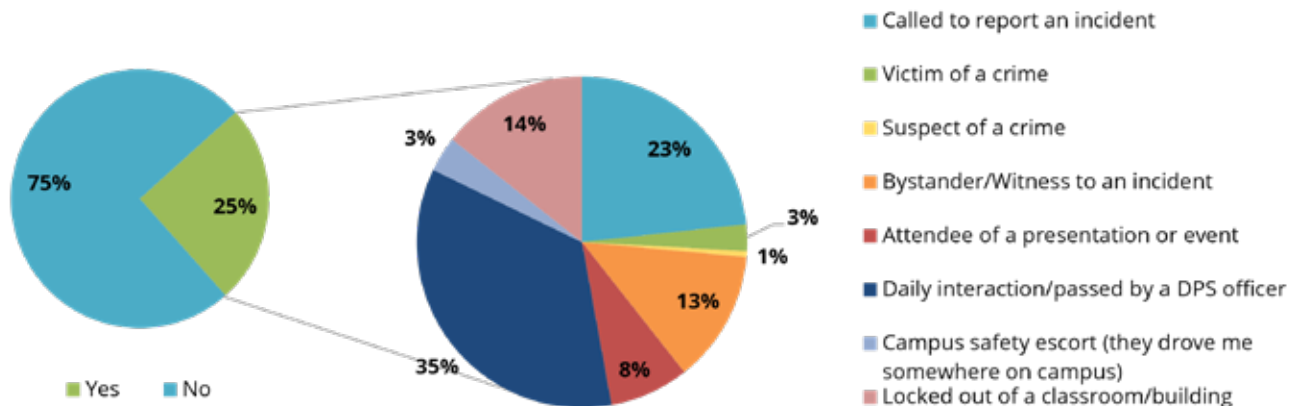
This question was asked to gain further understanding of the community's perception of DPS presence, and the quality of services offered. The 25% who answered "yes" to this question were directed to answer more detailed questions about their observations (see questions 11 - 13.) Those who answered "no" were sent to Question 14.

Please note: Responses to questions 11-13 applied only to the 25% of total respondents who answered "Yes" to Question 10. Those who answered "No" were sent directly to Question 14.

QUESTION 11

What was your role in the contact with a DPS officer?
(from "Yes" responses only)

Responses from Question 10



Respondents were also given the opportunity to respond by selecting "other," and could provide an open-ended response to describe the nature of their interaction with the DPS officer. The majority of respondents who marked "other," indicated that they had come into contact with an officer during one of the types of contact listed in the choices provided above (reporting person/caller, locked out of a building, etc.), or they had more than one type of interaction. It appears that the majority of those who marked "other" did not read/notice that their applicable interaction was listed within the choices provided.

QUESTION 12

Please note: Responses to questions 11-13 applied only to the 25% of total respondents who answered "Yes" to Question 10. Those who answered "No" were sent directly to Question 14.

The 25% who answered "yes" on Question 10 were directed to answer more detailed questions about their observations. The table below depicts these results:

| Please use the scale to rate your experience or observation of the DPS officer(s): | | | | |
|--|--------------|-----------------------------------|-----------------|------------|
| | Agree | Neither agree nor disagree | Disagree | N/A |
| The dispatcher answered my call promptly | 49% | 4% | 3% | 44% |
| Based on the severity of my situation, the officer arrived on the scene in a timely manner. | 49% | 6% | 3% | 42% |
| The officer displayed a professional demeanor and respectful attitude. | 73% | 6% | 3% | 18% |
| The officer(s) took the matter seriously. | 59% | 10% | 1% | 30% |
| The officer's appearance was professional and appropriate. | 81% | 5% | 1% | 13% |
| The officer(s) offered useful tips to assist me in the future. | 35% | 11% | 7% | 47% |
| I am satisfied that the officer(s) did everything they could to help me. | 55% | 10% | 3% | 32% |

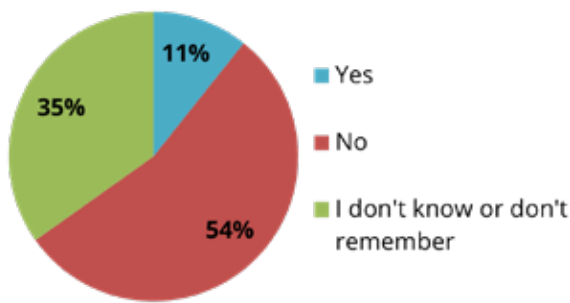
Respondents indicated that in the vast majority of circumstances, officers display a professional demeanor and respectful attitude, exhibit a professional appearance, and take matters seriously. Perceptions of respondents show that DPS has room for improvement in answering calls promptly, arriving on scene in a timely manner, and offering useful tips to avoid future incidents. 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:

- Many comments offered positive feedback for past assistance in both emergency and non-emergency incidents.
- Respondents appreciate seeing DPS officers on patrol, and would like to see more officers in general on campus, preferably patrolling more on foot.
- Response times to less severe incidents take longer than callers prefer in some instances, as a result of more severe cases taking precedent over less severe incidents.
- Many students and employees are concerned about non-UH affiliated individuals and/or homeless individuals on campus.

QUESTION 13

Please note: Responses to questions 11-13 applied only to the 25% of total respondents who answered "Yes" to Question 10. Those who answered "No" were sent directly to Question 14.

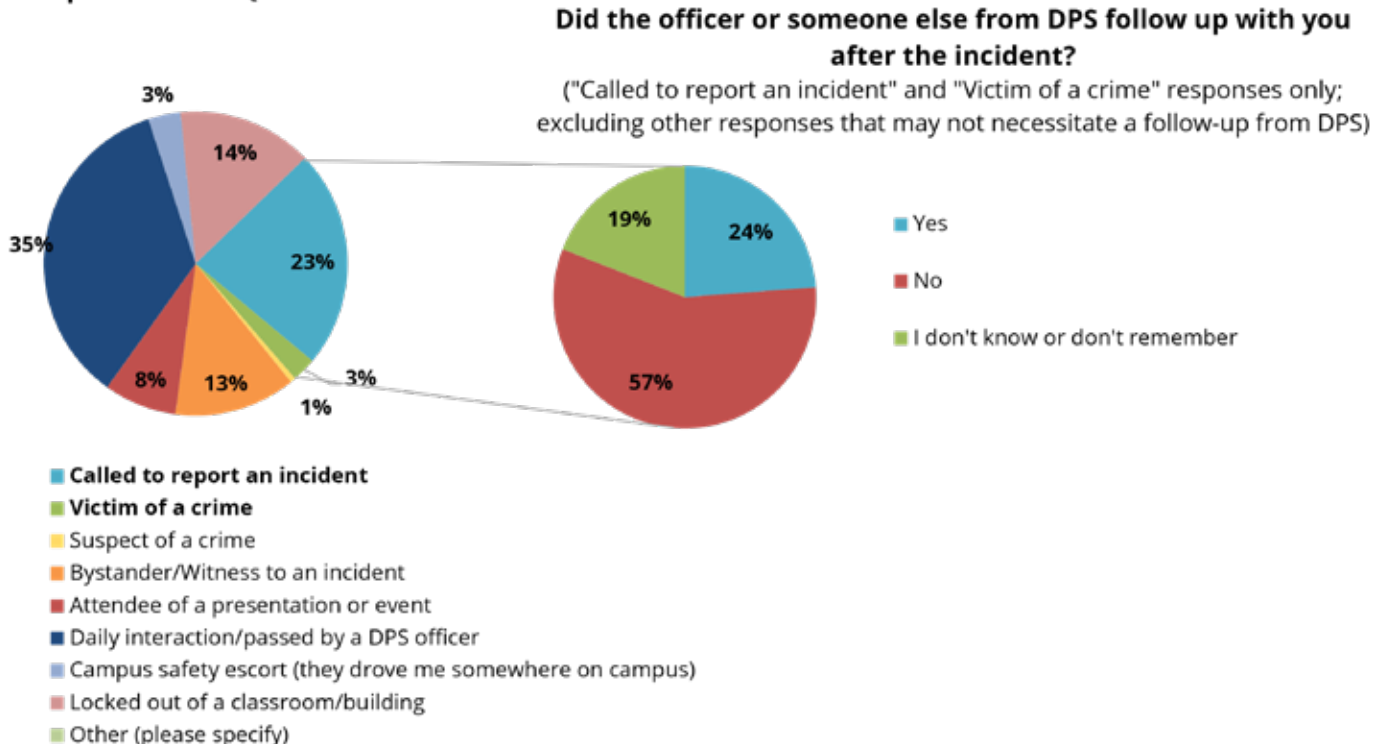
Did the officer or someone else from DPS follow up with you after the incident?



While everyday interactions and many incident reports (i.e., locked out of a building, attended a safety workshop, etc.) don't necessitate a follow-up response from DPS, this question helps to gauge how often DPS follows up on incident reports. Based on the results, it is difficult to tell whether or not DPS needs to follow up more often or not. However, DPS is working to increase investigation and follow-up activities for incidents such as property crimes, crimes against persons, and any other incidents that may require an update. For DPS contact such as daily interaction/passing by, safety escorts, building lockouts, and other non-criminal incidents, a follow-up response is not typically necessary. In contrast, a crime victim or reporting party may require follow-up, so this information was further analyzed below.

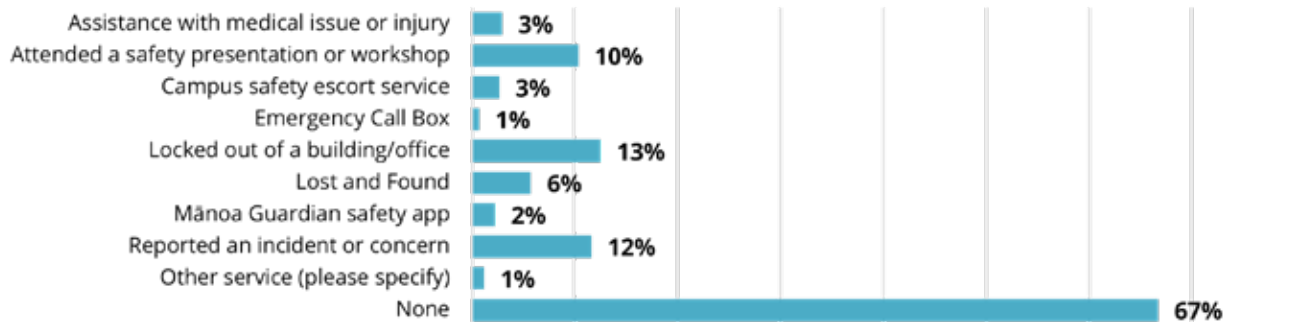
For respondents who selected their interaction as the Victim or Caller/Reporting party in Question 11, results showed more than double the number of follow-up calls, with 24% of those respondents reporting that a DPS officer had followed up with them after they reported the incident. The chart below depicts this increase.

Responses from Question 11



QUESTION 14

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



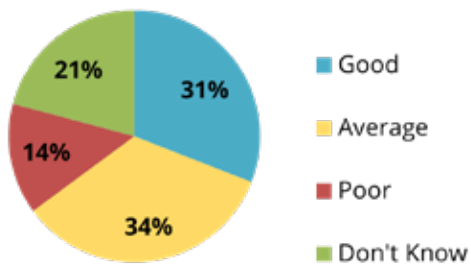
Responses suggest that incident response, safety presentations, and office/building lockout assistance are the most commonly used DPS services. Those who responded by selecting “other” were given the option to fill in an open-ended response. In most cases, “other” category responses indicated that the person had requested assistance with after-hours facilities issues or building lockouts.

QUESTION 15

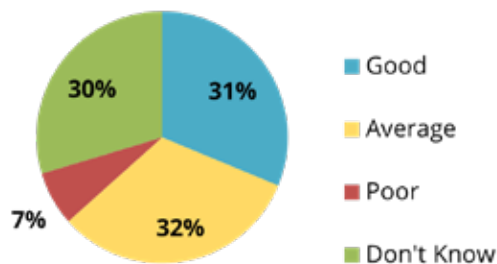
Respondents were given the opportunity to rate the overall quality of several aspects of DPS services. Overall responses suggest that response times to calls for service and ability to interact with the public are the strongest aspects of DPS services. Visibility of officers on patrol and availability of crime prevention information rated slightly lower, indicating potential areas for improvement.

How do you rate the quality of DPS services?

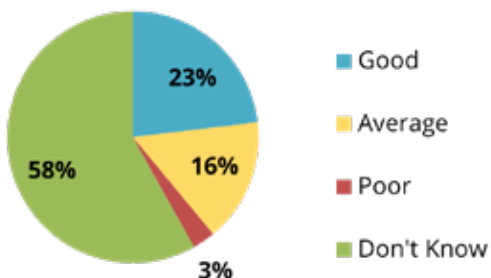
Visibility of officers on patrol



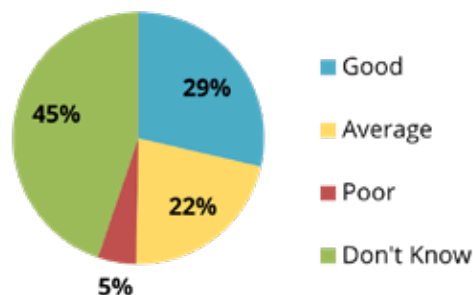
Availability of crime prevention and safety information



Response time to calls for service



Ability to interact with the public



QUESTION 16

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

This open-ended question was designed to receive overall feedback on how safety can be improved on campus. Comments reflect the following:

- Respondents would like to see more officers on patrol, particularly at night. Similarly, many respondents suggested hiring more officers.
- Many comments expressed a desire to see DPS officers get out of their vehicles more often, and conducting more foot patrols and bike patrols.
- Many respondents are concerned about crime on campus and would like to have more CCTV cameras, particularly at entrances to buildings and in parking areas (including moped racks).
- Respondents are concerned about the lack of adequate lighting in many areas on campus, and would like to see this issue addressed.
- Respondents would like to learn more about safety at UH Mānoa and suggested that DPS advertise its services more often, especially when new students and employees arrive on campus.

QUESTION 17

Is there any other feedback that you wish to regarding DPS or campus safety in general? If so, please use the space below.

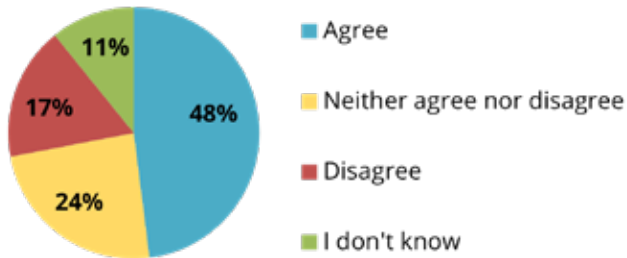
This open-ended question was designed to gather any other information or feedback that was not already addressed in prior questions. Comments reflect the following:

- Respondents appreciate campus notifications that are sent when crime occurs on campus.
- Many respondents thanked DPS for past services provided, and for their presence on campus, however, many also noted that they would like to see more officers.
- Respondents expressed a desire for more safety information, including emergency evacuation information, increased safety information, and proactive communication in general.

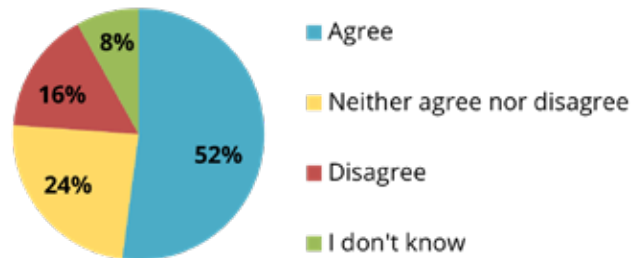
QUESTION 18

DPS does not currently have law enforcement (police) authority and relies on local law enforcement (i.e., Honolulu Police) during on-campus emergencies and other incidents. Do you agree or disagree with the following statements?

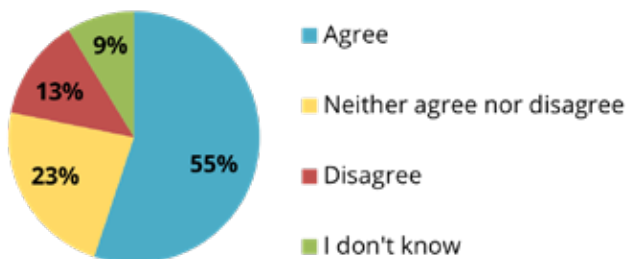
I think that UH Mānoa could benefit from having its own police force on campus.



I would feel safer with university police on campus.



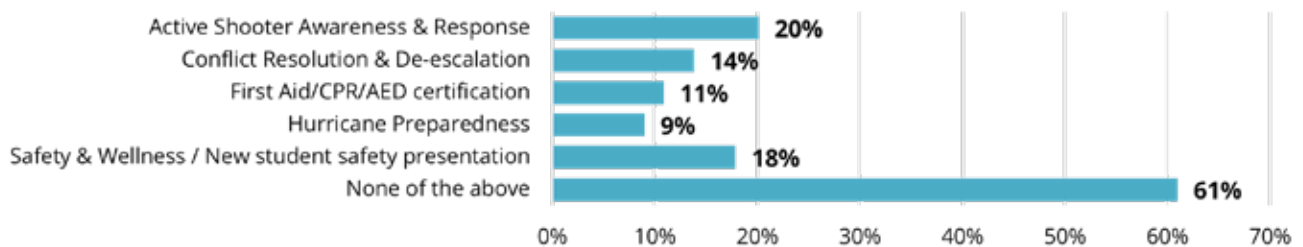
Having a police force is a beneficial resource to the campus community.



Responses to these three statements suggest that having law enforcement on UH Mānoa campus is broadly supported by the campus community.

QUESTION 19

Please select any DPS safety presentations that you have attended at UH Mānoa:



While only 10% of respondents reported having attended a safety presentation or workshop (Question 14), DPS has increased participation in its workshops by offering them on Zoom. The most popular workshops are Active Shooter Awareness & Response and Safety & Wellness. We hope that by continuing to offer sessions online, more students and employees will participate.

Please note: Responses to questions 20-21 applied only to the respondents who answered that they have attended a safety presentation in Question 19. Those who indicated "None of the above" were sent directly to Question 22.

QUESTION 20

What star-rating would you give, based on the quality of the safety presentation you attended?



Average score = 4.2 stars

QUESTION 21

Please provide us with feedback on the presentation(s) you attended (optional)

This open-ended question was designed to receive feedback on overall quality of safety presentations. Select comments are listed below (exactly as written by the respondent):

"It was great! Full of practical advice, I'd highly recommend."

"It was helpful to see the perspective from the university as different environments (e.g., office work or hospital) have different elements that impact safety."

"The presenter Sergeant Nagata was excellent and really knows his stuff. The way he teaches it isn't overly technical and his willingness to answer questions honestly was appreciated, he even stayed a little while after the class ended to talk story. Learned a lot more than I thought I was going to learn, especially about DPS."

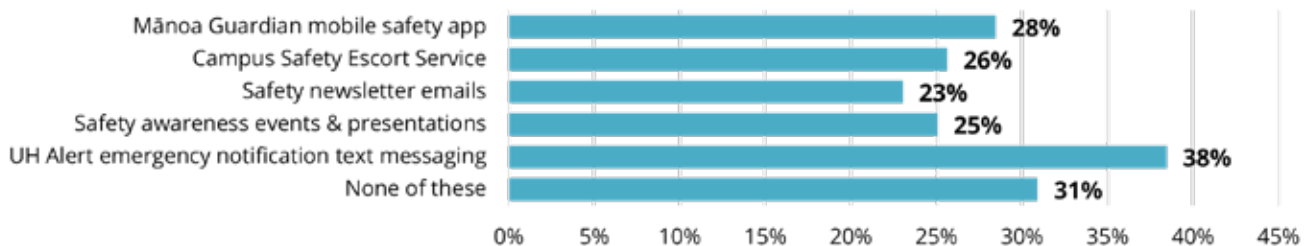
"The speakers were engaging and the information was provided in a clear and accessible manner."

"The presentation was relatable and clear. I came away with a better understanding of the role of campus safety."

"Very informative, demonstrations and videos were also helpful, gained more awareness to be prepared moving forward. It may be beneficial if the workshops are required (say every 2 or 3 years) so all UH members can be better prepared as a whole."

QUESTION 22

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

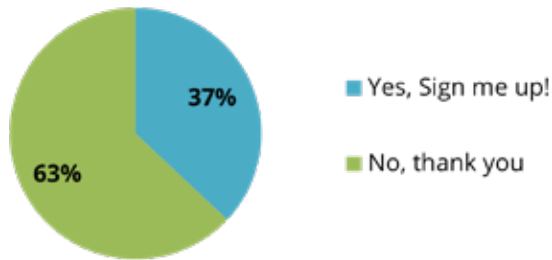


Respondents indicated that they would appreciate receiving information on new and existing services provided by DPS. Results are consistent with the 2021 survey, however, given the number of responses indicating that more safety information should be made available to the community, these results show that some community members do not want more information on campus safety. Please see Synthesis of Survey Results section for more information regarding new and continuing efforts for campus safety messaging.

QUESTION 23

I would like to receive the UHM Department of Public Safety newsletter email, which includes information on campus safety, awareness events and presentations, and other helpful tips.

37% of respondents indicated that they wish to receive more information on campus safety via the DPS newsletter. These results are consistent with the 2021 survey, which yielded similar results. It is our hope that interest in public safety information and activities will increase in the future.



QUESTION 24

Question 24 gave respondents the option to enter a drawing by entering an email address.

SYNTHESIS OF SURVEY RESULTS

Data from our safety surveys is used to assist with safety program development and strategic planning. Past surveys were conducted in 2014, 2018, and 2021. From past to present surveys, responses and opinions have remained relatively consistent in many respects, while opinions on certain key issues have shifted slightly. Suggestions offered throughout the survey were sometimes aimed more at campus as a whole (i.e., increased lighting, safer walkways, etc.) while others were directed at specific areas of DPS responsibility such as patrolling campus, physical security systems, and community education. We have reached several important conclusions and recommendations from these results:

- Burglaries and theft of personal property, traffic issues, homeless concerns, sexual assault, and violent attacks were noted by respondents as the safety issues of greatest concern to our community. While the numbers of these incidents have not necessarily increased over the past three years, the overall perception of safety is affected whenever campus notifications are sent out via text message or email. In addition, an individual's personal experience may also influence their perception of safety both on campus and in their everyday life in general. DPS continues to issue Emergency Notifications and Timely Warnings, as consistent with federal Jeanne Clery Act requirements. Crime statistics and university policies pertaining to campus safety can be found in our [Annual Security & Fire Safety Report](#).
- While the percentage of respondents who are most concerned about sexual assault has decreased by six percent between 2021 and 2024, sexual assault continues to be an important concern, especially for students. DPS continues to work closely with UH Mānoa Office of Title IX, Office of Student Conduct, Student Housing, Confidential Advocates, UH Athletics, Student Affairs, and other campus departments. As part of this close working relationship, DPS employees receive training on relevant operations, policies, and best practices (i.e., sexual assault and domestic violence response, Title IX training, legal training, etc.). In addition to receiving training, DPS provides training to these departments on relevant safety topics, DPS procedures, Jeanne Clery Act requirements, and much more.
- Survey responses indicate that the perception of safety on campus is drastically impacted by the

number of DPS officers that are seen patrolling campus on a regular basis. With the university's hiring freeze in the wake of the COVID-19 pandemic, DPS is one of many departments that has struggled to bring staffing back to pre-pandemic levels. When the campus community doesn't see officers patrolling campus as often, it creates a perception that campus may be less safe. Respondents expressed the desire for increased presence and campus patrols, including foot and bike patrols. DPS is currently working to increase patrols and hire additional officers to fill open positions.

- Respondents indicated that security camera systems, or CCTV (closed-circuit television) cameras are important to their perception of campus safety. This was reflected in answers to the questions and in the open-ended comments sections. DPS is currently in the process of implementing a campus-wide CCTV monitoring system, which will strengthen physical security measures on campus. The monitoring system allows DPS to assess group sizes during events, view and assess incidents in public spaces on campus, and respond to incidents. While camera systems do not necessarily prevent crime, they can certainly deter crime and assist in investigation and response to ongoing emergencies on campus. This is a multi-year project and will be ongoing.
- Respondents expressed support for Emergency Call Boxes and the Mānoa Guardian campus safety app. DPS has been working with UH Information Technology Services (ITS) over the past several years, to remove and replace broken, outdated, and/or non-accessible Emergency Call Boxes on campus. This project is nearly complete, and all Emergency Call Boxes have been upgraded, replaced, or added to key areas as necessary. DPS will continue to work with ITS to assess potential new locations for call boxes as needs arise. The Mānoa Guardian app is also increasing in popularity for students and employees, but responses show that many on campus are unaware of its existence, so DPS should focus future advertising efforts on the app's many features.
- In general, the UH Mānoa community would like to know more about safety on campus. While DPS has increased advertising and social media presence over the years, we will continue to expand our messaging and service. With the transition to online workshops, DPS has been able to reach audiences throughout UH System, which creates a safer university community overall.
- In many cases throughout the survey, students and employees expressed their desire for more information on safety, but when given the opportunity to sign up for the DPS newsletter, only 37% of respondents opted in. DPS will explore other options further.
- Overall, the community expressed an appreciation for DPS services, yet a desire to see the department continue to expand safety measures on campus. For a comprehensive report of DPS initiatives, including current and future projects, please see the [DPS Strategic Plan on our website](#).

CONCLUSION

The UH Mānoa Department of Public Safety is very appreciative of those who took the time to complete the 2024 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. Our next campus safety survey will be conducted in 2027. Mahalo for your support!