

From: Ogawa, Garrett
Sent: Friday, June 03, 2011 9:27 AM
To: Espresion, Gemma
Cc: Chun, Westley K C; Miyamoto, Keoki; Woodward, Charles K.; Oshiro, Wayne K.
Subject: Workplace Violence

Gemma,

Please forward this to Councilmember Tom Berg,

On Friday, June 03, 2011, at about 7:55 a.m., I saw a male entered the building at the Koko Head entrance to Honolulu Hale. Security Officer Sherena Lo asked the person for his identification. He then yelled, "What for?!" Sherena then explained that today is a Furlough Friday. He then said that today is not a Furlough Friday. He then said that Council is not on a Furlough. I then explained, " I understand that Council is not on Furlough, however, the building is not on Furlough." He then demanded that we take away the Furlough procedures and appointed to the clock saying it is 8:00 a.m. and you no longer have to check id's. He then said, "Look guys, as long as Council is not on Furlough the building needs to be open!" He then accused us of turning away the public. I told him that we are not turning away the public and asked him to look at the hallway to Council Chambers. There was a baseball team being honored and they were waiting to enter the room. He then asked, "What about the front door?" I told him that the front door is open. I then started rant and rave again about us not allowing the public in and we were turning the away. As I was explaining to him that we did turn away a male, he rudely interrupted me and said, "You are turning away the public." After several attempts to get him to listen to me, I was able to explain to him that we did turn away the individual because he wanted to get to BFS, which was closed. He then was telling us that we did not understand the Furlough procedures and there was none. He then told us that Council was not on Furlough and we allow the public in and not check id's. He pointed to the clock again and said it is after 8:00 a.m. and we are not supposed to check id's.

He repeatedly asked if the front door was open and claimed that were denying the public access and I told him that he is repeating himself and not listening to what I was telling him. He then asked, "Why are you denying me access?!" I told him that I am not denying him access and we need to verify who he was on the access list and if he was on the list, we would allow him. He then said, "Why are you denying me access?" I then said, "Sir, all we are asking that you show your id and we will verify you on the list and allow you in." I offered to him that he could watch what we are doing, but he refused. He finally handed over his id card that read Philmund Lee.

He then asked, pointing to Wayne, "Who's your boss?!" Wayne pointed to me and said, "He is."

He then asked me, "Who are you? Who's your boss? Where's your office? How come I haven't seen you around?" I told him that my boss is Westley and I work for Facility Maintenance and I am responsible for the security of the buildings on the grounds and elsewhere.

This person needs counseling and needs to be informed on procedures for the City & County of Honolulu Furlough Day. Furthermore, he needs to learn how to listen and he needs to gather facts and information before attacking anyone. He needs to learn to cooperate with security and work with security. They are there for a reason. I think he needs to attend a refresher course on Workplace Violence.