



UNIVERSITY OF HAWAII CAMPUS SERVICES

Annual Report: Fiscal Year Ending June 30, 2017



UNIVERSITY OF HAWAI'I AUXILIARY SERVICES

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SETTING OUR INTENTIONS

The field of Campus Services is often described as the "miscellaneous drawer" of higher education. This is an apt description, given that it consists of everything from e-commerce to campus security. The University of Hawai'i at Mānoa Office of Campus Services includes Commuter and Fleet Services, Conference and Event Services, the Department of Public Safety; University Housing, Food Services, and Campus Mail Services; and University of Hawai'i Bookstores. The work that we do impacts the campus experience for students, faculty, and staff, but the nuts and bolts of what we do is not widely known outside of our office.

In order to clarify what Campus Services does and the value that we bring to UH Mānoa, I decided that we should revamp our office's mission statement and create new vision and value statements. The Campus Services operations coordinator/executive assistant to the director led this effort with a committee of representatives from the different departments. Over the course of several brainstorming sessions, the committee hammered out three options for each statement to send to staff for a vote. These were the selections:

VISION STATEMENT

We strive for innovation and excellence in campus services to support and delight our university 'ohana.

MISSION STATEMENT

To provide high-quality goods and services essential to student success and the advancement, safety, and operation of the campus community.

CORE VALUES (CREED)

- Collaboration: We work proactively within and without our office to enhance our products and services.
Responsibility: We fulfill our duties with care and commitment.
Excellence: We take pride in striving to exceed expectations.
Effectiveness: We continually refine our offerings to best serve our customers.
Diversity: We enjoy assisting our unique campus community.

Not only do these statements let students, faculty, staff, and visitors know what our office does, but they also help guide our actions toward what we plan to achieve, now and in the future. During FY17, our departments took these statements to heart, finding new ways to reach out to the university community and respond to their needs, from offering healthier food options and alternative methods of transportation to providing additional health and safety training sessions and expanded merchandise options in our bookstores. We're proud to share these fresh, customer-focused products and services with you.

Deborah Huebler
Director
Campus Services



UNIVERSITY OF HAWAII AUXILIARY SERVICES COMMUTER AND FLEET SERVICES

Annual Report: Fiscal Year Ending June 30, 2017



PLANNING FOR THE FUTURE

As improvements are made to the University of Hawai'i at Mānoa campus, Commuter and Fleet Services continuously strives to meet the changing needs of our students, faculty, and staff. We are dedicated to providing the best possible value and service to our university 'ohana, no matter what challenges arise.

During FY17, extensive construction impacted the number of available on-campus parking spaces. In response, we focused on developing and promoting alternative transportation resources, including the Rainbow Shuttle, Enterprise CarShare program, and carpool permits. These and other initiatives enabled UHM affiliates to access campus while supporting cost savings and environmental sustainability.

Not only are we concerned with addressing the immediate transportation needs of our campus community, but also effectively planning and preparing for the future. Technology and individual behavior will continue to change over time, which will create new issues. Our departments will address these issues through the implementation of new and innovative solutions.

Cathleen Matsushima
Manager
Commuter and Fleet Services



CONNECT WITH US

Commuter Services

Email: parking@hawaii.edu
Web: www.manoa.hawaii.edu/commuter

[f](#) /CommuteUHM
[t](#) @CommuteUHM
[i](#) @CommuteUHM

Fleet Services

Email: auxtrans@hawaii.edu
Web: www.manoa.hawaii.edu/fleet

Auxiliary Services/Campus Services

Email: auxsvcs@hawaii.edu
Web: www.manoa.hawaii.edu/campuservices

OUR MISSION

University of Hawai'i at Mānoa Commuter and Fleet Services' mission is to maximize access to the UH Mānoa campus through a commitment to innovation, environmental sustainability, resource management, and quality customer service.

FY17 EMPLOYEE SERVICE AWARDS

10 years

Jason Perreira, Fleet Services
Janet Tamura, Fleet Services

FY17 LEADERSHIP

Darryl Nohara, Director of Auxiliary Services
Cathleen Matsushima, Manager
Jason Perreira, Assistant Operations Manager
Ryan Fujii, Physical Plant Manager
Nicholas Sakamoto, Special Events Manager
Ross Higaki, Fleet Services, Office Manager
Santashia Perales-Mānoa, Commuter Services Office Manager

CERTIFICATIONS

Certified Administrator of Public Parking,
International Parking Institute
Ryan Fujii, Commuter Services



COMMUTER SERVICES

Annual Report: Fiscal Year Ending June 30, 2017

HIGHLIGHTS FROM THE PAST YEAR

- During FY17, Commuter Services made several low-cost, high-impact changes, such as implementing a commuter ambassador program (which utilizes a friendly and proactive approach to parking enforcement), sealcoating the Zone 25 Astronomy parking lot (which will extend the life of the lot up to seven years), and rebranding the Rainbow Shuttles with eye-catching logos and signage.
- In Fall 2016, we debuted a second open enrollment period for pre-tax parking deductions. There was an excellent response to this pilot program, which enrolled nearly 150 employees.
- We successfully lobbied for two separate Spring 2017 commencement ceremonies. This allowed for a safer and more organized flow of pedestrians and traffic through the lower campus parking structure and Athletics complex before and after each ceremony. During these ceremonies, we also unveiled our new wayfinding system, which helped visitors to better navigate lower campus.
- New point of sale systems installed at entrance kiosks during Spring 2017, increased operational efficiency and provided us with more substantial financial data.

GOALS FOR FY18

- Commuter Services will seek new ways to improve our facilities and operations through research and consultation with industry experts.
- We will continue to implement low-cost, high-impact changes (such as sealcoating and hot patching), to extend the service life of campus parking lots.
- To gauge the impact of the Rainbow Shuttles, Commuter Services hopes to launch its ID scanner program during Fall 2017.



ABOUT COMMUTER SERVICES

UH Mānoa Commuter Services is responsible for the orderly parking and traffic flow on the UH Mānoa campus in accordance with the applicable parking regulations as approved by the Board of Regents. Commuter Services also oversees the implementation of the transportation demand management plan for the campus.

NATIONAL AFFILIATIONS

Pacific Intermountain Parking and Transportation Association (PIPTA)

International Parking Institute (IPI)

National Association of College Auxiliary Services (NACAS)

PROFESSIONAL PARTNERSHIPS

T2 Systems

AssetWorks

National Parking Association (NPA)

Enterprise CarShare

OpConnect

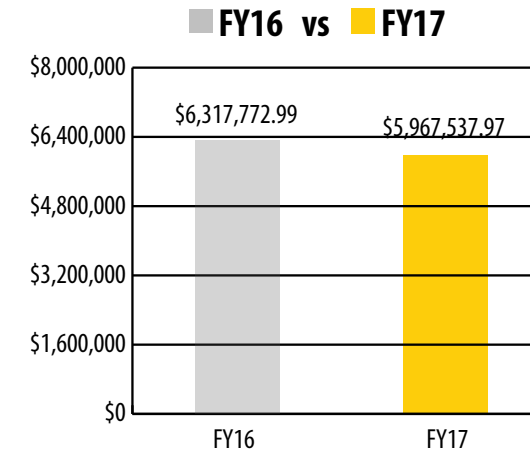
Ride Systems

Parkeon

Zimride

FINANCIAL OVERVIEW

COMMUTER SERVICES REVENUE



REVENUES	ACTUAL FY17
Collections, Daily	\$2,263,949.31
Fees, Parking, Permits	\$2,555,318.54
Sales, Services, External Customers	\$527,977.65
Fines, Traffic Waivers	\$571,397.23
Other	\$36,326.73
Invest Income, Interest	\$12,568.51
TOTAL REVENUES	\$5,967,537.97



TOTAL EXPENDITURES FY17

EXPENDITURES	ACTUAL FY17
Personnel Services	
Salaried Personnel Services	\$484,932.72
Overtime	\$9,185.97
Fringe Benefits	\$255,341.17
Student Payroll	\$161,845.98
Redistributed - Admin Overhead Assessment	\$549,534.70
Total Personnel Services	\$1,460,840.54
Other Expenses	
Contracted Services	
Diamond Parking Services	\$737,617.28
E Noa Corp	\$679,875.21
HPD Officers - special events	\$77,622.00
Star Protection	\$695,714.00
Other	\$58,452.11
Repair and Maintenance	\$527,399.07
Materials and Supplies	\$185,371.57
Utilities	\$331,061.36
Ceded Land Payments to OHA	\$267,245.30
Equipment	\$4,423.11
Other Current Expenditures	\$264,801.40
Total Other Expenses	\$3,829,582.41
OPERATING INCOME (LOSS)	(\$677,115.02)
TRANSFERS	
MT, Retirement of Bonds	\$63,809.72
TOTAL TRANSFERS	\$63,809.72
OPERATING INCOME (LOSS) AFTER TRANSFERS	(\$613,305.30)
ENDING CASH BALANCE	\$4,403,623.48



COMMUTER SERVICES

Annual Report: Fiscal Year Ending June 30, 2017



FLEET SERVICES

Annual Report: Fiscal Year Ending June 30, 2017

HIGHLIGHTS FROM THE PAST YEAR

- After conducting an in-depth analysis of our department, we restructured our business model to create a more streamlined and customer-friendly operation.



- We have improved the accuracy of our financial projections for long-term vehicle rental replacements, which now factor in maintenance and repair costs, body condition, and mileage.
- Fleet Services collaborated with the Office of Sustainability to locate grant funding for a sustainable wash rack, which will allow us to harvest rain water to clean our vehicles.

GOALS FOR FY18

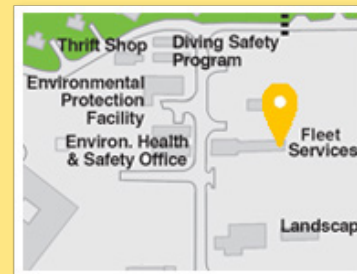
- Fleet Services will aim to expand our clientele by reaching out to UH departments to inform them of our preventative maintenance programs: vehicle detailing and 15-point signature service.
- We will work toward improving our environmental sustainability by utilizing online forms for fuel records, monitoring our water usage, and upgrading our vehicle maintenance equipment.
- Fleet Services will ensure the financial viability of our department by conducting an in-depth analysis of our long and short-term rental program fees.

ABOUT FLEET SERVICES

UH Mānoa Fleet Services provides a vehicle fleet management program and other related transportation activities for the University of Hawai'i at Mānoa campus. This unit is responsible for the rental, purchase/lease, preventative maintenance, and repair of university-owned vehicles.

REGULAR HOURS

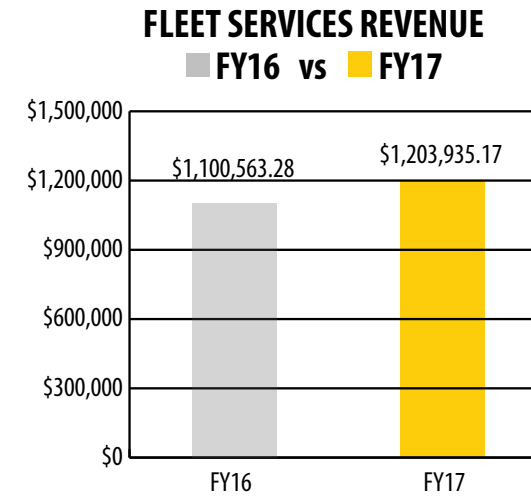
7:45 a.m. – 4:30 p.m.
Monday-Friday



Fleet Services' main office and parking lot is located on upper campus at 2027 East-West Road.



FINANCIAL OVERVIEW

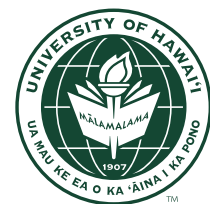


REVENUES	ACTUAL FY17
Rentals, Motor Vehicle	\$622,248.00
Rentals, Other	\$161,726.85
Sales, Services, Inter-Departmental	\$228,889.96
Resales, Shop	\$187,954.72
Other	\$3,115.64
TOTAL REVENUES	\$1,203,935.17

TOTAL EXPENDITURES FY17

EXPENDITURES	ACTUAL FY17
Personnel Services	
Salaried Personnel Services	\$240,031.00
Overtime	\$3,703.10
Fringe	\$131,552.09
Student Payroll	\$26,351.91
Redistributed	\$96,068.46
Total Personnel Services	\$497,706.56
Other Expenses	
Outside Services	\$24,903.53
Repair and Maintenance	\$134,990.70
Materials and Supplies	\$263,299.15
Other Current Expenditures	\$373,342.44
Total Other Expenses	\$796,535.82
OPERATING INCOME (LOSS)	(\$90,307.21)
TRANSFERS	
NMT, Special Funds, Other	(\$7,415.00)
TOTAL TRANSFERS	(\$7,415.00)
OPERATING INCOME (LOSS) AFTER TRANSFERS	(\$82,892.21)
ENDING CASH BALANCE	\$907,944.18





UNIVERSITY OF HAWAII AUXILIARY SERVICES UNIVERSITY HOUSING, FOOD SERVICES, AND CAMPUS MAIL SERVICES

Annual Report: Fiscal Year Ending June 30, 2017



A YEAR OF CHANGE

Many fruitful changes took place within our departments during Fiscal Year 2017, from hiring a new assistant manager to broadening our campus outreach. These changes allowed us to provide the best possible service to our university 'ohana.

University Housing finished the third phase of our maximum stay policy alignment plan, which enabled us to assist more incoming faculty with their transition to campus. The fourth phase of this plan will be completed next fiscal year. We also made substantial improvements to our rental properties, making them even more welcoming places to live.

In Fall 2016, Food Services hired new Assistant Manager Bethany Lehman. Beth's years of experience within the higher education and hospitality industries make her an invaluable asset to our team. We also added fresh flavors to our vending and food truck programs.

Campus Mail Services expanded our menu of services with the addition of our informational flyers, which contain helpful postal tips. These flyers have been well-received, and we plan on creating more in the future.

As our campus community continues to grow and change, so will University Housing, Food Services, and Campus Mail Services. We look forward to finding new ways to satisfy the unique needs of UH Mānoa's students, faculty, and staff.

Andy Lachman
Manager
University Housing, Food Services, and Campus Mail Services

CONNECT WITH US

University Housing

1951 East-West Road
Honolulu, HI 96822
Phone: (808) 956-8449
Email: fachsg@hawaii.edu
www.hawaii.edu/fachousing

Food Services

1951 East-West Road
Honolulu, HI 96822
Phone: (808) 956-4798
Email: food@hawaii.edu
www.manoa.hawaii.edu/food

Campus Mail Services

2442 Campus Road
Honolulu, HI 96822
Phone: (808) 956-8598
Email: mailsvcs@hawaii.edu
www.hawaii.edu/mailroom



UNIVERSITY HOUSING

Annual Report: Fiscal Year Ending June 30, 2017

NEW SERVICES/INITIATIVES

- University Housing completed Phase III of our transitional plan to align operations with the current maximum stay policy. Phase III freed up 15 units for new tenants, who were primarily tenure track faculty.
- We refreshed over 20 units by installing new appliances and flooring, and applying fresh coats of paint. These improvements impress our tenants and increase the lifespan of our properties.

CAMPUS INVOLVEMENT/OUTREACH/EVENTS

- As one of the first departments that interacts with incoming faculty, we're able to build relationships with an integral part of our university 'ohana. By reaching out to new campus employees, we help them to feel welcome and supported.
- Our department conducted a tenant survey to solicit feedback and help us provide the best possible housing program. Survey responses allowed us to identify areas of strength and improvement.

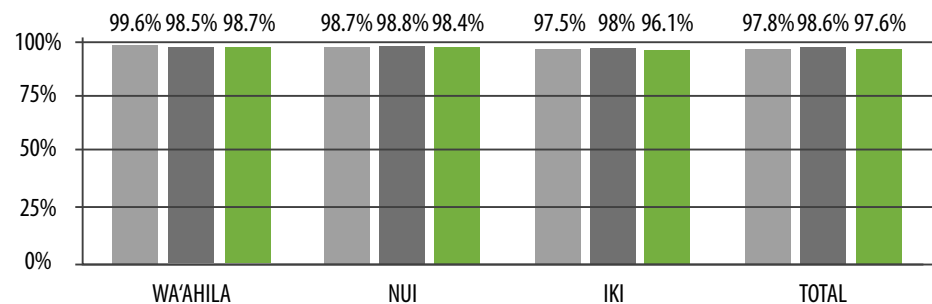


GOALS FOR FY18

- We hope to increase our outreach efforts by offering events like an informational fair, which will introduce faculty and staff to lending institutions, developers, and real estate agents.
- Our department intends to work with an advisory group to better understand the needs of the faculty and adapt the program to meet these needs.

UNIVERSITY OCCUPANCY

■ FY15 vs ■ FY16 vs ■ FY17



OUR MISSION

The mission of University Housing is to support the university's competitive strategy in personnel recruitment and retention by providing suitable transitional housing for newly and recently appointed personnel of the university.

UNIVERSITY HOUSING COMPLEXES

University Housing has three housing complexes conveniently located near the Mānoa campus.

Cirrus Asset Management, Inc. provides property management services for the three properties. University Housing's contract with Cirrus started in July 2012 and runs until July 2017.

Wa'ahila Apartments
2640 Dole Street
Honolulu, HI 96822

Kau'iokahaloa Nui Apartments
3029 Lowrey Avenue
Honolulu, HI 96822

Kau'iokahaloa Iki Condominiums
3030 Lowrey Avenue
Honolulu, HI 96822



UNIVERSITY HOUSING WAITLIST

	FIRST PRIORITY APPLICANTS	ALL APPLICANTS
FY15	3	88
FY16	9	73
FY17	9	55

UNIVERSITY HOUSING

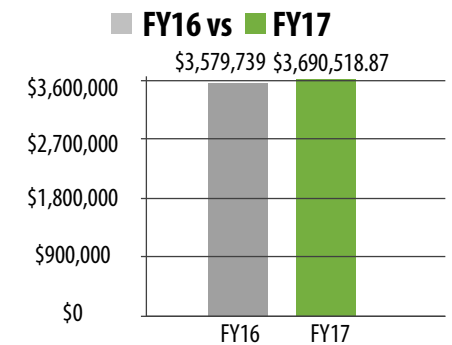
Annual Report: Fiscal Year Ending June 30, 2016



FINANCIAL OVERVIEW



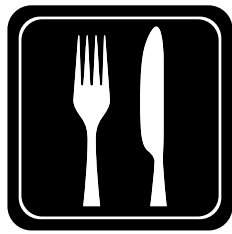
UNIVERSITY HOUSING REVENUE



REVENUES	ACTUAL FY17
Commissions, Vending Machines	\$35,778.73
Fees, Parking, Permits	\$47,402.10
Rentals, Dormitories	\$3,571,621.65
Other	\$35,716.39
TOTAL REVENUES	\$3,690,518.87

TOTAL EXPENDITURES FY17

EXPENDITURES	
Salaried Personnel Services	\$95,724.66
Overtime	\$1,884.34
Fringe	\$54,878.68
Redistributed	\$310,156.29
Total Personnel Services	\$462,643.97
Outside Services	\$288,444.03
Repair and Maintenance	\$423,199.12
Materials and Supplies	\$41,427.96
Utilities	\$321,587.36
Ceded Land Payments to OHA	\$146,122.90
Other Current Expenditures	\$4,500.56
Total Other Current Expenditures	\$2,225,281.93
OPERATING INCOME (LOSS)	\$2,002,592.97
TRANSFERS	
MT, Retirement of Bonds	\$1,107,287.50
NMT, Special Funds, Other	\$100,000.00
TOTAL TRANSFERS	\$1,207,287.50
OPERATING INCOME (LOSS) AFTER TRANSFERS	\$795,305.47
ENDING CASH BALANCE	\$10,219,568.81



FOOD SERVICES

Annual Report: Fiscal Year Ending June 30, 2017

NEW SERVICES/INITIATIVES

- Food Services established a new beverage rights contract with Coca-Cola. This multi-year contract supplies the university with new equipment, financial support, and products for campus events.
- In Fall 2016, we added Hawai'i Fried Musubi to our mobile vendor program. This food truck offers crispy treats and refreshing beverages to UH Mānoa affiliates.
- To provide even more healthy dining choices, Da Spot opened a second location at Saunders Hall. This location offers an expanded menu, with specialty meat options that are certified halal or kosher.
- In Spring 2017, Kamitoku Ramen joined our mobile vendor program, bringing delicious beef-based ramen and rice bowls to UH Mānoa.
- Food Services installed a new, eco-friendly dishwasher at Paradise Palms Café, which has reduced the building's water and electricity usage.
- We worked with Information Technology Services to have upgraded equipment installed at Les Murakami Stadium, allowing customers to pay for their purchases with credit cards.



CAMPUS INVOLVEMENT/OUTREACH/EVENTS

- Food Services participated in New Student Orientation fairs to familiarize incoming students with the variety of dining options available on campus.
- During November 2016, we provided a menu of daily specials in celebration of International Education Week. The campus-wide event showcased UH Mānoa's vast array of ethnic and cultural studies programs.
- We continued to support on-campus events—such as the March for Science and the Spring Fling football game—by offering the services of our mobile vendors.
- Food Services provided beverages to various on-campus activities, including Homecoming, Commencement, and Veteran's Day celebrations.

OUR MISSION

To satisfy the nutritional needs of the University of Hawai'i at Mānoa community by providing choices of products that are high in quality at the lowest possible cost and with the best possible service.

ABOUT FOOD SERVICES

UH Mānoa Food Services is a self-funded program responsible for the daily operations of the food service vendors on the University of Hawai'i at Mānoa campus. This includes Paradise Palms Café, the campus-wide vending program, food trucks, and UH Athletics concessions.

ABOUT PARADISE PALMS CAFÉ

Paradise Palms Café, on the University of Hawai'i at Mānoa campus, is a food court facility managed by UHM Food Services. Located on the upper campus next to Hamilton Library and Kennedy Theatre, Paradise Palms Café features six food vendors, an air-conditioned dining room, and an outdoor seating area. Paradise Palms is open five days a week and is available for evening and weekend rentals.

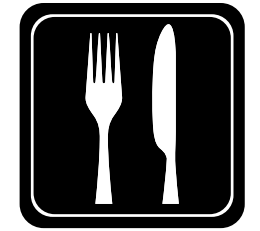
DINING CONCEPTS

Paradise Palms Café

- The Curb
- Domino's Pizza Express
- Honolulu Gourmet
- India Café
- L&L Hawaiian Barbecue
- Panda Express
- The Bean Counter
- Da Spot
- Green Garden
- Hawai'i Fried Musubi
- Kamitoku
- L&L at the Swimming Pool Café
- Le Crepe Café
- Serg's Mexican Kitchen
- Uahi Island Grill
- Verde Kaimuki

FOOD SERVICES

Annual Report: Fiscal Year Ending June 30, 2017



GOALS FOR FY18

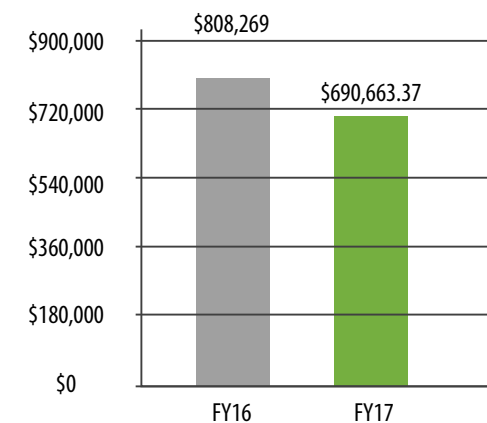
- Food Services will seek to expand our mobile vendor program by meeting with up-and-coming businesses.
- We will aim to revitalize Paradise Palms through relationships with new vendors.



FINANCIAL OVERVIEW

FOOD SERVICES REVENUE

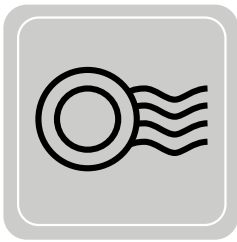
■ FY16 vs ■ FY17



REVENUES	ACTUAL FY17
Commissions & Vending Machines	\$688,252.75
Other	\$2,410.62
TOTAL REVENUES	\$690,663.37

TOTAL EXPENDITURES FY17

EXPENDITURES	
Salaried Personnel Services	\$56,241.39
Fringe	\$20,325.87
Student Payroll	\$9,166.35
Redistributed	\$52,407.42
Total Personnel Services	\$138,141.03
Outside Services	\$5,831.79
Repair and Maintenance	\$56,532.05
Materials and Supplies	\$34,043.13
Utilities	\$146,988.00
Other Current Expenditures	\$65,604.09
Total Other Expenses	\$308,999.06
OPERATING INCOME (LOSS)	\$243,523.28
TRANSFERS	
NMT, Special Funds, Other	\$151,349.04
TOTAL TRANSFERS	\$151,349.04
OPERATING INCOME (LOSS) AFTER TRANSFERS	\$92,174.24
ENDING CASH BALANCE	\$434,479.35



CAMPUS MAIL SERVICES

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NEW SERVICES/INITIATIVES

- 522,474 total pieces of mail traveled through Campus Mail Services in FY17.
- We procured new mail meters, which offer greater efficiency and package processing capabilities.



CAMPUS INVOLVEMENT/OUTREACH EVENTS

- Campus Mail Services created our first “Tips from the Mailroom” flyer, which provided customers with useful information about our products and services.

GOALS FOR FY18

- Campus Mail Services will continue to provide superior customer service to the university community.
- Our department will strive to become a trusted source of postal information with an updated website and annual informational flyers.

FINANCIAL OVERVIEW

TOTAL EXPENDITURES FY17

EXPENDITURES	
Salaried Personnel Services	\$237,132.81
Overtime	\$8,571.82
Fringe	\$4,496.04
Student Payroll	\$26,680.78
Total Personnel Services	\$276,881.45
Outside Services	\$6,706.54
Repair and Maintenance	\$2,099.66
Materials and Supplies	\$5,019.48
Other Current Expenditures	\$235,735.57
Total Other Current Expenditures	\$249,561.25
Total Expenditures	\$526,442.70
ENDING CASH BALANCE	\$127,827.22



OUR MISSION

Our mission is to provide the University of Hawai'i at Mānoa with timely, accurate, and cost-efficient business mail pickup, processing and delivery.

OUR SERVICES

Campus Mail Services provides deliveries to, from, and within the following locations on a regular basis.

On-Campus Mail*
University of Hawai'i at Mānoa

Inter-Campus Mail*
Honolulu Community College
Kapi'olani Community College
Leeward Community College
Windward Community College
University of Hawai'i–West O'ahu

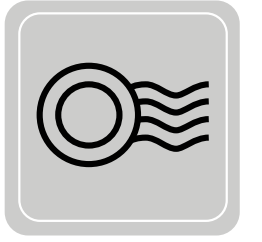
State Messenger Services*
Hawai'i State Government Offices

USPS Mail**
University of Hawai'i at Hilo
Hawai'i Community College
Kaua'i Community College
University of Hawai'i Maui College
Other non-UH addresses

*Postage not required.
**Pre-metered USPS Postage required.

CAMPUS MAIL SERVICES

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ACKNOWLEDGEMENTS

Mahalo nui loa to:

Our dedicated employees in the Food Services, University Housing, and Campus Mail Services units, for serving our campus with aloha.

Our Campus Services colleagues in the Fiscal, Human Resources, Marketing and Communications, and Information Technology departments, who support our business efforts on a daily basis.

Our friends in the Office of Facilities and Planning, who keep our venues operational and our vendors and customers happy.

Our colleagues in the Office of Administration, Finance, and Operations, for overseeing the university's growth and development, and including us in ongoing efforts to better and diversify our campus offerings.

Our University Housing tenants, for their participation in our campus' bright future.

Our Food Services vendors and customers, for their patronage, loyalty, and valuable feedback.

Our wonderful faculty, staff, and students who appreciate and interact with our Campus Mail Services team on a regular basis.

FY17 LEADERSHIP

Darryl Nohara, Director of Auxiliary Services
Andy Lachman, Manager
Bethany Lehman, Assistant Manager
Kylee Malo, Mail Services Supervisor

FY17 EMPLOYEE SERVICE AWARDS

20 years

Randall Dang, Campus Mail Services

10 years

Andy Lachman, University Housing, Food Services, and Campus Mail Services

NATIONAL AFFILIATIONS

National Association of College & University Food Services (NACUFS)

National Association of College Auxiliary Services (NACAS)

Council of Academic Workforce Housing



MOVING FORWARD TOGETHER



The needs of UH Bookstores' clientele continued to evolve in Fiscal Year 2017, and we took strides to meet them. After the successful release of our Interactive Digital Access Program in Fall 2016, we expanded the program to include eight courses in Spring 2017. The enthusiastic response to this program will allow us to implement it at other campuses during the next fiscal year.

As our stores became havens for shoppers of all kinds, we increased our selection of clothing, shoes, accessories, and gifts with in-demand brands such as Herschel, TOMS, and Natural Life. We also included more locally made products throughout our stores.

We continued to nurture our partnerships with university affiliates by granting alumni access to Apple's educational pricing program and streamlining the course material acquisition process for dental hygiene students. During FY18, we look forward to developing a new partnership UH Athletics' H-Zone.

This fiscal year was full of exciting changes and fruitful opportunities. We look forward to what the next fiscal year brings.

Tricia Ejima Director UH Bookstores



OUR STORES

- University of Hawai'i at Mānoa Bookstore*
University of Hawai'i at Hilo Bookstore**
University of Hawai'i Maui College Bookstore
University of Hawai'i--West O'ahu Bookstore
Honolulu Community College Bookstore
Kapi'olani Community College Bookstore
Kaua'i Community College Bookstore
Leeward Community College Bookstore
Windward Community College Bookstore

*Flagship store
**Also serving Hawai'i Community College and West Hawai'i campuses

OUR MISSION

The University of Hawai'i Bookstores' mission is to serve as a resource for the UH campus community by providing everything it needs for college life and more.

OUR VISION

The University of Hawai'i Bookstore System strives to provide a superior customer experience for our students, faculty, staff, and visitors as a one-stop campus resource. We uphold the true spirit of aloha by providing the highest standards of customer service, quality products at competitive prices, and operational sustainability in support of our university.

OUR SHARED VALUES

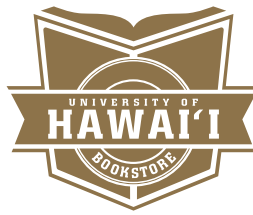
- Service
Honesty
Aloha spirit
Responsibility
Education

All proceeds from UH Bookstores support the educational mission of the University of Hawai'i. UH Bookstores is a sustainable operation owned and operated by UH Campus Services.



UNIVERSITY OF HAWAI'I BOOKSTORES

Annual Report: Fiscal Year Ending June 30, 2017



HIGHLIGHTS FROM THE PAST YEAR

MERCHANDISE EXPANSIONS

The Bookstore's Interactive Digital Access Program (IDAP) was launched in Fall 2016 with two courses at the University of Hawai'i at Mānoa and one at Honolulu Community College. This pilot program was highly successful, with 431 of 432 students opting in. Due to these positive results, IDAP has become one of the Bookstore's main initiatives. The program was expanded to eight courses in Spring 2017. We hope to integrate IDAP at every UH campus in FY18.



IDAP allows students to obtain course materials at the lowest possible prices. Faculty support this program because it guarantees that their students have everything they need at the start of the semester. IDAP also provides faculty with additional tools and analytics to aid them in tracking student progress. This program also enables the Bookstore to provide another option for acquiring course materials, which aligns with our mission and vision.

We created a dynamic shopping experience for our students, faculty, staff, and visitors by diversifying our product mix with an expanded gift section. Our stores now contain even more on-trend brands, such as Herschel, TOMS, and Natural Life. Campus Road (our boutique clothing section) has grown, as well as our selection of Made in Hawai'i products.

OUTREACH EFFORTS

UH became one of just 15 universities to offer special pricing on Apple products to alumni. Thanks to the Bookstore's designation as an Apple Authorized Campus Store, students, faculty, and alumni are granted access to Apple product discounts.

To make it as simple as possible for dental hygiene students to obtain all the necessary tools and materials for their classes, the Bookstore took on purchasing and delivery duties. This new, streamlined process also benefits the dental hygiene program administrative staff, who previously had to handle these orders manually.



We began preparing for the expansion of our partnership with UH Athletics, which will be transferring oversight of H-Zone to the Bookstore. Through this growing partnership, we will increase our

outreach to university sports fans and align UH merchandise sales under one entity.

GOALS FOR FY18

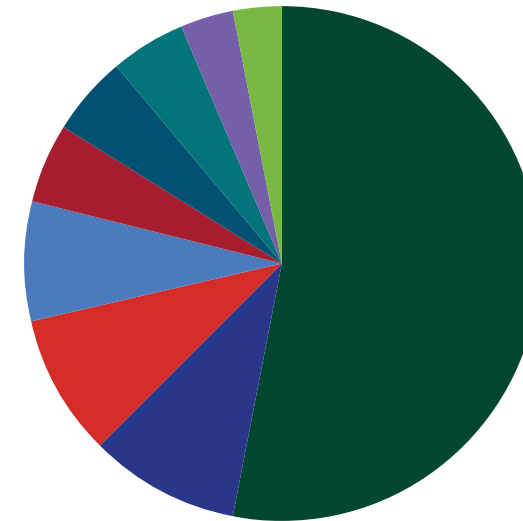
- In order to reach and impact more students, the Bookstore hopes to offer IDAP at all UH campuses.
- We will aim to create an exciting shopping experience by increasing the variety of products in the gift sections at each of our stores.
- The Bookstore will seek new opportunities for outreach and engagement with university affiliates.

As we pursue our goal of being a one-stop shop, we will look for novel ways that we can serve our unique campus communities.



FINANCIAL OVERVIEW

TOTAL SALES BY STORE FY17

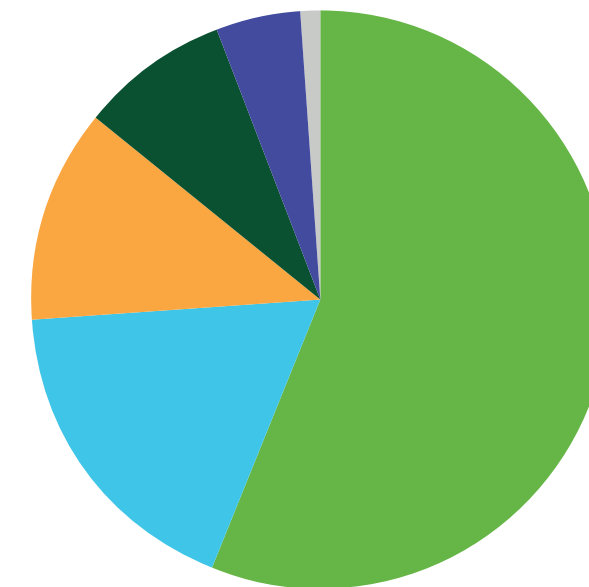


- Mānoa Bookstore*: \$11,752,359
- Kapi'olani Bookstore: \$2,043,794
- Hilo Bookstore**: \$1,960,463
- Leeward Bookstore: \$1,684,068
- West O'ahu Bookstore: \$1,106,077
- Maui College Bookstore: \$1,076,077
- Honolulu Bookstore: \$1,067,477
- Kaua'i Bookstore: \$719,635
- Windward Bookstore: \$649,414

*Flagship store.
**Also serving Hawai'i Community College & West Hawai'i campuses.

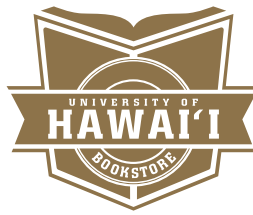
UH BOOKSTORE SYSTEM SALES BY DEPARTMENT FY17

- Textbooks : \$12,923,499**
New, used, and rental textbook purchases for undergraduate, graduate, and Outreach College courses.
- Computers : \$4,125,575**
Computer, laptop, and tablet purchases (Mānoa campus only). Phone cases, ink cartridges, flash drives, software, and other tech accessories.
- Supplies : \$2,718,804**
School, office, and art supplies. Graduation regalia, culinary supplies (Kapi'olani CC campus only), cosmetology supplies (Honolulu CC campus only). Snacks and sundries.
- Emblematics : \$1,922,116**
UH licensed logo apparel and spirit items. Select non-logo apparel and gifts.



- Trade Books : \$235,082**
Books by UH authors and UH Press. Books about Hawai'i, Asia, and the Pacific.
- Campus Solutions : \$64,165**
Copy and Print Services (Mānoa campus only), UH Departmental Copier Program (Mānoa campus only), UH Departmental Supplies Source.

SALES BY DEPARTMENT	FY16	FY17
Textbooks	\$14,224,025	\$12,923,499
Trade Books	\$229,179	\$235,082
Supplies	\$2,636,561	\$2,718,804
Emblematics	\$1,695,280	\$1,922,116
Computers	\$3,609,317	\$4,125,575
Campus Solutions	\$140,791	\$64,165

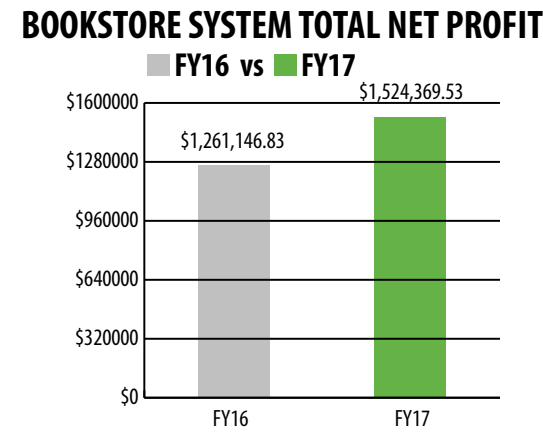
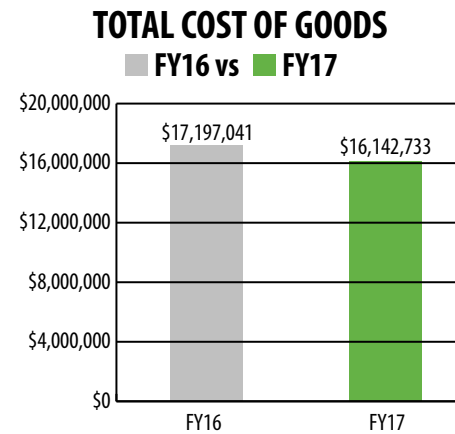
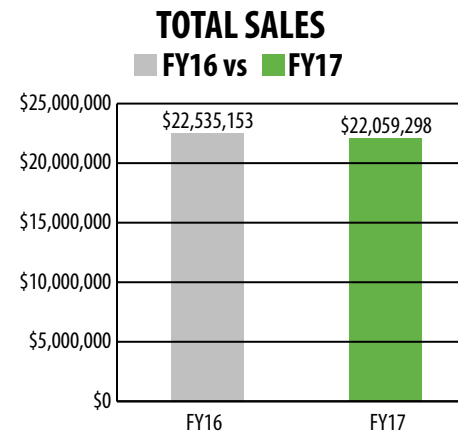
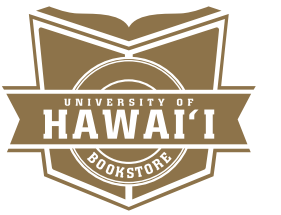


UNIVERSITY OF HAWAI'I BOOKSTORES

Annual Report: Fiscal Year Ending June 30, 2017

UNIVERSITY OF HAWAI'I BOOKSTORES

Annual Report: Fiscal Year Ending June 30, 2017



MĀNOA BOOKSTORE FY17 E-COMMERCE SALES

MONTH	TOTAL SALES
July	\$9,774
August	\$303,068
September	\$15,806
October	\$8,759
November	\$12,460
December	\$19,238
January	\$182,977
February	\$4,564
March	\$25,366
April	\$28,591
May	\$25,091
June	\$14,295
TOTAL	\$649,996

In addition to textbooks, the online store at www.bookstore.hawaii.edu/manoa sells officially-licensed UH apparel and spirit items, school supplies, graduation regalia, and general interest books. Orders placed online may be shipped anywhere within Hawai'i, the U.S. mainland, or internationally out of our warehouse on the UH Mānoa campus. Alternatively, customers may choose in-store pickup as their shipping method. To help promote e-commerce sales, our Marketing and Communications Office distributes a Mānoa Bookstore e-newsletter to approximately 15,000 subscribers and manages social media accounts of more than 4,000 followers.

TOTAL EXPENDITURES FY17

EXPENDITURES	ACTUAL FY16	ACTUAL FY17
Salaried Personnel Services	\$2,970,309.03	\$3,173,072.94
Other Personnel Costs (OT)	\$97,945	\$68,662
Student Payroll	\$383,278	\$405,268
Outside Services	\$1,901,056	\$132,290
Repair and Maintenance	\$19,090	\$20,310
Materials and Supplies	\$112,784	\$66,882
Utilities	\$55,625	\$57,829
Travel	\$45,971	\$44,052
Freight & Delivery	\$28,743	\$49,350
Advertising	\$25,368	\$20,779
Computer	\$49,656	\$9,727
Bank Service Charges	\$248,238	\$228,726
Improvements, Furniture, Equipment	\$1,584	\$41,368
OHA Ceded Land Payments	\$34,699	\$32,110
Other Current Operating Expenditures	\$113,928	\$101,812
Total Expenditures	\$6,088,274.03	\$4,452,237.94

NATIONAL AFFILIATIONS

Independent College Bookstores Association (ICBA)
www.icbainc.com

National Association of College Stores (NACS) - Large Stores Group
www.nacs.org

National Association of College Auxiliary Services (NACAS)
www.nacas.org

PROFESSIONAL PARTNERSHIPS

Apple Campus/Apple Inc. – authorized Apple campus retailer at Mānoa Bookstore

Dell University – authorized Dell campus retailer at Mānoa Bookstore

MBS Textbooks – textbook wholesaler, textbook buyback, POS, and website

Rafter Inc. – rental textbook provider

Redshelf – e-book/digital textbook supplier

Verba – online textbook price comparison tool

FY17 LEADERSHIP

Tricia Ejima
Director
UH Bookstores

Raina Fujitani
Marketing and Communications Manager
Campus Services

Jake Chang
Campus Solutions Manager
Mānoa Bookstore

Marshal Chu
IT Manager
Campus Services

Jodee Dang
Manager
Leeward Bookstore

Debralee Goto
Manager
Kapi'olani Bookstore

Dee Gushiken
E-commerce Manager
Mānoa Bookstore

Sarah Hutz
Merchandise Manager
UH Bookstores

Kenji Jones
Warehouse Manager
UH Bookstores

Noel Mock
Manager
Kaua'i Bookstore

Shelly Oikawa
Manager
Honolulu Bookstore

Jean Okubo
Customer Service Manager
Mānoa Bookstore

Gladys Okuda
Books Program Manager
UH Bookstores

Margaret Stanley
Manager
Hilo Bookstore

Kelly Toyama
Computer & Technology Department
Manager
Mānoa Bookstore

Kory Uramoto-Wong
Manager
West O'ahu Bookstore

Aaron Ventura
Manager
Maui Bookstore

Staci Yoshihara
Fiscal Administrator
UH Bookstores

ACKNOWLEDGEMENTS

Mahalo nui loa to:

Our team of employees who are dedicated to exceeding customer expectations.

Our colleagues in the Fiscal, Human Resources, and Information Technology departments for supporting our daily operations.

Department of Public Safety officers for providing a secure shopping environment.

The Marketing and Communications team for generating excitement about our products, services, and special events.

UH faculty and staff for collaborating with us to best serve the student population.

Our partner organizations for finding new ways to reach out to the university community.

Our customers for their feedback and patronage.

FY17 EMPLOYEE SERVICE AWARDS

30 years

Gail Tamura, Mānoa Bookstore
Arlene Fukunaga, Mānoa Bookstore

10 years

Lynne Oya, Mānoa Bookstore

CONFERENCE & EVENT SERVICES

Annual Report: Fiscal Year Ending June 30, 2017



A YEAR OF VITAL TRANSITIONS

Fiscal Year 2017 brought both geographic and personnel changes to Conference & Events Services. In March 2017, the office relocated physically to the Campus Center to centralize event services resources and locate the office among other self-sustaining service enterprises. Valued staff member Kenlynn Nelson left her position and headed to the mainland in May. I relocated from the

mainland to become Manager of Conference & Event Services in June.

Throughout this period of transition Conference & Event Services continued to maintain relationships with existing partner organizations and clients and to expand that roster by effectively providing a range of strategic support services. The department remains committed to providing individualized support services tailored to best assist each client in planning and delivering successful conference and event experiences. Building on the relationships and successful track record established by Kenlynn Nelson and her predecessor, Amy Nye, the department will continue to expand its client base and thrive through the provision of quality services in the coming fiscal year.

Paul Donnelly
Manager
Conference & Event Services



GOALS FOR FY18

- Partner with more UH offices and departments to make Conference & Event Services a more effective resource to the university community.
- Collaborate with UH Bookstores and the Marketing and Communications department to develop promotions targeting specific potential client audience both within UH and in the community at large.

CONNECT WITH US

Conference & Event Services

Campus Services
2465 Campus Road, Room 121G
Honolulu, HI 96822

Phone: (808) 956-8204
Fax: (808) 956-4372
Email: pauljd@hawaii.edu
Web: manoa.hawaii.edu/conference

OUR MISSION

Conference & Event Services provides a program to meet the needs of the University of Hawai'i at Mānoa and other Hawai'i state agencies in the area of organizing and managing conferences, institutes, trainings, and symposia.

ABOUT CONFERENCE & EVENT SERVICES

The University of Hawai'i at Mānoa Conference & Event Services (CES) department provides strategic support to the UH community, state and county agencies, nonprofit organizations, and local professional associations. Services include logistical coordination, registration management, and fiscal administration. CES works with a variety of venues, including the UH Mānoa campus and hotels/resorts across the state of Hawai'i.

ABOUT COMMERCIAL ENTERPRISES

University of Hawai'i at Mānoa Commercial Enterprises is responsible for developing products and services to be sold for commercial purposes that help to market the university and enable Commercial Enterprises to become self-supporting.

FY17 LEADERSHIP

Paul Donnelly, CES Manager

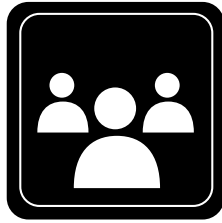
NATIONAL AFFILIATIONS

Association of Collegiate Conference and Event Directors



UNIVERSITY OF HAWAI'I COMMERCIAL ENTERPRISES CONFERENCE & EVENT SERVICES

Annual Report: Fiscal Year Ending June 30, 2016



CONFERENCE & EVENT SERVICES

Annual Report: Fiscal Year Ending June 30, 2017



HIGHLIGHTS FROM THE PAST YEAR

- Continued to strengthen long-term relationships with and expand our roster of clients and partner organizations, both within the UH community and with the Hawai'i State Department of Health.
- Successfully navigated staff transitions and benefitted from the advantages of our office relocation.

FY17 CONFERENCES & EVENTS

- College of Engineering 2016 High School Summer Internship Program
- Secrets of Baby Behavior Co-Teaching Workshops
- Green Infrastructure in Hawai'i Conference
- 8th Annual Hawai'i Clean Energy Day
- Fall Quarterly Farm to School, School Garden Hui Meetings
- Chronic Disease Prevention and Health Promotion Division Strategic Planning Meeting
- Tohoku University Custom Environment and English Program
- 2016 Hawai'i Health Workforce Summit
- Hawai'i Congress of Planning Officials and Build Environment Workshops
- 9th Annual Hawai'i Conference on Language Access
- University of Tokyo Administrative Staff Program
- Future Focus Conference 2016
- Fall 2016 Career Fair
- 2016 Design Conference - Accessible Dwelling Units
- College of Engineering Fall Career Day
- He Huliau (JABSOM)
- 2016 Academic Advisor and Transfer Network Conference
- Clinical Quality Measure Demonstration Project
- Mountain Pacific Quality Health Training
- The Hawai'i State Engagement Meeting
- Mānoa Graduate & Law Schools Fair 2016
- Annual SVP Meeting
- Cross Cultural Health Care Conference V
- College of Engineering Spring Career Day
- Spring 2017 Career Fair
- Hawai'i Farm to School/Garden Hui Meetings
- Hawai'i Clinical Laboratory Conference



CONFERENCE & EVENT SERVICES

Annual Report: Fiscal Year Ending June 30, 2017

FINANCIAL OVERVIEW

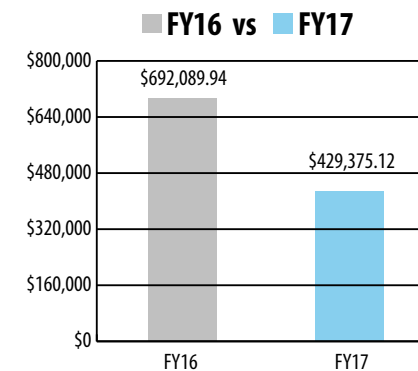
Conference & Event Services (CES) is a fully self-sustaining program. There are two revolving fund accounts—one for sponsor revenues and expenditures, and one for administrative revenues and expenditures. CES charges an administrative fee for services, which typically ranges between 10-15% of the total conference revenues. All administrative fees are deposited into the administrative account upon the conclusion of service and closing of the contract.

FY17 ADMINISTRATIVE EXPENDITURES & TRANSFERS

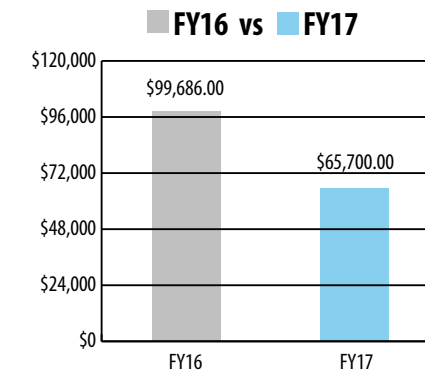
EXPENDITURES	ACTUAL FY17
Salaried Personnel Services	\$56,533.52
Overtime	\$6,653.38
Fringe	\$34,575.45
Total Personnel Services	\$97,762.35
Outside Services	\$65,753.19
Materials and Supplies	\$129,600.21
Utilities	\$62.00
Other Current Expenditures	\$264,638.16
Total Other Expenses	\$460,053.56
OPERATING INCOME (LOSS)	-\$62,740.79
TRANSFERS	\$1,338.51
OPERATING INCOME (LOSS) AFTER TRANSFERS	-\$64,079.30
ENDING CASH BALANCE	\$91,887.51



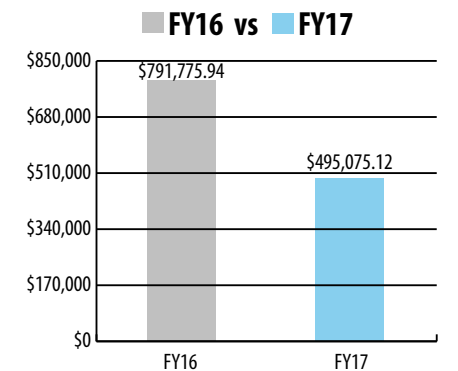
UNRESTRICTED SPONSOR REVENUE



CES ADMINISTRATIVE REVENUE



CES TOTAL NET REVENUES



CES REVENUE	ACTUAL FY17
Fees, Conference	\$429,375.12
Sales, Services, External Customers	\$65,700.00
TOTAL REVENUE	\$495,075.12



CONFERENCE & EVENT SERVICES

Annual Report: Fiscal Year Ending June 30, 2017

Acknowledgements

Mahalo nui loa to:

Our Campus Services colleagues in the Fiscal, Human Resources, Information Technology, and Marketing and Communications departments for their teamwork and collaboration.

Our colleagues in the Office of the Vice Chancellor for Administration, Finance, and Operations, for overseeing the university's growth and development.

The University of Hawai'i System and the Hawai'i State Department of Health for their loyalty and support.

All of our partners in the travel and hospitality industry for their hard work and dedication.

PARTNER VENUES

O'AHU

- Ala Moana Hotel
- DoubleTree by Hilton Alana Waikiki Hotel
- East-West Center
- Hawai'i Convention Center
- Hawai'i Prince Hotel
- Hilton Hawaiian Village
- Hilton Waikiki Beach Hotel
- Hyatt Regency Waikiki Beach
- Ilikai Hotel
- Ko'olau Ballrooms
- Mānoa Grand Ballroom at Japanese Cultural Center of Hawai'i
- Moana Surfrider
- New Otani Kaimana Beach Hotel
- Pagoda Hotel
- Sheraton Princess Ka'iulani
- Sheraton Waikiki Hotel
- Turtle Bay Resort
- UH Mānoa Campus Center
- Waikiki Beach Marriott Resort & Spa

MAUI

- Grand Wailea
- Hyatt Regency Maui
- Maui Arts & Cultural Center
- Maui Seaside Hotel
- Sheraton Maui Resort & Spa
- Wailea Beach Marriott Resort & Spa
- Westin Maui Resort & Spa

KAUA'I

- Courtyard Kaua'i at Coconut Beach
- Grand Hyatt Kaua'i Resort & Spa
- Kaua'i Beach Resort
- Kaua'i Marriott Resort
- Sheraton Kaua'i Resort

BIG ISLAND

- Hilo Hawaiian Hotel
- Hilton Waikoloa Village
- King Kamehameha's Kona Beach Hotel
- Naniloa Volcanoes Resort
- Sheraton Kona Resort & Spa
- Waikoloa Beach Marriott Resort & Spa



UNIVERSITY OF HAWAI'I AT MĀNOA DEPARTMENT OF PUBLIC SAFETY

Annual Report: Fiscal Year Ending June 30, 2017



DEPARTMENT OF PUBLIC SAFETY

Annual Report: Fiscal Year Ending June 30, 2017



LETTER FROM THE CHIEF

Fiscal Year 2017 was indeed another transitional year for the University of Hawai'i at Mānoa Department of Public Safety (DPS), both with the departure of Chief West and my subsequent hiring as chief, but the department has continued its forward progress despite these changes. The department has moved further toward CALEA accreditation, and continued its efforts in expanding training opportunities for faculty, staff, and students at UH Mānoa.

Our Community Policing Unit continued its exemplary efforts to increase outreach to the campus community during the past year, with the expansion of safety awareness events and presentations to a variety of groups on campus. Each safety training and workshop provides a unique opportunity for positive interaction, while expanding our community awareness and partnership. In addition, our new campus safety orientation video, "Safety at UH Mānoa," was created to explain our services in greater detail. Despite our need for additional staffing, the men and women who serve DPS continued their dedicated efforts toward making both the Mānoa and Kaka'ako campuses safe for our campus community.

DPS remained active with many outside partner organizations, including the State Fusion Center and various law enforcement and accreditation groups, in an effort to stay current with industry best practices and provide the best possible level of service to our UH community. Furthermore, DPS continued on the path to CALEA accreditation, by working towards solidifying our policies and procedures, upgrading our communications center, and securing our internal network security. This process continues, and we anticipate reaching our goal of full accreditation within the next year. This year's achievements have truly been a team effort, and are listed in the section of this document entitled "Highlights from the Past Year."

The entire staff at DPS takes great pride in making our campus safe, while recognizing that safety is a shared responsibility of all faculty, staff, and students. We continue working with our community stakeholders both on and off campus, to make our campus as safe as possible. We ask for the assistance and cooperation of every member of our community and invite you to join us by doing your part to protect yourself and your property. We look forward to continuing our work with the UHM community, to provide a safe atmosphere that will encourage learning and community cooperation. Together, we can continue to provide a safe place to study, work, and visit.

With aloha,

Andrew Black
Chief
Department of Public Safety



DEPARTMENT OF PUBLIC SAFETY

Annual Report: Fiscal Year Ending June 30, 2017

HIGHLIGHTS FROM THE PAST YEAR

Creation of Campus Safety Orientation Video

In a joint effort with UH Communications, DPS released our campus safety orientation video, "Safety at UH Mānoa." This video provides contact information for various offices on campus, basic safety tips and information, and the different services available to students, faculty, and staff. This video is presented at our Safety & Wellness workshops and during New Student Orientation sessions. To view, visit our website: <http://manoa.hawaii.edu/dps/safetytips.html>. Thank you to Mānoa Communications, UH System Communications, and students who participated in creation of our video!



Implementation of Campus Threat and Hazard Identification and Risk Assessment

In 2015, the State of Hawai'i issued an Administrative Directive (15-01) on Emergency Management Preparedness Requirements, which listed several compliance measures for emergency preparedness. This directive provided minimum requirements for all departments, agencies, offices, and other organizations in the Executive Branch. One of these requirements was to conduct an analysis of the department's functions and risks. To comply with this requirement, DPS contracted an external consultant to assist with our Threat and Hazard Identification and Risk Assessment (THIRA). This report evaluated our campus' vulnerability to specific risks and hazards. The UHM THIRA report includes elements and recommendations that were used in the development of UHM emergency management planning and DPS policies and procedures.

Expansion of Safety & Wellness Presentation Program

In 2016, DPS worked with various offices on campus to expand our awareness presentations to students during New Student Orientation and other student-centered events. Previously, our Safety & Wellness presentation was conducted only for parents who registered to attend during New Student Orientation, but we have added a student presentation to these sessions. This has been met with very positive feedback, as new students appreciate the opportunity to learn about safety at UH Mānoa, and have their questions answered directly by our officers. We are excited to continue and expand these presentations.



ABOUT UH MĀNOA DEPARTMENT OF PUBLIC SAFETY

The University of Hawai'i at Mānoa Department of Public Safety (DPS) operates 24 hours a day, seven days a week, to patrol and respond to any reports of crime or suspicious activity on UH Mānoa campuses, including the main Mānoa campus, as well as the John A. Burns School of Medicine and UH Cancer Center in Kaka'ako. In addition, the DPS Emergency Management unit coordinates and prepares the UH Mānoa community to respond to emergencies and disasters, and to manage recovery efforts in an effective and timely manner. Learn more about DPS services, crime statistics, and how to report a crime or seek victim assistance at <http://manoa.hawaii.edu/dps>. For on-campus response, please call DPS at (808) 956-6911. For emergencies, contact the Honolulu Police Department at 911.

ABOUT UH MĀNOA

Founded in 1907, the University of Hawai'i at Mānoa is the flagship campus of the University of Hawai'i System, with approximately 20,000 students and 7,500 employees. The main campus is located on 320 acres in the heart of Mānoa valley on the island of O'ahu, with educational, instructional, and research activities occurring on all islands in the state.



DEPARTMENT OF PUBLIC SAFETY

Annual Report: Fiscal Year Ending June 30, 2017



DEPARTMENT OF PUBLIC SAFETY

Annual Report: Fiscal Year Ending June 30, 2017

UH MĀNOA DPS SERVICES

Incident management: response and investigation

Victim/survivor assistance

Emergency notifications

Emergency preparedness and management

Educational outreach: events, programs, and presentations

Campus safety escort services

Site-specific security assessments and emergency plans

Facility locking and unlocking

Reporting according to federal laws (Jeanne Clery Act, VAWA, Campus SaVE, Title IX)

Special event staffing



State Fusion Center Involvement

DPS has long maintained a close working relationship with our federal, state, and county emergency responders. With the expansion of the Hawai'i State Fusion Center, DPS began attending regular meetings in March 2016 via a working agreement where a member of DPS would actively assist at the Hawai'i State Fusion Center, focusing primarily on projects addressing threats and risks directed at the education sector. This partnership has further enhanced our close ties with our local, state, and federal law enforcement agencies by having direct access to reports and agencies involved in Homeland Security. We have continued to attend various meetings and events to ensure a strong partnership with all organizations involved.

Launch of Cyrun CAD/RMS System

In early 2016, DPS implemented new dispatch and records software to enhance documentation and operations within the department. The Computer-Aided Dispatch (CAD) and Records Management System (RMS) software is provided by Cyrun, Inc. of Scotts Valley, California. Several weeks of training led to all officers being certified in the CAD/RMS operation. This replaces an older, basic software product that had been in use for many years and was no longer supported by the host company. The new Cyrun software went "live" on April 21, 2016 and will improve DPS's ability to document, track, and report on public safety activities occurring on the Mānoa campus.

Implementation of Key Tracer

Recognizing the need for a centralized key-tracking process, DPS contracted with Key Tracer to implement a key management system in 2017. As part of this process, DPS keys were separated and identified by new patrol beats, DPS vehicles and other miscellaneous UHM keys. The system prevents the incidence of lost and misplaced keys, keeps unauthorized users from accessing keys, and eliminates the time-consuming process of manual record-keeping. In addition, Key Tracer allows DPS to generate customer reports to track key issues and return or provide a user access to specific keys. This has greatly reduced the number of lost keys, and has allowed for a central key depository.

CALEA Accreditation Update

For the past several years, DPS has been in the process of achieving accreditation through the Commission on the Accreditation of Law Enforcement Agencies (CALEA). The purpose of this accreditation is to ensure that DPS is aligned with industry best practices, in an effort to best serve our community. In 2017, DPS became actively involved in building partnerships with local law enforcement accreditation managers and their teams through monthly conference calls and training sessions. DPS is also a member of the newly-created Campus Security Accreditation Coalition (CSAC), whose membership includes campus safety groups from colleges and universities across the country. This group allows colleges and universities to discuss and share information pertaining to the campus security industry and best practices. DPS is nearing the end of our initial accreditation process, and we hope to complete our initial assessment in early 2019.

GOALS FOR FY18

DPS Strategic Plan

Since Fiscal Year 2015, DPS has maintained a department strategic plan: *Safeguarding our Community*. This plan is updated annually with collaboration of the DPS Leadership Team, based upon feedback from shift supervisors, officers and members of the UH Mānoa community.

The plan outlines the current status of the department, identifies department objectives over the next five years, and serves as a blueprint for strengthening operations and outlining a clear direction. UH Mānoa DPS plans to continue updating this document annually.

Derived from the Department of Public Safety mission and vision statements, the department has identified five core strategic initiatives, which are the impetus for the overall strategic plan. Within each of these strategic initiatives lies several department goals for the current calendar year. Although the full list is available within the strategic plan document at <http://manoa.hawaii.edu/dps/strategicplan.html>, a few of these goals for Fiscal Year 2017 have been highlighted here:

Strategic Initiative 1: Emphasis on Customer Service

- Provide "fundamentals of supervision" training to sergeants
- Research, procure, and implement a replacement Computer-Aided Dispatch (CAD)/Records Management System (RMS)
- Create a records management system for reports and other administrative actions
- Update department sexual misconduct and domestic violence response policies and conduct regular training sessions for officers to reflect best practices and updates to institutional policies

Strategic Initiative 2: Crime and Loss Prevention Services

- Revise Field Operations Bureau beat map to enhance patrol coverage
- Develop and deploy a crime/incident analysis function consistent with accreditation standards
- Complete the Federal Emergency Management Agency (FEMA)-modeled Threat & Hazard Inventory Risk Assessment (THIRA)
- Develop a multi-year campus Emergency Management exercise plan
- Finalize, train, and implement DPS All-Hazards Response Plan

Strategic Initiative 3: Community Policing

- Develop and deliver topic-specific Emergency Preparedness presentations and training
- Create tabletop exercise program and offer to departments by request
- Expand Community Policing Unit presentations to include New Student Orientation presentations to students
- Create and implement a campus safety orientation video

Strategic Initiative 4: University Community Presence

- Continue DPS annual reporting
- Engage in partnerships with local law enforcement through regular attendance to the State Fusion Center and State Law Enforcement Coalition
- Establish a relationship with Study Abroad as it relates to reporting of Clery Act crimes and further ensure Clery Act compliance through outreach to non-campus police agencies

Strategic Initiative 5: Commitment to Excellence

- Develop an annual training plan for DPS staff
- Develop and implement DPS policy and procedure manual
- Revise, update, and align department position descriptions
- Create process for review of report quality, content, and dissemination

FY17 BY THE NUMBERS

During FY16, DPS provided:

- 29** safety awareness events
- 30** safety & wellness workshops
- 24** active shooter awareness & response training sessions
- 34** CPR courses
- 3** hurricane preparedness workshops
- 12** general training sessions (theft prevention, etc.)
- 16** security assessments
- 47,200+** activities (includes calls for service, self-initiated activity, and other routine actions)
- 4,670+** safety escorts
- 987** written reports
- 49** emergency alerts or timely warnings



DEPARTMENT OF PUBLIC SAFETY

Annual Report: Fiscal Year Ending June 30, 2017

ACKNOWLEDGEMENTS

The University of Hawai'i at Mānoa Department of Public Safety would like to thank our staff in the Office of the Chief, Staff Services Bureau, Emergency Management Unit, and Field Services Bureau, including our Support Services Unit, Special Services Unit, midnight shift officers, day shift officers, afternoon shift officers, security services officers and Community Policing Unit for all their hard work, day-in and day-out...

The University of Hawai'i System Board of Regents, President's Office, and Media Relations Office, and the University of Hawai'i at Mānoa Chancellor's Office, the Vice Chancellor for Student Affairs, and the Vice Chancellor's Office of Administration, Finance and Operations for their governance and support...

The National Weather Service, the Honolulu Police Department, and the Honolulu Fire Department for notifying us of imminent safety concerns on or near our campus...

The UH Mānoa Women's Center, PAU Violence, Student Housing, and Student Health Services for their excellent services for our UH Mānoa student body...

Our friends in the Office of Planning and Facilities, Environmental Health and Safety Office, and Commuter and Fleet Services for their boots-on-the-ground assistance...

Additional staff in our Campus Services administrative offices, including Information Technology, Fiscal, Human Resources, and Civil Service personnel for helping us in our daily operations...

The University of Hawai'i at Mānoa Bookstore and our Campus Services Marketing and Communications team for assisting with our branding transition and producing materials that communicate our services to our campus community...

The University of Hawai'i at Mānoa faculty, staff, students, and extended community for staying informed of safety measures on our campus, keeping us aware of their safety concerns, and doing their part to protect themselves and their property so we may all share in a safe and secure campus.

TOTAL EXPENDITURES FY17

PERSONNEL SERVICES	
Salaried Personnel Services	\$2,641,103.49
Overtime	\$377,384.40
Fringe	\$62,860.18 ¹
Student Payroll	\$98,629.78
Total Personnel Services	\$3,174,977.85
OTHER EXPENSES	
Outside Services	\$55,246.31
Repair and Maintenance	\$27,997.47
Materials and Supplies	\$112,064.25
Other Current Expenditures	\$236,396.28
Total Other Expenses	\$431,704.31
TOTAL EXPENDITURES	\$3,606,682.16

¹ Increase in Fringe benefits due to vacation pool assessment

FY17 LEADERSHIP

Randall West
Chief*

Alberta J.K. Pukahi
Field Operations Captain

Jimmy Lagunero
Emergency Management Coordinator

Michelle Myrie
Assistant Emergency Management Coordinator

Sarah Rice
Community Programs Manager

Brent Finster
Communications Center Manager

Daniel Tuttle
Professional Standards Manager

Hal Helfenbein
IT Support

Leslie Cabingabang
PAU Violence Coordinator

* During Fiscal Year 2017, Chief Andrew Black was not yet employed with UH Mānoa Department of Public Safety, and several staffing changes have been made between the end of FY17 and the publishing of this annual report. These staffing changes will be noted as necessary in subsequent annual reports.

FY17 EMPLOYEE SERVICE AWARDS

40 years
William Okamura, DPS

30 years
Auldine Kaina, DPS

10 years
Randell Kanehiwa, DPS

NATIONAL AFFILIATIONS

Clery Center for Security On Campus
www.clerycenter.org

Commission on Accreditation for Law Enforcement Agencies
www.calea.org

End Violence Against Women International (EVAWI)
www.evawintl.org

International Association of Campus Law Enforcement Administrators (IACLEA)
www.iaclea.org

International Association of Chiefs of Police (IACP)
www.iacp.org

National Association of Clery Compliance Officers & Professionals (NACCOP)
www.naccop.org



UNIVERSITY OF HAWAI'I CAMPUS SERVICES

Annual Report: Fiscal Year Ending June 30, 2017

