# Contents

**UNIVERSITY OF HAWAI’I AUXILIARY SERVICES**
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The Parking Renaissance

As parking industry technology evolves, so too must our department. With the new technology contract that we implemented in FY19, the foundation for the future has been set. We will integrate the most up-to-date tools to improve efficiencies and overall customer satisfaction.

Looking forward to the next few years when, we expect to replace permits with an automated system to provide a seamless experience. In the meantime, our new parking management system is able to digest copious amounts of data and break down the information into actionable reports, allowing us to improve our operations.

By embracing technological solutions, we will provide our customers with the best possible experience.

Cathleen Matsushima
Commuter and Fleet Services Manager

FY19 LEADERSHIP
Deborah Huebler, Director of Campus Services
Cathleen Matsushima, Manager of Commuter and Fleet Services
Jason Perreira, Assistant Manager of Fleet Services
Ross Higaki, Office Manager of Fleet Services
Ryan Fujii, Assistant Manager of Commuter Services
Nicholas Sakamoto, Special Events Manager of Commuter Services
Anoilani Aga, Assistant Special Events Manager and TDM Manager of Commuter Services
Jolene Imada, Office Manager of Commuter Services
Stacy Inouye, Support Services Manager of Commuter Services

FY19 EMPLOYEE SERVICE AWARDS
30 years
David Vierra, Fleet Services

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.
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
BIKI

Highlights from the Past Year

- During FY19, Commuter Services successfully implemented the first parking rate increase in 10 years. Part of this process included the comprehensive overhaul of our business infrastructure to effectively communicate our finances to the Board of Regents, thereby ensuring fiscal transparency to the university and the general public. The new funding will primarily address deferred maintenance work, totaling approximately $110 million. The first phase of repair and maintenance work encompasses $35 million to address critical issues over a two-year period from FY21-22.

- Another accomplishment was the execution of a system-wide parking technology and enterprise solution contract. The first phase of the new technology plan was the purchase of new pay-stations, scalable to future technology (including license plate recognition).

- Finally, our onboarding and training processes were overhauled for new employees. This improved our long-term employee satisfaction and retention. Part of this plan was the professionalization of the workforce, and conversion of certain student employee positions into permanent APT positions. These changes are aimed at providing improved parking experience.
Goals for FY20

• Work with the Office of Project Delivery, Campus Operations, and Facilities to initiate the first phase of repairs, scheduled to begin in FY21.

• Develop a license plate recognition (LPR) technology plan for the campus with a target implementation date of Fall 2021.

• Amend & Implement revisions to Hawai‘i Administrative Rules and Board of Regents policy changes necessary to implement LPR technology.
## FY19 Financial Overview

### Revenues

<table>
<thead>
<tr>
<th>Description</th>
<th>Actual FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collections, Daily</td>
<td>$2,201,052.65</td>
</tr>
<tr>
<td>Fee, Parking, Permits</td>
<td>$2,526,626.58</td>
</tr>
<tr>
<td>Sales, Services, External Customers</td>
<td>$554,170.92</td>
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<tr>
<td>Fines, Traffic Waivers</td>
<td>$587,170.85</td>
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<tr>
<td>Other</td>
<td>$36,382.87</td>
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<td>Invest Income, Interest</td>
<td>$86,180.65</td>
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</table>

**Total Revenues**: $5,991,584.52

### Expenditures

**Personnel Services**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaried Personnel Services</td>
<td>$628,906.40</td>
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<tr>
<td>Overtime</td>
<td>$22,399.06</td>
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<tr>
<td>Fringe Benefits</td>
<td>$351,112.86</td>
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<tr>
<td>Student Payroll</td>
<td>$169,048.48</td>
</tr>
<tr>
<td>Redistributed - Admin Overhead</td>
<td>$512,770.51</td>
</tr>
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**Total Personnel Services**: $1,684,237.31

**Other Expenses**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contracted Services</td>
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</tr>
<tr>
<td>Diamond Parking Services</td>
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<tr>
<td>E Noa Corp</td>
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<td>HPD Officers</td>
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<td>Secure Parking Hawaii LLC</td>
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<td>T2 Systems</td>
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<td>Other</td>
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<tr>
<td>Repair and Maintenance</td>
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<td>Materials and Supplies</td>
<td>$106,387.80</td>
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<tr>
<td>Utilities</td>
<td>$379,098.57</td>
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<td>Ceded Land Payments to OHA</td>
<td>$217,409.05</td>
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<tr>
<td>Equipment</td>
<td>$53,351.42</td>
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<tr>
<td>Other Current Expenditures</td>
<td>$256,884.77</td>
</tr>
</tbody>
</table>

**Total Other Expenses**: $3,266,543.62

**Operating Income (Loss)**: $1,040,803.59

**Ending Cash Balance**: $5,425,073.69
UH Mānoa Fleet Services provides a vehicle fleet management program and other related transportation services for the University of Hawai‘i Mānoa campus. This unit is responsible for the rental, purchase/lease, preventative maintenance, and repair of university owned vehicles.

**Highlights from the Past Year**

• During FY19, Fleet Services implemented a rate increase for long-term vehicle rentals, as well as the pass-thru of registration and insurance, fees.

• Worked with the Office of Sustainability to plan for the installation of photovoltaic panels over the motor pool area.

**Goals for FY20**

• Determine the viability of converting the fleet from gas/hybrid vehicles to pure electric vehicles.

• Reassess enterprise solution for fleet and fuel management.
Financials

**FY19 FINANCIAL OVERVIEW**

<table>
<thead>
<tr>
<th>REVENUES</th>
<th>Actual FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rentals, Motor Vehicle</td>
<td>$693,390.75</td>
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<tr>
<td>Rentals, Others</td>
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<td>Sales, Services, Inter-Departmental</td>
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<tr>
<td>Resales, Shop</td>
<td>$226,457.07</td>
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<tr>
<td>Other</td>
<td>$44,656.39</td>
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<tr>
<td><strong>Total Revenues</strong></td>
<td><strong>$1,460,293.87</strong></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>EXPENDITURES</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Personnel Services</td>
<td></td>
</tr>
<tr>
<td>Salaried Personnel Services</td>
<td>$290,631.46</td>
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<tr>
<td>Overtime</td>
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<tr>
<td>Fringe Benefits</td>
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<td>Student Payroll</td>
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<td>Redistributed</td>
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<td><strong>Total Personal Services</strong></td>
<td><strong>$618,236.33</strong></td>
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<table>
<thead>
<tr>
<th>Other Expenses</th>
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<tbody>
<tr>
<td>Outside Services</td>
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<td>Repair and Maintenance</td>
<td>$55,627.23</td>
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<td>Materials and Supplies</td>
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<td>Other Current Expenditures</td>
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<tr>
<td><strong>Total Other Expenses</strong></td>
<td><strong>$607,464.89</strong></td>
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</table>

| Operating Income (Loss)                       | $234,592.65          |

<table>
<thead>
<tr>
<th>Transfers</th>
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<tbody>
<tr>
<td>NMT, Special Funds, Other</td>
<td>$2,800.00</td>
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<tr>
<td><strong>OPERATING INCOME (LOSS) AFTER TRANSFERS</strong></td>
<td><strong>$237,392.65</strong></td>
</tr>
</tbody>
</table>

| ENDING CASH BALANCE                           | $1,338,199.29        |

**FLEET SERVICES REVENUE**

<table>
<thead>
<tr>
<th>FY18</th>
<th>FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1,311,120.96</td>
<td>$1,460,293.87</td>
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</tbody>
</table>

| FLEET SERVICES 2019 ANNUAL REPORT | 11 |
A Year of Opportunities

Fiscal Year 2019 delivered many opportunities for University Housing, Food, and Mail Services to serve the University of Hawai'i community. Sorting through some of the highlights, we saw a new set of vendors at the Paradise Palms with Le Crêpe Café and Lasoon. Govinda’s also started making their rounds on campus increasing Food Services’ vegetarian offerings.

University Housing began the process of upgrading units at all three properties. This package of upgrades included new appliances, vinyl plank flooring, stone counters, new bathroom fixtures, cabinets, and a modern color palette. Overall, the new look of these apartments gets our stamp of approval.

Neither snow nor rain stopped Mail Services from swiftly distributing over 600,000 pieces of mail. This included our own Mail Services newsletter “Tips from the Mailroom,” which was loaded with first-class information on reducing costs and saving time.

ANDY LACHMAN
University Housing, Food, & Mail Services Manager

FY19 LEADERSHIP
Deborah Huebler, Campus Services Director
Andy Lachman, Manager
Bethany Lehman, Assistant Manager
Kylee Malo, Mail Services Supervisor

NATIONAL AFFILIATIONS
National Association of College Auxiliary Services (NACAS)
National Association of College & University Food Services (NACUFS)
The Council of Academic Workforce Housing
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, the campus-wide vending program, food trucks, and UH Athletics concessions.

ABOUT PARADISE PALMS
Paradise Palms, 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 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.

Highlights from the Past Year
• In August of 2018, Le Crêpe Café and Lasoon opened in Paradise Palms.
• In October of 2018, Food Services brought back Govinda's to our mobile program to expand our vegetarian and vegan options.

Campus Involvement
• Our department participated in New Student Orientation fairs to familiarize incoming students with the variety of dining options available on campus.
• Food Services continued to support on campus events such as the Spring Fling Football game, Welina Mānoa, and Homecoming by offering the services of our mobile vendors.
• Food Services continued to support various activities on campus through beverage support including New Graduate Student Orientation, Homecoming, Commencement, and Welina Mānoa.
• Redesigned the Food Services Survey so it would provide better data, which can better inform operational decisions.
Goals for FY20

• Food Services will continue to approach rising stars in the local food truck scene to expand our mobile vendor program.

• Food Services will look to increase the variety of food options across campus by implementing a rotation of our mobile vendors.
FY19 Concepts

- Paradise Palms
- Dunkin’ Donuts
- Holoholo Grill
- Lasoon
- Le Crêpe Café
- L&L Hawaiian Barbecue
- Panda Express

- The Bean Counter
- Da Spot
- Peace Café Express
- Govinda’s
- Hot Tacos
- Kamitoku Ramen
- L&L at the Swimming Pool Café
- Le Crêpe Café - Law School
- Punchbowl Coffee
- Sistah Truck
## Financials

### FY19 Financial Overview

#### Revenues

<table>
<thead>
<tr>
<th>Source</th>
<th>FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commissions &amp; Vending Machines</td>
<td>$691,945.93</td>
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<tr>
<td>Other</td>
<td>13,749.84</td>
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<tr>
<td><strong>Total Revenues</strong></td>
<td><strong>$705,695.77</strong></td>
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#### Expenditures

<table>
<thead>
<tr>
<th>Category</th>
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<th>FY19</th>
</tr>
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<tbody>
<tr>
<td>Personnel Services</td>
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<td></td>
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<tr>
<td>Salaried Personnel Services</td>
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<tr>
<td>Fringe</td>
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<tr>
<td>Student Payroll</td>
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<tr>
<td>Redistributed</td>
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<tr>
<td><strong>Total Personnel Services</strong></td>
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<td>Other Expenses</td>
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<td></td>
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<tr>
<td>Outside Services</td>
<td>$2,791.56</td>
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<tr>
<td>Repair &amp; Maintenance</td>
<td>94,364.63</td>
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<tr>
<td>Materials &amp; Supplies</td>
<td>40,724.25</td>
<td></td>
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<tr>
<td>Utilities</td>
<td>190,936.13</td>
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<tr>
<td>Ceded Land Payments to OHA</td>
<td>15,635.70</td>
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<tr>
<td>Other Current Expenditures</td>
<td>1,359.86</td>
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<tr>
<td><strong>Total Other Expenses</strong></td>
<td><strong>$345,812.13</strong></td>
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<tr>
<td>Operating Income (Loss)</td>
<td></td>
<td><strong>$211,050.18</strong></td>
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#### Transfers

<table>
<thead>
<tr>
<th>Source</th>
<th>FY18</th>
<th>FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>NMT, Special Funds, Other</td>
<td>$186,224.94</td>
<td></td>
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<tr>
<td>Total Transfers</td>
<td>$186,224.94</td>
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</tr>
<tr>
<td><strong>Operating Income (Loss) After Transfers</strong></td>
<td><strong>$24,825.25</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Ending Cash Balance</strong></td>
<td><strong>$548,753.11</strong></td>
<td></td>
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</tbody>
</table>

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**Graphs:**
- **Total Revenues:** FY18: $743,270.49, FY19: $705,695.77
- **Total Expenditures:** FY18: $244,465.23, FY19: $345,812.13
- **Ending Cash Balance:** FY18: $507,597.46, FY19: $548,753.11
### OUR MISSION
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
- Kapiʻolani 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.

### Highlights from the Past Year
- 630,981 total pieces of USPS mail and 236,714 pieces of campus mail traveled through Mail Services in FY19.
- Created two new editions of “Tips from the Mailroom.” The flyers are meant to be an educational resource for our end users and contribute to greater efficiency for the program. Additional flyers will be created one to two times a year and digitally published on Mail Services’ website.
- Transitioned to a new recharge system that encourages a reduction in overall postage usage for the Mānoa campus.
- Upgraded our mail tracking system to a more cost-effective program that supplies better information and notifications to our customers.

### Campus Involvement
- Mail Services served as a resource of information in regard to postal matters through our website and “Tips from the Mailroom” newsletter.
Goals for FY20

- Continue to provide superior customer service to the university community.
- Mail Services plans to be a greater resource of postal information through its redesigned website and future newsletter issues.
Financials

FY19 FINANCIAL OVERVIEW

<table>
<thead>
<tr>
<th>EXPENDITURES</th>
<th>FY18</th>
<th>FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salaried Personnel Services</td>
<td>$252,555.96</td>
<td></td>
</tr>
<tr>
<td>Overtime</td>
<td>1,050.00</td>
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<tr>
<td>Fringe</td>
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<tr>
<td>Student Payroll</td>
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</tr>
<tr>
<td>Total Personnel Services</td>
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<tr>
<td>Other Expenses</td>
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<td></td>
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<tr>
<td>Outside Services</td>
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<td>Repair &amp; Maintenance</td>
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<tr>
<td>Materials &amp; Supplies</td>
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<tr>
<td>Other Current Expenditures</td>
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<tr>
<td>Total Other Expenses</td>
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<tr>
<td>Total Expenditures</td>
<td>$364,002.41</td>
<td></td>
</tr>
<tr>
<td>ENDING CASH BALANCE</td>
<td>$193,021.48</td>
<td></td>
</tr>
</tbody>
</table>
Highlights from the Past Year

• University Housing completed Phase V of our transitional plan to align operations with the current maximum stay policy. Phase V freed up 20 units for new tenants, who were primarily tenure-track faculty.

• University Housing modernized over 41 units to provide a more appealing space for the enjoyment of our residents. Modernized units include new flooring, cabinets, fixtures, stainless steel appliances, window treatments, and stone counters.

• Our department transitioned to a new property management company and with their assistance, implemented a more convenient, virtual experience for our residents including signing leases and lease extensions online.

Campus Involvement

• University Housing continued to be one of the first departments that interacts with incoming faculty. In this capacity University Housing has extended our congratulations and provided information on various housing options.

OUR MISSION

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.

Locations, LLC provides property management services for the three properties. University Housing's contract with Locations started in July 2018 and runs till June 30, 2020.

- Waʻahila Apartments
  2640 Dole Street
  Honolulu, HI 96822

- Kauʻiokahaloa Nui Apartments
  3029 Lowrey Avenue
  Honolulu, HI 96822

- Kauʻiokahaloa Iki Condominiums
  3030 Lowrey Avenue
  Honolulu, HI 96822
Goals for FY20

- University Housing will be completing our sixth and final phase of our transitional plan to align operations with the current maximum stay policy.

- Our department is planning to implement a new quieter landscaping program using electric power tools.

- University Housing will be launching a new newsletter that will provide an additional form of communication with our residents.
University Occupancy

<table>
<thead>
<tr>
<th></th>
<th>KAU‘IOKAHALOA</th>
<th>NUI</th>
<th>WA‘AHILA</th>
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<td>96.1%</td>
<td>98.9%</td>
<td>95.6%</td>
<td>96%</td>
</tr>
<tr>
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<td>96%</td>
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<td>97.6%</td>
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<td>FY19</td>
<td>97.5%</td>
<td>98.4%</td>
<td>97.9%</td>
<td>97.9%</td>
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</table>

University Housing Waitlist

<table>
<thead>
<tr>
<th>WAITLIST</th>
<th>FY17</th>
<th>FY18</th>
<th>FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Priority Applicants</td>
<td>9</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>All Applicants</td>
<td>55</td>
<td>48</td>
<td>38</td>
</tr>
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## Financials

### FY19 FINANCIAL OVERVIEW

<table>
<thead>
<tr>
<th>REVENUES</th>
<th>Actual FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commissions &amp; Vending Machines</td>
<td>$35,367.57</td>
</tr>
<tr>
<td>Fees, Parking, Permits</td>
<td>$46,129.20</td>
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<tr>
<td>Rentals, Dormitories</td>
<td>$3,630,479.53</td>
</tr>
<tr>
<td>Other</td>
<td>$188,748.53</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td><strong>$3,900,724.83</strong></td>
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<table>
<thead>
<tr>
<th>EXPENDITURES</th>
<th>FY18</th>
<th>FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel Services</td>
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<tr>
<td>Salaried Personnel Services</td>
<td>$97,739.28</td>
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<td>Overtime</td>
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<tr>
<td>Fringe</td>
<td>$61,425.21</td>
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<td>Other Expenses</td>
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<td>Repair &amp; Maintenance</td>
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<td>Materials &amp; Supplies</td>
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<td>Utilities</td>
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<tr>
<td>Ceded Land Payments to OHA</td>
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<td>Other Current Expenditures</td>
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<td><strong>Total Other Expenses</strong></td>
<td><strong>$1,623,957.05</strong></td>
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<tr>
<td>Operating Income (Loss)</td>
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<td></td>
<td>$1,793,155.84</td>
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<th>TRANSFERS</th>
<th>FY18</th>
<th>FY19</th>
</tr>
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<tbody>
<tr>
<td>MT, Retirement of Bonds</td>
<td>$1,104,758.75</td>
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<td><strong>Total Transfers</strong></td>
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<tr>
<th>OPERATING INCOME (LOSS) AFTER TRANSFERS</th>
<th>FY18</th>
<th>FY19</th>
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<tr>
<td><strong>$688,397.09</strong></td>
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<tr>
<th>ENDING CASH BALANCE</th>
<th>FY18</th>
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<tr>
<td><strong>$11,683,165.81</strong></td>
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</table>
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 departments of Fiscal, Human Resources, Marketing and Communications, and Information Technology, 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 Food Services vendors and customers, for their patronage, loyalty, and valuable feedback.

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

Our wonderful faculty, staff, and students who appreciate and interact with our Mail Services team on a regular basis.
The UH Bookstore System experienced tremendous growth in participation during Fiscal Year 2019. Our Interactive Digital Access Program (IDAP)—which provides digital course materials for students at the lowest negotiated publisher price—saw a 1300% increase from Fall 2017 to Fall 2018 and an 1100% increase from Spring 2017 to Spring 2019. Our 91% opt-in rate illustrates students’ support of the program. Customer feedback also shows that accessibility and cost-savings are key highlights of the program. However, these cost savings do translate to lower textbook revenue, given the lower cost of the digital material. Despite losing over $2.2M in revenues to IDAP in FY19, this is counted as a success towards our mission to help lower educational cost for students and will continue to expand our offerings in digital course materials.

In FY19, we actively worked to strengthen our partnerships with our campus affiliates. Our H-Zone partnership with Athletics continued to be successful, seeing a sales increase of $34,211. UH Bookstores strongly supports Athletics with distribution of course materials to their scholarship students, selling merchandise on road trips, corporate sponsorship of games, and contributions of promotional items. UH Bookstores built on our collaboration with the UH Alumni Association, Office of Admissions, and Office of Student Affairs by offering special promotions and participating in year-round events. We find tremendous value in engaging with our campus community as it allows us to stay in tune with the needs and desires of our students, faculty, and staff.

To fulfill our mission of serving as a “resource for the UH campus community by providing everything it needs for college life and more,” we have continued to diversify the product mix at our nine locations. Our sales of clothing and gift items grew 12.5% during FY19, yielding an increase of $233,039 in profits from the previous year. In addition, we invested in a new direct-to-garment printer that can produce custom merchandise such as shirts, sweatshirts, and bags in minutes.

Offsetting our successes with our partners like H-Zone and within our campus community is the required ceded land payment due to OHA which increased by 38% over FY18.
During FY20, we will complete our transition to our new point-of-sale and inventory management system. We are also looking to complete some in-store renovation projects including the launch of Kulanui Café at both the KCC and UH West O'ahu campuses. Kulanui Café will serve Starbucks coffee as well as provide other food and beverage options. As always, we welcome the challenge of meeting our customers’ need in new and exciting ways.

TRICIA EJIMA-ZANE
UH Bookstores Director

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

FY19 EMPLOYEE SERVICE AWARDS
10 years
Staci Yoshihara, UH Bookstores

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.
Highlights from the Past Year

• **IDAP Expansion**
  The IDAP program continued to grow exponentially as more students and faculty than ever before utilized the online electronic materials. During FY19, students enrolled in IDAP courses saved $2,227,033 on course materials, with a total program savings of $3,486,615 since the inception of the IDAP program in Fall 2016.

• **Campus Events Engage UH Community**
  UH Bookstores continued to offer successful campus events such as the Apple Faculty & Staff Sale, Bed Bath & Beyond Pop-Up, Graduation Fair, Holiday Preview Sale, and National Student Day. These events continued to showcase the Bookstore’s programs and services to the UH community.

• **Preparation for System Transition**
  The Bookstore’s system changeover will go live in July 2019. In the meantime, the staff prepared by reviewing processes/procedures and training with Nebraska Book Company staff for a transition to a new POS system, back-office system, and improved websites.

Goals for FY20

• With an eye on long-term sustainability, UH Bookstores will continue to look for innovative ways to serve our customer base, including emphasizing and expanding IDAP, renovating more of our stores to include Kulanui Cafés, and rebranding with the assistance of the Campus Services Marketing Department.

• We will work toward streamlining our operations, updating our websites, and enhancing our customers’ online experience through our system changeover.

• Campus Solutions will seek to expand their product line by offering business card printing and central supply and copier programs, along with direct-to-garment printing.

• We will aim to grow and expand Apple services and products to branch stores through an enhanced partnership with Apple.
**FINANCIALS**

**Financials**

**FINANCIAL OVERVIEW**

**TOTAL SALES BY STORE FY19**

- **Mānoa Bookstore***: $10,585,071
- **Kapi'olani Bookstore**: $1,485,037
- **Leeward Bookstore**: $1,155,052
- **Hilo Bookstore**: $1,146,561
- **West O'ahu Bookstore**: $852,898
- **Honolulu Bookstore**: $814,984
- **Maui College Bookstore**: $633,980
- **Kaua'i Bookstore**: $577,551
- **Windward Bookstore**: $412,122

*Flagship store.

**Also serving Hawai‘i Community College & West Hawai‘i campuses.**

**UH BOOKSTORE SYSTEM SALES BY DEPARTMENT FY19**

- **Textbooks**: $8,865,464
  - New, used, and rental textbook purchases for undergraduate, graduate, and Outreach College courses.

- **Computers**: $3,326,783
  - Computer, laptop, and tablet purchases (Mānoa campus only). Phone cases, ink cartridges, flash drives, software, and other tech accessories.

- **Supplies**: $2,462,141
  - School, office, and art supplies. Graduation regalia, culinary supplies (Kapi'olani CC campus only), cosmetology supplies (Honolulu CC campus only). Snacks and sundries.

- **Emblematics**: $2,792,378
  - UH licensed logo apparel and spirit items. Select non-logo apparel and gifts.

- **Trade Books**: $182,588
  - Books by UH authors and UH Press. Books about Hawai‘i, Asia, and the Pacific.

- **Campus Solutions**: $145,229
  - Copy and Print Services (Mānoa campus only), UH Departmental Copier Program (Mānoa campus only), UH Departmental Supplies Source.

<table>
<thead>
<tr>
<th>Department</th>
<th>FY18</th>
<th>FY19</th>
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</thead>
<tbody>
<tr>
<td>Textbooks</td>
<td>$10,893,373</td>
<td>$8,865,464</td>
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<tr>
<td>Trade Books</td>
<td>$216,361</td>
<td>$182,588</td>
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<tr>
<td>Supplies</td>
<td>$2,591,868</td>
<td>$2,462,141</td>
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<tr>
<td>Emblematics</td>
<td>$2,252,778</td>
<td>$2,792,378</td>
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<tr>
<td>Computers</td>
<td>$3,866,633</td>
<td>$3,346,783</td>
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<td>Campus Solutions</td>
<td>$151,733</td>
<td>$145,229</td>
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FY19 E-COMMERCE SALES

<table>
<thead>
<tr>
<th>MONTH</th>
<th>TOTAL SALES</th>
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<tbody>
<tr>
<td>July</td>
<td>$19,557.90</td>
</tr>
<tr>
<td>August</td>
<td>$267,701.44</td>
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<tr>
<td>September</td>
<td>$28,142.92</td>
</tr>
<tr>
<td>October</td>
<td>$22,170.30</td>
</tr>
<tr>
<td>November</td>
<td>$26,201.91</td>
</tr>
<tr>
<td>December</td>
<td>$29,147.52</td>
</tr>
<tr>
<td>January</td>
<td>$121,669.81</td>
</tr>
<tr>
<td>February</td>
<td>$15,189.36</td>
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<tr>
<td>March</td>
<td>$27,341.24</td>
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<tr>
<td>April</td>
<td>$46,305.52</td>
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<tr>
<td>May</td>
<td>$28,785.97</td>
</tr>
<tr>
<td>June</td>
<td>$23,421.47</td>
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</table>

Total Sales: $655,635.36

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 14,000 subscribers and manages social media accounts of more than 4,000 followers.

FY19 FINANCIAL OVERVIEW

**EXPENDITURES**

<table>
<thead>
<tr>
<th>EXPENDITURE</th>
<th>FY18</th>
<th>FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaried Personnel Services</td>
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<td>Other Personnel Costs (OT)</td>
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<td>Student Payroll</td>
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<td>$450,825.85</td>
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<td>Outside Services</td>
<td>$74,336.65</td>
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<td>Repair and Maintenance</td>
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<td>Materials and Supplies</td>
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<td>Utilities</td>
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<td>Travel</td>
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<td>Freight and Delivery</td>
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<td>Advertising</td>
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<td>Computer</td>
<td>$6,955.04</td>
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<td>Bank Service Charges</td>
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<td>Improvements, Furniture &amp; Equipment</td>
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<td>$25,015.94</td>
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<tr>
<td>OHA Ceded Land Payments</td>
<td>$224,579.00</td>
<td>$224,579.00</td>
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<td>Other Current Operating Expenditures</td>
<td>$98,192.10</td>
<td>$98,192.10</td>
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Total Expenditures: $4,577,853.99

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
FY19 Leadership

**Tricia Ejima**
Director
UH Bookstores

**Staci Yoshihara**
Assistant Director
UH Bookstores

**Jake Chang**
Campus Solutions Manager
Mānoa Bookstore

**Marshal Chu**
IT Manager
Campus Services

**Dee Okahara**
Marketing Manager
Campus Services

**Jean Okubo**
Customer Service Manager
Mānoa Bookstore

**Jodee Dang**
Manager
Leeward Bookstore

**Gladys Okuda**
Books Program Manager
UH Bookstores

**Debralee Goto**
Manager
Kapi'olani Bookstore

**Rodney Saito**
Fiscal Administrator
UH Bookstores

**Dee Gushiken**
Assistant Manager
Mānoa Bookstore

**Margaret Stanley**
Manager
Hilo Bookstore

**Kenji Jones**
Warehouse Manager
UH Bookstores

**Kelly Toysama**
Computer & Technology Department Manager
Mānoa Bookstore

**Noel Mock**
Manager
Kaua'i Bookstore

**Aaron Ventura**
Manager
Maui Bookstore

**Shelly Oikawa**
Manager
Honolulu Bookstore

**Kory Uramoto-Wong**
Manager
West O'ahu Bookstore

ACKNOWLEDGMENTS

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.
A Year of Growth

As the incoming manager for Conference & Event Services (CES) during Fiscal Year 2019, I was proud to usher in a period of refinement and growth for our department. Along with expanding our clientele, CES filled a new student assistant position to assist with daily administrative tasks. As a team, our primary focus is on providing the highest standard of customer service. We continuously strive to provide our clients with the best possible support in the areas of fiscal and logistical administration and registration management. We are also committed to fostering existing partnerships and developing new relationships.

This past fiscal year, the CES team put forth efforts in developing and maintaining open lines of communication with our partners in the Fiscal Department, UH Disbursing Office, and the Office of Procurement Management. Our goal is to better understand state and university principles and to streamline processes so we can serve the evolving needs of our growing client base. CES looks forward to the exciting opportunities to come in Fiscal Year 2020!

NICKI NEIMY
Conference & Event Services Manager

FY19 LEADERSHIP
Nicki Neimy, Conference & Event Services Manager

NATIONAL AFFILIATIONS
Association of Collegiate Conference and Event Directors
https://www.acced-i.org/
Years in Review
Highlights from the Past Year

- Increasing departmental efficiency by creating and filling a new CES student employee position.
- Ensuring transparency by providing each client with access to an online working budget for their specific event.
- Demonstrating fiscal responsibility by closing FY19 contracts in a timely fashion.

Goals for FY20

- Respond to the evolving needs of our clientele by expanding and improving our services.
- Participate in additional outreach opportunities to develop new relationships, especially within the campus community.

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 arena 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.
FY19 Conferences & Events

Adolescent Health Trainings
Assessment Leadership Workshop
Assuring Infection Control in the Pacific
Reflection on the Past Prepare for the Future
College of Engineering’s 2018 High School
Summer Internship Program
College of Engineering Career Day
College of Social Sciences: Tohoku University
College of Social Sciences: Toyo University
Coordinated State Plan First Advisory Group
Meeting
Cross-Cultural Health Care Conference
Diabetes Stakeholder Meetings
Disability Access Conference
Electronic Smoking Device Prevention
Trainings for Educators
Explore Mānoa: Application Day
Fatality Review Summits
Future Focus Conference 2018
Growing the Love of Learning A Garden-Based
Learning Networking & Informational Session
Hawai‘i 2 Zero
Hawai‘i Afterschool Summit
Hawai‘i Community Health Worker (CHW)
Leadership Conference
Hawai‘i Institute of Geophysics & Plateology
Conference
Hawai‘i Language Access Conference
Health Professions Education Conference
International Breast Density Workshop
International Conference on Wireless
Algorithms Systems & Applications (WASA)
International Workshop on Non-Linear &
Modern Mathematical Physics
Journey Together: Helping to Shape Cancer
Survivorship
Kalihi Crosswalk Mural Event
Life Lab Training
Pacific Power Sources Symposium
Physical Activity & Nutrition Plan Leadership
Meeting
Piko‘oko‘o Conference
Sustainable Agriculture Educators Association
Conference
The Statewide Baby Friendly Workshop
Tobacco Steering Committee Meeting
UH Mānoa Career Center’s Career Fairs
UH Mānoa Career Center’s Graduate & Law
Schools Fair
Vaccines Preventable Cancers Workgroup
Meeting & Strategic Planning Meeting
Victims of Crime Act (VOCA) Training
Vision Zero Workshop
Wellness in Early Childhood Meeting
Youth-Led Participatory Action Research
(YPAR) Summit and Workshops
Partner Venues

**O’AHU**
- Ala Moana Hotel
- DoubleTree by Hilton Alana Waikīkī Hotel
- East-West Center
- Hawai’i Convention Center
- Hawai’i USA Federal Credit Union
- Prince Waikīkī Hotel
- Hilton Hawaiian Village
- Hilton Waikīkī Beach Hotel
- Hyatt Regency Waikīkī Beach
- Ilikai Hotel
- John A. Burns School of Medicine
- Ko’olau Ballrooms
- Mānoa Grand Ballroom at Japanese Cultural Center of Hawai’i
- Moana Surfrider
- New Otani Kaimana Beach Hotel
- Pagoda Hotel
- Pōmaika’i Ballrooms
- Sheraton Princess Ka‘iulani
- Sheraton Waikīkī Hotel
- Turtle Bay Resort
- UH Mānoa Campus Center
- Waikīkī 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

**KAUʻAʻI**
- Courtyard Kauaʻi at Coconut Beach
- Grand Hyatt Kauaʻi Resort & Spa
- Kauaʻi Beach Resort
- Kauaʻi Marriott Resort
- Sheraton Kauaʻi 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
**Financials**

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.

**FY19 FINANCIAL OVERVIEW**

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<th>REVENUES</th>
<th>Actual FY19</th>
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<td>Fees, Conference</td>
<td>$1,224,538.53</td>
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<tr>
<td>Sales &amp; Services</td>
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<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td><strong>$1,343,359.32</strong></td>
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<table>
<thead>
<tr>
<th>EXPENDITURES</th>
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</thead>
<tbody>
<tr>
<td>Personnel Services</td>
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<tr>
<td>Salaried Personnel Services</td>
<td>$74,163.27</td>
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<tr>
<td>Fringe</td>
<td>31,575.38</td>
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<tr>
<td>Student Payroll</td>
<td>1,114.69</td>
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<tr>
<td><strong>Total Personnel Services</strong></td>
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<td>Other Expenses</td>
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<tr>
<td>Outside Services</td>
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<td>Materials &amp; Supplies</td>
<td>383,317.14</td>
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<tr>
<td>Other Current Expenditures</td>
<td>457,474.93</td>
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<tr>
<td><strong>Total Other Expenses</strong></td>
<td><strong>$1,013,251.58</strong></td>
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<tr>
<td><strong>OPERATING INCOME (LOSS)</strong></td>
<td><strong>$223,254.40</strong></td>
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<tr>
<td><strong>ENDING CASH BALANCE</strong></td>
<td><strong>$590,521.60</strong></td>
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</tbody>
</table>
Client Testimonials

“The Mānoa Career Center has worked with Conference & Event Services for our semi-annual Mānoa Career Fair every fall and spring semester, and our annual Graduate and Law School Fair. CES has always delivered excellent service, coordination, and consultation, and we consider them key partners in providing vital career opportunities for our UH Mānoa students. At every point in our event planning—from drafting contracts, to set up, to closing our event budget, we know CES will bring responsiveness, friendliness, and professionalism each step of the way. We are grateful for this partnership and look forward to working with them in the future!”

Brent Fujinaka  
Career Counselor, Mānoa Career Center

“It was a pleasure working with [CES]. [CES] answered our questions so quickly and made everything on the registration and payment side go smoothly. We really appreciate all CES did.”

Noelani Ching  
Office of Medical Education  
University of Hawai‘i, John A. Burns School of Medicine

“I used CES for the first time when planning our annual Academic Advisors Transfer Network Conference. Our main contact, Nicki, truly went above and beyond with excellent customer service. Her response time to issues/questions was always handled quickly. The Office of the Vice President for Academic Planning & Policy will be using CES for many more events in the future.”

Kristle Carter  
Office of the Vice President for Academic Planning & Policy  
University of Hawai‘i System

“The Office of Language Access (OLA) has had the pleasure of working with Conference & Event Services (CES) for many of our events. CES was thorough and efficient from the beginning stages of planning through the execution of the event. Their attention to detail and professionalism made coordinating events easy and simple. We look forward to working with CES on our future conferences and events.”

Aphirak Bamrungruan  
Executive Director, State of Hawai‘i - Office of Language Access
Acknowledgements

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.
Letter from the Chief

Fiscal Year 2019 was an exciting and productive year for our department. DPS achieved accreditation through the Commission on the Accreditation of Law Enforcement Agencies (CALEA). During the previous four years, DPS worked to meet all of the necessary criteria for accreditation, including the writing and implementation of over 100 policies. As part of the accreditation process, DPS completed an on-site assessment of its practices in December 2018, which included a full review of policies, interviews with UH Mānoa students and employees, and a public comment session. CALEA accreditation is a highly-coveted achievement, and provides DPS with documentation that the department meets industry best practices for campus security. UH Mānoa is only the second university in the nation to receive the CALEA accreditation for campus security best practices, as this accreditation is normally reserved for law enforcement agencies. DPS is also the first State of Hawai‘i entity to receive CALEA accreditation.

DPS Community Programs Manager Sarah Rice became the first individual in the state to become certified through the National Association of Clery Compliance Officers and Professionals (NACCOP). The Jeanne Clery Act, a consumer protection law that aims to provide transparency around campus crime policy and statistics, is a complex and ever-evolving federal law. Ms. Rice’s Clery Compliance Officer certification enhances UH Mānoa’s ability to manage Clery Act compliance, and ensures mastery of the essential skills to effectively lead the institution’s Clery Act compliance program.

UH Mānoa DPS also hosted three Campus Bike Patrol training courses. DPS now has 18 certified Bike Patrol Officers who regularly patrol both upper and lower campuses. Bike Patrol Officers enhance our department’s community outreach program by making DPS officers more easily approachable. They can also patrol and respond to areas where patrol cars are unable to.

Also in 2019, Communications Manager Kurt Mencel was promoted to Deputy Chief. Deputy Chief Mencel brings significant law enforcement and campus safety experience to this critical position. Under his direction, DPS upgraded its dispatch center with state-of-the-art equipment, to better serve the growing needs of our community.
Finally, DPS remained active with outside partner organizations, in an effort to stay current with industry best practices and bring the best possible level of service to the UH Mānoa community. 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.”

We take pride in making our campus safe. DPS continues working with our community stakeholders, both on and off-campus, to make UH Mānoa a safe community for all. To ensure continued success, we need help from the entire community, as safety is a shared responsibility. 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 working with everyone in our community, in partnership, to continue providing a safe atmosphere that will encourage learning and community cooperation. Together, we can all contribute to making UH Mānoa a safe place to study, work, and visit.

ANDREW BLACK
Department of Public Safety Chief

FY19 LEADERSHIP
Andrew Black, Chief
Deanna Johnson, Deputy Chief
Alberta J.K. Pukahi, Field Operations Captain
Jimmy Lagunero, Emergency Management Coordinator
Victor Lomupo, Crisis Response & Training Manager
Sarah Rice, Community Programs Manager
Kurt Mencel, Communications Center Manager
Daniel Tuttle, Professional Standards Manager
James Douglas, IT Support
Leslie Cabingabang, PAU Violence Coordinator

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
Services

Incident management: response and investigation
Victim/survivor assistance
Emergency notifications
Emergency preparedness and management
Educational outreach: events, programs, and presentations
Campus safety escort service
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

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

OUR VISION
It is the vision of the Department of Public Safety to:
• Establish a cohesive and supportive work environment, one that encourages innovation with an emphasis on quality customer service.
• Provide protection of persons and property.
• Develop public awareness, support, and involvement in our community policing efforts.
• Become an integral part of the university community, a department that is widely respected and trusted.
• Maintain a commitment to excellence.
Highlights from the Past Year

DPS Achieves CALEA Accreditation
In May 2019, DPS received accreditation through the Commission on the Accreditation for Law Enforcement Agencies, Inc. (CALEA®). DPS is the first college campus security agency to receive CALEA accreditation in the state, and just the second campus in the nation to receive the CALEA Campus Security Accreditation. In order to achieve accredited status, DPS must comply with 293 standards, and maintain continued compliance in order to keep its status. Accreditation lasts four years, during which time DPS must submit annual reports and participate in annual web-based assessments. The CALEA accreditation process involved more than three years of policy development and training, to align the department with industry best practices. The program focuses on the safety and security of students and employees, and applies standards that require organizations to consider critical issues such as facility risks, regulatory reporting, technology-based security monitoring, preventative patrol and a host of other issues that provide comprehensive service delivery. These concepts are centered on the community-oriented policing model, which seeks to involve the community in crime prevention and education. Community-oriented policing provides a framework in which public safety agencies and citizens can work together to prevent and control challenges confronting our communities, and provides clear direction about community expectations. Accreditation serves to give an agency a proven management system of written directives, sound training, clearly defined lines of authority, and routine reports that support decision making and resource allocation.

ABOUT UH MĀNOA DEPARTMENT OF PUBLIC SAFETY
The University of Hawaii 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 UH Mānoa campus and Kaka'ako areas (includes John A. Burns School of Medicine and UH Cancer Center). DPS offers a variety of crime prevention and awareness programs, which are available through the department’s Community Policing Unit. In addition, DPS coordinates and prepares the UH Mānoa community to respond to emergencies and disasters and to manage recovery efforts. To learn more about DPS services, crime statistics, and how to report a crime or seek victim assistance, visit https://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 Hawaii at Mānoa is the flagship campus of the University of Hawaii 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.
New Video Tool for Victims of Sex Assault
Throughout 2018 and 2019, DPS teamed up with the UH Mānoa Office of Title IX, Office of Gender Equity, and PAU Violence program to produce a video educating students on the university’s many resources for reporting sexual assault, dating violence, domestic violence, stalking and other prohibited behaviors covered under Title IX and the Violence Against Women Act. The video, titled “Sexual Assault and Intimate Partner Violence: What You Need to Know,” features the different options available in the reporting process, resources available to responding parties, how each department will work on behalf of the student to meet their needs, and how the departments work together to ensure that the student receives all available resources and information. This project has been several years in the making, and we are proud to finally make it available to our community.

Expansion of DPS Bike Patrol Unit
As part of our commitment to grow our capabilities and training, DPS has expanded the bike patrol unit to provide increased officer interaction with the public. Bicycle units create these opportunities for interaction by allowing officers to use walkways and areas that are not accessible by vehicle patrol. Eighteen employees are now certified through International Police Mountain Bike Association (IPMBA) to patrol on bicycle, including fifteen officers, two sergeants, and Chief Black. Bike patrol officers are trained on precision handling of bikes, safely climbing and descending stairs, laws and rules of the road, and how to ride during all hours of the day and night. These officers will patrol all shifts, at varying times depending on assignments and availability. While bike patrol is not a new program for DPS, this is our largest bike patrol unit ever. Officers on bike patrol wear a slightly different uniform while on campus to increase their visibility, which includes a blue shirt and shorts. If you see them on campus, be sure to give them a shaka!

Enhancement of DPS Security Assessment Program
In early 2019, DPS began the process of refreshing our Security Assessment program to expand its scope. DPS has been offering building-specific security assessments since 2015, but a need was recognized for increased recommendations within each assessment. The goal of rewriting the program was to ensure that departments have a framework for creating emergency plans for their buildings, which was not included in the older security assessment program. In addition, the checklist provides customized recommendations to implement safety, security, and emergency management programs within each building. DPS has already scheduled security assessments for several buildings, which will take place starting in Fiscal Year 2020.
Emergency Procedures Poster Provides Quick Reference for Hazards and Emergencies

In our continuing effort to prepare the UH Mānoa campus for an emergency such as a fire, bomb threat, utility failure, suspicious package, medical emergency, or an active threat, DPS developed a one-page flyer that provides simple instructions on what to do and who to call during an emergency. This quick reference poster (8.5 inches x 11 inches) further supports DPS efforts to educate, inform, and train our campus community during the initial moments of an emergency. DPS plans to work with building coordinators to post the flyer in various buildings on campus. Copies of the Emergency Procedures poster are available at this link: https://manoa.hawaii.edu/dps/PDFs/emergencyProcedures.pdf. We encourage our community to download a copy and post it in their office, residence hall room, or common area.

DPS Clery Coordinator Earns National Certification

DPS Community Programs Manager and Clery Coordinator, Sarah Rice became the first person in the state to become certified through the National Association of Clery Compliance Officers and Professionals (NACCOP). The Jeanne Clery Act, a consumer protection law that aims to provide transparency around campus crime policy and statistics, is a complex and ever-evolving federal law. Clery Compliance Officer certification enhances an institution's ability to manage Clery Act compliance, and ensures mastery of the essential skills to effectively lead the institution's Clery Act compliance program. The NACCOP Clery Compliance Officer Certification Program takes two years, and involves a variety of courses, a writing assignment, and a written exam. NACCOP offers this educational opportunity in order to elevate and distinguish practitioners and institutions by creating excellence in the technical and systematic aspects of Clery Act, Higher Education Opportunity Act, and Violence Against Women Act compliance.

DPS Communications Center and Logistics/Supply Room Project is Complete

In an effort to ensure uninterrupted service to our campus community, DPS completed a remodel of its communications center (dispatch area) and logistics and supply rooms. The communications center remodel included configuration of a second dispatch console/workstation, which allows DPS to employ a second dispatcher for special events, like fall and spring commencement, or to manage a critical incident. In addition, DPS expanded its video wall to increase the viewing capacity of cameras on campus. The remodel of logistics and supply rooms was necessary in continuing to maintain accurate records and conduct audits efficiently. As a result, DPS has been able to store a wider range of issued equipment and medical supplies.
Goals for FY20

DPS Strategic Plan
Since 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 2019 have been highlighted here:

**Strategic Initiative 1: Emphasis on Customer Service**

- Complete Emergency Call Box remove and replace project
- Support UH System efforts to replace current Emergency Notification (UH Alert) system
- Streamline department backup power to create a more efficient system
**Initiative 2: Crime and Loss Prevention Services**

- Establish department strategy for addressing and preventing homeless encampments on campus
- Complete the revision, development, and implementation of the UHM Comprehensive Emergency Management Plan
- Develop a multi-year campus Emergency Management exercise plan

**Initiative 3: Community Policing**

- Create an updated Mānoa Guardian video to demonstrate new features, and develop a marketing campaign to increase downloads
- Engage community on Violence Against Women Act issues through increased sexual assault awareness events and media creation
- Revise and implement new building security assessment program, to assist departments in integrating building evaluations into unit-level emergency plans
- Plan and deliver a campus field training exercise focusing on a mass casualty incident
Strategic Initiative 4: University Community Presence

- Enhance bike patrol unit by training additional officers
- Create a Clery Compliance Committee at UH Mānoa and establish meetings to review compliance measures
- Coordinate and conduct executive level training and tabletop exercises with a multi-year exercise and evaluation training plan, focusing on the implementation of the UHM Comprehensive Emergency Management Plan
- Fully staff positions at John A. Burns School of Medicine and UH Cancer Center

Strategic Initiative 5: Commitment to Excellence

- Update Field Training Officer program
- Create a career development program for officers to learn and practice interview skills
- Create expanded guidance for Campus Security Authorities in reporting non-campus property for student travel
- Acquire Clery Compliance Officer certification for Community Programs Manager through National Association for Clery Compliance Officers and Professionals
FY19 by the Numbers

13 safety awareness events
24 Safety & Wellness workshops
18 Active Shooter Awareness & Response training sessions
9 other various safety training (hurricane preparedness, theft prevention, etc.)
11 CPR courses
12,000+ activities (includes calls for service and other routine patrol-related actions)
3400+ safety escorts
18 emergency alerts or timely warnings
870 written reports
## Financials

### FY19 Financial Overview

#### Expenditures

<table>
<thead>
<tr>
<th>Category</th>
<th>Actual FY19</th>
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<tr>
<td><strong>Personnel Services</strong></td>
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<td>Salaried Personnel Services</td>
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<td>Outside Services</td>
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<td><strong>Total Expenditures</strong></td>
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<tr>
<td><strong>Ending Cash Balance</strong></td>
<td>$3,167,449.80</td>
</tr>
</tbody>
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#### Total Expenditures

- **FY18**: $3,361,428.90
- **FY19**: $4,026,419.74

#### Total Ending Cash Balance

- **FY18**: $2,938,365.20
- **FY19**: $3,167,449.80
Testimonial

“...I would like to thank both Officers Nagata and Peña for their speediness, professionalism, and for helping us to feel safe. Thank you from the bottom of my heart!”

UH Mānoa staff member
(after officers responded to a tense incident in an office on campus)

Acknowledgements

The University of Hawai‘i at Mānoa Department of Public Safety would like to thank our staff, including our officers on the midnight, day, and afternoon shifts, our command staff, and our leadership team 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 helping to produce 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.