



UNIVERSITY OF HAWAII AT MĀNOA
CAMPUS SERVICES

2019 ANNUAL REPORT



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UNIVERSITY OF HAWAII AT MĀNOA
COMMUTER AND FLEET SERVICES



biki

BIKING



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.

**STAIR
ELEVATOR**

2



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

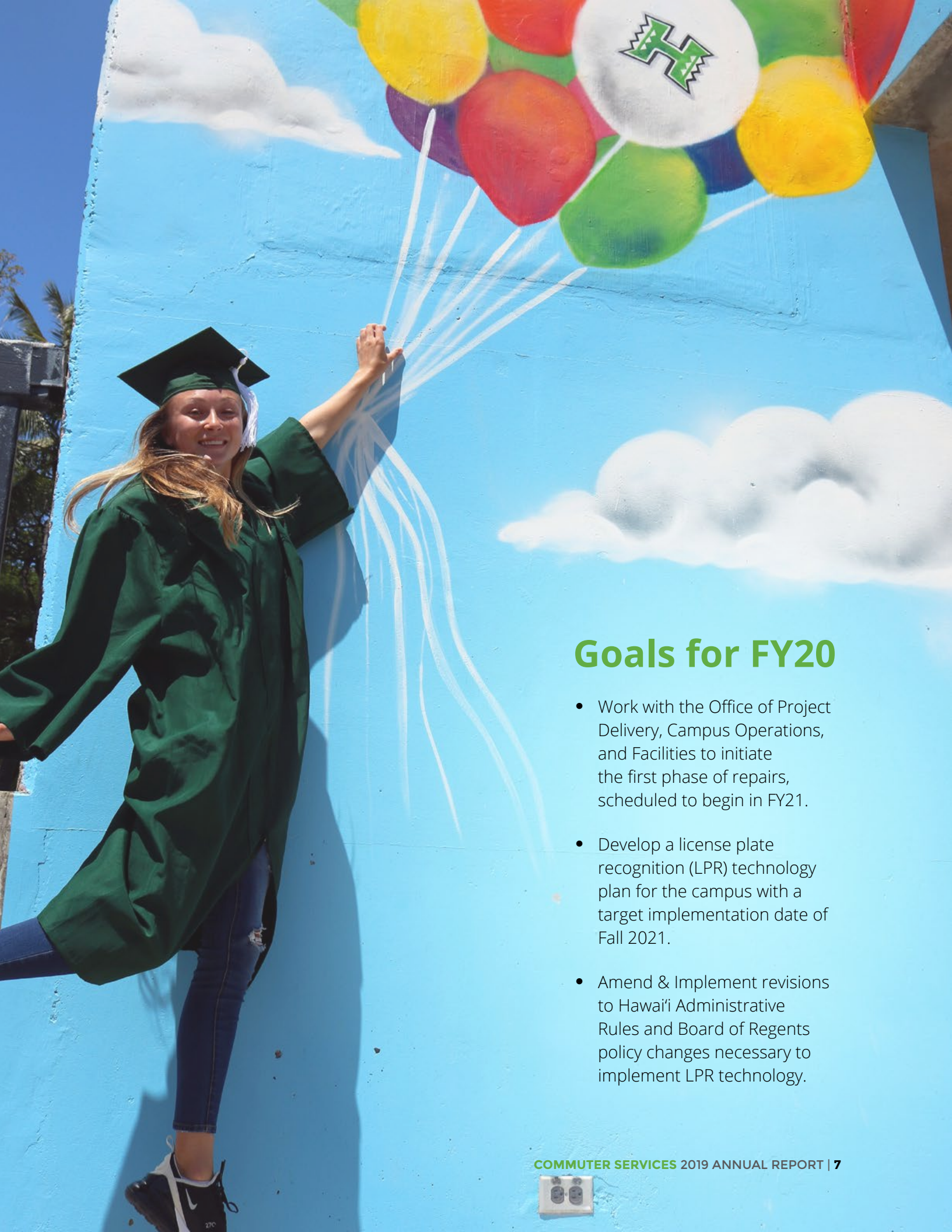
Pacific Intermountain Parking and Transportation Association (PIPTA)
International Parking Institute (IPI)
National Association of College Auxiliary Services (NACAS)

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.



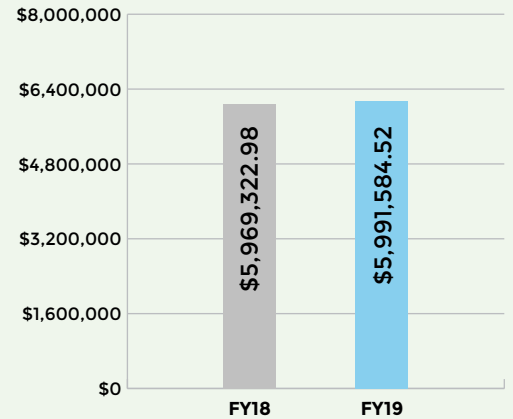


Financials

FY19 FINANCIAL OVERVIEW

REVENUES		Actual FY19
Collections, Daily		\$2,201,052.65
Fee, Parking, Permits		2,526,626.58
Sales, Services, External Customers		554,170.92
Fines, Traffic Waivers		587,170.85
Other		36,382.87
Invest Income, Interest		86,180.65
Total Revenues		\$5,991,584.52
EXPENDITURES		
Personnel Services		
Salaried Personnel Services		\$628,906.40
Overtime		22,399.06
Fringe Benefits		351,112.86
Student Payroll		169,048.48
Redistributed - Admin Overhead		512,770.51
Total Personnel Services		\$1,684,237.31
Other Expenses		
Contracted Services		
Diamond Parking Services		\$907,724.63
E Noa Corp		580,090.80
HPD Officers		39,357.00
Secure Parking Hawaii LLC		396,901.67
T2 Systems		14,417.50
Other		27,956.73
Repair and Maintenance		286,963.68
Materials and Supplies		106,387.80
Utilities		379,098.57
Ceded Land Payments to OHA		217,409.05
Equipment		53,351.42
Other Current Expenditures		256,884.77
Total Other Expenses		\$3,266,543.62
OPERATING INCOME (LOSS)		\$1,040,803.59
ENDING CASH BALANCE		\$5,425,073.69

COMMUTER SERVICES REVENUE





ABOUT FLEET SERVICES

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

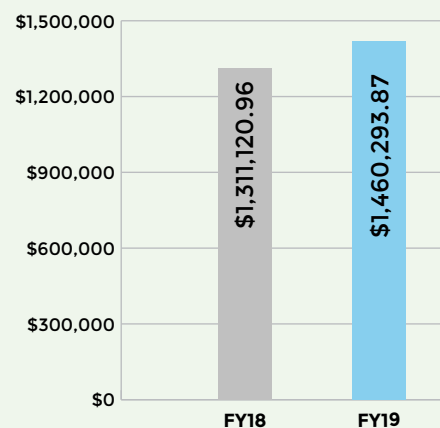
- Determine the viability of converting the fleet from gas/hybrid vehicles to pure electric vehicles.
- Reassess enterprise solution for fleet and fuel management.

Financials

FY19 FINANCIAL OVERVIEW

REVENUES	Actual FY19
Rentals, Motor Vehicle	\$693,390.75
Rentals, Others	192,890.66
Sales, Services, Inter-Departmental	302,899.00
Resales, Shop	226,457.07
Other	44,656.39
Total Revenues	\$1,460,293.87
EXPENDITURES	
Personnel Services	
Salaried Personnel Services	\$290,631.46
Overtime	3,658.95
Fringe Benefits	189,069.14
Student Payroll	21,556.41
Redistributed	113,320.37
Total Personal Services	\$618,236.33
Other Expenses	
Outside Services	\$7,214.77
Repair and Maintenance	55,627.23
Materials and Supplies	275,417.28
Other Current Expenditures	269,205.61
Total Other Expenses	\$607,464.89
Operating Income (Loss)	\$234,592.65
Transfers	
NMT, Special Funds, Other	\$2,800.00
OPERATING INCOME (LOSS) AFTER TRANSFERS	\$237,392.65
ENDING CASH BALANCE	\$1,338,199.29

FLEET SERVICES REVENUE





UNIVERSITY OF HAWAII AT MĀNOA
UNIVERSITY HOUSING, FOOD AND
CAMPUS MAIL SERVICES





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.



CRÊPES	
SAVORY	SWEET
THE CANADIAN 7.99 TURKEY BACON & CHEESE w/ MAPLE SYRUP & HONEY	LE PARISIEN 4.99 BUTTER, CANE SUGAR, AND FRESH LEMON J
BREAKFAST OF CHAMPIONS 8.50 SCRAMBLED EGGS, CHEESE, BACON, MUSHROOMS, AND CARLIC	HONEY LOVERS 6.99 BUTTER, BANANAS, AND HONEY
PESTO PESTO 8.99 SLICED TURKEY, TOMATOES, CHEESE, AND PESTO	THE SPECIAL 7.99 BUTTER, BANANAS, STRAWBERRIES, BROWN SUGAR, AND WHIPPED CREAM
CHICKEN MUSHROOM 9.50 CHICKEN, MUSHROOMS, SPINACH, CHEESE, AND CARLIC	NUTELLA 6.50 ITALIAN HAZELNUT CHOCOLATE
THE WARRIOR 11.99 TURKEY, TURKEY BACON, CHICKEN, SPINACH, TOMATOES, ONIONS, MUSHROOMS, AND CHEESE w/ BBQ, CARLIC, PESTO & BALSAMIC	ROMEO AND JULIETTE 7.99 NUTELLA, BANANAS, AND STRAWBERRIES
THE VEGGIE 8.99 SPINACH, MUSHROOMS, TOMATOES, BASH, AND CHEESE ADD CARLIC OR PESTO + 2.00	BOWLS
BALSACREEK 9.50 SPINACH, TOMATOES, FETA CHEESE, AND BALSAMIC	ACAI BOWL 7.50 ACAI, CRANIC, GRAN BERRIES, STRAWB, AND HONEY



FY19 Concepts

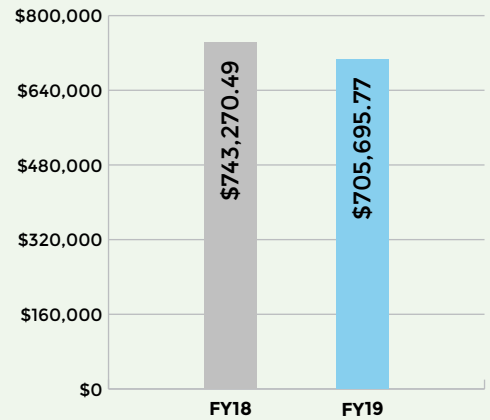
- Paradise Palms
- Dunkin' Donuts
- Holoholo Grill
- Lasoon
- Le Crêpe Café
- L&L Hawaiian Barbecue
- Panda Express
- The Bean Counter
- Da Spot
- Peace Café Express
- Govinda's
- Hot Tacos
- Kamitoku Ramen
- L&L at the Swimming Pool Café
- Le Crêpe Café - Law School
- Punchbowl Coffee
- Sistah Truck

Financials

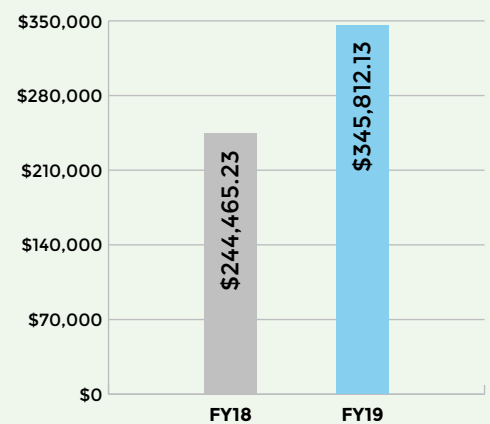
FY19 FINANCIAL OVERVIEW

REVENUES		Actual FY19
Commissions & Vending Machines		\$691,945.93
Other		13,749.84
TOTAL REVENUES		\$705,695.77
<hr/>		
EXPENDITURES		
Personnel Services		
Salaried Personnel Services		\$67,256.33
Fringe		33,891.18
Student Payroll		160.76
Redistributed		47,525.19
Total Personnel Services		\$148,833.46
Other Expenses		
Outside Services		\$2,791.56
Repair & Maintenance		94,364.63
Materials & Supplies		40,724.25
Utilities		190,936.13
Ceded Land Payments to OHA		15,635.70
Other Current Expenditures		1,359.86
Total Other Expenses		\$345,812.13
Operating Income (Loss)		\$211,050.18
<hr/>		
TRANSFERS		
NMT, Special Funds, Other		\$186,224.94
Total Transfers		\$186,224.94
OPERATING INCOME (LOSS) AFTER TRANSFERS		\$24,825.25
ENDING CASH BALANCE		\$548,753.11

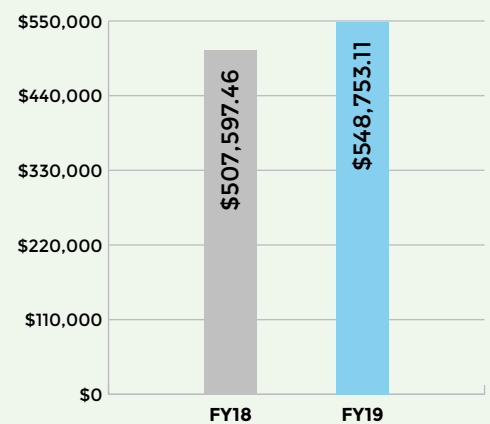
TOTAL REVENUES



TOTAL EXPENDITURES



ENDING CASH BALANCE





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
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.

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.

TIPS from the MAILROOM

1 MĀNOA MARKETPLACE*
2754 Woodlawn Dr., Ste 7-101
Honolulu, HI 96822-1896
(808) 532-5689

Monday - Friday 8:15am - 3:30pm
Saturday 8:30am - 12pm
Sunday Closed

*Limited service

2 MŌ'ILĪLĪ*

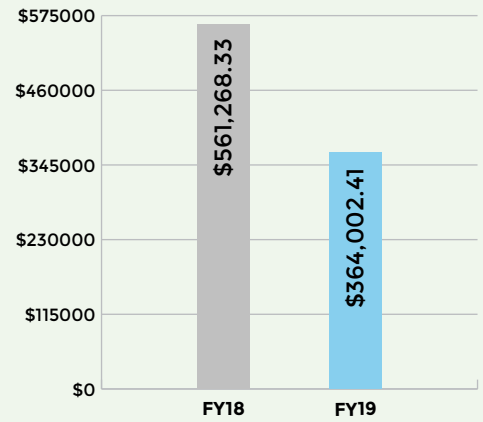
2700 King St., Ste B

Financials

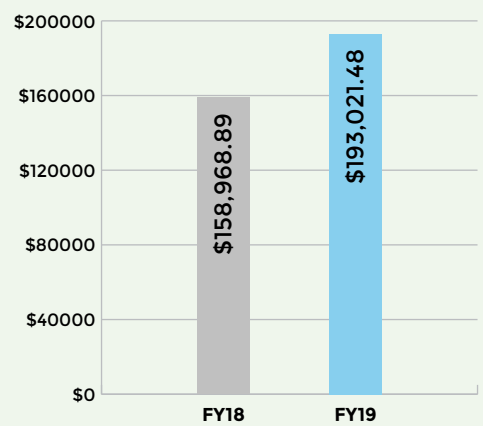
FY19 FINANCIAL OVERVIEW

EXPENDITURES	
Personnel Services	
Salaried Personnel Services	\$252,555.96
Overtime	1,050.00
Fringe	4,164.51
Student Payroll	14,919.39
Total Personnel Services	\$272,689.86
Other Expenses	
Outside Services	\$955.41
Repair & Maintenance	1,420.16
Materials & Supplies	10,048.21
Other Current Expenditures	78,888.77
Total Other Expenses	\$91,312.55
Total Expenditures	\$364,002.41
ENDING CASH BALANCE	\$193,021.48

TOTAL EXPENDITURES



ENDING CASH BALANCE





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.

Wa'ahila Apartments

2640 Dole Street
Honolulu, HI 96822

Kau'ioakahaloa Nui Apartments

3029 Lowrey Avenue
Honolulu, HI 96822

Kau'ioakahaloa Iki Condominiums

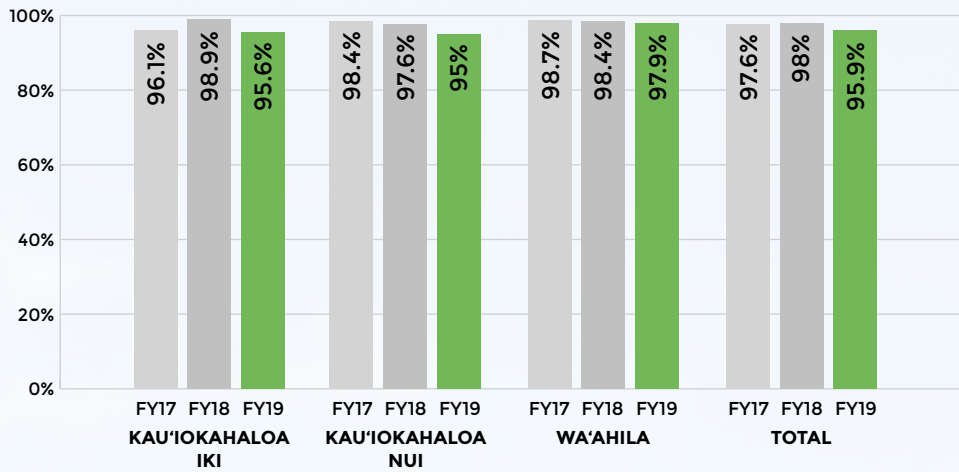
3030 Lowrey Avenue
Honolulu, HI 96822

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



University Housing Waitlist

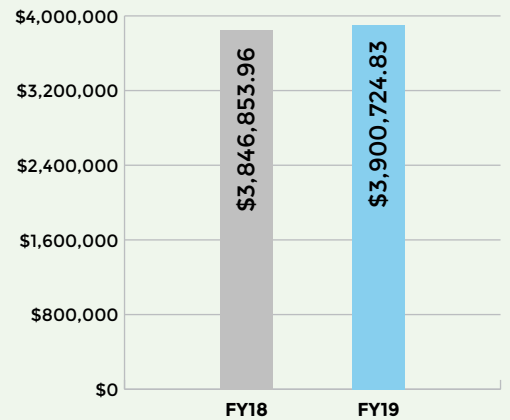
WAITLIST	FY17	FY18	FY19
First Priority Applicants	9	4	3
All Applicants	55	48	38

Financials

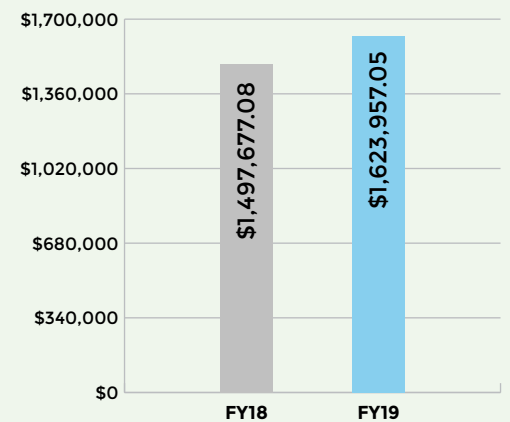
FY19 FINANCIAL OVERVIEW

REVENUES		Actual FY19
Commissions & Vending Machines		\$35,367.57
Fees, Parking, Permits		46,129.20
Rentals, Dormitories		3,630,479.53
Other		188,748.53
TOTAL REVENUES		\$3,900,724.83
EXPENDITURES		
Personnel Services		
Salaried Personnel Services		\$97,739.28
Overtime		-
Fringe		61,425.21
Redistributed		324,447.45
Total Personnel Services		\$483,611.94
Other Expenses		
Outside Services		\$515,423.92
Repair & Maintenance		631,376.75
Materials & Supplies		73,252.39
Utilities		299,370.57
Ceded Land Payments to OHA		100,356.65
Other Current Expenditures		4,176.77
Total Other Expenses		\$1,623,957.05
Operating Income (Loss)		\$1,793,155.84
TRANSFERS		
MT, Retirement of Bonds		\$1,104,758.75
Total Transfers		\$1,104,758.75
OPERATING INCOME (LOSS) AFTER TRANSFERS		\$688,397.09
ENDING CASH BALANCE		\$11,683,165.81

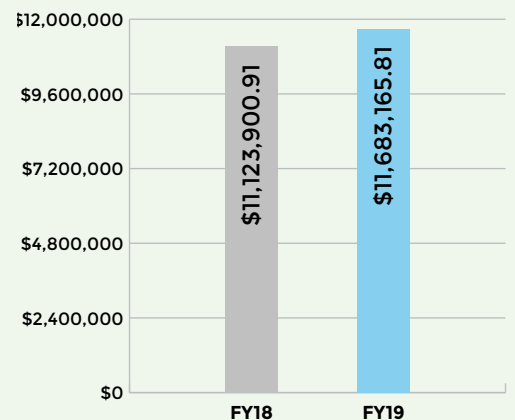
TOTAL REVENUES



TOTAL EXPENDITURES



ENDING CASH BALANCE



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.

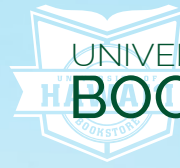
Our friends in the Office of Facilities and Planning, who keep our venues operational and our vendors and customers happy.

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.



UNIVERSITY OF HAWAII
BOOKSTORES



STUDENT
SAVINGS

BALANCE



BLOOD DRIVE HERE
TUESDAY
Blood Bank of Hawaii
848-4770 or BSH.org

SHOP
EVERYTHING YOU NEED
FOR COLLEGE LIFE & MORE
Aloha
HAWAII





Year of Growth and Change

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.

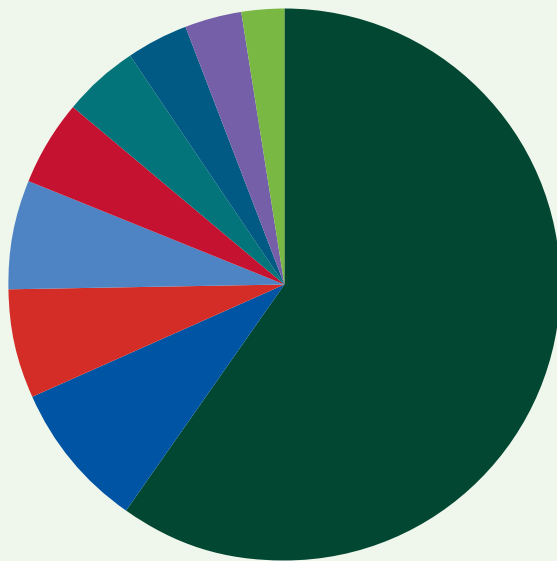
- **Preparation for System Transition**

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



FINANCIAL OVERVIEW TOTAL SALES BY STORE FY19

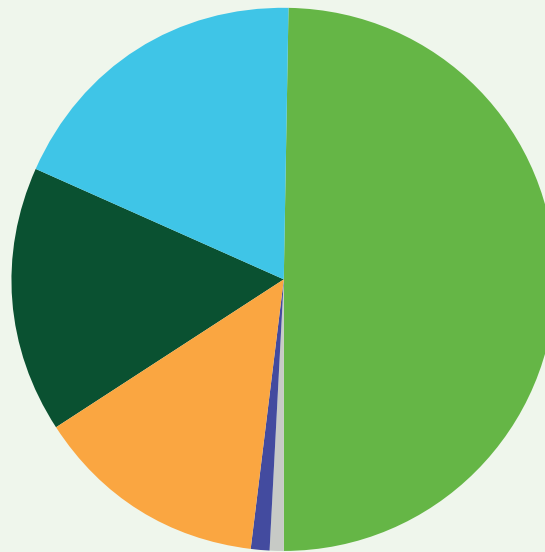
- Mānoa Bookstore*: \$10,585,071
- Kapi'olani Bookstore: \$1,485,037
- Leeward Bookstore: \$1,155,052
- Hilo Bookstore**: \$1,146,561
- West O'ahu Bookstore: \$852,898
- Honolulu Bookstore: \$814,984
- Maui College Bookstore: \$633,980
- Kaua'i Bookstore: \$577,551
- Windward Bookstore: \$412,122

*Flagship store.

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

UH BOOKSTORE SYSTEM SALES BY DEPARTMENT FY19

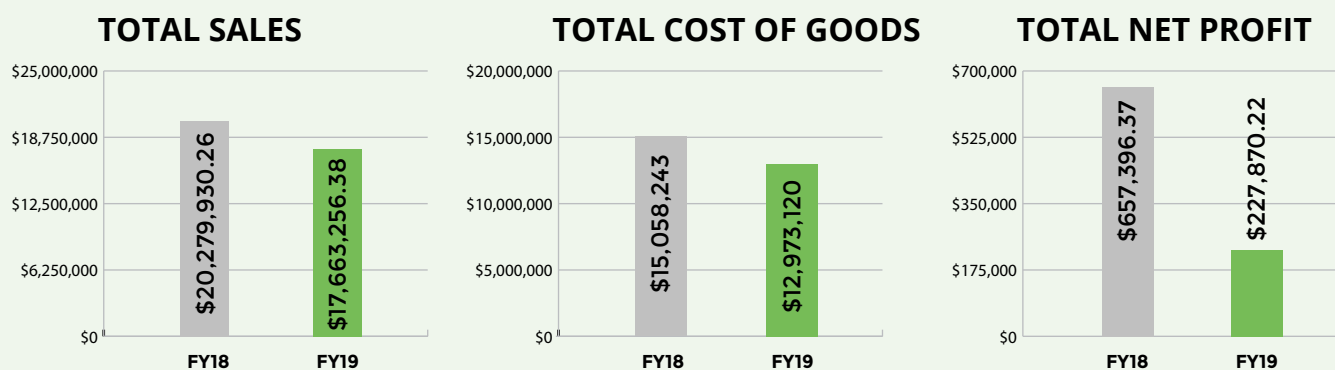
- **Textbooks : \$8,865,464**
New, used, and rental textbook purchases for undergraduate, graduate, and Outreach College courses.
- **Computers : \$3,326,783**
Computer, laptop, and tablet purchases (Mānoa campus only). Phone cases, ink cartridges, flash drives, software, and other tech accessories.
- **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.

SALES BY DEPARTMENT

	FY18	FY19
Textbooks	\$10,893,373	\$8,865,464
Trade Books	\$216,361	\$182,588
Supplies	\$2,591,868	\$2,462,141
Emblematics	\$2,252,778	\$2,792,378
Computers	\$3,866,633	\$3,346,783
Campus Solutions	\$151,733	\$145,229



FY19 E-COMMERCE SALES

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

Salaried Personnel Services	\$3,164,346.20
Other Personnel Costs (OT)	\$61,064.30
Student Payroll	\$450,825.85
Outside Services	\$74,336.65
Repair and Maintenance	\$20,379.54
Materials and Supplies	\$62,417.37
Utilities	\$76,434.86
Travel	\$17,286.36
Freight and Delivery	\$62,013.53
Advertising	\$19,990.40
Computer	\$6,955.04
Bank Service Charges	\$214,016.85
Improvements, Furniture & Equipment	\$25,015.94
OHA Ceded Land Payments	\$224,579.00
Other Current Operating Expenditures	\$98,192.10

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

Dee Okahara
Marketing Manager
Campus Services

Marshal Chu
IT 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 Toyama
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.



UNIVERSITY OF HAWAII AT MĀNOA
CONFERENCE & EVENT SERVICES





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/>



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.

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.

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

KAUAI'

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

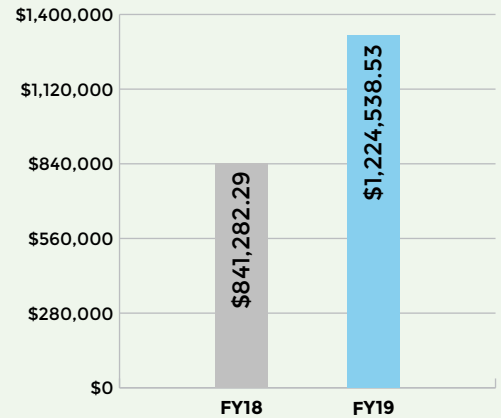
Financials

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.

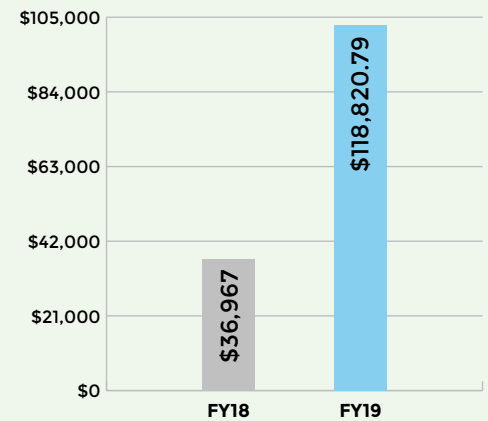
FY19 FINANCIAL OVERVIEW

REVENUES	Actual FY19
Fees, Conference	\$1,224,538.53
Sales & Services	118,820.79
TOTAL REVENUES	\$1,343,359.32
EXPENDITURES	
Personnel Services	
Salaried Personnel Services	\$74,163.27
Fringe	31,575.38
Student Payroll	1,114.69
Total Personnel Services	\$106,853.34
Other Expenses	
Outside Services	\$172,459.51
Materials & Supplies	383,317.14
Other Current Expenditures	457,474.93
Total Other Expenses	\$1,013,251.58
OPERATING INCOME (LOSS)	\$223,254.40
ENDING CASH BALANCE	\$590,521.60

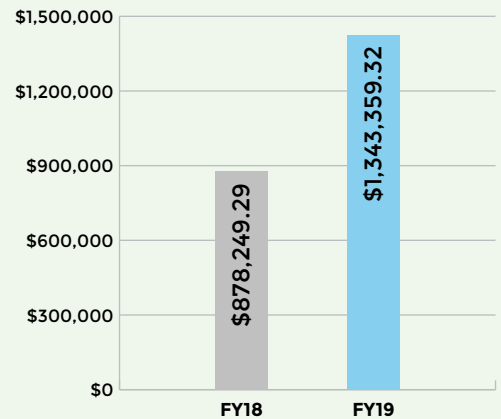
UNRESTRICTED SPONSOR REVENUE



CES ADMINISTRATIVE REVENUE



CES TOTAL REVENUES



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.





UHM DEPARTMENT OF
PUBLIC SAFETY





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 Mencil was promoted to Deputy Chief. Deputy Chief Mencil 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 Mencil, 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 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.





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.



UH MĀNOA EMERGENCY PROCEDURES



UH ALERT

Stay informed! Sign up to receive emergency alerts via text message.

www.hawaii.edu/alert



MĀNOA GUARDIAN

Download our free campus safety app, Manoa Guardian! For more information, visit:

www.manoaguardian.com

MEDICAL EMERGENCY



CALL 911 IMMEDIATELY, and notify DPS at (808) 956-6911

DO NOT MOVE THE INJURED PERSON

unless there is an immediate threat to the person in their current location

RENDER FIRST AID AS APPROPRIATE

if you have not been trained, DPS offers First Aid/CPR/AED courses!

FOR MORE INFORMATION,

visit: manoa.hawaii.edu/dps/firstaid.html

ACTIVE THREAT



RUN

If there is an accessible escape path, attempt to evacuate the premises

HIDE

If evacuation is not possible, find a place to hide, and secure yourself in place by locking the door and/or blocking the door with large objects to prevent entry

FIGHT

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter

BOMB THREAT



IF YOU SEE A SUSPICIOUS ITEM

on campus, do not touch it! Call DPS at (808) 956-6911.

IF YOU RECEIVED A BOMB THREAT, leave the area immediately. Use stairs only; do not use elevators.

DO NOT USE TWO-WAY RADIOS OR CELLPHONES

around any suspicious package or object

VIEW MORE TIPS,

including the DPS Bomb Threat Checklist: manoa.hawaii.edu/dps/bomb.html

FIRE

CALL 911 IMMEDIATELY, and call DPS at (808) 956-6911

NOTIFY OTHERS IN THE AREA

that there is a fire, and that they need to evacuate

ACTIVATE

the fire alarm pull station

PROCEED TO THE NEAREST EXIT -

do not use elevators. If smoke is present, stay low and crawl out of the building



UTILITY FAILURE



Report all utility outages to the Office of Planning & Facilities Work Coordination Center (WCC) at (808) 956-7134, and follow the instructions below:

ELECTRICAL OUTAGE

Call DPS at (808) 956-6911 or (808) 973-2899

WATER OUTAGE

Turn off all water faucets and taps. Conserve remaining water resources until restored.

GAS OUTAGE

Close all outlets and shut off all heat-producing equipment and devices. If you smell gas, immediately notify others in the area and evacuate.

MENTAL HEALTH & CRISIS RESOURCES



If you are in contact with a student or employee who appears to be an immediate threat to his or her own safety or the safety of others, please call 911 immediately. If not an immediate threat, here are some resources for students and employees:

COUNSELING & STUDENT DEVELOPMENT CENTER

(for students)
Call (808) 956-7927

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Please contact your department's Human Resources office for information on any free counseling resources available to employees.

OFFICE OF TITLE IX

Call (808) 956-2299

UHM DEPARTMENT OF PUBLIC SAFETY

Call (808) 956-6911

SUSPICIOUS PACKAGE OR MAIL

DO NOT OPEN the suspicious item. If you have opened it, remain calm. Call 911 immediately, and notify DPS at (808) 956-6911.

DO NOT TOUCH the letter or package, or examine it further

FOLLOW ALL INSTRUCTIONS given by DPS or law enforcement



SEE SOMETHING? SAY SOMETHING!

If you notice suspicious activity on campus, REPORT IT immediately by calling DPS at (808) 956-6911. Even if you aren't sure, it's always better to call DPS than ignore it.



(808) 956-6911
Emergencies: Call 911
manoa.hawaii.edu/dps
@UHManoaSafety

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

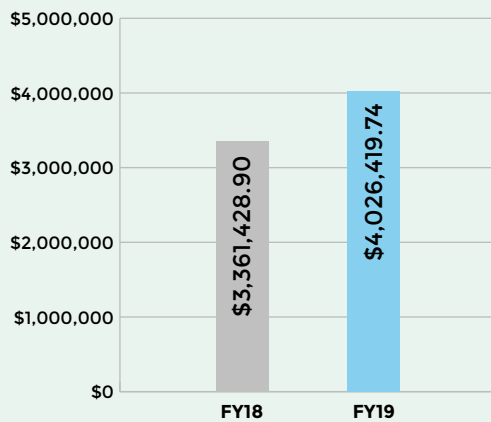

870 written
reports

Financials

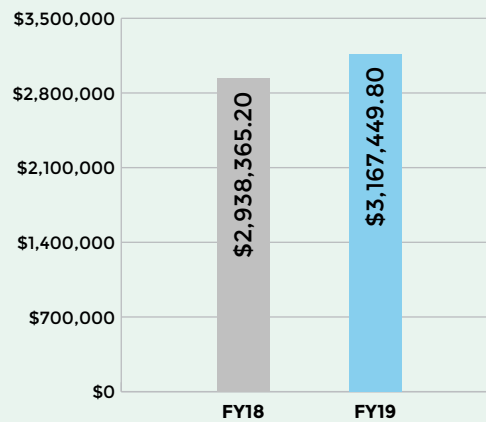
FY19 FINANCIAL OVERVIEW

EXPENDITURES	Actual FY19
Personnel Services	
Salaried Personnel Services	\$2,834,241.88
Overtime	248,540.74
Fringe	46,576.02
Student Payroll	35,760.24
Total Personnel Services	\$3,165,118.88
Other Expenses	
Outside Services	\$386,792.55
Repair and Maintenance	194,568.50
Materials and Supplies	127,109.07
Other Current Expenditures	152,830.74
Total Other Expenses	\$861,300.86
TOTAL EXPENDITURES	\$4,026,419.74
ENDING CASH BALANCE	\$3,167,449.80

TOTAL EXPENDITURES



TOTAL ENDING CASH BALANCE



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.



UNIVERSITY OF HAWAII AT MĀNOA
CAMPUS SERVICES

