



# UNIVERSITY OF HAWAII AT MĀNOA CAMPUS SERVICES

Annual Report: Fiscal Year Ending June 30, 2015



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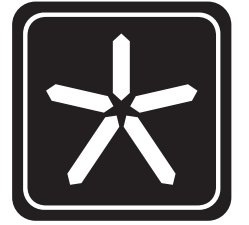
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## THE ONLY WAY FORWARD IS ONE STEP AT A TIME

With an average of 28,000 affiliates visiting campus daily, the University of Hawai'i at Mānoa continues to be an exciting place to live, work, and play. However, Commuter and Fleet Services cannot satisfy every demand to park on campus with only 5,700 stalls available.

With that in mind, our dedicated team of 17 full-time, 25 part-time, and 40 contract employees took Fiscal Year 2015's challenges head-on. I'm glad to report that our unified efforts provided our campus with superior service every step of the way.

You'll see in this report how we've made strides in every area of our business, but most of all I'm proud of how Commuter and Fleet Services has supported the university's sustainability efforts. Commuter Services continued to offer numerous options to provide multi-modal mobility, reduce single-occupant vehicle traffic, and protect our environment. Fleet Services also introduced new electronic operations to help deduct the amount of paper used in-house and better track the amount of fuel used by university vehicles.

As an auxiliary unit of the university, Commuter and Fleet Services is entirely funded by the fees charged for services rendered. We continuously look for new ways to reduce our operational and maintenance costs, as outlined in the pages that follow.

First and foremost, we will strive to get more UH staff and students on board with our alternative transportation initiatives, affordable options that include but are not limited to biking, walking, and riding public transit. We've already seen an increase in Rainbow Shuttle ridership and carpool permits sold, which are both good signs.

A campus parking structure condition survey conducted in Fiscal Year 2011 identified repair and maintenance projects totaling over \$16 million. Since the health and safety of our affiliates is of the utmost importance to us, we will continue to seek new funding sources for these ongoing projects.

If there's one thing the past year has taught us, it's that the only way forward is one step at a time. We hope you'll join us in our efforts to be more sustainable and cost-effective, and that you'll take advantage of the many reasonably-priced services we provide for the betterment of our university.

**Cathleen Matsushima**  
Operations Manager  
Commuter and Fleet Services

### CONNECT WITH US

#### Commuter Services

Web: [www.manoa.hawaii.edu/commuter](http://www.manoa.hawaii.edu/commuter)

Email: [parking@hawaii.edu](mailto:parking@hawaii.edu)

[f](#) /CommuteUHM

[t](#) @CommuteUHM

[i](#) @CommuteUHM

#### Fleet Services

Web: [www.manoa.hawaii.edu/fleet](http://www.manoa.hawaii.edu/fleet)

Email: [auxtrans@hawaii.edu](mailto:auxtrans@hawaii.edu)

#### Auxiliary Services/Campus Services

Web: [www.manoa.hawaii.edu/campuservices](http://www.manoa.hawaii.edu/campuservices)

Email: [auxsvcs@hawaii.edu](mailto:auxsvcs@hawaii.edu)

### FY 2015 Leadership

- Darryl Nohara, Director of Auxiliary Services
- Cathleen Matsushima, Operations Manager
- Jason Perreira, Assistant Operations Manager
- Ross Higaki, Office Manager, Fleet Services
- Ryan Fujii, Office Manager, Commuter Services
- Dean Howard, Special Events Manager
- Nicholas Sakamoto, Special Programs Coordinator

### 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.

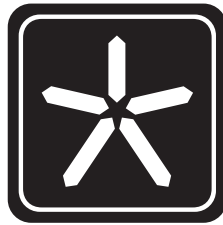
### Our Shared Values

- S ervice
- U nity
- R esponsibility
- F un



## UNIVERSITY OF HAWAII AUXILIARY SERVICES COMMUTER AND FLEET SERVICES

Annual Report: Fiscal Year Ending June 30, 2015



# COMMUTER SERVICES

Annual Report: Fiscal Year Ending June 30, 2015



## HIGHLIGHTS FROM THE PAST YEAR

- Commuter Services is always looking for ways that we can be more sustainable and technologically-advanced. In Fiscal Year 2015, we reviewed our maintenance operations and found that many maintenance reports required hard copy print-outs to notify managers of problems in the field. In an effort to go green, we switched our staff from paper to electronic tablets. Now our staff may send automated reports—which are also easier to read and include pictures—to notify managers. The solution has proven to be as efficient as it is eco-friendly.
- In Spring 2015, Commuter Services conducted an informal Rainbow Shuttle survey that gathered feedback and data from our passengers. In particular, we evaluated two overlapping routes to Mo‘ili‘ili and Japanese Cultural Center. Based on our ridership data, we were able to combine the two routes into one shuttle while still serving our neighbors. The new route is now known as the JM1.
- Commuter Services raised more funds through its semi-annual moped auction held in January 2015. The auction moved locations to Andrews Amphitheatre fence line to attract more student traffic on Legacy Path. Campus Services Marketing and Communications also provided branded large-scale signage to help publicize the event. The result was a 450 percent increase in funds raised.
- Through effective marketing and customer service, Commuter Services was also able to double the amount of carpool permits sold to students prior to the end of the fiscal year. Carpooling supports the university’s transportation demand management plan.

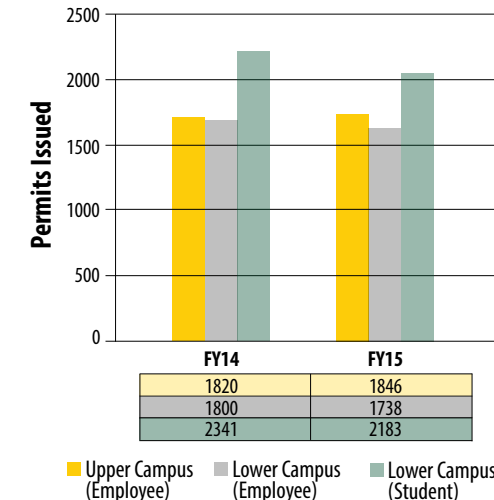


Registered students who live off-campus may be eligible for carpool permits.

## 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.

### Vehicle Permits by Category Fall/Spring Semester Average FY14 - FY15

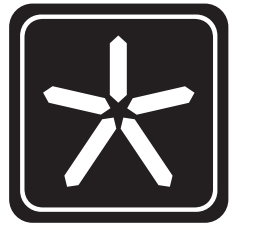


## Quick Facts

- UH Mānoa has approximately 5,700 parking stalls and 28,000 people accessing the campus on a daily basis.
- An existing conditions survey conducted in 2011 identified repair and maintenance projects of campus parking structures totaling over \$16 million.
- A Nelson/Nygaard survey of the UH Mānoa campus in 2012 reported that approximately 36 percent of campus affiliates live within three bicycling miles of campus, and 17 percent live within one walking mile of campus.
- Of the 6,577 parking permits issued to UH Mānoa employees and students in Fall 2014, 200 permits were managed by Student Housing.

# COMMUTER SERVICES

Annual Report: Fiscal Year Ending June 30, 2015



## CAMPUS INVOLVEMENT

- Commuter Services partnered with the UH Mānoa Chancellor’s Office, the UH Alumni Association, UHM Food Services, and other affiliates to host an inaugural VIP Commencement Experience in May 2015. The event provided special incentives to graduating students and their families who carpooled to the ceremony and parked at a designated VIP lot on campus, thereby alleviating neighborhood traffic. VIP carpoolers were then whisked away in an air-conditioned shuttle to a room with free refreshments and other amenities before and after the ceremony.
- Commuter Services participated in the 2015 New Student Orientation to familiarize students and their parents with campus commuting options, including the special city bus rates offered by the U-Pass program.
- In addition, Commuter Services hosted its second Ways to Mānoa event on October 30, 2014. The event encouraged the campus community to help reduce single-occupancy vehicular travel to and from campus. Co-sponsors included the City & County of Honolulu Bicycle Program, E Noa, Hawaii Bicycling League, Enterprise CarShare, Mopeds Direct University, Pedal Hawaii, Red Hot Ladies, University Health Services Mānoa, UHM Department of Public Safety, and vRide.
- Commuter Services engaged with new and returning students by advertising our services in 5,000 free student planners distributed by Campus Services in Fall 2014.

## Outreach

Commuter Services also expanded its outreach to students by tabling at UH Mānoa Bookstore, UH Mānoa’s Earth Day Festival, UHM Campus Center, and Food Services’ inaugural \$5 Food Fest.



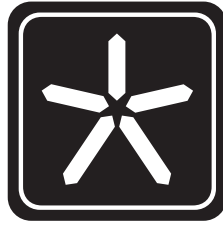
## GOALS FOR FY 2016

- Because a Rainbow Shuttle was gained through the merger of routes to Mo‘ili‘ili and Japanese Cultural Center, we plan to open a new route in August 2015 to serve the community of Makiki. We anticipate that Rainbow Shuttle ridership will help reduce vehicular congestion coming from this highly-populated area near campus.
- We hope to start a new branding campaign in Fiscal Year 2016 to promote Commuter Services’ support of electric vehicle (EV) drivers and our charging station partner, OpConnect. Our plan is to encourage EV drivers to follow guidelines that will effectively maximize electrical vehicle charging on campus.
- Another area of focus in Fiscal Year 2016 will be the promotion of carpooling through Rideshare and Zimride. Rideshare is a carpool program for all UHM employees. Zimride is the free networking program that supplements Rideshare and helps group employees together. These programs will help reduce the amount of single-occupant vehicles commuting to UHM and help employees save money.
- Commuter Services aims to launch a new secure bike cage in Fall 2015. Only registered UH users will be allowed card-access entry to the secure bike cage located in the Zone 20 parking structure next to the Stan Sheriff Center. The bike cage will be equipped with bike racks and will provide video surveillance for added security.

ELECTRIC VEHICLE COUNTS FY 2015		
MONTH	LOWER CAMPUS	UPPER CAMPUS
Jul-14	478	2
Aug-14	466	11
Sep-14	670	46
Oct-14	760	96
Nov-14	545	81
Dec-14	109	11
Jan-15	509	28
Feb-15	662	43
Mar-15	629	49
Apr-15	670	49
May-15	441	40
Jun-15	344	35
<b>TOTAL</b>	<b>6283</b>	<b>491</b>
<b>Monthly Ave</b>	<b>524</b>	<b>41</b>

Parking attendants at the upper and lower campus kiosks physically count the amount of electric vehicles that enter the UHM campus. Electric vehicles can park for free on both upper and lower campuses (with some restrictions).





# COMMUTER SERVICES

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## COMMUTER SERVICES FACILITIES

The Zone 20 Lower Campus Parking Structure is located on Lower Campus Road off of Dole Street. Phase 1 of the Zone 20 Parking Structure was built in the 1970s, while Phase 2 was completed in the 1990s. This parking structure holds about 3,000 parking stalls and is utilized by university students, faculty, staff, and visitors.

The Zone 22 Dole Street Parking Structure is located off of Dole Street, right next to the Kamakūokalani Center for Hawaiian Studies building. This parking structure was completed in the early 2000s. It contains approximately 300 stalls and is utilized by university students and visitors.

## COMMUTER SERVICES CONTRACTED SERVICES

Diamond Parking is our contracted gate service provider at the University of Hawai'i at Mānoa. Diamond Parking greets customers as they enter campus, sells daily tickets to visitors, screens for permits or passes, issues guest passes, and monitors our pay stations throughout campus.

Star Protection Agency is our contracted guard service provider at the University of Hawai'i at Mānoa. Star Protection assists our operation with campus citation patrol, monitoring our parking structures, and securing parking areas/traffic control during special events.

E Noa Tours is our contracted shuttle service provider at the University of Hawai'i at Mānoa. E Noa provides on and off-campus shuttles for university students, faculty, staff, and visitors. All shuttles are air-conditioned and ADA-accessible.

## About the Rainbow Shuttle

The popular Rainbow Shuttle is a free service provided by Commuter Services to UHM students, faculty, staff, and visitors. Shuttles are air-conditioned and seat 28 passengers. The Rainbow Shuttle System consists of multiple routes, which travel through the campus and the neighboring vicinity, including select off-campus parking locations. In Spring 2015, changes were made to the Wai'ālae and Mo'ili'ili shuttle routes to provide even more convenience. Shuttle maps and schedules are available online and may be tracked in real-time through the UHM Shuttle App or [www.uhmshuttle.com](http://www.uhmshuttle.com).

Route E1 – Student Housing Express 1

Route E2 – Student Housing Express 2

Route F1 – Mānoa/Faculty Housing

Route H1 – Hawaiian Studies Express

Route JM1 – Japanese Cultural Center/Mo'ili'ili Express

Route W1 – Wai'ālae Avenue Express

Route N1 – Night Shuttle

Route M1 – Makiki Express\*

\*Opening in Fiscal Year 2016



The Rainbow Shuttle provides free, convenient service along eight routes. Each shuttle is air-conditioned and ADA-accessible.

## NATIONAL AFFILIATIONS

Pacific Intermountain Parking and Transportation Association (PIPTA)

International Parking Institute (IPI)

National Association of College Auxiliary Services (NACAS)

## PROFESSIONAL PARTNERSHIPS

T2 Systems

OpConnect

AssetWorks

Ride Systems

National Parking Association (NPA)

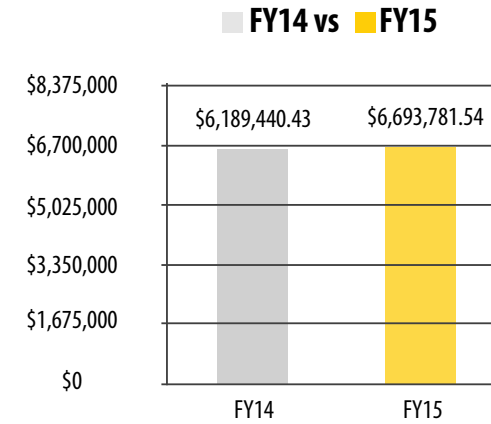
Parkeon

Enterprise CarShare

Zimride

# FINANCIAL OVERVIEW

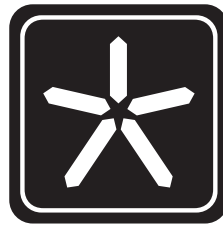
## COMMUTER SERVICES REVENUE



REVENUES	FY 2015
Collections, Daily	\$2,514,250.97
Fees, Parking, Permits	\$2,869,690.66
Sales, Services,	\$594,389.63
External Customers	\$562,174.55
Fines, Traffic Waivers	\$153,275.73
Other	\$6,693,781.54
<b>TOTAL REVENUES</b>	<b>\$6,693,781.54</b>

## TOTAL EXPENDITURES

EXPENDITURES	ACTUAL FY 2015
Salaried Personnel Services	\$439,556.96
Overtime	\$6,292.34
Fringe Benefits	\$202,323.99
Student Payroll	\$141,865.31
Redistributed - Admin Overhead Assessment	\$694,793.09
Casual Payroll	\$0.00
<b>Total Personnel Services</b>	<b>\$1,484,831.69</b>
Diamond Parking Services	\$801,822.35
E Noa Corp	\$741,393.28
HPD Officers	\$91,978.00
Star Protection	\$1,142,366.54
Other	-\$16,801.52
Repair and Maintenance	\$235,502.07
Materials and Supplies	\$56,665.73
Utilities	\$459,406.80
Ceded Land Payments to OHA	\$268,858.01
Other Current Expenditures	\$265,971.98
<b>TOTAL OTHER EXPENSES</b>	<b>\$4,047,163.24</b>
<b>OPERATING INCOME (LOSS)</b>	<b>\$1,161,786.61</b>
<b>TRANSFERS</b>	
MT, Retirement of Bonds	\$58,185.15
NMT, Special Funds, Other	\$0.00
NMT, Renewal and Replacement	\$0.00
<b>TOTAL TRANSFERS</b>	<b>\$58,185.15</b>
<b>OPERATING INCOME (LOSS) AFTER TRANSFERS</b>	<b>\$1,103,601.46</b>
<b>ENDING CASH BALANCE</b>	<b>\$3,075,398.19</b>



# FLEET SERVICES

Annual Report: Fiscal Year Ending June 30, 2015

## HIGHLIGHTS FROM THE PAST YEAR

- Fleet Services underwent several upgrades during Fiscal Year 2015. Our technicians installed wireless fueling transponders into state vehicles that fuel at our university gas pumps. About 75 percent of the university vehicles had vehicle interface boxes (VIBs) installed. Fleet Services utilizes a software program that accurately records fuel pumped into vehicles.
- To better serve UH departments, Fleet Services launched a newly-designed website in July 2014. The website allows users to easily access important policies, announcements, and contact information.
- Fleet Services also established a motorized utility cart policy, which provided UH departments with the guidelines for procuring, maintaining, driving, and parking golf carts and other motorized utility cart policy.
- In addition, the Fleet Services parking lot was repaved in the summer of 2015. The lot had not been repaved in over 15 years.
- In partnership with our rental car provider, Enterprise CarShare, we were able to change the minimum age requirement for registered UH departments from 21 to 18. This change will allow us to serve

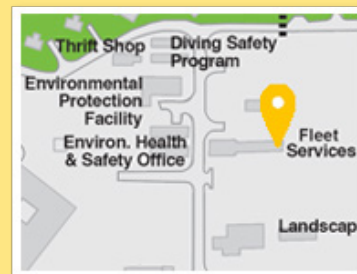
more UH staff, and also better manage our Fleet Services vehicles. Enterprise CarShare offers five vehicles across campus that may be easily accessed by creating a reservation online.

### About Fleet Services

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

### Regular Hours

7:45 a.m. – 4:30 p.m.  
Monday-Friday



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



UH departments may rent Fleet Services vehicles by the hour, day, week, or month

## GOALS FOR FY 2016

- Increase outreach to UH faculty and staff
  - Meet and greet sessions to promote Fleet Services
  - Inform staff that UH student employees ages 18 and older may be eligible for Enterprise CarShare
  - Reduce number of long-term rentals of Fleet Services vehicles that are currently used by departments for hourly trips
- Install new gas pumps at Fleet Services station
- Eliminate hard copy reports to support UH sustainability
  - Utilize new tablet system to document vehicle repairs and maintenance
  - Send electronic notifications for preventative maintenance and safety reminders

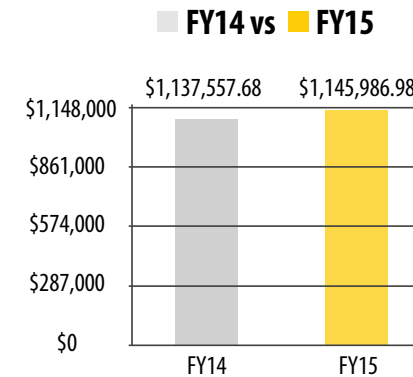
# FLEET SERVICES

Annual Report: Fiscal Year Ending June 30, 2015



## FINANCIAL OVERVIEW

### FLEET SERVICES REVENUE



REVENUES	ACTUAL FY 2015
Rentals, Motor Vehicles	\$520,892.00
Rentals, Others	\$140,673.79
Sales, Services, Inter-Departmental	\$178,960.24
Resales, Shop	\$302,740.73
Other	\$2,720.22
<b>TOTAL REVENUES</b>	<b>\$1,145,986.98</b>

### ENTERPRISE RENTAL AND CARSHARE

MONTH	TOTAL REVENUE
Jul-14	\$1,722.34
Aug-14	\$2,388.50
Sep-14	\$1,384.34
Oct-14	\$1,747.49
Nov-14	\$1,747.49
Dec-14	\$1,698.56
Jan-15	\$2,650.57
Feb-15	\$1,607.20
Mar-15	\$1,529.60
Apr-15	\$1,305.21
May-15	\$1,434.19
Jun-15	\$1,323.42
<b>TOTAL</b>	<b>\$20,538.91</b>

Enterprise CarShare, a membership-based, automated car sharing program, offers the UH Mānoa community a convenient, environmentally friendly, and cost-effective alternative to bringing a car to campus, maintaining an infrequently used state vehicle, or renting from the state fleet. CarShare vehicles are available for rent by the hour or the day, even overnight, and on weekends.

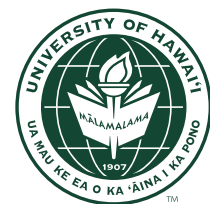
### TOTAL EXPENDITURES

EXPENDITURES	ACTUAL FY 2015
Salaried Personnel Services	\$220,928.00
Overtime	\$7,016.20
Fringe Benefits	\$100,261.75
Student Payroll	\$37,973.19
Redistributed	\$127,475.63
Casual Payroll	\$0.00
<b>Total Personnel Services</b>	<b>\$493,654.77</b>
Outside Services	\$3,686.89
Repair and Maintenance	\$231,549.06
Materials and Supplies	\$323,579.36
Utilities	\$0.00
Ceded Land Payments to OHA	\$0.00
Other Current Expenditures	\$400,382.26
<b>TOTAL OTHER EXPENSES</b>	<b>\$959,197.57</b>
<b>OPERATING INCOME (LOSS)</b>	<b>-\$306,865.36</b>
<b>TRANSFERS</b>	
MT, Retirement of Bonds	\$0.00
NMT, Special Funds, Other	-\$2,000.00
NMT, Renewal and Replacement	\$0.00
<b>TOTAL TRANSFERS</b>	<b>-\$2,000.00</b>
<b>OPERATING INCOME (LOSS) AFTER TRANSFERS</b>	<b>-\$304,865.36</b>
<b>ENDING CASH BALANCE</b>	<b>\$1,225,394.24</b>



# FOOD SERVICES, UNIVERSITY HOUSING, AND CAMPUS MAIL SERVICES

Annual Report: Fiscal Year Ending June 30, 2015



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

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### STEPS IN THE RIGHT DIRECTION

It was truly our pleasure to serve our community in Fiscal Year 2015. Our three departments—University Housing, Food Services, and Campus Mail Services—have continued to support Auxiliary Services' efforts to make the University of Hawai'i at Mānoa an excellent place to live, work, and study.

University Housing welcomed many new faces to the UH Mānoa community in Fiscal Year 2015. Following an approved name change in June 2014, we updated our website to highlight our housing options for UH Mānoa faculty and staff. Through policy changes, we were also able to reach a broader number of incoming faculty on a rolling basis. We have taken pride in assisting the university with this important part of recruitment and ushering new employees through the early stages of their transition to campus.

Food Services provided the UH Mānoa staff, students, and visitors with even more great places to eat, including three new meal concepts. These concepts added fresh tastes and experiences to our menu of on-campus dining options. We also worked with vendors to further reduce their environmental impact.

Finally, Campus Mail Services helped process over 500,000 letters and packages. These crucial pieces of university correspondence—including such items as financial aid documents, letters of admission, and transcripts—were delivered to addresses around the world.

During the next fiscal year, we will continue to seek new ways to provide the UH Mānoa community with the best possible housing, food, and mail services by emphasizing efficiency, quality, and sustainability.

Andy Lachman

Manager

University Housing, Food Services, and Campus Mail Services

#### CONNECT WITH US

##### Food Services

Web: [www.manoa.hawaii.edu/food](http://www.manoa.hawaii.edu/food)

Email: [food@hawaii.edu](mailto:food@hawaii.edu)

[f](#) /UHMFoodSvc

[t](#) @UHMFoodSvc

[i](#) @UHMFoodSvc

##### University Housing

Web: [www.hawaii.edu/fachousing](http://www.hawaii.edu/fachousing)

Email: [fachsg@hawaii.edu](mailto:fachsg@hawaii.edu)

##### Campus Mail Services

Web: [www.hawaii.edu/mailroom](http://www.hawaii.edu/mailroom)

Email: [mailsvcs@hawaii.edu](mailto:mailsvcs@hawaii.edu)

##### Auxiliary Services/Campus Services

Web: [www.manoa.hawaii.edu/campuservices](http://www.manoa.hawaii.edu/campuservices)

Email: [auxsvcs@hawaii.edu](mailto:auxsvcs@hawaii.edu)

#### FY 2015 Leadership

Darryl Nohara, Director of Auxiliary Services

Andy Lachman, Manager

Anoilani Aga, Assistant Manager

Kylee Malo, Campus Mail Services Supervisor

#### FY 2015 Employee Service Awards

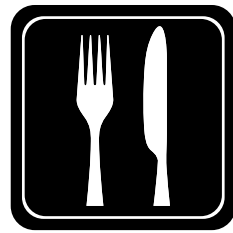
Ruby Chow

20 Years

#### National Affiliations

National Association of College & University Food Services (NACUFS)

National Association of College Auxiliary Services (NACAS)



# FOOD SERVICES

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## HIGHLIGHTS

- In January 2015, Food Services introduced Serg's Mexican Kitchen to campus in response to customer demand for Mexican cuisine.
- Honolulu Gourmet expanded their service on campus, introducing a vegetarian lunch wagon to the Sustainability Courtyard.
- Things got a lot cooler at Paradise Palms Café. Food Services worked with Facilities to replace the air conditioning chiller.
- In Fall 2014, 11 new vending machines were brought in to replace older models. Vending units were also added to Student Housing. These machines featured food and beverages from new vendors.

In Fall 2014, Uahi Island Grill joined our mobile vendor program. They had previously been featured on the popular Food Network program *Diners, Drive-ins and Dives*.

## CAMPUS INVOLVEMENT

- Food Services organized its first-ever \$5 Food Fest on Legacy Path. This successful event showcased various Food Services vendors in a relaxed, outdoor setting.
- Our department co-hosted the VIP Commencement Experience, which provided refreshments to graduates and their families who participated in Commuter Services' carpool promotion.
- Food Services conducted various promotional events with our partners including Beat the Heat and Refresh 4 Finals.
- Our department participated in New Student Orientation fairs to familiarize incoming students with the variety of dining options available on campus.
- Food Services engaged with new and returning students by advertising in 5,000 free student planners distributed by Campus Services in Fall 2014.



UH affiliates experienced affordable, tasty fun at the \$5 Food Fest.

## GOALS FOR FY 2016

- Food Services will approach rising stars in the local food truck scene to expand our mobile vendor program.
- We will seek new ways to reach out to the campus community by collaborating with other university departments.
- Our department will offer a smartphone app that allows users to place meal orders without having to stand in line.

## Our Mission

University of Hawai'i at Manoa Food Services strives to satisfy the nutritional needs of the UH Mānoa campus community by providing choices of products at the lowest possible cost that are high in quality, and with the best possible service.

## About Food Services

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

## About Paradise Palms Café

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

## Our Food Services Concepts

Food Services managed various contracts with the following food vendors from July 2014-June 2015. They are listed by location on campus.

- |                             |                          |
|-----------------------------|--------------------------|
| <b>Paradise Palms Café*</b> | <b>Food Trucks**</b>     |
| • The Curb                  | • Uahi Island Grill      |
| • Domino's Pizza Express    | • Laverne's              |
| • Honolulu Gourmet          | • Serg's Mexican Kitchen |
| • India Café                | • Da Spot                |
| • L&L Hawaiian Barbecue     | • Honolulu Gourmet       |
| • Panda Express             | • Simply Ono             |

Le Crepe Café at UH William S. Richardson Law School\*\*\*

The Bean Counter at UH Shidler School of Business\*\*\*

The Curb at UH Sinclair Library\*\*\*

Verde Kaimuki at UH Student Housing

L&L Hawaiian Barbecue at UH Athletics Complex

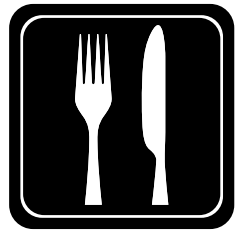
\*Dining facility managed by Food Services.

\*\*Locations vary.

\*\*\*Food kiosk.

# FOOD SERVICES

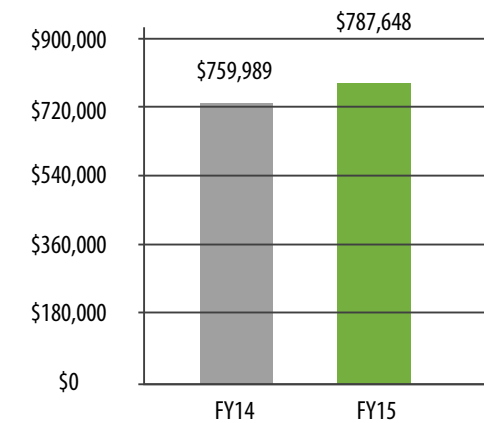
Annual Report: Fiscal Year Ending June 30, 2015



## FINANCIAL OVERVIEW

### FOOD SERVICES REVENUE

■ FY14 vs ■ FY15

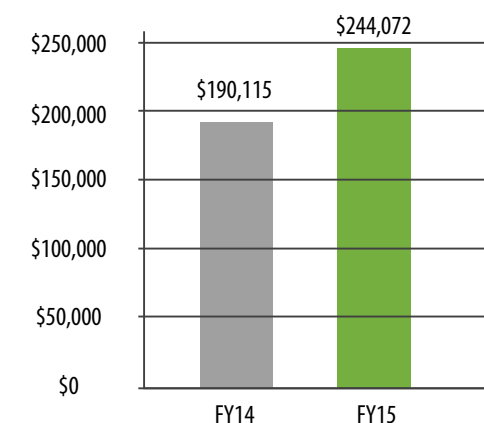


REVENUES	ACTUAL FY 2015
Commissions & Vending Machines	\$786,449.37
Other	\$1,199.61
<b>TOTAL REVENUES</b>	<b>\$787,648.98</b>

Food Services manages the beverage and snack vending programs on campus, which includes 63 beverage vending machines and 25 snack machines. Food Services serves as the administrative unit that represents the University of Hawai'i at Mānoa in the administration of the Athletics concessions. Funds earned from these contracts support the Athletics department.

### FOOD SERVICES NET CASH

■ FY14 vs ■ FY15



## TOTAL EXPENDITURES

EXPENDITURES	
Salaried Personnel Services	\$54,866.84
Overtime	\$0.00
Fringe	\$27,445.30
Student Payroll	\$12,278.58
Redistributed	\$62,788.65
Casual Payroll	\$12,980.66
<b>Total Personnel Services</b>	<b>\$170,360.03</b>
Outside Services	\$1,532.26
Repair and Maintenance	\$195,948.15
Materials and Supplies	\$45,865.30
Utilities	\$208,760.00
Ceded Land Payments to OHA	\$0.00
Other Current Expenditures	\$15,783.67
<b>Total Other Expenses</b>	<b>\$467,889.38</b>
<b>TOTAL EXPENDITURES</b>	<b>-\$638,249.41</b>
<b>TRANSFERS</b>	
MT, Retirement of Bonds	\$0.00
NMT, Special Funds, Other	\$241,766.21
NMT, Renewal and Replacement	\$0.00
<b>TOTAL TRANSFERS</b>	<b>\$241,766.21</b>
<b>OPERATING INCOME (LOSS) AFTER TRANSFERS</b>	<b>-\$880,015.62</b>
<b>ENDING CASH BALANCE</b>	<b>\$244,072.27</b>





# UNIVERSITY HOUSING

Annual Report: Fiscal Year Ending June 30, 2015

## HIGHLIGHTS

- In an effort to help us better understand the housing needs and desires of our staff and faculty, University Housing commissioned Ward Research, Inc. to conduct a study.
  - This study found that 63 percent of faculty and staff had relocated to O'ahu to work at UH and that 59 percent were extremely interested in living in University Housing. Those with the highest interest level were employed with the university for less than nine years
  - The study also found that 22 percent were extremely interested in purchasing University Housing, but were the most concerned about qualifying for a mortgage.
- In response to the high demand for University Housing, our department developed a referral program for external rental options.
- In Spring 2015, the water heaters in the Kau'iokahaloa Iki Condominiums were replaced with new, more energy-efficient models.
- Our department refreshed more than 25 units with new appliances, flooring, and paint.

## Our Mission

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



## Our University Housing Complexes

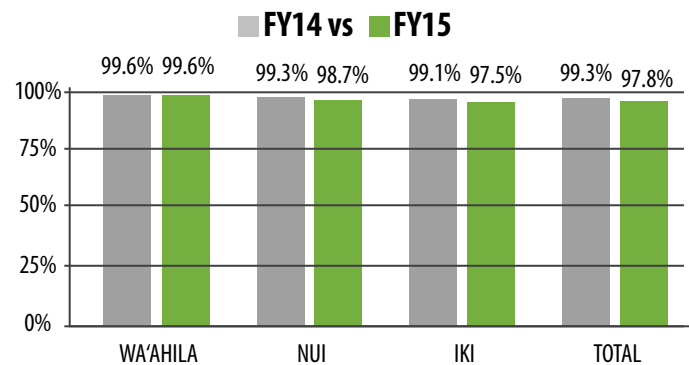
Cirrus Asset Management, Inc. provides property management services for the three properties. University Housing's contract with Cirrus started in July 2012 and runs till July 2017.

Wa'ahila Apartments  
2640 Dole Street

Kau'iokahaloa Nui Apartments  
3029 Lowrey Avenue

Kau'iokahaloa Iki Condominiums  
3030 Lowrey Avenue

## UNIVERSITY OCCUPANCY



## CAMPUS OUTREACH

- University Housing reached out to incoming faculty at New Faculty Orientation receptions hosted by the Mānoa Bookstore.
- Our department introduced a newly-designed website with information for current and prospective tenants.

## UNIVERSITY HOUSING WAITLIST

	FIRST PRIORITY APPLICANTS	ALL APPLICANTS
FY14	26	97
FY15	3	88

## GOALS FOR FY 2016

- University Housing is looking to partner with outside organizations to guide interested university faculty and staff through the home buying process.
- Our department is also planning to do more outreach such as an informational fair, which would introduce faculty and staff to lending institutions, developers, and real estate agents.

# UNIVERSITY HOUSING

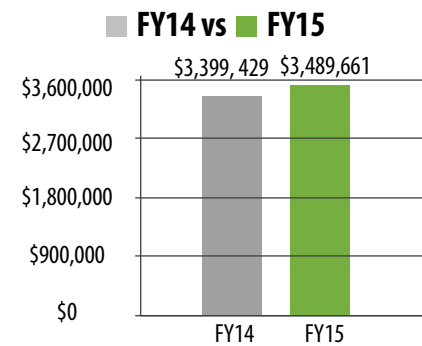
Annual Report: Fiscal Year Ending June 30, 2015



## FINANCIAL OVERVIEW

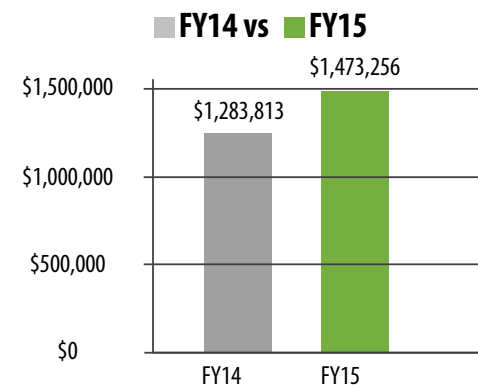


## UNIVERSITY HOUSING REVENUE



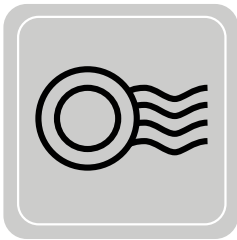
REVENUES	
Commissions, Vending Machines	\$34,996.01
Fees, Parking, Permits	\$47,834.56
Rentals, Dormitories	\$3,386,447.89
Other	\$20,383.06
<b>TOTAL REVENUES</b>	<b>\$3,489,661.52</b>

## UNIVERSITY HOUSING NET CASH INCOME



## TOTAL EXPENDITURES

EXPENDITURES	
Salaried Personnel Services	\$73,958.82
Overtime	\$2,364.00
Fringe	\$42,266.68
Student Payroll	\$0
Redistributed	\$380,629.37
Casual Payroll	\$0
<b>Total Personnel Services</b>	<b>\$499,218.87</b>
Outside Services	\$296,492.78
Repair and Maintenance	\$423,819.18
Materials and Supplies	\$61,845.63
Utilities	\$297,475.99
Ceded Land Payments to OHA	\$138,887.72
Other Current Expenditures	\$2,764.31
<b>Total Other Current Expenditures</b>	<b>\$1,221,285.61</b>
<b>OPERATING INCOME (LOSS)</b>	<b>-\$1,720,504.48</b>
TRANSFERS	
MT, Retirement of Bonds	\$1,105,725.00
NMT, Special Funds, Other	\$0
NMT, Renewal and Replacement	\$0
<b>Total Transfers</b>	<b>\$1,105,725.00</b>
<b>OPERATING INCOME (LOSS) AFTER TRANSFERS</b>	<b>-\$2,826,229.48</b>
<b>ENDING CASH BALANCE</b>	<b>8,764,267.47</b>



# CAMPUS MAIL SERVICES

Annual Report: Fiscal Year Ending June 30, 2015



A total of 549,134 pieces of mail traveled through Mail Services in FY15

## HIGHLIGHTS

- Mail Services installed new mail equipment that will allow us to take advantage of the intelligent mail parcel barcoded discount, which results in postal savings for U.S. Priority Mail and parcels up to 25 percent.
- Our department launched a newly-designed website to announce our services to a larger audience and to provide after-hours information.
- Mail Services introduced 360 new mailboxes to increase our service to UH faculty, staff, departments, and students.

## CAMPUS OUTREACH

- Mail Services promoted its personal mailbox rentals and services to new students through New Student Orientation welcome packets.
- Our department notified faculty and staff of their services and mailbox rental options through the UH Announce e-blast and the Campus Services quarterly e-newsletter.

## GOALS FOR FY 2016

- Continue to provide superior customer service to the university community.
- Mail Services plans to be a greater resource of information in regard to postal matters.

## Our Mission

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

## Our Services

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

### On-Campus Mail\*

University of Hawai'i at Mānoa

### Inter-Campus Mail\*

Honolulu Community College  
Kapi'olani Community College  
Leeward Community College  
Windward Community College  
University of Hawai'i—West O'ahu

### State Messenger Services\*

Hawai'i State Government Offices

### USPS Mail\*\*

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

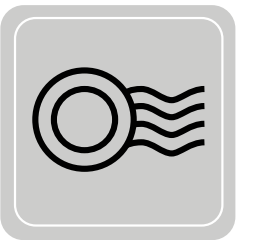
\*Postage not required.

\*\*Pre-metered USPS Postage required.

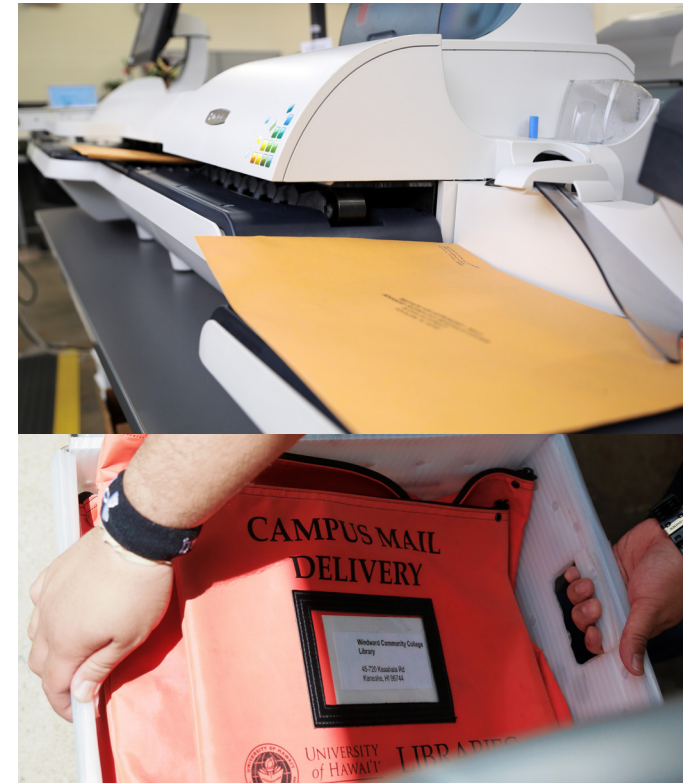


# CAMPUS MAIL SERVICES

Annual Report: Fiscal Year Ending June 30, 2015



## FINANCIAL OVERVIEW



### TOTAL EXPENDITURES

EXPENDITURES	
Salaried Personnel Services	\$211,794.35
Overtime	\$0
Fringe	\$54.74
Student Payroll	\$21,833.21
Redistributed	\$0
Casual Payroll	\$0
<b>Total Personnel Services</b>	<b>\$233,682.30</b>
Outside Services	\$15,154.76
Repair and Maintenance	\$18,352.17
Materials and Supplies	\$75,977.39
Utilities	\$0.00
Ceded Land Payments to OHA	\$0.00
Other Current Expenditures	\$260,058.17
<b>Total Other Expenses</b>	<b>\$369,542.49</b>
<b>Total Expenditures</b>	<b>\$603,224.79</b>
<b>ENDING CASH BALANCE</b>	<b>\$45,424.66</b>

## 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 HAWAI'I BOOKSTORES

Annual Report: Fiscal Year Ending June 30, 2015

### MAKE EVERY EXPERIENCE COUNT



We at University of Hawai'i Bookstores aim to provide a superior experience for each and every customer, and we have achieved many goals to that end in the past year. Let's look at the numbers.

During Fiscal Year 2015, we saw 423,810 transactions with our customers across the UH System. That's an impressive number, considering that the UH Mānoa campus alone attracts approximately 18,000 students and 7,000 workers during the academic year.

Of those transactions, we saw more than \$23 million in sales, many from our textbook department, where we have focused our efforts to help save students money.

As the authorized campus retailer for books, we've expanded our offerings to include more digital titles to meet faculty's needs. We've also given students more affordable options such as rental and used textbooks, and a website that allows them to compare textbook prices.

Our rental books program alone has saved UH Mānoa students \$783,386 and more than \$2.8 million (and counting!) systemwide since 2010.

In addition, I'm proud to report that our customers earned more than \$930,000 in cash through our book buyback program, hosted at least twice a year at all UH Bookstores.

Another important initiative we partnered with is the 15 to Finish program, which not only selects winners of free textbooks from each of our campuses, but helps students graduate on time.

In 2015, we also gave in-kind donations upwards of \$25,000 in value to organizations and events that serve students in their academic success and enrichment of their college experience.

Going forward, we want to do even more to improve our service for the UH community. That means exploring dynamic pricing options, diversifying our product lines, keeping up with industry standards, and reducing our expenses.

Thank you for supporting the UH Bookstore on your campus, where your purchases allow us to operate a self-sustaining enterprise and benefit programs that help students learn and grow.

**Tricia Ejima**  
Interim Director, UH Bookstores

#### Our Stores

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

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

#### Our Mission

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

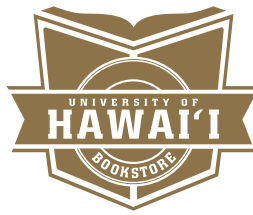
#### Our Vision

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

#### Our Shared Values

- S**ervice
- H**onesty
- A**loha spirit
- R**esponsibility
- E**ducation

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

### MERCHANDISE EXPANSIONS

- At the start of Fiscal Year 2015, Mānoa Bookstore introduced a new e-commerce site for UH gear. For the first time, online customers could mix textbooks, UH logo apparel, and school supplies into a single cart. All UH Bookstores also began offering year-round, in-store pickup for online orders, a convenience we're proud to offer local customers.
- In Spring 2015, UH Bookstores opened its annual HI Pride T-shirt Design Contest to students enrolled at all 10 campuses in the UH System. Previously, designs were sought from UH Mānoa students only. Once a winner was chosen from a public poll, UH Bookstores buyers ordered the 2015 HI Pride T-Shirts in all campus colors. The shirts will be sold at all UH Bookstores in Fall 2015 and will be used to celebrate National College Colors Day.



2014 HI Pride Contest design winner Rissa Fedora wears her winning T-shirt in black on the UH Mānoa campus. Shirts were also made available for the first time in campus colors at all nine UH Bookstores.

- Following the HI Pride tradition, UH West O'ahu Bookstore launched its own West is Best T-shirt Contest for students in Fall 2014. The new, student-designed West is Best T-shirts were released exclusively at West O'ahu Bookstore in Spring 2015.
- We also added microwaves, freezers, and hot water stations for our customers, meeting their need for quick and affordable snacks on-the-go. Our Kauai Bookstore joined forces with their campus cafeteria and now serves hot food and coffee beverages in-store.



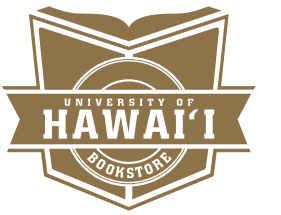
UHWO student Ken Tom won the inaugural West is Best Contest.

### TEXTBOOK OFFERINGS



- The Book Department signed a contract with third party vendor Redshelf to increase our digital textbook inventory. In total, we were able to add 197 more digital titles for UH courses systemwide.
- UH Bookstores continued its partnership with wholesale vendor MBS Textbooks to provide a textbook buyback program at the end of each semester. In 2015, we were able to give \$931,402.75 back to customers selling their used textbooks to UH Bookstores.
- We celebrated the second year of our 15 to Finish promotion with the UH System Office of the Vice President of Academic Planning and Policy. All in all, we donated \$8,497.40 in free textbooks to winning students who took 15 credits or more both semesters of their freshmen year.

UH System customers earned more than \$930,000 in cash through our textbook buyback program.



### SUSTAINABLE STARTS

- In 2015, the UH Bookstore System explored ways to make our daily sales reconciliation process more eco-friendly. With preexisting procedures, our bookstores used approximately 375 sheets of paper monthly to run their mandatory daily sales reconciliation reports. In addition to the paper cost, the fiscal department relied on each neighbor island store to mail reports to the Mānoa offices on a daily basis. O'ahu branch stores relied on the receiving department to pick up their sales reports and deliver them to the fiscal department once a week. Thanks to an internal collaboration among managers, along with the guidance of our POS service provider, the

The new, electronic reporting system will save UH Bookstores approximately seven reams of paper per month.

UH Bookstore System was able to develop new procedures that made our entire reconciliation system paperless.

Pride Contest winner's design, to make sustainable practices easy and affordable for our customers.

- UH Bookstores stopped using plastic bags at all branch store locations back in 2011. But on July 1, 2015, Mānoa Bookstore joined the ranks of other Hawai'i businesses to comply with the new O'ahu plastic bag ban. The UH Bookstore System also introduced low-cost reusable tote bags (under \$2), including a series featuring the 2014 HI
- In addition to recycling all cardboard that comes to our warehouse, our receiving department adapted its delivery schedule to reduce fuel used by our drivers and vendors. They also started saving wooden pallets from deliveries to be reused as reclaimed fixtures in the store, most notably to highlight Campus Road fashions and gifts.

### SPECIAL EVENTS

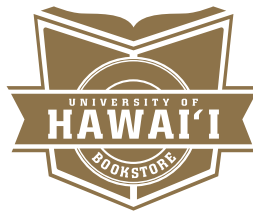
- In partnership with the National Association of College Stores (NACS), Mānoa Bookstore hosted a National Student Day celebration in-store on October 9, 2014. In addition to a storewide sale, the bookstore gave away free gifts—including ice cream and candy—every hour to any student who walked in the door. UH student groups were invited to the event, and vendors such as ColorClub also offered free manicures.
- Mānoa Bookstore, in collaboration with University of Hawai'i Press, hosted the book launch for UH volleyball coach Dave Shoji's memoir, *Wahine Volleyball: 40 Years of Coaching Hawai'i's Team*. The event attracted many UH alumni and Rainbow Wahine fans to the store, where they were offered a free, custom-designed T-shirt with purchase.



Students enjoyed free ice cream from UH Bookstores' vendors at National Student Day.



Authors Dave Shoji and Ann Miller in-store for their book release.



# UNIVERSITY OF HAWAI'I BOOKSTORES

Annual Report: Fiscal Year Ending June 30, 2015

## SPECIAL EVENTS (CONT.)

- Mānoa Bookstore hosted three special events for UH faculty and staff in FY 2015: a New Faculty Orientation Reception, a Holiday Sale Preview Night, and a Faculty and Staff Appreciation Day. For the Appreciation Day, UH employees could partake in a special vendor offer courtesy of our Apple Authorized Campus Store. Goodie bags were also handed out to UH faculty and staff.
- Mānoa Bookstore's Spring Grad Fair in March 2015 broke a new record for the number of UH graduation gowns sold at a single day event: 1,215. The semi-annual, informational fair provided graduating seniors with info about commencement requirements. Participating organizations included the UH Mānoa Chancellor's Office, UH Alumni Association, and merchandise vendors.



Mānoa Bookstore's Grad Fair saw record-breaking sales in FY 2015.

	Spring 2014 Grad Fair		Spring 2015 Grad Fair	
	Sales	Units Sold	Sales	Units Sold
Announcements	\$2,188.00	1,491	\$1,777.00	1,159
Gowns	\$5,481.00	141	\$14,169.00	1,215
Frames	\$0.00	0	\$304.00	2
Custom Regalia	\$0.00	0	\$779.00	9

## GOALS FOR FY 2016

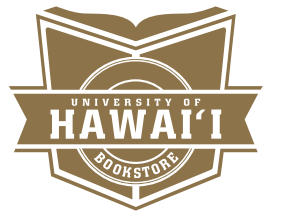
- We want to put students first and offer a UH Bookstores Scholarship for the 2015-16 academic year, open to students enrolled at all UH campuses.
- We also want to connect more with UH departments by expanding our campus outreach.
- To increase sales, we aim to diversify our product offerings in general merchandise, textbooks, and bookstore services.
- Internally, we want to improve our efficiencies with better metric systems for tracking and comparing our operations with industry leaders.



The UH Bookstore System carries more than 4,000 tax-free school supplies for the campus community. All proceeds support the University of Hawai'i.

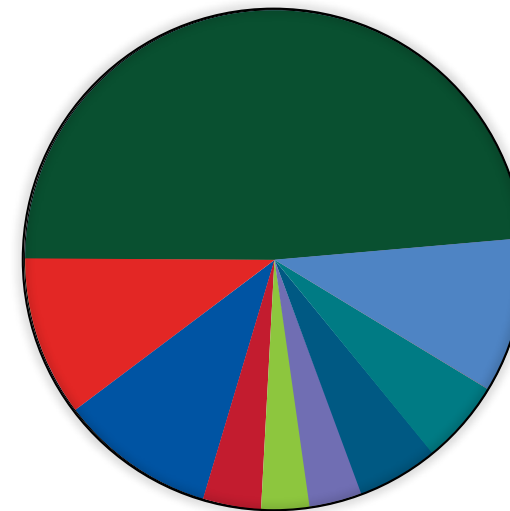
# UNIVERSITY OF HAWAI'I BOOKSTORES

Annual Report: Fiscal Year Ending June 30, 2015



## FINANCIAL OVERVIEW

### TOTAL SALES BY STORE FY2015

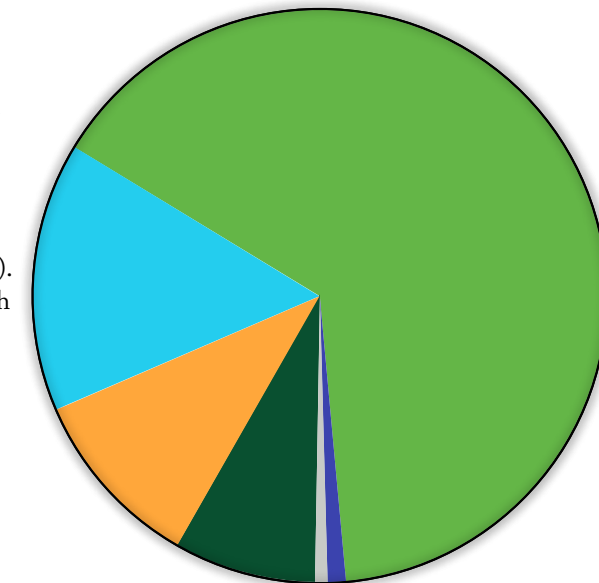


- Mānoa Bookstore\*: \$11,657,530
- Hilo Bookstore\*\*: \$2,456,107
- Kapi'olani Bookstore: \$2,415,461
- Leeward Bookstore: \$2,406,179
- Maui College Bookstore: \$1,276,706
- Honolulu Bookstore: \$1,261,961
- West O'ahu Bookstore: \$864,615
- Kauai Bookstore: \$843,248
- Windward Bookstore: \$784,962

\*Flagship store.  
 \*\*Also serving Hawai'i Community College & West Hawai'i campuses.  
 \*\*\*Previously on John A. Burns School of Medicine campus. Merged with Mānoa Bookstore in July 2014.

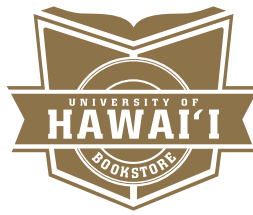
### UH BOOKSTORE SYSTEM SALES BY DEPARTMENT FY2015

- Textbooks : \$15,411,180**  
New, used, and rental textbook purchases for undergraduate, graduate, and Outreach College courses.
- Computers : \$3,630,283**  
Computer, laptop, and tablet purchases (Mānoa campus only). Phone cases, ink cartridges, flash drives, software, and other tech accessories.
- Supplies : \$2,426,443**  
School, office, and art supplies. Graduation regalia, culinary supplies (Kapi'olani CC campus only), cosmetology supplies (Honolulu CC campus only). Snacks and sundries.
- Emblematics : \$1,905,130**  
UH licensed logo apparel and spirit items. Select non-logo apparel and gifts.



- Trade Books : \$266,841**  
Books by UH authors and UH Press. Books about Hawai'i, Asia, and the Pacific.
- Campus Solutions : \$141,875**  
Copy and Print Services (Mānoa campus only), UH Departmental Copier Program (Mānoa campus only), UH Departmental Supplies Source.

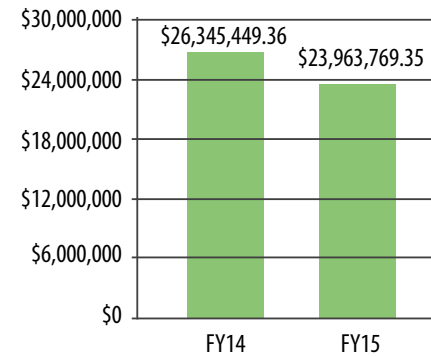
SALES BY DEPARTMENT	FY2014	FY2015
Textbooks	\$16,439,641.00	\$15,411,180.00
Trade Books	\$248,181.00	\$266,841.00
Supplies	\$2,328,273.00	\$2,426,443.00
Emblematics	\$1,594,281.00	\$1,905,130.00
Computers	\$4,283,838.00	\$3,630,283.00
Campus Solutions	\$159,550.00	\$141,875.00



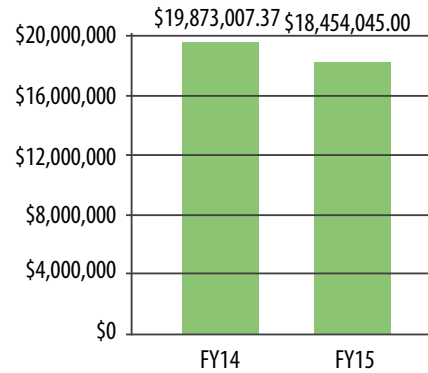
# UNIVERSITY OF HAWAI'I BOOKSTORES

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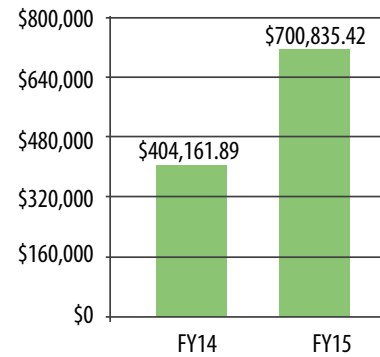
## UH BOOKSTORE SYSTEM TOTAL SALES FY2014 vs FY2015



## UH BOOKSTORE SYSTEM TOTAL COST OF GOODS FY2014 vs FY2015



## UH BOOKSTORE SYSTEM TOTAL PROFITS FY2014 vs FY2015



## MĀNOA BOOKSTORE FY2015 E-COMMERCE SALES

MONTH	TOTAL SALES
July	\$9,372
August	\$342,889
September	\$28,511
October	\$8,390
November	\$11,540
December	\$41,907
January	\$169,898
February	\$5,530
March	\$15,554
April	\$28,781
May	\$22,980
June	\$10,473
TOTAL	\$695,830

In addition to textbooks, the online store at [www.bookstore.hawaii.edu/manoa](http://www.bookstore.hawaii.edu/manoa) sells officially-licensed UH apparel and spirit items, school supplies, graduation regalia, and general interest books. In FY 2015, we moved the merchandise management of this website to our Marketing and Communications Office, which also distributes a monthly Mānoa Bookstore e-newsletter to approximately 15,000 subscribers and manages social media accounts of more than 2,000 followers. 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. Alternately, customers may choose in-store pickup as their shipping method.

## UH BOOKSTORE SYSTEM TOTAL EXPENDITURES

EXPENDITURES	ACTUAL FY 2014	ACTUAL FY 2015
Salaried Personnel Services	\$3,385,106.77	\$3,502,499.53
Other Personnel Costs (OT)	\$90,938.74	\$86,052.04
Casual Payroll	\$-	\$-
Student Payroll	\$621,560.27	\$443,670.91
Outside Services	\$169,379.68	\$119,900.61
Repair and Maintenance	\$17,738.40	\$16,406.50
Operational Supplies	\$50,527.83	\$39,264.33
R&M Supplies	\$129.12	\$883.86
Office Supplies	\$17,773.98	\$18,946.96
Food Supplies	\$62.20	\$-
Other Supplies	\$23,351.38	\$26,490.88
Utilities	\$66,979.91	\$54,343.05
Transportation (In-State)	\$6,360.51	\$4,580.81
Transportation (Out of State)	\$6,424.72	\$11,868.39
Per Diem (In-State)	\$5,985.82	\$1,687.14
Per Diem (Out of State)	\$9,100.25	\$15,431.88
Dues and Subscriptions	\$13,120.60	\$13,813.22
Freight & Delivery	\$23,071.52	\$31,599.66
Postage	\$7,356.47	\$4,562.74
Telephone	\$18,999.45	\$15,484.62
Printing	\$2,446.90	\$2,258.64
Advertising	\$38,092.85	\$39,412.48
Rentals - Equipment	\$89,100.72	\$26,602.99
Rentals - Other	\$21,666.93	\$20,193.84
Computer	\$35,304.93	\$39,524.68
Training Material	\$4,227.56	\$3,429.46
Registration	\$3,388.14	\$7,500.80
Bank Service Charges	\$190,514.42	\$186,815.89
Improvements, Furniture, Equipment	\$2,679.80	\$20,374.91
OHA Ceded Land Payments	\$27,330.60	\$33,816.40
Fees Other Than Pers Svcs	\$7,488.39	\$1,235.29
Other Current Operating Expenditures	\$32,801.23	\$20,236.42
Total Expenditures	\$4,989,010.09	\$4,808,888.93

## National Affiliations

Independent College Bookstores Association (ICBA)  
[www.icbainc.com](http://www.icbainc.com)

National Association of College Stores (NACS) - Large Stores Group  
[www.nacs.org](http://www.nacs.org)

National Association of College Auxiliary Services (NACAS)  
[www.nacas.org](http://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

Rafter Inc. – rental textbook provider

Redshelf – e-book/digital textbook supplier

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

Verba – online textbook price comparison tool

# UNIVERSITY OF HAWAI'I BOOKSTORES

Annual Report: Fiscal Year Ending June 30, 2015



## FY 2015 LEADERSHIP

**Tricia Ejima**  
Interim Director  
UH Bookstores

**Marshal Chu**  
IT Manager  
Campus Services

**Gladys Okuda**  
Book Program Manager  
UH Bookstores

**Kenji Jones**  
Warehouse Manager  
UH Bookstores

**Jean Okubo**  
Customer Service Manager  
Mānoa Bookstore

**Lee Tanimura**  
Trade Books Manager  
Mānoa Bookstore

**Dee Gushiken**  
E-Commerce Manager  
Mānoa Bookstore

**Jodee Dang**  
Manager  
Kapi'olani Bookstore

**Shelly Oikawa**  
Manager  
Honolulu Bookstore

**Debralee Goto**  
Manager  
Windward Bookstore

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

**Bethanie Salas-Selem**  
Assistant Manager  
UH West O'ahu Bookstore

**Deborah Huebler**  
Director  
Campus Services

**Emily Benton**  
Marketing and Communications Manager  
Campus Services

**Staci Yoshihara**  
Fiscal Administrator  
UH Bookstores

**Sarah Hutz**  
Interim Merchandise Manager  
UH Bookstores

**Travis Takahashi**  
Campus Solutions Manager  
Mānoa Bookstore

**Kelly Toyama**  
Computer Department Manager  
Mānoa Bookstore

**Sylvia Honda**  
Manager  
Leeward Bookstore

**Noel Mock**  
Manager  
Kaua'i Bookstore

**Jason Tanaka**  
Manager  
Hilo Bookstore

**Eowyn Rogers**  
Assistant Manager  
Hilo Bookstore

**Aaron Ventura**  
Manager  
Maui Bookstore

**Earl Chang**  
Administrative Assistant  
UH Bookstores

## Acknowledgements

Mahalo nui loa to...

Our dedicated team of more than 47 part-time students, 34 temporary rush workers, and 39 full-time employees who go above and beyond to meet our customers' needs...

Additional full-time and part-time staff in Fiscal, Information Technology, Human Resources, Public Safety, Civil Service, and Administration who support our daily operations...

Our Campus Services Marketing Team for their website design, promotional management, event coordination, and overall creativity...

Academic department staff, faculty, and administrators for their tireless efforts in getting course material requirements together...

Partnering campus organizations that keep us engaged in our ever-growing university community...

And finally, thank you to our customers for your patronage, feedback, and support.

## FY 2015 EMPLOYEE SERVICE AWARDS

**10 years**  
Tricia Ejima, Interim Director  
Wayne Yagi, Fiscal Support  
Jing Yuan, Fiscal Support

**20 years**  
Cynthia Tao, Customer Service

**30 years**  
Gail Tamura, Customer Service

# CONFERENCE & EVENT SERVICES

Annual Report: Fiscal Year Ending June 30, 2015



## A FRESH START

Conference & Event Services had a change in management near the end of Fiscal Year 2015. Although the program was in a position to succeed, the change in leadership caused some administrative issues and financial losses that have had a lasting effect on the department.

However, FY15 also brought about positive changes. In September 2014, Kenlynn Nelson was hired as the new Conference & Events Coordinator. Her background in education and hospitality have made her an invaluable asset to the department. In April 2015, I returned to Conference & Event Services as Manager. My previous experience with this department helped with settling outstanding accounts and reconciling current business.

Although Fiscal Year 2015 brought us some fiscally challenging times, we are excited about new initiatives and planned outreach that is aimed at stabilizing our operations, and we look forward to our continued service to the UH community.

**Amy Nye**  
Manager  
Conference & Event Services



## GOALS FOR FY 2016

- Our department's first and foremost goal is to increase revenues to match expenditures.
- We will begin expanding our outreach efforts by partnering with UH Conference Housing and Campus Center Meeting & Event Services to provide the UH community with Conference & Event Planning 101 training sessions.
- To improve our operations, CES will review our administrative fee structure and make necessary revisions for Fiscal Year 2017, including finding ways to expand our logistic and fiscal support services for clients.
- We also plan to network and learn from other collegiate services professionals by attending an Association of Collegiate Conference and Event Directors symposium.

## CONNECT WITH US

### Conference & Event Services

Campus Services  
1951 East-West Road #202  
Honolulu, Hawai'i 96822

Phone: (808) 956-8204  
Fax: (808) 956-4372  
Email: [uhces@hawaii.edu](mailto:uhces@hawaii.edu)  
[manoa.hawaii.edu/conference](http://manoa.hawaii.edu/conference)

## Our Mission

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

## About Conference & Event Services

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

## About Commercial Enterprises

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

## FY 2015 Leadership

Amy Nye, CES Manager  
Kenlynn Nelson, CES Coordinator

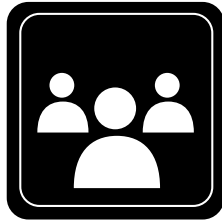
## NATIONAL AFFILIATIONS

Association of Collegiate Conference and Event Directors



## UNIVERSITY OF HAWAII COMMERCIAL ENTERPRISES CONFERENCE & EVENT SERVICES

Annual Report: Fiscal Year Ending June 30, 2015

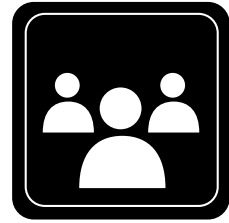


# CONFERENCE & EVENT SERVICES

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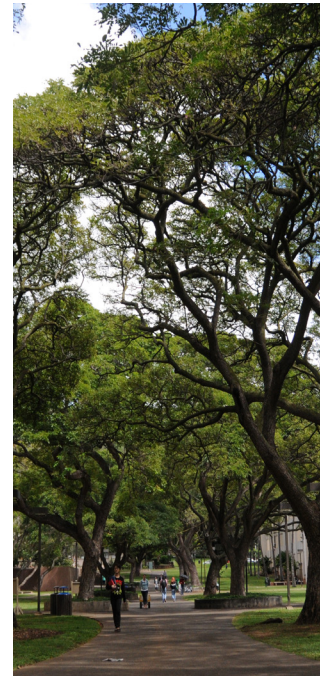
# CONFERENCE & EVENT SERVICES

Annual Report: Fiscal Year Ending June 30, 2015



## FISCAL YEAR 2015 CONFERENCES & EVENTS

2014 College of Engineering Summer Internship Program	6/23/14 - 8/1/14
Island Biology 2014	7/7/14 - 7/11/14
East Asia Social Policy Network (EASP) Conference	7/24/14 - 7/25/14
DOE Common Core State Standards Summer Institute	7/16/14 - 7/17/14
Hawai'i Clean Energy Day VI	7/22/14
2014 Hawai'i Rural Health Association Board Meeting	8/13/14
DOH Sexual Violence Prevention Meetings	9/5/14, 10/30/14
JABSOM He Huliau	9/18/14 - 9/20/14
Chronic Disease Prevention and Health Promotion Division Staff Collaboration Training and Cancer Coalition Meeting	9/30/14 - 10/2/14
Hawai'i Primary Care Association Conference	10/3/14
UH College of Engineering Fall Career Day	10/15/14
UH Mānoa Fall 2014 Career Fair	10/21/14
Hawai'i State Rural Health Conference	10/23/14
Hawai'i State Medicare Rural Hospital Flexibility Conference	10/22/14 - 10/24/14
Prenatal Smoking Symposium	12/9/14
Hawai'i Leadership Academy for Wellness and Tobacco Cessation Summit	12/17/14 - 12/18/14
Pacific Power Source Symposium	1/5/15 - 1/9/15
Cross-Cultural Healthcare Conference IV	1/16/15 - 1/17/15
Winter NSF EPSCoR PD/PA/EOD Meeting	1/22/15 - 1/23/14
Baby-Friendly Hawai'i Trainings	2/19/15 - 2/28/15
Second Workshop on Experimental Laboratory Astrophysics	2/23/15 - 2/26/15
UH College Of Engineering Spring Career Fair	2/25/15
3rd Annual Hawai'i Sustainability in Higher Education Summit	2/26/15 - 2/28/15
UH Mānoa Spring 2015 Career Fair	3/3/15
2015 University of Tokyo Administrative Staff Program	3/15/15 - 3/21/15
2015 TCC Worldwide Online Conference, Hawai'i 2-0: The Future is Now	3/18/15 - 3/19/15
2015 Accessible Routes & Accessible Means Of Egress Training	4/7/15
2015 Hawai'i Clinical Laboratory Conference	4/15/15 - 4/16/15
DOE Farm To School, Garden Hui Meeting	5/26/15 - 5/27/15
DOH Physical Activity & Nutrition Forum	5/28/15
Diabetes Self-Management Education Workshop	6/19/15
Journey Together: Cancer Survivorship Conference 2015	6/11/15



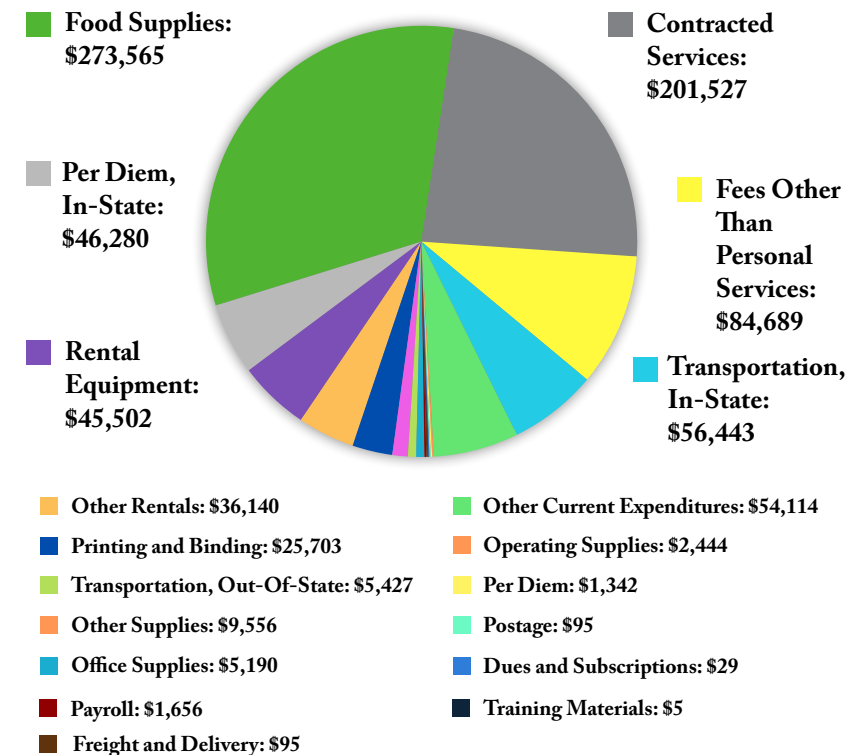
## HIGHLIGHTS FROM THE PAST YEAR

- CES's new coordinator and manager were able to successfully reconcile and close all accounts by the end of FY15.
- In June 2015, Conference & Event Services began collaborating with UH Campus Center Meeting & Event Services and UH Conference Housing to make conference and event planning easier on campus, and to provide the proper resources for the university community.

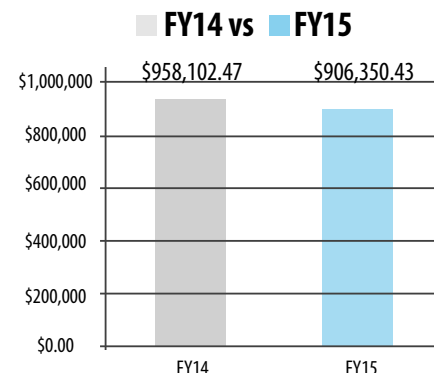
## FINANCIAL OVERVIEW

Conference & Event Services is a fully self-funded 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 services and closing of the contract.

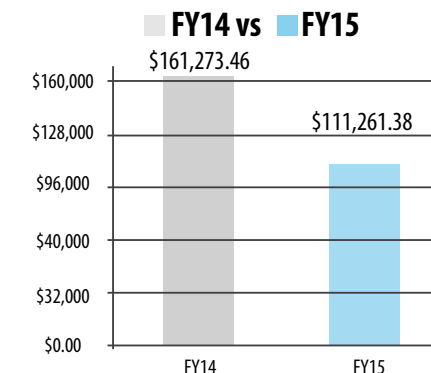
### UNRESTRICTED SPONSOR EXPENDITURES FY15



### UNRESTRICTED SPONSOR REVENUE



### CES ADMINISTRATIVE REVENUE

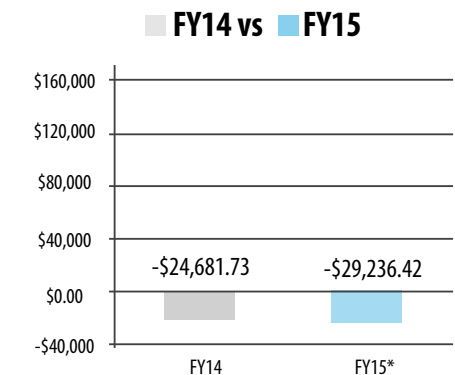


CES REVENUE	FY2015
Fees, Conference	\$906,350.43
Sales, Services, External Customers	\$104,850.49
Other	\$6,410.89
<b>TOTAL REVENUE</b>	<b>\$1,017,611.81</b>

### FY15 ADMINISTRATIVE EXPENDITURES & TRANSFERS

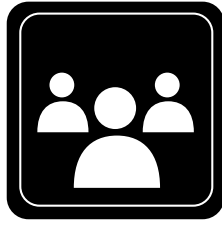
EXPENDITURES	
Salaried Personnel Services	\$67,075.78
Overtime	\$13,175.71
Fringe	\$37,557.28
Student Payroll	\$0
Redistributed	\$17,079.60
Casual Payroll	\$0
<b>Total Personnel Services</b>	<b>\$134,888.37</b>
Outside Services	\$201,527.37
Repair and Maintenance	\$0
Materials and Supplies	\$293,561.57
Utilities	\$0
Ceded Land Payments to OHA	\$0
Other Current Expenditures	\$358,398.26
<b>Total Other Expenses</b>	<b>\$853,487.02</b>
<b>OPERATING INCOME (LOSS)</b>	<b>-\$29,236.42</b>
TRANSFERS	
MT, Retirement of Bonds	\$0
NMT, Special Funds, Other	\$602.23
NMT, Renewal and Replacement	\$0
<b>TOTAL TRANSFERS</b>	<b>\$602.23</b>
<b>OPERATING INCOME (LOSS) AFTER TRANSFERS</b>	<b>-\$26,634.19</b>
<b>ENDING CASH BALANCE</b>	<b>\$357,516.81</b>

### CES TOTAL PROFITS



\* Change in management





# CONFERENCE & EVENT SERVICES

Annual Report: Fiscal Year Ending June 30, 2015

## Acknowledgements

### Mahalo nui loa to...

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

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

The University of Hawai'i System and the Hawai'i State Department of Health for their ongoing support, contracts, and referrals.

All of our partners in the travel and hospitality industry.

## PARTNERING VENUES

### OAHU

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

### MAUI

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

### KAUAI

- Courtyard Kauai at Coconut Beach
- Grand Hyatt Kauai Resort & Spa
- Kauai Beach Resort
- Kauai Marriott Resort
- Sheraton Kauai Resort

### BIG ISLAND

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



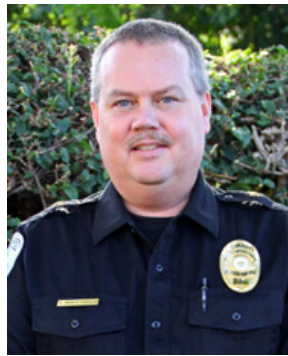
## UNIVERSITY OF HAWAI'I AT MĀNOA DEPARTMENT OF PUBLIC SAFETY

Annual Report: Fiscal Year Ending June 30, 2015



# DEPARTMENT OF PUBLIC SAFETY

Annual Report: Fiscal Year Ending June 30, 2015



## EXPANDING OUR HORIZONS

The University of Hawai'i at Mānoa Department of Public Safety (DPS) has seen tremendous growth and positive change over the past year, and we are excited to share those initiatives with our university community.

Our first major change was our rebranding from Campus Security and Emergency Management to the all-encompassing Department of Public Safety. Public safety

is indeed an all-inclusive concept that embodies not only our patrol functions, but also our role as the university's emergency management authority, and our partnership with UH Mānoa's Prevention, Awareness, and Understanding Violence (PAU Violence) program.

Next, we solidified our community presence by forming our new Community Policing Unit, which has increased our outreach to the campus community, including safety and wellness presentations and campus building security assessments.

In addition to our rebranding and community outreach, DPS is currently in the process of seeking accreditation through the Commission on Accreditation for Law Enforcement Agencies (CALEA), which will be an ongoing process throughout the next fiscal year. DPS continues to remain active with many outside organizations, in an effort to stay current with industry best practices, and bring the best possible service to UH Mānoa.

This year's achievements have truly been a team effort, and we are excited to share them with you. We take campus safety seriously and will continue to develop new programs to make our campus as safe as possible. I 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 you in order to provide an atmosphere that will encourage learning and community cooperation. Together, we can make the flagship campus of the University of Hawai'i a wonderful place to study, work, and visit.

**Charles Noffsinger**  
**Chief**  
**Department of Public Safety**



# DEPARTMENT OF PUBLIC SAFETY

Annual Report: Fiscal Year Ending June 30, 2015

## HIGHLIGHTS FROM THE PAST YEAR

### Department Rebranding

In September 2014, DPS announced its rebranding from Campus Security and Emergency Management to UH Mānoa Department of Public Safety. The goal of this name change was to more accurately reflect the comprehensive and holistic nature of the services that the department offers. In addition to the core security and emergency management functions described in the former title, the department is charged with broader "public safety" functions such as the extensive investigating, documenting, and reporting requirements of various federal laws, including the Jeanne Clery Act, Title IX, and the Violence Against Women Act. The department also provides active educational outreach presentations on crime awareness and prevention, which is further enhanced through our Community Policing Unit. The name change accurately reflects the true integration of principles and programs associated with traditional security, law enforcement, and emergency management functions. As part of this effort, DPS began replacing all vehicle graphics, websites, and branded materials to reflect its new name.



With the department rebranding, DPS officers were issued new uniforms

### CALEA accreditation update

For over a year, DPS has been in the process of achieving accreditation through the Commission on the Accreditation of Law Enforcement Agencies. The purpose of this accreditation is to ensure that DPS is aligned with industry best practices, in an effort to best serve our community. The entire process takes approximately two years, and DPS is nearly halfway through completion of this very important project.

### Campus Safety Advisory Committee

DPS was successful in reinstating the Campus Safety Advisory Committee (CSAC), and the group's first meeting took place in May 2015. The CSAC plans to meet monthly, and is a representative committee of UH Mānoa campus stakeholders, whose purpose is to advise the Chancellor and Chief of the Department of Public Safety on matters pertaining to safety, security, emergency preparedness, and emergency management.

### Building Coordinator's Working Group

DPS has been actively involved in the newly-created Building Coordinator's Working Group, which aims to gather stakeholders together to discuss ways to enhance and fulfill the safety and operational needs of our buildings at UH Mānoa. The committee consists of Building Coordinator representatives across campus and members of key campus units including the Office of Planning and Facilities, Environmental Health and Safety Office, and DPS.

## CONNECT WITH US

### University of Hawai'i at Mānoa Department of Public Safety

1951 East-West Road  
Honolulu, HI 96822

Hours: 24 hours per day, seven days per week  
Dispatch/Main Line: (808) 956-6911  
Campus Safety Escort: (808) 956-SAFE (7233)  
Business Phone: (808) 956-9293  
Business Fax: (808) 956-8495

Web: [www.manoa.hawaii.edu/dps](http://www.manoa.hawaii.edu/dps)  
UH Alerts: [www.hawaii.edu/alert](http://www.hawaii.edu/alert)

[f /UHManoaSafety](#)  
[t @UHManoaSafety](#)

## 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 through crime and loss prevention services.
- **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.



## About UH Mānoa Department of Public Safety

The University of Hawai'i at Mānoa Department of Public Safety (DPS) operates 24 hours per day, seven days per week, to patrol and respond to any reports of crime or suspicious activity on UH Mānoa campuses. Learn more about DPS services, crime statistics, and how to report a crime or seek victim assistance at [www.manoa.hawaii.edu/dps](http://www.manoa.hawaii.edu/dps). For on-campus response, please call DPS at 808-956-6911. For emergencies, contact the Honolulu Police Department at 911.

Emergency Management is an integral department within DPS. Its purpose is to coordinate and prepare the UH Mānoa community to respond to emergencies or disasters and to manage recovery efforts in an effective and timely manner.

## About UH Mānoa

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



# DEPARTMENT OF PUBLIC SAFETY

Annual Report: Fiscal Year Ending June 30, 2015

## UH MĀNOA DPS SERVICES

- Incident management: response and investigation
- Victim/survivor assistance
- Emergency notifications
- Emergency preparedness and management
- Educational outreach: events, programs, and presentations
- Safety escort service
- Facility locking and unlocking
- Reporting according to federal laws (Jeanne Clery Act, VAWA, Campus SAVE, and Title IX)
- Special event staffing



DPS introduced a new safety app called Mānoa Guardian in FY 15

### Partnership with PAU Violence

In Summer 2014, DPS began an official partnership with the UH Mānoa PAU Violence program, which provides training and education to students, faculty, and staff around issues of relationship violence, sexual assault, and stalking. We are excited to have a PAU Violence advocate as part of our team, to further our prevention, awareness, and services surrounding issues of sexual and relationship violence.

### Community Safety Survey

In November 2014, DPS launched a community safety survey in an effort to better understand the campus climate as it relates to safety and security. The survey was available online for two weeks, during which time 4,557 responses were recorded. To view the full results of this survey, please visit our website.

### Mānoa Guardian App

In April 2015, DPS released its newest safety initiative, the Mānoa Guardian mobile application. This app provides campus users rapid and proactive communication with friends, family, co-workers, and DPS dispatchers in the event of an emergency. Users can communicate directly with DPS via phone and direct text message using the app. The safety timer feature allows users to set a timer for a walk home, a date, or any other time they will be alone, and the app will automatically notify chosen “guardians” if the timer expires before it is deactivated. Parents, friends, and family can also download the app for free, and use a non-UH Mānoa version to become a part of a safety timer session. For information about the app, including an informational video, please visit our website.

### Community Policing Unit

Our commitment to community safety is centered on the concept of community policing, and we are excited with the success of our Community Policing Unit, which was formed in August 2014. Two dedicated officers serve as liaisons for the department, and their duties include delivering crime prevention presentations, performing building security assessments, hosting safety awareness events, maintaining emergency call boxes, attending meetings and other events as representatives of the department, and interacting with the community in a positive manner. Since its inception, the unit has been very successful in implementing new programs and increasing safety awareness across campus.

### Security Assessments

Created and run through the department’s Community Policing Unit, the security assessment program provides a broad and integrated approach to safety at UH Mānoa. This program is designed to survey and gather data on a particular area, office, or building on campus, and provide a micro-level action plan for emergencies, as well as worthwhile recommendations for safety and crime prevention.

### Development of UHM Comprehensive Emergency Management Plan

Our Emergency Management Coordinator conducted a complete review of the UHM Comprehensive Emergency Management Plan (CEMP). Consulting services of Dr. Roger Mason of LEC Management were retained and a gap analysis was conducted of the CEMP, for which revisions were made and a revised plan was developed.

### Emergency Management Tabletop Exercises

Throughout 2015, via Dr. Roger Mason, the department planned, prepared, and conducted three FEMA-compliant tabletop exercises focusing on disaster mitigation, continuity of operations, and recovery efforts to prepare for a variety of events. These exercises were developed for and attended by UHM leaders with direct emergency management support responsibilities. They provided valuable evaluation of existing plans and protocols, allowed for direct training on the CEMP and Emergency Operations Center (EOC) operations, and met compliance requirements of the Jeanne Clery Act.



# DEPARTMENT OF PUBLIC SAFETY

Annual Report: Fiscal Year Ending June 30, 2015

## GOALS FOR FY 2016

During Fiscal Year 2015, DPS created the department’s first-ever strategic plan: *Safeguarding Our Community*. This strategic plan was created by 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. DPS plans to update this document annually. Derived from DPS’s mission and vision statements, the department has identified five core strategic initiatives, which are the impetus for the overall strategic plan. Within these strategic initiatives lay several department goals for the current calendar year. Although the full list is available on our website, a few of these goals have been highlighted here:

### Strategic Initiative 1: Emphasis on Customer Service

- Develop and implement a protocol for citizen complaints and commendations
- Provide staff with training on enhancing customer service skills
- Research, procure, and implement a replacement computer-aided dispatch (CAD)/records and management system (RMS)

### Strategic Initiative 2: Crime and Loss Prevention Services

- Reconstitute bike patrol program and deploy bicycle patrol units
- Engage an expert consultant to research, design, and create a phased implementation timeline for an integrated campus-wide closed circuit television (CCTV) system
- Engage an expert consultant to research, design, and create a phased implementation timeline for an integrated campus-wide access control system
- Complete the Federal Emergency Management Agency (FEMA)-modeled Threat and Hazard Inventory Risk Assessment (THIRA)
- Complete the revision, development, and implementation of the UHM Comprehensive Emergency Management Plan (CEMP)

### Strategic Initiative 3: Community Policing

- Create and implement a campus safety orientation video
- Refine and upgrade formal security assessment process
- Create and implement a campus Active Shooter Awareness and Response Training program
- Assume responsibility for continuation of the Move With Aloha program

### Strategic Initiative 4: University Community Presence

- Expand functionality and content of the DPS public website
- Conduct public forums as part of the law enforcement transition
- Engage standing university committees and organizations on a regular basis

### Strategic Initiative 5: Commitment to Excellence

- Develop an annual training plan for DPS staff
- Establish comprehensive plan for Campus Security Authority (CSA) identification and training
- Implement a formal, structured field training and evaluation program, and communications training and evaluation program for new employees



## FY15 BY THE NUMBERS

19 CPR courses

6,800+ safety escorts

26,900+ activities  
(includes calls for service, self-initiated activity, and other routine actions)

1,067 written reports

53 emergency alerts or timely warnings

41 safety and wellness presentations, events, and awareness tables

4 security assessments completed, with 7 security assessments in-progress



# DEPARTMENT OF PUBLIC SAFETY

Annual Report: Fiscal Year Ending June 30, 2015

## ACKNOWLEDGEMENTS

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

## TOTAL EXPENDITURES FY 2015

PERSONNEL SERVICES	
Salaried Personnel Services	\$1,908,753.02
Overtime	\$210,551.99
Fringe	\$16,042.21
Student Payroll	\$129,191.73
Redistributed	\$0.00
Casual Payroll	\$0.00
<b>Total Personnel Services</b>	<b>\$2,264,538.95</b>
OTHER EXPENSES	
Outside Services	\$92,028.09
Repair and Maintenance	\$77,889.74
Materials and Supplies	\$178,409.75
Utilities	\$0.00
Ceded Land Payments to OHA	\$0.00
Other Current Expenditures*	\$530,126.06
<b>Total Other Expenses</b>	<b>\$878,453.64</b>
<b>TOTAL EXPENDITURES</b>	<b>\$3,142,992.59</b>
<b>ENDING CASH BALANCE</b>	<b>\$2,838,329.18</b>

\*Note: \$374,041.14 New Radio Communication System (EF Johnson)

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

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

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

## FY15 LEADERSHIP

**Charles Noffsinger**  
Chief of Department of Public Safety

**Alberta J.K. Pukahi**  
Captain

**Daniel Walkup**  
Captain

**Jimmy Lagunero**  
Emergency Management Coordinator

**Sarah Rice**  
Community Programs Manager

**Leslie Cabingabang**  
Women's Center Coordinator

**Daniel Tuttle**  
Administrative Assistant

## National Affiliations

Clergy Center for Security On Campus  
[www.clergycenter.org](http://www.clergycenter.org)

International Association of Campus Law Enforcement Administrators (IACLEA)  
[www.iaclea.org](http://www.iaclea.org)

International Association of Chiefs of Police (IACP)  
[www.iacp.org](http://www.iacp.org)

End Violence Against Women International (EVAWI)  
[www.evawintl.org](http://www.evawintl.org)

Alert Lockdown Inform Counter Evacuate (ALICE)  
[www.alicetraining.com](http://www.alicetraining.com)



# UNIVERSITY OF HAWAI'I AT MĀNOA CAMPUS SERVICES

Annual Report: Fiscal Year Ending June 30, 2015

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