



UNIVERSITY OF HAWAII CAMPUS SERVICES

Annual Report: Fiscal Year Ending June 30, 2016

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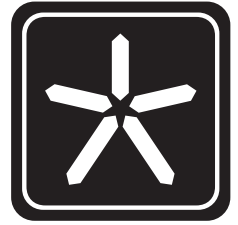


UNIVERSITY OF HAWAII AUXILIARY SERVICES

COMMUTER AND FLEET SERVICES

Annual Report: Fiscal Year Ending June 30, 2016

COMMUTER AND FLEET SERVICES



Annual Report: Fiscal Year Ending June 30, 2016



REFLECTING ON THE PAST YEAR

Along with other University of Hawai'i revenue-generating departments, Commuter Services was selected to participate in a comprehensive financial and operational review during Fiscal Year 2016. The intense scrutiny of this process was daunting, but our team chose to view this experience as an opportunity to determine what was working within our department and what needed improvement.

We are proud to say that we were able to successfully pass our review with the assistance of the Commuter Services Administration team. They helped us to gather and analyze three years' worth of financial data, which is no small feat. Only minimal changes were suggested and will be implemented in FY17.

During FY16, we also examined the operations of our Fleet Services department. We reaffirmed our commitment to environmental sustainability by installing updated fuel tracking equipment, collaborating with the Office of Sustainability, and digitizing our internal and external communications.

In the coming year, we will continually strive to provide our university 'ohana with the most efficient, sustainable, and cost-effective products and services.

Cathleen Matsushima
Operations Manager
Commuter and Fleet Services




CONNECT WITH US

Commuter Services

Email: parking@hawaii.edu

Web: www.manoa.hawaii.edu/commuter

 /CommuteUHM

 @CommuteUHM

 @CommuteUHM

Fleet Services

Email: auxtrans@hawaii.edu

Web: www.manoa.hawaii.edu/fleet

Auxiliary Services/Campus Services

Email: auxsvcs@hawaii.edu

Web: www.manoa.hawaii.edu/campuservices

OUR MISSION

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

FY16 EMPLOYEE SERVICE AWARDS

10 Years

Cathleen Matsushima, Commuter and Fleet Services

FY16 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



COMMUTER SERVICES

Annual Report: Fiscal Year Ending June 30, 2016

HIGHLIGHTS FROM THE PAST YEAR

- During Fall 2015, Commuter Services successfully passed a comprehensive financial and operational review by collaborating with Campus Services Administration. Only minor changes were recommended and will be executed in the coming year.
- In Spring 2016, Commuter Services held a series of in-person and online trainings for departmental parking coordinators. Follow-up surveys found that these sessions were helpful in clarifying and streamlining the annual permit process. Due to this positive response, our team will offer these trainings on an annual basis.
- During Spring 2016, Commuter Services transitioned our contracted parking security services over to the Department of Public Safety (DPS). Through cooperation with our fellow Campus Services department, we have significantly reduced our operating costs and decreased the amount of vehicle thefts and break-ins.

GOALS FOR FY17

- Address the conditions of our facilities and develop a plan of action by working with an external parking consultant.
- Increase the lifespan of our facilities by engaging in preventative maintenance work and long-lasting repairs.
- Improve wayfinding in the Zone 20 Parking Structure by creating eye-catching and user-friendly signage.
- Reduce the amount of citations and increase driver safety through the launch of our window cling permit pilot program.
- Allow more employees to take advantage of pre-tax parking permit deductions by offering a second open enrollment period.
- Accurately measure ridership and environmental impact of the Rainbow Shuttles through the installation of ID scanners.
- Reduce single-vehicle traffic by advertising the Rideshare and Zimride programs.
- Promote the health and safety of our clientele by partnering with DPS to combine the Alternate Hero and Walk Your Wheels programs.



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

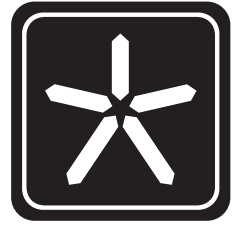
Pacific Intermountain Parking and Transportation Association (PIPTA)
International Parking Institute (IPI)
National Association of College Auxiliary Services (NACAS)

PROFESSIONAL PARTNERSHIPS

T2 Systems
AssetWorks
National Parking Association (NPA)
Enterprise CarShare
OpConnect
Ride Systems
Parkeon
Zimride

COMMUTER SERVICES

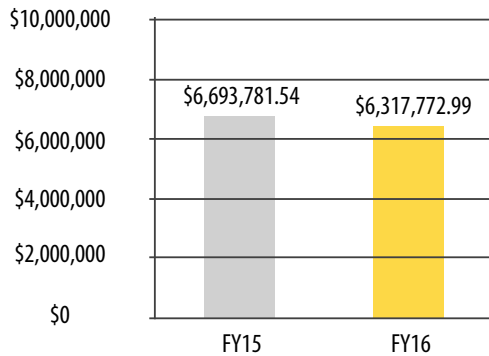
Annual Report: Fiscal Year Ending June 30, 2016



FINANCIAL OVERVIEW

COMMUTER SERVICES REVENUE

■ FY15 vs ■ FY16



REVENUES	ACTUAL FY16
Collections, Daily	\$2,513,511.37
Fees, Parking, Permits	\$2,606,223.27
Sales, Services, External Customers	\$532,843.90
Fines, Traffic Waivers	\$546,881.11
Other	\$110,230.95
Invest Income, Interest	\$8,082.39
TOTAL REVENUES	\$6,317,772.99



TOTAL EXPENDITURES FY16

EXPENDITURES	ACTUAL FY16
Salaried Personnel Services	\$538,404.68
Overtime	\$7,271.93
Fringe Benefits	\$246,986.25
Student Payroll	\$156,336.10
Redistributed - Admin Overhead Assessment	\$561,119.17
Total Personnel Services	\$1,510,118.13
Diamond Parking Services	\$857,731.37
E Noa Corp	\$719,917.27
HPD Officers - special events	\$102,873.00
Star Protection	\$1,081,277.16
Other	\$25,985.59
Repair and Maintenance	\$275,666.41
Materials and Supplies	\$87,000.14
Travel	\$6,396.29
Utilities	\$333,266.80
Ceded Land Payments to OHA	\$272,053.80
Equipment	\$36,073.47
Other Current Expenditures	\$154,400.71
TOTAL OTHER EXPENSES	\$3,952,642.01
OPERATING INCOME (LOSS)	\$855,012.85
TRANSFERS	
MT, Retirement of Bonds	\$60,937.90
TOTAL TRANSFERS	\$60,937.90
OPERATING INCOME (LOSS) AFTER TRANSFERS	\$794,074.95
ENDING CASH BALANCE	\$3,792,641.68



FLEET SERVICES

Annual Report: Fiscal Year Ending June 30, 2016

HIGHLIGHTS FROM THE PAST YEAR

- Fleet Services installed eco-friendly Gasboy pumps, which work with the vehicle identification boxes in each of our automobiles to monitor fuel usage. With this system, we can bring a vehicle in for servicing if it is using excess fuel.



- Hawaiian Electric Company generously donated an all-electric SMART car to our fleet. We have collaborated with the Office of Sustainability to offer complimentary daily rentals of this vehicle to university departments.
- Our department has gone paperless by eliminating hard copy reports and notices to departments. All preventative maintenance and safety reminders are now sent via email. We also have a new electronic tablet system to document accident repairs.

GOALS FOR FY16

- Maximize the efficiency of our department by automating our vehicle mileage and accident repair logs.
- Increase our environmental sustainability efforts by implementing a system that will allow us to harvest rainwater to wash our vehicles.
- Ensure the financial viability of our department by comparing our rental fees and repair rates to those of other organizations

ABOUT FLEET SERVICES

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

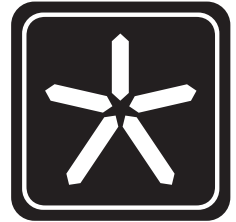
REGULAR HOURS

7:45 a.m. – 4:30 p.m.
Monday-Friday



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

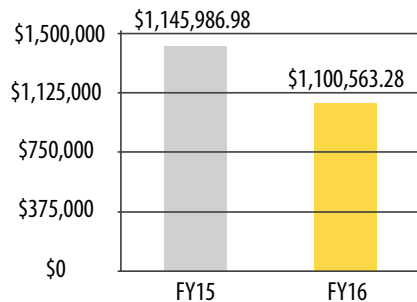




FINANCIAL OVERVIEW

FLEET SERVICES REVENUE

■ FY15 vs ■ FY16



REVENUES	ACTUAL FY16
Rentals, Motor Vehicle	\$560,548.00
Rentals, Other	\$137,149.99
Sales, Services, Inter-Departmental	\$189,672.72
Resales, Shop	\$210,551.07
Other	\$2,641.50
TOTAL REVENUES	\$1,100,563.28

TOTAL EXPENDITURES FY16

EXPENDITURES	ACTUAL FY16
Salaried Personnel Services	\$230,142.00
Overtime	\$4,670.47
Fringe	\$112,037.44
Student Payroll	\$33,662.68
Redistributed	\$95,911.62
Total Personnel Services	\$476,384.21
Outside Services	\$4,978.13
Repair and Maintenance	\$314,825.07
Materials and Supplies	\$252,638.46
Other Current Expenditures	\$286,295.26
TOTAL OTHER EXPENSES	\$858,736.92
OPERATING INCOME (LOSS)	-\$234,557.85
ENDING CASH BALANCE	\$990,836.39





UNIVERSITY OF HAWAII AUXILIARY SERVICES

UNIVERSITY HOUSING, FOOD SERVICES, AND CAMPUS MAIL SERVICES

Annual Report: Fiscal Year Ending June 30, 2016

UNIVERSITY HOUSING, FOOD SERVICES, AND CAMPUS MAIL SERVICES

Annual Report: Fiscal Year Ending June 30, 2016



HERE TO SUPPORT YOU

Growth and change are integral parts of college life. As new students, faculty, and staff arrive each semester, they bring new tastes and ideas to our campus community. Through responsive customer service and a commitment to excellence, University Housing, Food Services, and Campus Mail Services departments have found innovative ways to support our diverse clientele.

University Housing is proud to assist incoming personnel with their transition to campus. We support the university's recruitment and retention efforts by providing affordable rental units to new employees. In Fiscal Year 2016, we implemented the second phase of our transitional plan, which allowed us to place additional faculty and staff in our housing complexes.

As our campus community changes, so has demand for different types of cuisine. In response, Food Services added two mobile vendors during FY16: Toko Express (which offers Japanese food) and Green Garden (which specializes in vegan dishes). Along with our vendors, we have participated in various campus events, such as International Education Week and the Spring Fling football game.

Finally, Campus Mail Services was able to process over 500,000 letters and packages in FY16 through the incorporation of the United State Postal Service's Intelligent Mail barcode system. Thanks to the tracking capabilities of this system, these essential pieces of university correspondence were delivered safely to addresses across the globe.

During the next fiscal year, we will seek new ways to provide our campus 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

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

 /UHMFoodSvc

 @UHMFoodSvc

 /UHMFoodSvc

Campus Mail Services

2465 Campus Road
Honolulu, Hawaii 96822
Phone: (808) 956-8598
Email: mailsvcs@hawaii.edu
www.hawaii.edu/mailroom

University Housing

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



UNIVERSITY HOUSING

Annual Report: Fiscal Year Ending June 30, 2016

HIGHLIGHTS FROM THE PAST YEAR

- University Housing opened up 15 units for new tenants by completing Phase II of our transitional plan. This plan aligns our operations with the current maximum stay policy and allows us to assist even more incoming faculty and staff.
- We made several improvements to our properties, including sealcoating the Kau'ikahaloa Nui parking lot, installing new washing machines at Kau'ikahaloa Nui and Wa'ahila, and refreshing over 35 units with new appliances, carpeting, flooring, and paint. These upgrades have enhanced the quality of life for our tenants.
- University Housing expanded its outreach to incoming personnel by participating in the New Faculty Orientation receptions hosted by the Mānoa Bookstore. These events allowed us to be one of the first points of contact for new employees and provide them with important information on their various housing options.

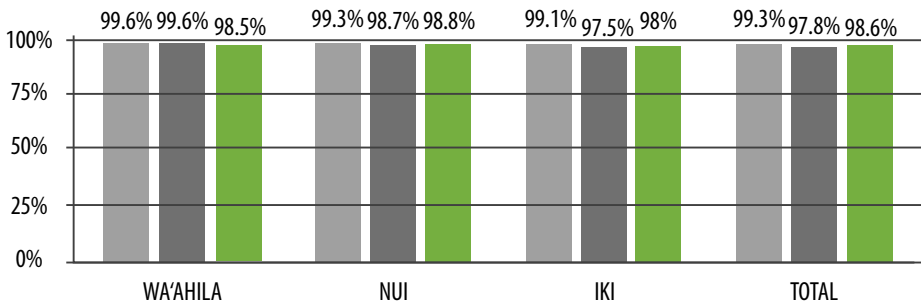


GOALS FOR FY17

- Extend our outreach efforts by holding an informational fair, which will introduce faculty and staff to lending institutions, developers, and real estate agents.
- Form a better understanding of our clientele's needs by working with a tenant advisory group.

UNIVERSITY OCCUPANCY

■ FY14 vs ■ FY15 vs ■ FY16



OUR MISSION

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

UNIVERSITY HOUSING COMPLEXES

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

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

Wa'ahila Apartments
2640 Dole Street
Honolulu, HI 96822

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

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



UNIVERSITY HOUSING WAITLIST

	FIRST PRIORITY APPLICANTS	ALL APPLICANTS
FY14	26	97
FY15	3	88
FY16	9	73

UNIVERSITY HOUSING

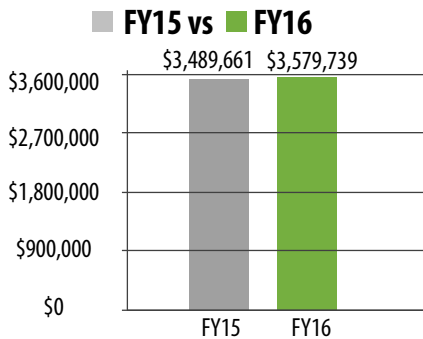
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FINANCIAL OVERVIEW



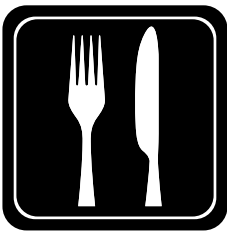
UNIVERSITY HOUSING REVENUE



REVENUES	ACTUAL FY16
Commissions, Vending Machines	\$34,085.15
Fees, Parking, Permits	\$46,747.93
Rentals, Dormitories	\$3,473,196.37
Other	\$25,710.53
TOTAL REVENUES	\$3,579,739.98

TOTAL EXPENDITURES FY16

EXPENDITURES	
Salaried Personnel Services	\$88,162.33
Overtime	\$1,409.67
Fringe	\$45,663.65
Redistributed	\$291,229.03
Total Personnel Services	\$426,464.68
Outside Services	\$304,360.75
Repair and Maintenance	\$599,967.84
Materials and Supplies	\$45,525.60
Utilities	\$295,691.78
Ceded Land Payments to OHA	\$141,916.89
Other Current Expenditures	\$2,131.83
Total Other Current Expenditures	\$1,389,594.69
OPERATING INCOME (LOSS)	\$1,763,680.61
TRANSFERS	
MT, Retirement of Bonds	\$1,107,412.50
Total Transfers	\$1,107,412.50
OPERATING INCOME (LOSS) AFTER TRANSFERS	\$656,268.11
ENDING CASH BALANCE	\$9,423,537.43



FOOD SERVICES

Annual Report: Fiscal Year Ending June 30, 2016

HIGHLIGHTS FROM THE PAST YEAR

- In response to customer demand for Asian and vegetarian cuisine, Food Services brought two new mobile vendors to the UH Mānoa campus during FY16. Japanese food vendor Toko Express made their debut in Fall 2015, while vegan food vendor Green Garden joined the Food Services 'ohana in Spring 2016.
- Key maintenance projects were completed at our popular upper campus food court, Paradise Palms, so that it may continue serving as a gathering place for the UH Mānoa community. We also held an open house to promote the catering and facility rental options available at this venue.
- Food Services participated in a wide range of outreach activities during FY16, including New Student Orientations, International Education Week, \$5 Food Fest, and the SOEST Open House. These activities allowed us to reach out to different segments of the campus community and familiarize them with the products and services provided by our department.



GOALS FOR FY17

- Increase the variety of our mobile vendor program by seeking out promising local food trucks.
- Drive Paradise Palms catering sales and facility rentals through a direct marketing campaign.
- Engage and expand our clientele through social media, email surveys, and outreach activities.



OUR MISSION

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

ABOUT FOOD SERVICES

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

ABOUT PARADISE PALMS CAFÉ

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

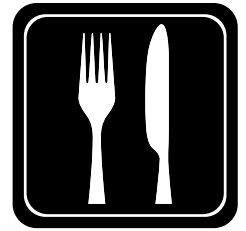
DINING CONCEPTS

Paradise Palms Café

- The Curb
- Domino's Pizza Express
- Honolulu Gourmet
- India Café
- L&L Hawaiian Barbecue
- Panda Express

- The Bean Counter
- Verde Kaimuki
- Uahi Island Grill
- Da Spot
- Honolulu Gourmet at Sustainability Courtyard
- Le Crepe Café
- Serg's Mexican Kitchen
- L&L at the Swimming Pool Café
- The Curb at Sinclair
- Toko Express
- Green Garden

FOOD SERVICES

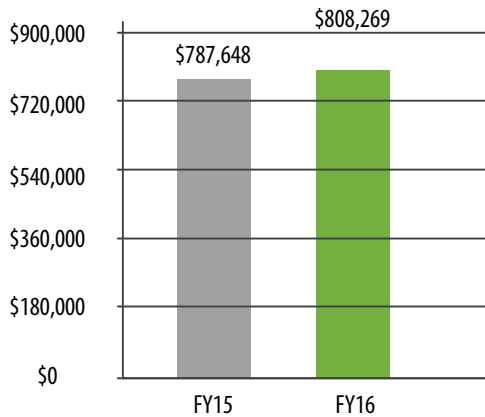


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FINANCIAL OVERVIEW

FOOD SERVICES REVENUE

■ FY15 vs ■ FY16

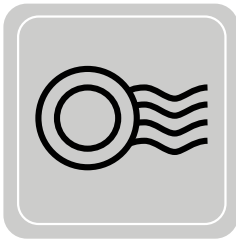


REVENUES	ACTUAL FY16
Commissions & Vending Machines	\$806,736.54
Other	\$1,532.90
TOTAL REVENUES	\$808,269.44

TOTAL EXPENDITURES FY16

EXPENDITURES	
Salaried Personnel Services	\$43,494.33
Fringe	\$21,843.31
Student Payroll	\$9,803.54
Redistributed	\$48,737.35
Total Personnel Services	\$123,878.53
Outside Services	\$1,476.69
Repair and Maintenance	\$102,725.40
Materials and Supplies	\$37,639.39
Utilities	\$165,281.58
Other Current Expenditures	\$27,643.07
Total Other Expenses	\$334,766.13
OPERATING INCOME (LOSS)	\$349,624.78
TRANSFERS	
NMT, Special Funds, Other	\$204,884.75
TOTAL TRANSFERS	\$204,884.75
OPERATING INCOME (LOSS) AFTER TRANSFERS	\$144,740.33
ENDING CASH BALANCE	\$403,221.97





CAMPUS MAIL SERVICES

Annual Report: Fiscal Year Ending June 30, 2016



HIGHLIGHTS FROM THE PAST YEAR

- A total of 521,653 letters and packages traveled through Campus Mail Services in FY16. We are proud to handle such a high volume of correspondence.
- Our department fully implemented the United States Postal Service's Intelligent Mail package barcode system. This system reduces our postage costs and allows for increased tracking abilities.
- We worked with Campus Services' Marketing and Communications to increase promotion of our mailbox rental program to incoming students. Our mailboxes provide students with one convenient address for the duration of their college experience.

GOALS FOR FY17

- Serve as a model of superior customer service through our daily interactions with the university community.
- Provide the most current mailing and shipping information through our redesigned website and newsletter.
- Expedite the processing of letters and packages with the procurement of state-of-the-art mailing equipment.



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

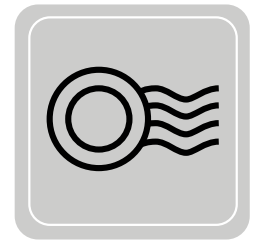
**Postage not required.*

***Pre-metered USPS Postage required.*



CAMPUS MAIL SERVICES

Annual Report: Fiscal Year Ending June 30, 2016



FINANCIAL OVERVIEW



TOTAL EXPENDITURES FY16

EXPENDITURES	
Salaried Personnel Services	\$226,151.26
Overtime	\$4,506.57
Student Payroll	\$26,620.04
Total Personnel Services	\$257,277.87
Outside Services	\$7,604.24
Repair and Maintenance	\$1,624.50
Materials and Supplies	\$15,704.25
Other Current Expenditures	\$278,856.61
Total Other Expenses	\$303,789.60
Total Expenditures	\$561,067.47
ENDING CASH BALANCE	\$44,466.92

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 Campus Mail Services team on a regular basis.

FY16 LEADERSHIP

Darryl Nohara, Director of Auxiliary Services

Andy Lachman, Manager

Anoilani Aga, Assistant Manager

Kylee Malo, Mail Services Supervisor

FY16 EMPLOYEE SERVICE AWARDS

Randall Dang, Campus Mail Services

20 Years

NATIONAL AFFILIATIONS

National Association of College & University Food Services (NACUFS)

National Association of College Auxiliary Services (NACAS)

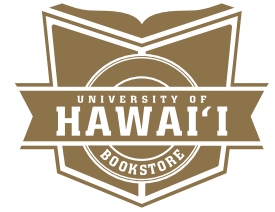


UNIVERSITY OF HAWAII BOOKSTORES

Annual Report: Fiscal Year Ending June 30, 2016

UNIVERSITY OF HAWAI‘I BOOKSTORES

Annual Report: Fiscal Year Ending June 30, 2016



REACHING OUT TO OUR UNIVERSITY 'OHANA

As the retail sector adjusts to the changes brought about by a growing online marketplace, the University of Hawai'i Bookstore System has sought new ways to engage and support our campus communities. During Fiscal Year 2016, we have made a concerted effort to reach out to our clientele by participating in New Faculty and New Student Orientations, and issuing a customer satisfaction survey. By

building relationships with our customers, we have come to a better understanding of how to serve them.

One of our clientele's primary concerns was the accessibility of educational materials. We addressed this concern by making our UH Bookstore Scholarship available to students at all UH System campuses, awarding \$25,000 in funding. We also expanded our digital textbook inventory, resulting in significant cost savings for students.

Convenience was another important element to our customers. We provided a centralized shopping experience by expanding the services offered by Campus Solutions and adding high-demand lifestyle brands such as Herschel, RVCA, and TOMS to our inventory. For more information on our outreach efforts, please view the "Highlights of the Past Year" section of this report.

We are proud to serve such a diverse group of students, faculty, and staff. As we look toward the next fiscal year, we will strive to provide even more products and services that will make UH Bookstores the retailer of choice for our university 'ohana. Even in a changing market, we will continue to supply everything that our campus communities need for college life and more.

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
Kaua'i Community College Bookstore
Leeward Community College Bookstore
Windward Community College Bookstore

*Flagship store

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

OUR MISSION

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

OUR VISION

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

OUR SHARED VALUES

Service
Honesty
Aloha spirit
Responsibility
Education

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



UNIVERSITY OF HAWAI'I BOOKSTORES

Annual Report: Fiscal Year Ending June 30, 2016

HIGHLIGHTS FROM THE PAST YEAR

MERCHANDISE EXPANSIONS

- UH Bookstores expanded their selection of RedShelf digital books, providing students with a convenient way to access course materials. These digital titles offer substantial savings to students, are compatible with all readers and smartphones, and include enrichment tools such as study guides, definitions, and flashcards.
- UH Mānoa Bookstore worked with the UH Mānoa Dental Hygiene program office to consolidate the ordering of course materials. Students are now able to purchase kits that include all the materials they need for the semester. These kits yielded an additional \$160,000 in sales for this category.
- Posters and vinyl banners can now be printed at Campus Solutions. Finishing services such as poster board mounting and grommet installation are also available. Now students, faculty, and staff don't have to venture off campus

to obtain visual aids for presentations or signage for special events.

- Herschel, Natural Life, RVCA, and TOMS are just a few of the on-trend brands that have been added to our stores' selection of gifts and fast fashion. Mānoa Bookstore's Campus Road boutique maintains a constant flow of new and exciting products that appeal to our student clientele. During FY17, product line expansion will continue at all stores.



OUTREACH EFFORTS

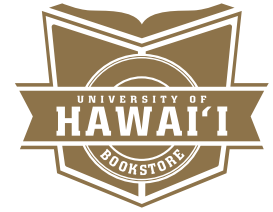


- UH Bookstores awarded \$25,000 in scholarship funds to support students enrolled throughout the UH System during the 2015-2016 academic year. More than 2,000 applications were received and 13 winners were selected. Winning students were awarded \$1,000 for part-time tuition or \$2,000 for full-time tuition.
- UH Bookstores awarded \$25,000 in scholarship funds to support students enrolled throughout the UH System during their freshmen year were eligible to win free textbooks during their sophomore year. In FY16, \$6,500 worth of textbooks were given to the winning students.
- During FY16, UH Bookstores provided \$19,000 in merchandise donations to nonprofit organizations. These donations consisted of such items as gift cards and UH-branded merchandise. Priority was given to those organizations that benefit students and the campus community.
- UH Bookstores partnered with the Hawai'i Graduation Initiative on its 15 to Finish program for a third straight year. Students who were enrolled in 15



For the fifth consecutive year, the University of Hawai'i Bookstore System released officially licensed HI Pride T-shirts designed by UH students.

UNIVERSITY OF HAWAI‘I BOOKSTORES



Annual Report: Fiscal Year Ending June 30, 2016

SPECIAL EVENTS

- The second annual Bed Bath & Beyond pop-up shop was hosted by Mānoa Bookstore in Fall 2015, which provided students with on-campus access to dorm room furnishings. An online shopping option was provided for additional convenience. This successful pop-up event yielded \$10,000 in sales.
- To herald the start of the 2015-2016 academic year, Mānoa Bookstore hosted a new faculty orientation reception. Incoming faculty members were introduced to Bookstores managers and the services provided by their departments.

- Mānoa Bookstore held Grad Fairs two months prior to the end of the Fall 2015 and Spring 2016 semesters. These fairs served as one-stop shops for students, where they could gather important commencement information and place orders for announcements, caps, and gowns.
- As Fall 2015 drew to a close, Mānoa Bookstore held two holiday events: the Faculty and Staff Holiday Preview Sale and the Employee Apple One-Day Sale. Both of these fun, festive sales were well-attended and offered valuable deals to UH's hardworking employees.



GOALS FOR FY17

- We will focus on increasing cost-effective options for students and improving educational outcomes through the implementation of a new Interactive Digital Access Program (IDAP). This program will supply interactive digital course materials at the lowest possible prices based on faculty agreement to teach from these materials. The IDAP program will be integrated into Laulima, where students can access all course materials starting one week prior to the start of the semester.



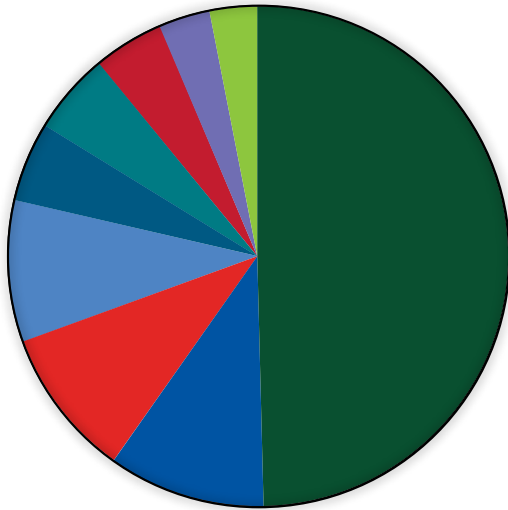
- In the coming year, we will continue to expand our range of products. Consumer interest in lifestyle brands such as Burt's Bees, Gund, and Papyrus shows that our clientele wants more from us than just textbooks and school supplies. With the decline of print book revenues, sales in other categories are essential to the success and sustainability of our stores.
- We hope to expand and strengthen our partnerships with key vendors and affiliates. During FY16, we focused our outreach efforts on increasing knowledge of our services and establishing new contacts. The focus for the upcoming fiscal year will be on identifying and developing partnerships to increase revenues and improve our current offerings.



UNIVERSITY OF HAWAI'I BOOKSTORES

Annual Report: Fiscal Year Ending June 30, 2016

FINANCIAL OVERVIEW TOTAL SALES BY STORE FY16



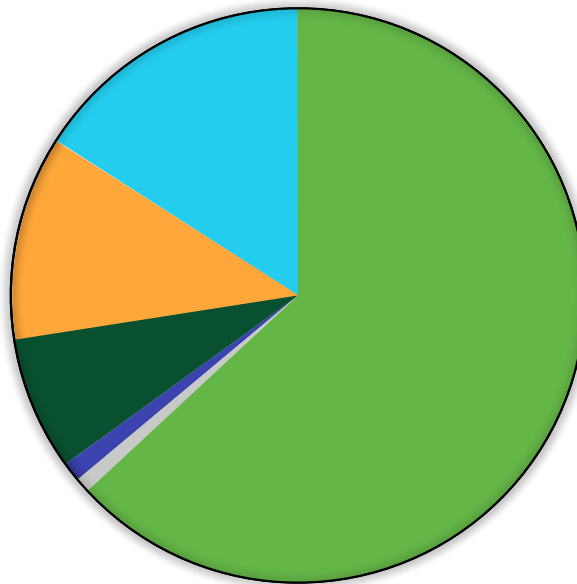
- Mānoa Bookstore*: \$11,042,883
- Kapi'olani Bookstore: \$2,293,018
- Hilo Bookstore**: \$2,211,529
- Leeward Bookstore: \$2,101,596
- Maui College Bookstore: \$1,182,299
- Honolulu Bookstore: \$1,200,176
- West O'ahu Bookstore: \$1,048,683
- Kaua'i Bookstore: \$753,275
- Windward Bookstore: \$701,718

*Flagship store.

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

UH BOOKSTORE SYSTEM SALES BY DEPARTMENT FY16

- **Textbooks : \$14,224,025**
New, used, and rental textbook purchases for undergraduate, graduate, and Outreach College courses.
- **Computers : \$3,609,317**
Computer, laptop, and tablet purchases (Mānoa campus only). Phone cases, ink cartridges, flash drives, software, and other tech accessories.
- **Supplies : \$2,636,561**
School, office, and art supplies. Graduation regalia, culinary supplies (Kapi'olani CC campus only), cosmetology supplies (Honolulu CC campus only). Snacks and sundries.
- **Emblematics : \$1,695,280**
UH licensed logo apparel and spirit items. Select non-logo apparel and gifts.

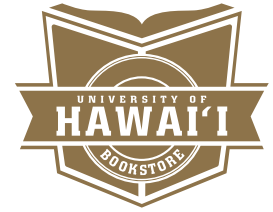


- **Trade Books : \$229,179**
Books by UH authors and UH Press. Books about Hawai'i, Asia, and the Pacific.
- **Campus Solutions : \$140,791**
Copy and Print Services (Mānoa campus only), UH Departmental Copier Program (Mānoa campus only), UH Departmental Supplies Source.

SALES BY DEPARTMENT	FY15	FY16
Textbooks	\$15,411,180	\$14,224,025
Trade Books	\$266,841	\$229,179
Supplies	\$2,426,443	\$2,636,561
Emblematics	\$1,905,130	\$1,695,280
Computers	\$3,630,283	\$3,609,317
Campus Solutions	\$141,875	\$140,791

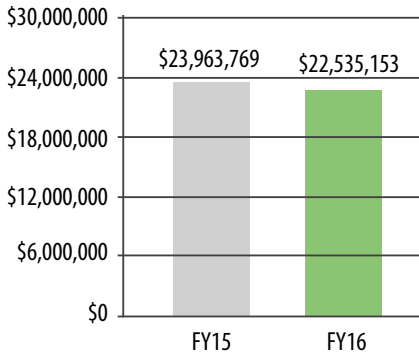
UNIVERSITY OF HAWAII BOOKSTORES

Annual Report: Fiscal Year Ending June 30, 2016



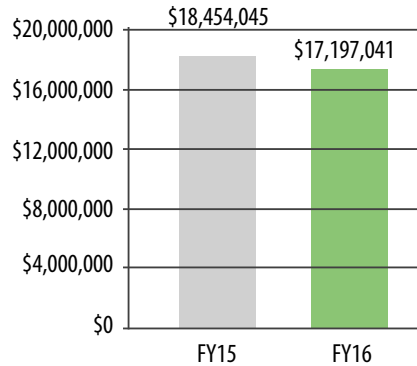
TOTAL SALES

FY15 vs FY16



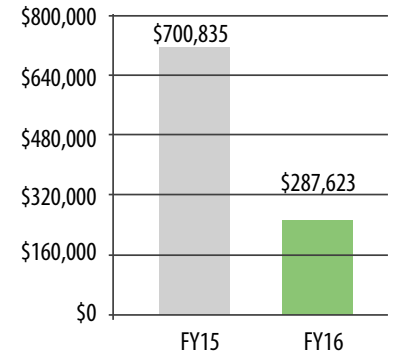
TOTAL COST OF GOODS

FY15 vs FY16



BOOKSTORE SYSTEM TOTAL NET SALES

FY15 vs FY16



MĀNOA BOOKSTORE FY15

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 sells officially-licensed UH apparel and spirit items, school supplies, graduation regalia, and general interest books. In FY15, 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. Alternatively, customers may choose in-store pickup as their shipping method.

TOTAL EXPENDITURES FY16

EXPENDITURES	ACTUAL FY15	ACTUAL FY16
Salaried Personnel Services	\$3,502,499.53	\$3,643,515.72
Other Personnel Costs (OT)	\$86,052.04	\$97,945.08
Student Payroll	\$443,670.91	\$383,278.48
Outside Services	\$119,900.61	\$190,056.28
Repair and Maintenance	\$16,406.50	\$19,090.13
Operational Supplies	\$39,264.33	\$73,586.63
R&M Supplies	\$883.86	\$842.33
Office Supplies	\$18,946.96	\$15,785.04
Other Supplies	\$26,490.88	\$22,570.73
Utilities	\$54,343.05	\$55,625.85
Transportation (In-State)	\$4,580.81	\$9,440.06
Transportation (Out of State)	\$11,868.39	\$12,698.30
Per Diem (In-State)	\$1,687.14	\$9,549.81
Per Diem (Out of State)	\$15,431.88	\$14,283.32
Dues and Subscriptions	\$13,813.22	\$16,494.09
Freight & Delivery	\$31,599.66	\$28,743.00
Postage	\$4,562.74	\$2,795.97
Telephone	\$15,484.62	\$-
Printing	\$2,258.64	\$8,801.02
Advertising	\$39,412.48	\$25,368.41
Rentals - Equipment	\$26,602.99	\$4,966.87
Rentals - Other	\$20,193.84	\$33,350.46
Computer	\$39,524.68	\$49,656.24
Training Material	\$3,429.46	\$1,302.77
Registration	\$7,500.80	\$4,015.00
Bank Service Charges	\$186,815.89	\$248,238.81
Improvements, Furniture, Equipment	\$20,374.91	\$1,584.22
OHA Ceded Land Payments	\$33,816.40	\$34,699.00
Fees Other Than Pers Svcs	\$1,235.29	\$1,809.53
Other Current Operating Expenditures	\$20,236.42	\$40,395.80
Total Expenditures	\$23,262,933.93	\$22,247,529.95

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



UNIVERSITY OF HAWAI'I BOOKSTORES

Annual Report: Fiscal Year Ending June 30, 2016

FY16 LEADERSHIP

Tricia Ejima
Interim Director
UH Bookstores

Emily Benton
Marketing and Communications Manager
Campus Services

Earl Chang
Administrative Assistant
UH Bookstores

Jake Chang
Campus Solutions Manager
Mānoa Bookstore

Marshal Chu
IT Manager
Campus Services

Jodee Dang
Manager
Kapi'olani Bookstore

Debralee Goto
Manager
Windward Bookstore

Dee Gushiken
E-commerce Manager
Mānoa Bookstore

Sylvia Honda
Manager
Leeward Community College Bookstore

Sarah Hutz
Merchandise Manager
UH Bookstores

Kenji Jones
Warehouse Manager
UH Bookstores

Noel Mock
Manager
Kaua'i Community College Bookstore

Shelly Oikawa
Manager
Honolulu Community College Bookstore

Jean Okubo
Customer Service Manager
Mānoa Bookstore

Gladys Okuda
Books Program Manager
UH Bookstores

Margaret Stanley
Manager
UH Hilo Bookstore

Kelly Toyama
Computer & Technology Department
Manager
Mānoa Bookstore

Kory Uramoto-Wong
Manager
UH West O'ahu Bookstore

Aaron Ventura
Manager
Maui Bookstore

Staci Yoshihara
Fiscal Administrator
UH Bookstores

ACKNOWLEDGEMENTS

Mahalo nui loa to:

Our dedicated team of full-time and part-time employees who work hard to meet and exceed customers' expectations.

Campus Services employees in the Fiscal, Human Resources, and Information Technology departments for supporting our daily operations.

Department of Public Safety officers for providing a safe and 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.

FY16 EMPLOYEE SERVICE AWARDS

40 years

Sylvia Honda, UH Bookstores

10 years

Mari Anguay, Marketing and Communications

Noel Mock, Kaua'i Community College Bookstore



UNIVERSITY OF HAWAII COMMERCIAL ENTERPRISES CONFERENCE & EVENT SERVICES

Annual Report: Fiscal Year Ending June 30, 2016



CONFERENCE & EVENT SERVICES

Annual Report: Fiscal Year Ending June 30, 2016



ROLLING WITH THE CHANGES

Fiscal Year 2016 presented Conference & Event Services with many challenges and opportunities. We continued to grow our customer base by reaching out to new partner organizations and clients. In order to strengthen our relationships with other campus departments, we conducted a joint training on conference and UH Campus Center Meeting & Event Services and UH

Conference Housing. We also maintained our relationships with existing partner organizations and clients by providing them with a range of strategic support services.

Technology has significantly affected our partner organizations in the hospitality industry. Apps and social media sites reveal valuable information about consumer behavior, allowing them to take a more personalized approach to serving their customers. As a liaison between our clients and partner organizations, we have seen the impact of these changes on customer expectations. Our department is proud to offer individualized support services that are tailored to the needs of each client. By maintaining focus on building relationships with our clientele and partner organizations, this department will continue to grow and thrive in the coming fiscal year.

Kenlynn Nelson
Acting Manager
Conference & Event Services



GOALS FOR FY17

- Increase the number of on-campus events through collaboration with UH Campus Center Meeting & Event Services and UH Conference Housing.
- Promote Campus Services by engaging in event planning with UH Bookstores and the Marketing and Communications department.

CONNECT WITH US

Conference & Event Services

Campus Services
1951 East-West Road #202
Honolulu, HI 96822

Phone: (808) 956-8204

Fax: (808) 956-4372

Email: uhces@hawaii.edu

Web: manoa.hawaii.edu/conference

OUR MISSION

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

ABOUT CONFERENCE & EVENT SERVICES

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

ABOUT COMMERCIAL ENTERPRISES

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

FY16 LEADERSHIP

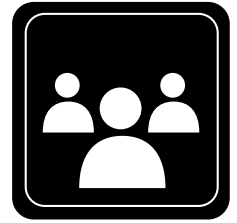
Kenlynn Nelson, Acting CES Manager

NATIONAL AFFILIATIONS

Association of Collegiate Conference and Event Directors

CONFERENCE & EVENT SERVICES

Annual Report: Fiscal Year Ending June 30, 2016

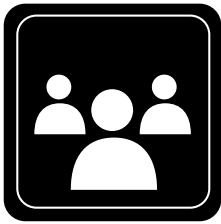


HIGHLIGHTS FROM THE PAST YEAR

- Successfully provided a Conference & Event Planning 101 training session to UH Mānoa faculty and staff in conjunction with UH Campus Center Meeting & Event Services and UH Conference Housing
- Strengthened our long-term relationships with clients and partner organizations, including the Hawai'i State Department of Health and the Hilton Hawaiian Village.

FY16 CONFERENCES & EVENTS

- 2015 Coastal and Marine Tourism Congress
- Journey Together: Cancer Survivorship Conference
- 2015 Rural Health Annual Conference
- Project ECHO Hawai'i
- DOH Maternal & Child Health Strategic Planning
- Solar Energetic Particles, Solar Modulation and Space Radiation: New Opportunities in the AMS-02 Era
- 7th Annual Hawai'i Clean Energy Day
- Hawai'i Annual Language Access Conference
- Fall 2015 College of Engineering Career Day
- 2015 College of Engineering's 2015 High School Summer Internship Program
- Tohoku University Custom Environment and English Program
- 2015 Hawai'i State Medicare Rural Hospital Flex Conference
- 2015 STC Director's Meeting
- FEAST Training
- Mānoa Career Center, Fall 2015 Career Fair
- 2015 Annual Sexual Violence Prevention Meeting
- School Wellness Symposium
- Hawai'i Technology Transfer and Research Showcase
- University of Tokyo Administrative Staff Program - Fall 2015
- Hawai'i Home Visiting Network Meetings 2015-16
- Secrets of Baby Behavior Trainings
- Cancer Coalition and Tobacco Program Stakeholders Collaborative Meeting
- 2016 Disability Access Conference
- Maui: Sex Trafficking Prevention and Intervention Training
- Fourth Annual Winter q-bio Meeting
- Health Professions Education Conference
- Fiery Ice: 10th International Workshop on Methane Hydrate Research & Development
- Kaua'i: Sex Trafficking Prevention and Intervention Training
- Hilo: Sex Trafficking Prevention and Intervention Training
- O'ahu: Sex Trafficking Prevention and Intervention Training
- Mānoa Career Center, Spring Career Fair
- CDSHF 2016 Conference: New Frontiers in Cell Death Signaling and Heart Failure
- College of Engineering Spring Career Day
- Healthcare Infection Control Conference
- 2016 Hawai'i Clinical Laboratory Conference
- TPEP Strategic Planning Steering Committee Meeting
- Hawai'i Comprehensive Cancer Coalition and Action Team Meetings
- Maternal and Child Health Workforce Training
- 4th Annual Hawai'i Sustainability in Higher Education Summit
- Native Hawaiian Seed Conference
- Hawai'i Farm to School/Garden Hui Meetings
- Communicating Complex Issues: Listen Before You Speak
- Seed Dispersal Workshop



CONFERENCE & EVENT SERVICES

Annual Report: Fiscal Year Ending June 30, 2016

FINANCIAL OVERVIEW

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

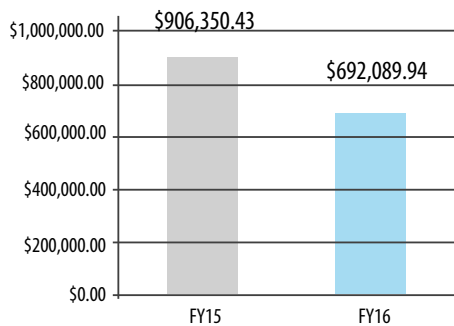
FY16 ADMINISTRATIVE EXPENDITURES & TRANSFERS

EXPENDITURES	ACTUAL FY16
Salaried Personnel Services	\$100,921.50
Overtime	\$9,227.80
Fringe	\$58,825.69
Redistributed	\$8,796.18
Total Personnel Services	\$177,771.17
Outside Services	\$83,812.25
Materials and Supplies	\$158,094.31
Utilities	\$28.00
Other Current Expenditures	\$454,812.26
Total Other Expenses	\$696,746.82
OPERATING INCOME (LOSS)	-\$82,742.05
TRANSFERS	
NMT, Special Funds, Other	\$16,000.00
NMT, Renewal and Replacement	\$16,000.00
OPERATING INCOME (LOSS) AFTER TRANSFERS	-\$98,742.05
ENDING CASH BALANCE	\$155,966.81



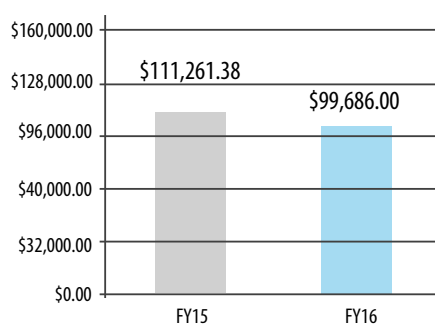
UNRESTRICTED SPONSOR REVENUE

FY15 vs FY16



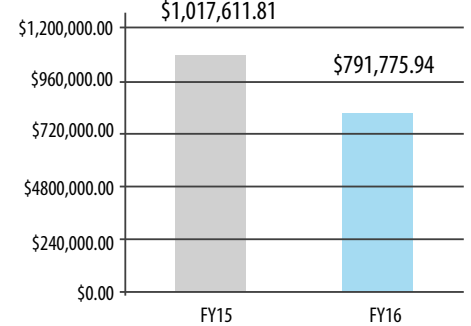
CES ADMINISTRATIVE REVENUE

FY15 vs FY16



CES TOTAL NET REVENUES

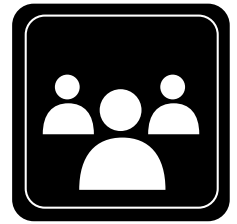
FY15 vs FY16



CES REVENUE	ACTUAL FY16
Fees, Conference	\$692,089.94
Sales, Services, External Customers	\$98,583.00
Other	\$1,103.00
TOTAL REVENUE	\$791,775.94

CONFERENCE & EVENT SERVICES

Annual Report: Fiscal Year Ending June 30, 2016



Acknowledgements

Mahalo nui loa to:

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

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

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

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

PARTNER VENUES

O'AHU

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

MAUI

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

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
Naniolo Volancoes Resort
Sheraton Kona Resort & Spa
Waikoloa Beach Marriott Resort & Spa



UNIVERSITY OF HAWAII AT MĀNOA DEPARTMENT OF PUBLIC SAFETY

Annual Report: Fiscal Year Ending June 30, 2016

DEPARTMENT OF PUBLIC SAFETY



Annual Report: Fiscal Year Ending June 30, 2016



WORKING TOGETHER

During Fiscal Year 2016, the University of Hawai'i at Mānoa Department of Public Safety (DPS) continued to experience change, transition, and organizational growth. With the organizational rebranding last year—from Campus Security and Emergency Management to the all-encompassing Department of Public Safety—we have continued to professionalize the organization and make progress in educating our community about safety

and security.

Our Community Policing Unit significantly increased our campus outreach over this last year with increased wellness presentations and building security assessments. Every presentation provides us with a unique opportunity for positive interaction while growing our brand and increasing awareness and collaboration. DPS continued on the path to CALEA accreditation by working towards solidifying our policies and procedures, upgrading our communications center technology and processes, and securing our internal network. This process is still in progress, and we anticipate reaching our goal of accreditation in 2018. DPS continues to remain active with many outside organizations in an effort to stay current with industry best practices while bringing the best possible level of service to our 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 campus safety seriously and will continue to work with our community stakeholders to make UH Mānoa 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 everyone in our community in partnership to provide a safe atmosphere that will encourage learning and cooperation. We welcome your comments and feedback and look forward to providing excellent service to the community we serve. Together, we will make the flagship campus of the University of Hawai'i a safe place to study, work, and visit.

At your service,

Randall West
Chief
Department of Public Safety

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
UH Alerts: www.hawaii.edu/alert

 /UHManoaSafety

 @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.



DEPARTMENT OF PUBLIC SAFETY

Annual Report: Fiscal Year Ending June 30, 2016

HIGHLIGHTS FROM THE PAST YEAR

Launch of Active Shooter Awareness & Response Training

In November 2015, DPS launched our Active Shooter Awareness & Response training, which was created using the Department of Homeland Security's Run-Hide-Fight program, along with other best practices used on college campuses across the nation. Since its inception, this training has been immensely popular; the department conducted over 60 presentations in its first nine months. To attend this training or to request a training for your group or department, visit: <http://manoa.hawaii.edu/dps/activeshootertraining.html>.



Active Shooter Awareness & Response training

Building Emergency Plans

In 2016, DPS began preparing Building Emergency Plans in conjunction with the Security Assessment program we offer. Building Emergency Plans are developed to ensure that building occupants are adequately prepared for—and equipped to respond to—varying disasters and critical incidents occurring in their building. The plan ensures that building occupants are well-informed of emergency procedures and established safety protocols. The plan further stipulates guidelines used to affect a timely and coordinated response. Lastly, it addresses some of the special requirements vital to each individual building's preparedness and mitigation efforts, as well as response actions. It is our goal that every building and department on campus will have its own Building Emergency Plan.

Field Training and Communications Training Officer Programs

In May 2016, DPS launched its Field Training Officer (FTO) and Communications Training Officer (CTO) programs. Eight officers were certified as FTOs, and all new members of DPS staff are now required to complete the program during their initial probationary period and prior to patrolling campus on their own. This 12-week program gives new officers an opportunity to learn about the department, the university, patrol tactics, and all other duties of a DPS officer.

Reconstitution of Bike Patrol Unit

In March 2016, nine DPS officers were trained by the International Police Mountain Bike Association (IPMBA) to patrol campus and respond to crime reports on their bikes. Our department is very excited about the launch of this unit, and encourages our community to give these bike patrol officers a shaka when you see them!



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, including the main UH Mānoa campus, John A. Burns School of Medicine, and UH Cancer Center. In addition, the DPS Emergency Management unit coordinates and prepares the UH Mānoa community to respond to emergencies and disasters and to manage recovery efforts in an effective and timely manner. Learn more about DPS services, crime statistics, and how to report a crime or seek victim assistance at <http://manoa.hawaii.edu/dps/>. For on-campus response, please call DPS at (808) 956-6911. For emergencies, contact the Honolulu Police Department at 911.

ABOUT UH MĀNOA

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

DEPARTMENT OF PUBLIC SAFETY



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UH MĀNOA DPS SERVICES

Incident management: response and investigation

Victim/survivor assistance

Emergency notifications

Emergency preparedness and management

Educational outreach: events, programs, and presentations

Campus Safety Escort Service

Facility locking and unlocking

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

Special event staffing



DPS introduced a new safety app called Mānoa Guardian in FY15

Expanded Functionality and Content of DPS Website

During Fall 2015, the DPS website was updated to reflect our expanded services. The new website allows viewers to browse program descriptions and emergency management information, register for DPS training sessions and workshops, and report crimes. We are very excited to offer new ways for our students, faculty, and staff to connect with DPS and learn more about safety on campus.

Relaunch of *Move with Aloha*

Move with Aloha is a commuter safety program which was initially launched in 2010 by the UH Mānoa Chancellor's Office. The goal of this program is to provide safety tips and information to commuters on campus, whether they walk, drive, bike, skateboard, or ride a moped. In March 2016, DPS assumed responsibility for the program and relaunched it under our department. DPS continues to grow the program and its initiatives based on feedback from the community.



Campus Security Authority Training

As part of the federal Jeanne Clery Act, DPS launched online Campus Security Authority training, which provides information to those on campus with significant responsibility for students (as defined by federal law). Over 700 employees and students including coaches, faculty, resident advisors, club leaders, and other key staff have been trained to take crime reports and provide resources to students.

CALEA Accreditation Update

DPS is in the process of achieving accreditation through the Commission on the Accreditation of Law Enforcement Agencies (CALEA). The purpose of this accreditation is to ensure that DPS is aligned with industry best practices in an effort to best serve our community. In May 2016, DPS added a professional standards manager to our staff, who oversees the accreditation process. The department continues to develop policies and procedures and expects to complete the process in 2018.



DEPARTMENT OF PUBLIC SAFETY

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GOALS FOR FY17

DPS Strategic Plan

During Fiscal Year 2015, DPS created the department's first-ever strategic plan: *Safeguarding our Community*. This strategic plan was created with collaboration among 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 will update this document annually.

Five core strategic initiatives were derived from the Department of Public Safety's mission and vision statements. These initiatives are the impetus for the overall strategic plan; each contains 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 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 management system (RMS)

Strategic Initiative 2: Crime and Loss Prevention Services

- Reconstitute the bike patrol program and deploy bicycle patrol units
- 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 processes
- Create and implement a campus Active Shooter 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 a 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

FY16 BY THE NUMBERS

During FY16, DPS Completed:

- 23** safety awareness events
- 36** safety & wellness workshops
- 63** active shooter awareness & response training sessions
- 32** CPR courses
- 11** general training sessions (theft prevention, etc.)
- 28** security assessments
- 47,800+** activities (includes calls for service, self-initiated activity, and other routine actions)
- 7,700+** safety escorts
- 589** written reports
- 47** emergency alerts or timely warnings

DEPARTMENT OF PUBLIC SAFETY



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ACKNOWLEDGEMENTS

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

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

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

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

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

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

TOTAL EXPENDITURES FY16

PERSONNEL SERVICES	
Salaried Personnel Services	\$2,420,775.20 ¹
Overtime	\$243,186.05
Fringe	\$13,138.03
Student Payroll	\$148,282.23
Total Personnel Services	\$2,825,381.51
OTHER EXPENSES	
Outside Services	\$204,031.13 ²
Repair and Maintenance	\$34,976.83
Materials and Supplies	\$134,212.76
Other Current Expenditures	\$391,452.35 ³
Total Other Expenses	\$764,673.07
TOTAL EXPENDITURES	\$3,590,054.58

1. Higher payroll in FY16 due to services now being provided at the Kakaako campus.

2. FY16 expenses higher due to Emergency Management Consultant Contract and temporary Guard Services at Kakaako during transition to Manoa DPS.

3. \$374,041.14 New Radio Communication System (EF Johnson) in FY15

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.

FY16 LEADERSHIP

Charles Noffsinger
Chief*

Alberta J.K. Pukahi
Field Operations Captain

Daniel Walkup
Field Services Captain

Jimmy Lagunero
Emergency Management Coordinator

Michelle Myrie
Assistant Emergency Management Coordinator

Sarah Rice
Community Programs Manager

Brent Finster
Communications Center Manager

Daniel Tuttle
Professional Standards Manager

Hal Helfenbein
IT Support

Leslie Cabingabang
PAU Violence Coordinator

* During Fiscal Year 2016, Chief Randall West was not yet employed with UH Mānoa Department of Public Safety.

NATIONAL AFFILIATIONS

Clery Center for Security On Campus
www.clerycenter.org

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

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

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

Alert Lockdown Inform Counter Evacuate (ALICE)
www.alicetraining.com



UNIVERSITY OF HAWAI'I CAMPUS SERVICES

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