



# UNIVERSITY OF HAWAII CAMPUS SERVICES

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Annual Report: Fiscal Year Ending June 30, 2018



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SUPPORTING STUDENT SUCCESS

Over 17,000 students enrolled at the University of Hawai'i at Mānoa during the Fall 2017 semester. This diverse group—from local commuters to international students—brought with them a varied set of needs. Our office worked to meet these needs through community outreach, responsive customer service, and an overall commitment to supporting student success. By creating a supportive campus environment, Campus Services contributes to the university's retention efforts. Here are just a handful of ways that we

have done so:

- Campus Mail Services worked with our Marketing department to disseminate helpful postage information with their "Tips from the Mailroom" flyers.
• Commuter Services implemented a permit mailing program to reduce wait times and parking violations during the first week of school.
• Conference & Event Services increased their clientele base to provide more educational and professional opportunities for UH affiliates.
• The Department of Public Safety held a full-scale exercise to help the university community navigate active shooter situations.
• Fleet Services collaborated with our Fiscal department to update and streamline their operations.
• Food Services provided mobile vendors and beverages to various on-campus events, including Welina Mānoa, Homecoming, and Spring Fling.
• UH Bookstores expanded their Interactive Digital Access Program, offering significant cost savings to a greater number of students.
• University Housing partnered with Hawai'i Homeownership Center to host the inaugural Housing Informational Fair.

When students feel supported and valued by their universities, they tend to stay in school and earn their degrees, which has an overwhelmingly positive impact on their careers. Campus Services constantly works to provide products and programs that create this feeling of support and value among UH Mānoa students. As the campus community changes, we will continue to reach out, listen, and adjust to their needs.

Deborah Huebler
Director
Campus Services



## PREPARING FOR THE FUTURE

It's my pleasure to present the Fiscal Year 2018 annual report for Commuter and Fleet Services. Our departments take pride in providing high-quality transportation and parking services to students, faculty, staff, and visitors. Not only is it our responsibility to address the existing transportation and parking demands

of our campus affiliates, but also to effectively plan and prepare for future needs. This includes seeking approval for a parking rate increase, which will help to extend the life of campus parking facilities for at least 20 more years and ensure that our self-funded program can keep pace with inflation. We hope to have this increase approved during FY19.

During FY18, our department continued to focus on environmental sustainability to further the university's goal of net-zero energy by 2035. We installed LED lighting at the parking structure, worked on implementing a bike share system, and measured water use at the Fleet base yard. To enhance our services, we installed new vehicle repair and maintenance equipment, a Rainbow Shuttle rider count system, and EV charging stations. As technology and individual behavior change over time, our department will adapt with new and innovative solutions.

Cathleen Matsushima  
Commuter and Fleet Services Manager



### CONNECT WITH US

#### Commuter Services

Email: [parking@hawaii.edu](mailto:parking@hawaii.edu)  
Web: [www.manoa.hawaii.edu/commuter](http://www.manoa.hawaii.edu/commuter)

- /CommuteUHM
- @CommuteUHM
- @CommuteUHM

#### Fleet Services

Email: [auxtrans@hawaii.edu](mailto:auxtrans@hawaii.edu)  
Web: [www.manoa.hawaii.edu/fleet](http://www.manoa.hawaii.edu/fleet)

#### Auxiliary Services/Campus Services

Email: [auxsvcs@hawaii.edu](mailto:auxsvcs@hawaii.edu)  
Web: [www.manoa.hawaii.edu/campuservices](http://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.

### FY18 EMPLOYEE SERVICE AWARDS

- 30 years**
- Ross Higaki, Fleet Services
  - Roy Morita, Fleet Services

### FY18 LEADERSHIP

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



## UNIVERSITY OF HAWAI'I AUXILIARY SERVICES COMMUTER AND FLEET SERVICES

Annual Report: Fiscal Year Ending June 30, 2018

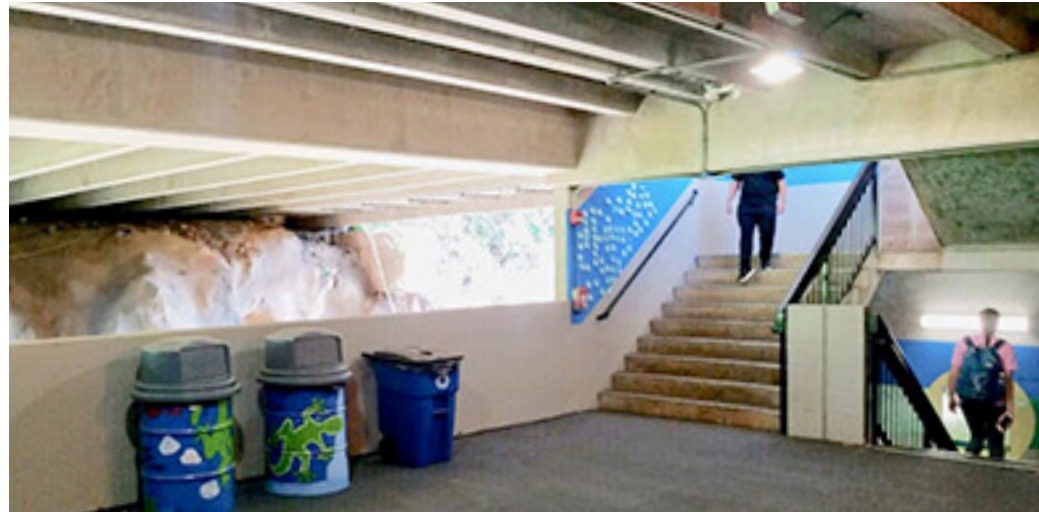


# COMMUTER SERVICES

Annual Report: Fiscal Year Ending June 30, 2018

# COMMUTER SERVICES

Annual Report: Fiscal Year Ending June 30, 2018



## 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.

## HIGHLIGHTS FROM THE PAST YEAR

- Are maintaining a safe and sustainable lower campus parking structure by installing railing barriers, switching to LED lighting, and testing the strobe fire alarm system.
- Implemented a permit mailing program to reduce waitlist times and first week violations.
- Increased the efficiency of our parking enforcement program by switching from Wi-Fi to cellular-based tablets.
- Expanded use of Enterprise CarShare program by lowering the minimum driver age from 21 to 18, and offered a reserved parking space at Student Housing.

**I like riding the UH Shuttle because it's a great and easy way to get around campus! It isn't crowded like the A, 4, or 6 buses and the shuttle drivers always greet you with a smile when you enter. The best part about the shuttle is the cool AC and the accuracy of its location through the Shuttle Tracker!**

**Maria Calso**

Sophomore, Travel Industry Management major



## GOALS FOR FY19

- We will continue to refine our parking rate increase proposal and present it to the Board of Regents for approval.
- To better serve our customers, we will aim to install new pay-to-mark machines (offering a pay-by-phone feature) and update our appeals and citations webpage.
- We will affirm our commitment to customer safety by updating the railings and fire alarm systems at the lower campus parking structure.

## NATIONAL AFFILIATIONS

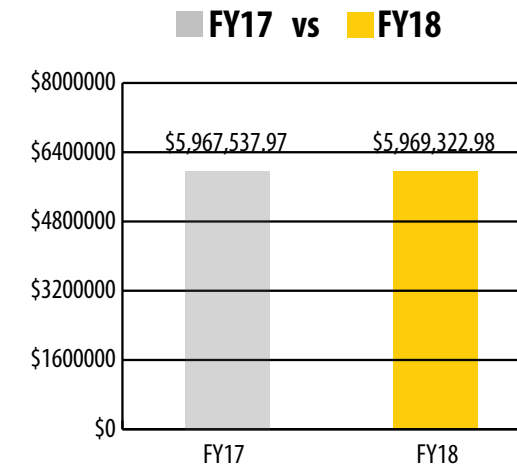
- Pacific Intermountain Parking and Transportation Association (PIPTA)
- International Parking Institute (IPI)
- National Association of College Auxiliary Services (NACAS)

## PROFESSIONAL PARTNERSHIPS

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

## FINANCIAL OVERVIEW

### COMMUTER SERVICES REVENUE



REVENUES	ACTUAL FY18
Collections, Daily	\$2,230,579.42
Fees, Parking, Permits	\$2,573,658.74
Sales, Services, External Customers	\$470,350.17
Fines, Traffic Waivers	\$580,062.69
Other	\$78,123.08
Invest Income, Interest	\$36,548.88
<b>TOTAL REVENUES</b>	<b>\$5,969,322.98</b>

### TOTAL EXPENDITURES FY18

EXPENDITURES	ACTUAL FY18
<b>Personnel Services</b>	
Salaried Personnel Services	\$523,629.41
Overtime	\$18,965.43
Fringe Benefits	\$293,361.34
Student Payroll	\$204,594.42
Redistributed - Admin Overhead Assessment	\$523,614.32
<b>Total Personnel Services</b>	<b>\$1,570,229.75</b>
<b>Other Expenses</b>	
Contracted Services	
Diamond Parking Services	\$693,813.32
E Noa Corp	\$718,629.49
HPD Officers - special events	\$63,488.00
SP Plus	\$247,010.10
Star Protection	\$295,912.87
Other	\$71,963.94
Repair and Maintenance	\$462,098.58
Materials and Supplies	\$101,284.90
Utilities	\$339,915.17
Ceded Land Payments to OHA	\$269,906.01
Equipment	\$67,108.12
Other Current Expenditures	\$244,651.01
<b>Total Other Expenses</b>	<b>\$3,575,781.51</b>
<b>OPERATING INCOME (LOSS)</b>	<b>\$823,311.72</b>
<b>TRANSFERS</b>	
MT, Retirement of Bonds	\$63,809.72
<b>TOTAL TRANSFERS</b>	<b>\$63,809.72</b>
<b>OPERATING INCOME (LOSS) AFTER TRANSFERS</b>	<b>\$759,502.00</b>
<b>ENDING CASH BALANCE</b>	<b>\$4,897,678.80</b>





# FLEET SERVICES

Annual Report: Fiscal Year Ending June 30, 2018

## HIGHLIGHTS FROM THE PAST YEAR

- We increased the financial viability of our department by implementing necessary rate increases for short and long-term leases.



- To facilitate these rate increases, we collaborated with the Fiscal department and administered operational updates.
- We held a coffee hour with our Fiscal Administrators to thank them for assisting with these operational updates.
- To maintain the quality and sustainability of our department, we completed renovations of our facility, utilized an online data management system to track our daily fuel readings, and worked with the Office of Sustainability to locate grant money for a wash rack that uses recycled water.

## GOALS FOR FY19

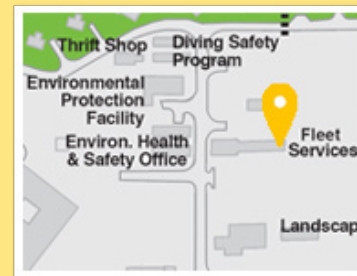
- We will renew our focus on customer service by updating our technicians' equipment to provide more efficient and accurate vehicle diagnostics.
- To enhance our commitment to sustainability, we will explore:
  - Switching to a paperless rental process
  - The possibility of adding an electric charging station to upper campus for state vehicles, and
  - The cost effectiveness of having an electric fleet

## 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

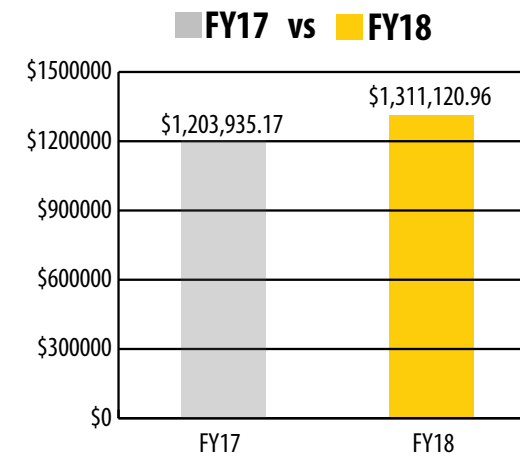


Fleet Services' main office and parking lot is located on upper campus at 2027 East-West Road.



## FINANCIAL OVERVIEW

### FLEET SERVICES REVENUE



REVENUES	ACTUAL FY18
Rentals, Motor Vehicle	\$637,416.00
Rentals, Other	\$189,040.02
Sales, Services, Inter-Departmental	\$252,755.85
Resales, Shop	\$223,373.11
Other	\$8,535.98
<b>TOTAL REVENUES</b>	<b>\$1,311,120.96</b>

### TOTAL EXPENDITURES FY18

EXPENDITURES	ACTUAL FY18
<b>Personnel Services</b>	
Salaried Personnel Services	\$278,728.05
Overtime	\$2,533.50
Fringe	\$168,145.26
Student Payroll	\$18,135.18
Redistributed	\$106,203.47
<b>Total Personnel Services</b>	<b>\$573,745.46</b>
<b>Other Expenses</b>	
Outside Services	\$2,365.88
Repair and Maintenance	\$54,180.45
Materials and Supplies	\$274,725.38
Other Current Expenditures	\$215,366.04
<b>Total Other Expenses</b>	<b>\$546,637.75</b>
<b>OPERATING INCOME (LOSS)</b>	<b>\$190,737.75</b>
<b>TRANSFERS</b>	
NMT, Special Funds, Other	(\$2,124.71)
<b>TOTAL TRANSFERS</b>	<b>(\$2,124.71)</b>
<b>OPERATING INCOME (LOSS) AFTER TRANSFERS</b>	<b>\$192,862.46</b>
<b>ENDING CASH BALANCE</b>	<b>\$1,100,806.64</b>





## A YEAR OF GREAT TASTE

Was 2018 a great year for us? I bet you dollars to donuts it was! University Housing, Food Services, and Campus Mail Services had a delicious year with the addition of several new vendors, including Dunkin' Donuts at Paradise Palms Café. This particular new vendor was met with much fanfare since it was only the second location of this highly recognized brand to open in Hawai'i.

University Housing broadened our menu by offering a well-attended housing information fair in collaboration with the Hawai'i Homeownership Center. We also prepared for a five-year project to modernize our units starting in Fiscal Year 2019.

Campus Mail Services continued to bring home the bacon by processing over 600,000 pieces of mail. These tasty bits of correspondence include many important documents such as diplomas, transcripts, and acceptance letters.

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

## CONNECT WITH US

### University Housing

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

### Food Services

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

### Campus Mail Services

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



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

Annual Report: Fiscal Year Ending June 30, 2018



# UNIVERSITY HOUSING

Annual Report: Fiscal Year Ending June 30, 2018

## HIGHLIGHTS FROM THE PAST YEAR

- University Housing completed Phase IV of our transitional plan to align operations with the current maximum stay policy. Phase IV freed up 25 units for new tenants, who were primarily tenure track faculty.
- University Housing updated over 40 units with new appliances, flooring, and paint. Our tenants were pleased by these improvements, which increase the aesthetic and commercial value of our properties.

## CAMPUS OUTREACH

- University Housing continued to be one of the first departments that interacts with incoming faculty. In this capacity, we were able to welcome the newest members of our campus 'ohana and serve as an important resource.
- We coordinated our first-ever Housing Informational Fair with the Hawai'i Home-Ownership Center. This well-attended event provided information to faculty on a variety of housing related issues.

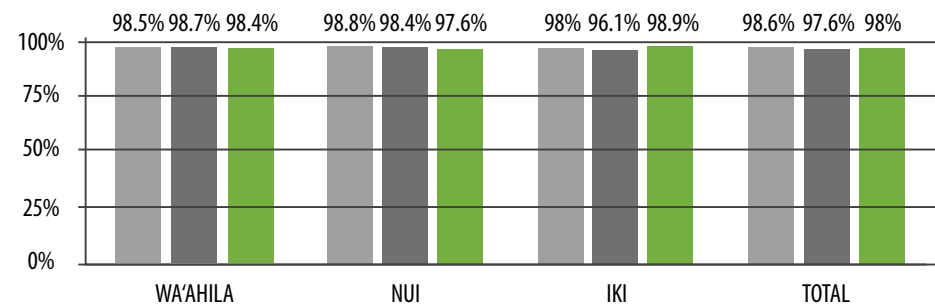


## GOALS FOR FY19

- University Housing will start modernizing select units as part of a larger renovation effort.
- To provide our residents with the best possible service, we will examine transitioning to a new property management company.

## UNIVERSITY OCCUPANCY

■ FY16 vs ■ FY17 vs ■ FY18



## 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 ran through June 30, 2018.

Wa'ahila Apartments  
2640 Dole Street  
Honolulu, HI 96822

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

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



## UNIVERSITY HOUSING WAITLIST

	FIRST PRIORITY APPLICANTS	ALL APPLICANTS
FY16	9	73
FY17	9	55
FY18	4	48

# UNIVERSITY HOUSING

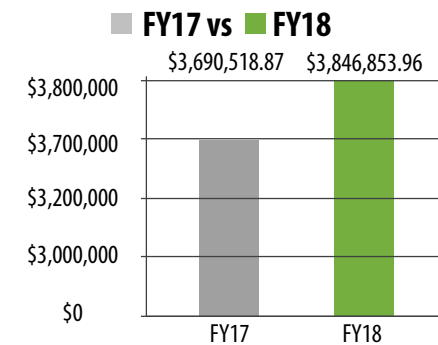
Annual Report: Fiscal Year Ending June 30, 2018



## FINANCIAL OVERVIEW



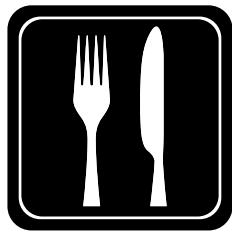
## UNIVERSITY HOUSING REVENUE



REVENUES	ACTUAL FY18
Commissions, Vending Machines	\$30,467.69
Fees, Parking, Permits	\$46,180.74
Rentals, Dormitories	\$3,676,918.34
Other	\$93,287.19
<b>TOTAL REVENUES</b>	<b>\$3,846,853.96</b>

## TOTAL EXPENDITURES FY18

EXPENDITURES	
Salaried Personnel Services	\$95,276.75
Overtime	\$436.00
Fringe	\$57,042.24
Redistributed	\$321,180.47
<b>Total Personnel Services</b>	<b>\$473,935.46</b>
Outside Services	\$300,513.23
Repair and Maintenance	\$599,311.02
Materials and Supplies	\$48,151.88
Utilities	\$393,779.64
Ceded Land Payments to OHA	\$149,546.42
Other Current Expenditures	\$6,374.89
<b>Total Other Expenses</b>	<b>\$1,497,677.08</b>
<b>OPERATING INCOME (LOSS)</b>	<b>\$1,875,241.42</b>
<b>TRANSFERS</b>	
MT, Retirement of Bonds	\$1,004,055.11
<b>TOTAL TRANSFERS</b>	<b>\$1,004,055.11</b>
<b>OPERATING INCOME (LOSS) AFTER TRANSFERS</b>	<b>\$871,186.31</b>
<b>ENDING CASH BALANCE</b>	<b>\$11,123,900.91</b>



# FOOD SERVICES

Annual Report: Fiscal Year Ending June 30, 2018

## HIGHLIGHTS FROM THE PAST YEAR

### NEW SERVICES

- In October 2017, Dunkin' Donuts opened in Paradise Palms to great excitement from the UH Mānoa community. This vendor's mix of pastries, sandwiches, and refreshing beverages has resulted in lasting popularity with campus affiliates.
- In August 2017, Food Services added a new vendor, Sistah Truck, to our mobile program, bringing a unique fusion of Korean and American food to campus.
- In Spring 2018, Hot Tacos joined our mobile vendor program, adding freshly made Mexican cuisine to our ever-expanding menu.



I can't get enough of this place!! Le Crepe Café not only has the best crepes & coffee but the best service! I'm there at least a few times a week given the prices are very affordable and am always greeted with a smile accompanied by great energy and spirit!

**Teuila Gardner**  
Junior at UH Mānoa | Economics



### CAMPUS INVOLVEMENT

- To acquaint incoming students with the wide variety of dining options available at UH Mānoa, our department participated in New Student Orientation fairs.
- We supported on-campus events—such as Welina Mānoa, Homecoming, and the Spring Fling football game—by making lunch wagons available for attendees.
- Our department also supported various on-campus activities by providing beverage support.

## OUR MISSION

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

## ABOUT FOOD SERVICES

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

## ABOUT PARADISE PALMS CAFÉ

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

## DINING CONCEPTS

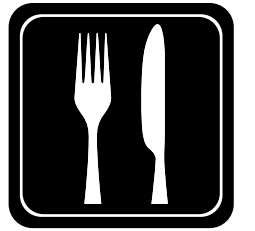
### Paradise Palms Café

- Dunkin' Donuts
- Domino's Pizza Express
- Holoholo Grill
- India Café
- L&L Hawaiian Barbecue
- Panda Express

- The Bean Counter
- Da Spot
- Peace Café Express
- Hot Tacos
- Kamitoku
- L&L at the Swimming Pool Café
- Le Crepe Café
- Sistah Truck
- Uahi Island Grill

# FOOD SERVICES

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## GOALS FOR FY19

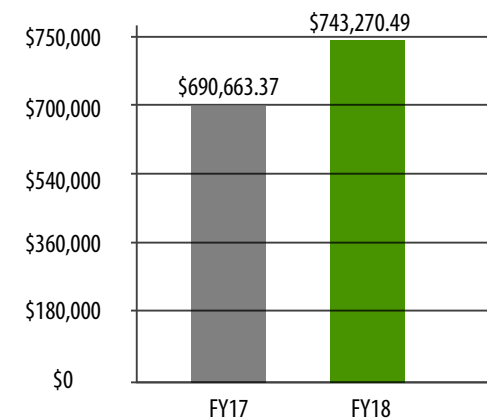
- Food Services will continue to seek new and exciting flavors for our mobile vendor program.
- We will also seek new vendors to revitalize Paradise Palms.



## FINANCIAL OVERVIEW

### FOOD SERVICES REVENUE

FY17 vs FY18

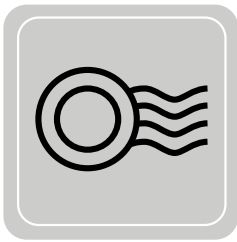


REVENUES	ACTUAL FY18
Commissions & Vending Machines	\$736,868.29
Other	\$6,402.20
<b>TOTAL REVENUES</b>	<b>\$743,270.49</b>

### TOTAL EXPENDITURES FY18

EXPENDITURES	
Salaried Personnel Services	\$63,578.67
Fringe	\$29,183.85
Student Payroll	\$3,635.62
Redistributed	\$44,074.64
<b>Total Personnel Services</b>	<b>\$140,472.78</b>
Outside Services	\$1,191.70
Repair and Maintenance	\$42,760.84
Materials and Supplies	\$17,844.27
Utilities	\$155,115.00
Ceded Land Payments to OHA	\$18,848.64
Other Current Expenditures	\$8,704.78
<b>Total Other Expenses</b>	<b>\$244,465.23</b>
<b>OPERATING INCOME (LOSS)</b>	<b>\$358,332.48</b>
<b>TRANSFERS</b>	
NMT, Special Funds, Other	\$214,593.95
<b>TOTAL TRANSFERS</b>	<b>\$214,593.95</b>
<b>OPERATING INCOME (LOSS) AFTER TRANSFERS</b>	<b>\$143,738.53</b>
<b>ENDING CASH BALANCE</b>	<b>\$507,597.46</b>





# CAMPUS MAIL SERVICES

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## HIGHLIGHTS FROM THE PAST YEAR

- During FY18, we increased our capacity, with a total of 617,983 pieces of mail traveling through our facility. This is almost 100,000 pieces more than FY17.
- We collaborated with our Marketing department to create two new issues of “Tips from the Mailroom.” These flyers are meant to be an educational resource for our end users and contribute to greater efficiency for the program. Additional flyers will be published one to two times a year and digitally published on our website.



## CAMPUS OUTREACH

- Campus Mail Services worked with our Marketing department to make our website more user-friendly.
- We also coordinated with Marketing to create new issues of “Tips from the Mailroom,” providing the UH Mānoa community with accessible information on postal matters.

## FINANCIAL OVERVIEW

### TOTAL EXPENDITURES FY18

EXPENDITURES	
Salaried Personnel Services	\$251,607.50
Overtime	\$3,236.85
Fringe	\$4,653.77
Student Payroll	\$26,362.90
<b>Total Personnel Services</b>	<b>\$285,861.02</b>
Outside Services	\$5,873.91
Repair and Maintenance	\$710.08
Materials and Supplies	\$6,737.84
Other Current Expenditures	\$262,085.48
<b>Total Other Expenses</b>	<b>\$275,407.31</b>
<b>Total Expenditures</b>	<b>\$561,268.33</b>
<b>ENDING CASH BALANCE</b>	<b>\$158,968.89</b>

The UH Campus Mailroom has helped in so many ways over the years — they always greet us with cheery faces, even elsewhere on campus! We consult with them about the best, fastest, or most economical way to send our documents, and we'd be lost without them. Given the confidential and time-sensitive nature of our mailings, UH Campus Mailroom personnel provide us with the best solution short of hand-delivering it. It is always a pleasant experience to interact with the Mailroom folks. We appreciate them very much.

**Jo-Anne Nakamoto**  
Office of Risk Management

## GOALS FOR FY19

- Campus Mail Services will continue providing excellent customer service to the university community.
- We hope to implement a new recharge system that will encourage a reduction in overall postage usage for the Mānoa campus.



## 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

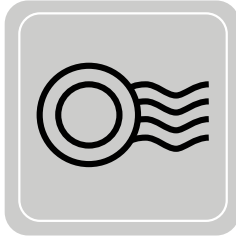
- State Messenger Services\***  
Hawai'i State Government Offices

- 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, 2018



## 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.

## FY18 LEADERSHIP

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

## FY18 EMPLOYEE SERVICE AWARDS

### 10 Years

- Audrey Lum, University Housing, Food Services, and Campus Mail Services

## NATIONAL AFFILIATIONS

- National Association of College & University Food Services (NACUFS)
- National Association of College Auxiliary Services (NACAS)
- Council of Academic Workforce Housing



**YEAR OF GROWTH AND CHANGE**



The UH Bookstore System hit the ground running in Fiscal Year 2018. One of our biggest initiatives was the Interactive Digital Access Program (IDAP). IDAP provides many advantages to students, including significant cost savings compared to printed textbooks and a complete package of course materials on the first day of class. IDAP promises the lowest price offered by the publisher and can save students up to 70%. The Bookstore experienced tremendous success in developing the program, expanding from eight courses and 15 sections in Spring 2017 to 159 courses and 360 sections in Spring 2018. Since the program first started in Fall 2016, IDAP has served over 12,000 students system-wide and provided them with cost savings of over \$2.1M. The Bookstore will continue to move this initiative forward in the upcoming year.

Another exciting addition to the Bookstore was reacquiring H-Zone's retail operation from UH Athletics. Starting on July 1, 2017, H-Zone—including its online website and locations at Stan Sheriff Center and Les Murakami Stadium—came back under the management of the Bookstore. This unification now makes the Bookstore the sole provider of official University of Hawai'i souvenir merchandise. Revenues exceeded expectations, netting \$105,000 in net income for the year.

The Mānoa and Windward Bookstore locations became subject to paying ceded land taxes to the Office of Hawaiian Affairs in FY18. This annual requirement of paying 20% of gross revenues on soft goods is having a significant impact on the Bookstore's overall operating expenses and will negatively impact our bottom line. Bookstore operations are required to be self-sustaining; as such, management will review our operations and fiscal model to see what steps might be taken to counteract the effects of this significant tax, which was \$162,078 for FY18.

Overall, FY 2018 has been a year of growth and challenges for the Bookstore System. We look forward to evolving through these changes as we continue to navigate through the dynamic environment of higher education educational resources.

**Tricia Ejima-Zane**  
**UH Bookstores Director**



**UNIVERSITY OF HAWAI'I BOOKSTORES**

Annual Report: Fiscal Year Ending June 30, 2018

**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.

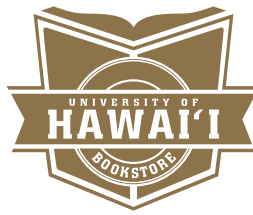
**OUR VISION**

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**

- 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.



# UNIVERSITY OF HAWAI'I BOOKSTORES

Annual Report: Fiscal Year Ending June 30, 2018

## HIGHLIGHTS FROM THE PAST YEAR

### Renovations on the Horizon

- Refreshing changes are on the way for several of our stores. During FY18, our Windward and West O'ahu locations both entered the design phase of the renovation process, while our Kapi'olani location prepared for work to begin in Spring 2019. Our flagship Mānoa location made several improvements, including the installation of new fixtures and wall units.



### Introducing IDAP to a Wider Audience

- Our Interactive Digital Access Program was presented at the Hawai'i Student Success Institute and the 2017 NACAS West Regional Conference. We were pleased to share the growth and benefits of this program with state and national audiences. This information was especially valuable as campus bookstores search for new and innovative ways to serve their clientele.



### Connecting with the Campus Community

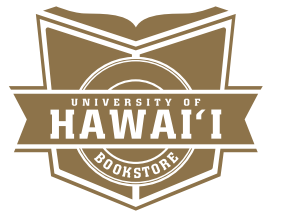
- Throughout FY18, we hosted several well-attended events. The Holiday Preview Sale and Apple Faculty & Staff Sale allowed us to express our appreciation for our UH affiliates through the extension of special savings. The HI Pride T-shirt Design Contest and National Student Day provided students with fun ways to connect with the Bookstore and its many products and services.

## GOALS FOR FY19

- During the coming fiscal year, UH Bookstores will continue to grow IDAP with an increased focus on analytics to illustrate its positive effects on student learning and success.
- We will aim to increase our general merchandise product lines to meet the needs and desires of our clientele.
- In FY19, we will refine our processes to enhance our back-office productivity and front-end customer service.
- To provide the best possible service to our customers, we will revamp our training programs.

Throughout my years at UH Mānoa, the Bookstore has always provided me with the tools and textbooks that I need to attain my mechanical engineering degree. They have an easy and organized system to get me in and out of the store quickly, which is important for a college student with limited time. The Bookstore manager has even rushed special ordered textbooks and software that became necessary after the start of the semester. The Mānoa Bookstore has played a key role to my success here at the university.

**Lauryn-Mae Pang**  
UH Engineering Student | Pearl Harbor Nuclear Mechanical Engineer

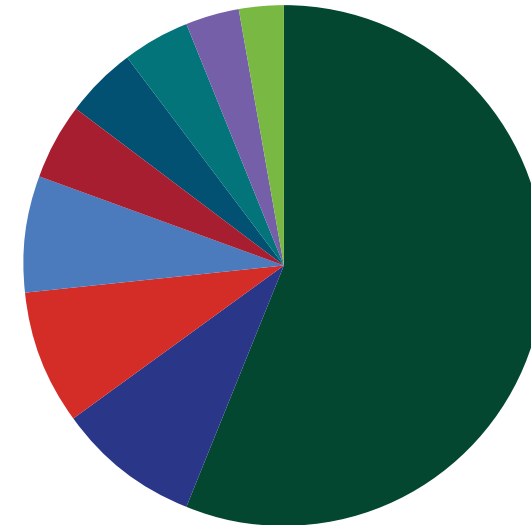


# UNIVERSITY OF HAWAI'I BOOKSTORES

Annual Report: Fiscal Year Ending June 30, 2018

## FINANCIAL OVERVIEW

### TOTAL SALES BY STORE FY18

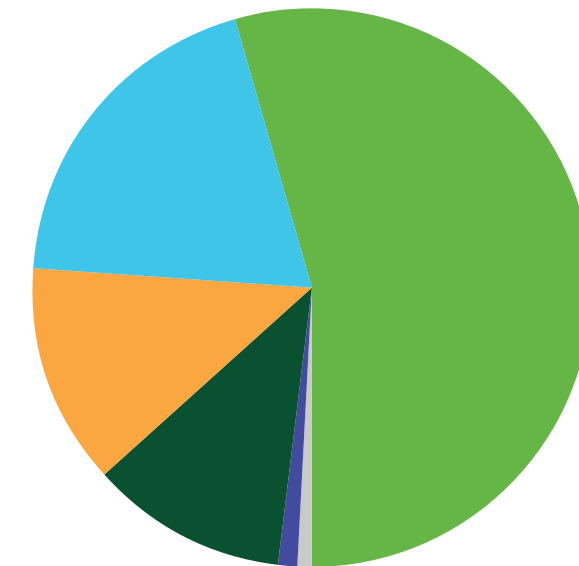


- Mānoa Bookstore\*: \$11,385,173.26
- Kapi'olani Bookstore: \$1,815,094
- Hilo Bookstore\*\*: \$1,683,760
- Leeward Bookstore: \$1,486,765
- West O'ahu Bookstore: \$896,939
- Maui College Bookstore: \$863,530
- Honolulu Bookstore: \$962,563
- Kaua'i Bookstore: \$673,550
- Windward Bookstore: \$512,556

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

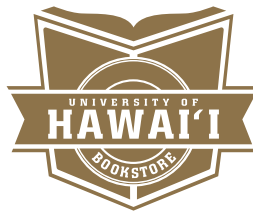
### UH BOOKSTORE SYSTEM SALES BY DEPARTMENT FY18

- Textbooks : \$10,893,373**  
New, used, and rental textbook purchases for undergraduate, graduate, and Outreach College courses.
- Computers : \$3,866,633**  
Computer, laptop, and tablet purchases (Mānoa campus only). Phone cases, ink cartridges, flash drives, software, and other tech accessories.
- Supplies : \$2,591,868**  
School, office, and art supplies. Graduation regalia, culinary supplies (Kapi'olani CC campus only), cosmetology supplies (Honolulu CC campus only). Snacks and sundries.
- Emblematics : \$2,252,778**  
UH licensed logo apparel and spirit items. Select non-logo apparel and gifts.



- Trade Books : \$216,361**  
Books by UH authors and UH Press. Books about Hawai'i, Asia, and the Pacific.
- Campus Solutions : \$151,733**  
Copy and Print Services (Mānoa campus only), UH Departmental Copier Program (Mānoa campus only), UH Departmental Supplies Source.

SALES BY DEPARTMENT	FY17	FY18
Textbooks	\$12,923,499	\$10,893,373
Trade Books	\$235,082	\$216,361
Supplies	\$2,718,804	\$2,591,868
Emblematics	\$1,922,116	\$2,252,778
Computers	\$4,125,575	\$3,866,633
Campus Solutions	\$64,165	\$151,733

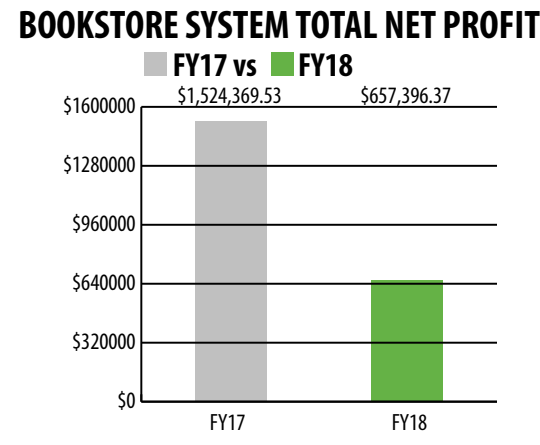
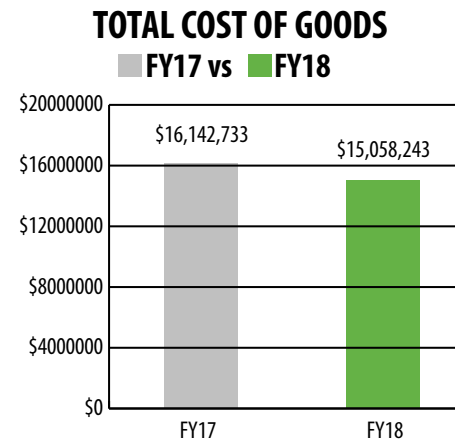
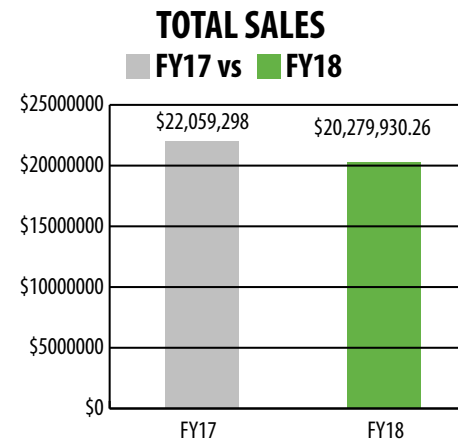
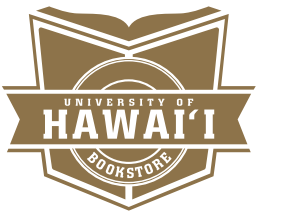


# UNIVERSITY OF HAWAI'I BOOKSTORES

Annual Report: Fiscal Year Ending June 30, 2018

# UNIVERSITY OF HAWAI'I BOOKSTORES

Annual Report: Fiscal Year Ending June 30, 2018



## MĀNOA BOOKSTORE FY18 E-COMMERCE SALES

MONTH	TOTAL SALES
July	\$17,561.83
August	\$350,234.53
September	\$18,872.67
October	\$16,804.68
November	\$19,602.39
December	\$25,823.81
January	\$155,191.96
February	\$11,658.52
March	\$25,929.52
April	\$38,689.16
May	\$25,411.31
June	\$15,512.23
TOTAL	\$721,292.61

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. Orders placed online may be shipped anywhere within Hawai'i, the U.S. mainland, or internationally out of our warehouse on the UH Mānoa campus. Alternatively, customers may choose in-store pickup as their shipping method. To help promote e-commerce sales, our Marketing and Communications Office distributes a Mānoa Bookstore e-newsletter to approximately 14,000 subscribers and manages social media accounts of more than 4,000 followers.

## TOTAL EXPENDITURES FY18

EXPENDITURES	ACTUAL FY17	ACTUAL FY18
Salaried Personnel Services	\$3,173,072.94	\$3,151,467.60
Other Personnel Costs (OT)	\$68,662	\$80,210.41
Student Payroll	\$405,268	\$425,954.76
Outside Services	\$132,290	\$134,927.37
Repair and Maintenance	\$20,310	\$17,761.70
Materials and Supplies	\$66,882	\$67,881.88
Utilities	\$57,829	\$72,650.48
Travel	\$44,052	\$61,224.48
Freight & Delivery	\$49,350	\$68,028.13
Advertising	\$20,779	\$8,367.76
Computer	\$9,727	\$43,832.83
Bank Service Charges	\$228,726	\$232,341.96
Improvements, Furniture, Equipment	\$41,368	\$3,218.06
OHA Ceded Land Payments	\$32,110	\$162,078.80
Other Current Operating Expenditures	\$101,812	\$114,103.24
Total Expenditures	\$4,452,237.94	\$4,644,049.46

## 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

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

## FY18 LEADERSHIP

**Tricia Ejima**  
Director  
UH Bookstores

**Dee Okahara**  
Marketing Manager  
Campus Services

**Jake Chang**  
Campus Solutions Manager  
Mānoa Bookstore

**Marshal Chu**  
IT Manager  
Campus Services

**Jodee Dang**  
Manager  
Leeward Bookstore

**Debralee Goto**  
Manager  
Kapi'olani Bookstore

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

**Sarah Hutz**  
Merchandise Manager  
UH Bookstores

**Kenji Jones**  
Warehouse Manager  
UH Bookstores

**Noel Mock**  
Manager  
Kaua'i Bookstore

**Shelly Oikawa**  
Manager  
Honolulu Bookstore

**Jean Okubo**  
Customer Service Manager  
Mānoa Bookstore

**Gladys Okuda**  
Books Program Manager  
UH Bookstores

**Margaret Stanley**  
Manager  
Hilo Bookstore

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

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

**Aaron Ventura**  
Manager  
Maui Bookstore

**Staci Yoshihara**  
Fiscal Administrator  
UH Bookstores

## ACKNOWLEDGEMENTS

Mahalo nui loa to:

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

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

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

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

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

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

Our customers for their feedback and patronage.

## FY18 EMPLOYEE SERVICE AWARDS

**30 years**  
Arlene Fukunaga, UH Bookstores

**10 years**  
Jodee Dang, UH Bookstores  
Debralee Goto, UH Bookstores  
Aaron Ventura, UH Bookstores



## UNIVERSITY OF HAWAI'I COMMERCIAL ENTERPRISES CONFERENCE & EVENT SERVICES

Annual Report: Fiscal Year Ending June 30, 2018

### STRENGTHENING PARTNERSHIPS



Fiscal Year 2018 was a year of transition and change for Conference & Event Services. Significant outreach efforts increased the department's clientele by establishing new relationships with various organizations. We also worked to strengthen our existing partnerships, especially our relationship with the John A. Burns School of Medicine.

As our client base expands, a wider variety of conference and event planning services will be needed. In the coming fiscal year, we will refine our policies and procedures so we can adapt to these needs with speed and agility. We look forward to embracing this new challenge.

Nicki Neimy  
Manager  
Conference & Event Services



#### GOALS FOR FY19

- Improve consistency by reviewing and revising our administrative fee structure.
- Review our fiscal processes and make necessary modifications to streamline them for efficiency while following state and university policies and procedures.
- Hire a student employee to assist with office tasks and on-site services to improve the quality of our services.

#### CONNECT WITH US

##### Conference & Event Services

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

Phone: (808) 956-8204  
Fax: (808) 956-4372  
Email: [uhces@hawaii.edu](mailto:uhces@hawaii.edu)  
Web: [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

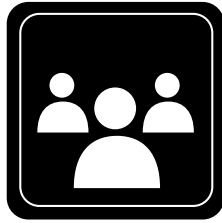
University of Hawai'i at Mānoa Commercial Enterprises is responsible for developing products and services to be sold for commercial purposes that help to market the university and enable Commercial Enterprises to become self-supporting.

#### FY18 LEADERSHIP

Paul Donnelly, CES Manager

#### NATIONAL AFFILIATIONS

Association of Collegiate Conference and Event Directors



# CONFERENCE & EVENT SERVICES

Annual Report: Fiscal Year Ending June 30, 2018

## FY18 CONFERENCES & EVENTS



- Your 'Ohana Network
- Hepatobiliary & Pancreatic Cancer Conference
- Double Bucks Stakeholder Meeting
- Farm to School Hui
- College of Engineering Career Day (Fall & Spring)
- Assuring Infection Control in the Pacific
- CDSHF Conference: New Frontiers in Cell Death Signaling & Heart Failure
- Mānoa Global College Community, Culture & English Language Program for J. F. Oberlin University
- Mānoa Global Community, Exploring Culture, Linguistics, & Sustainability in Hawai'i Program for Konan University
- Hawaiian Native Seed Conference
- Early Childcare & Education Stakeholder Meeting
- Mānoa Career Fair (Fall & Spring)
- Disability Access Conference
- Early Childcare & Education Workshops
- Chronic Disease Management Program Training
- Youth-Led Participatory Action Research Training Day
- Baby-Friendly Leadership Workshop
- Better Choices, Better Health Partner Meeting
- NACDD Star Training
- Complete Streets Workshops
- Garden to Cafeteria Meeting

## HIGHLIGHTS FROM THE PAST YEAR

- We expanded our clientele base and strengthened our relationships with existing customers.
- Our department was the chosen service provider for an increased number of events.

# CONFERENCE & EVENT SERVICES

Annual Report: Fiscal Year Ending June 30, 2018



## 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.

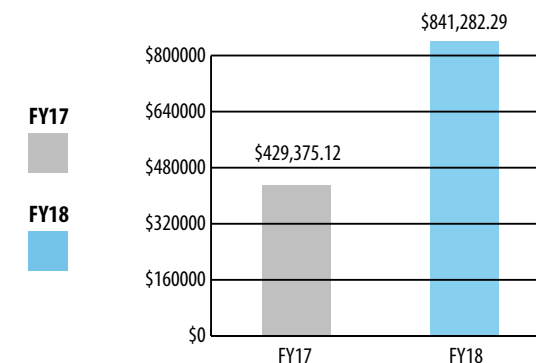
## FY18 ADMINISTRATIVE EXPENDITURES

REVENUES	ACTUAL FY18
Fees, Conference	\$841,282.29
Sales, Services, External Customers	\$36,967.00
<b>Total Revenues</b>	<b>\$878,249.29</b>
EXPENDITURES	
Salaried Personnel Services	\$57,402.55
Fringe	\$37,757.41
Redistributed	\$13,975.60
Casual Payroll	\$8,024.18
<b>Total Personnel Services</b>	<b>\$117,159.74</b>
Outside Services	\$62,335.91
Materials and Supplies	\$273,016.07
Other Current Expenditures	\$271,332.09
<b>Total Other Expenses</b>	<b>\$606,684.07</b>
<b>OPERATING INCOME (LOSS) AFTER TRANSFERS</b>	<b>\$154,405.48</b>
<b>ENDING CASH BALANCE</b>	<b>\$246,292.99</b>

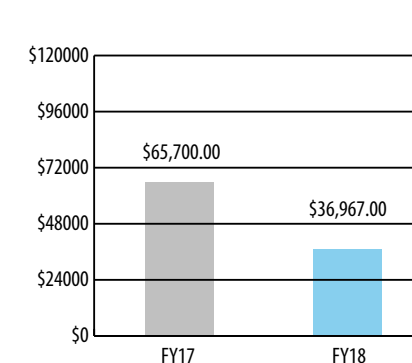
CES REVENUE	ACTUAL FY18
Fees, Conference	\$841,282.29
Sales, Services, External Customers	\$36,967.00
<b>TOTAL REVENUE</b>	<b>\$878,249.29</b>



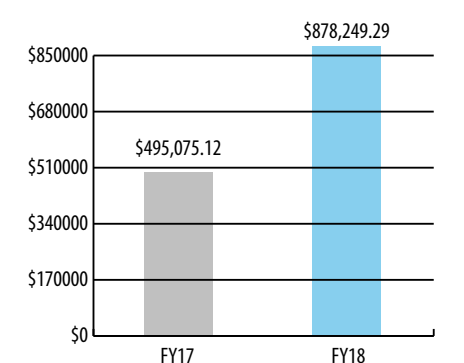
## UNRESTRICTED SPONSOR REVENUE



## CES ADMINISTRATIVE REVENUE



## CES TOTAL NET REVENUES





# CONFERENCE & EVENT SERVICES

Annual Report: Fiscal Year Ending June 30, 2018

## 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. Special thanks to:

- Jake Chang, Campus Solutions Manager
- Ashley Park, Bookstore Manager-in-Training
- Cassandra Luo, Business Development Manager, Campus Services

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

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

## PARTNER VENUES

### O'AHU

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

### MAUI

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

### KAUA'I

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

### BIG ISLAND

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



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

Annual Report: Fiscal Year Ending June 30, 2018



# DEPARTMENT OF PUBLIC SAFETY

Annual Report: Fiscal Year Ending June 30, 2018



## LETTER FROM THE CHIEF

Fiscal Year 2018 ushered in some positive changes as well as significant progress in key areas for the University of Hawai'i at Mānoa Department of Public Safety (DPS). In 2018, DPS added several diversely experienced individuals to the DPS leadership team. Former Pima County Sheriff's Department Chief Deanna Johnson came on board as DPS' first deputy chief, bringing more than 20 years of law enforcement experience and leadership to DPS. Former Minneapolis Police Officer Kurt Mencil was also hired as the new DPS communications center manager. Under his

direction, DPS upgraded our dispatch center with state-of-the-art equipment to better serve the growing needs of our community. Finally, former FBI Special Agent Victor Lomupo was brought on board as the new crisis response and training manager. Victor brings more than 35 years of law enforcement and leadership experience to DPS.

With our expanded team in place, DPS coordinated and hosted the largest active shooter exercise to date in Hawai'i. More than 350 participants from UH Mānoa, Honolulu Police Department, Sheriff Division and FBI worked together in this successful full-scale exercise. Moreover, DPS remained active with outside partner organizations, in an effort to stay current with industry best practices, and bring the best possible level of service to the UH Mānoa community. This year's achievements have truly been a team effort, and are listed in the section of this document entitled "Highlights from the Past Year."

In addition to strengthening partnerships with outside agencies, DPS officer training was overhauled, consistent with law enforcement/public safety best practices. Our program now includes training on legal authority and campus free speech, among many other topics. Despite being understaffed for the majority of Fiscal Year 2018, the men and women who serve DPS have continued their dedicated efforts towards making both the Mānoa and Kaka'ako campuses a safe environment for students, faculty, staff, and visitors. Finally, our Community Policing Unit continued its exemplary efforts to expand outreach to the campus community during the past year with increased safety workshops and presentations. Every presentation provides a unique opportunity for positive interaction, while growing our brand and increasing awareness and partnership.

We take pride in making our campus safe. DPS continues working with our community stakeholders, both on and off-campus, to make UH Mānoa a safe community for all. To ensure continued success, we need help from the entire community, as safety is a shared responsibility. We ask for the assistance and cooperation of every member of our community and invite you to join us by doing your part to protect yourself and your property. We look forward to working with everyone in our community, in partnership, to continue providing a safe atmosphere that will encourage learning and community cooperation. Together, we can all contribute to making UH Mānoa a safe place to study, work, and visit.

With aloha,  
**Andrew Black**  
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](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.

# DEPARTMENT OF PUBLIC SAFETY

Annual Report: Fiscal Year Ending June 30, 2018



## HIGHLIGHTS FROM THE PAST YEAR

### Full-Scale Exercise at John A. Burns School of Medicine

Throughout Fiscal Year 2018, DPS coordinated the department's first ever full-scale active shooter exercise at John A. Burns School of Medicine. Planned by DPS emergency management and crisis response coordinators, this exercise gave students, faculty and staff at John A. Burns School of Medicine and UH Cancer Center an opportunity to participate in a real-life scenario. Participants included Honolulu Police Department, State of Hawai'i Department of Public Safety Sheriff Division, and our local FBI. We also had over 50 students and employees who volunteered for roles as victims and witnesses. Mahalo to all who participated in making this a successful and educational event.

“  
**Planning and training for the real thing will save lives and teach us all how to respond to these incidents.**  
”  
**Jimmy Lagunero**  
Emergency Management Coordinator

### Staffing Changes & Promotions

In 2018, DPS created two new positions within the department. The deputy chief is a brand new role, which was created to serve as second in command to the DPS chief, supervising daily activities and programs, including field operations, professional standards, and support services. In addition, the emergency management assistant position was expanded and revised to the crisis response and training manager position, which is responsible for training all DPS staff, planning campus emergency exercises, and coordinating building emergency plans throughout campus. These two roles have allowed the department to grow its list of services, to further ensure a safe and secure campus. DPS also promoted one of its officers to a sergeant position in 2018.

### DPS Employee Morale Programs

With declining staffing numbers in 2017, DPS leadership recognized the need for increased retention of university security officers. To that end, several employee morale programs were instituted within the department. DPS now has a challenge coin system, wherein officers can earn a challenge coin award for going above and beyond with their service to the community. DPS began celebrating birthdays on a monthly basis, hosting BBQ lunches periodically, and a “morale bucket” with snacks for officers (these programs are a result of donations from the leadership team). While some of these programs are small, they help to boost the spirits of officers and instill a sense of ‘ohana within the department.

### Emergency Call Box Project

In 2014, DPS assumed responsibility for maintaining all 76 Emergency Call Boxes on the UH Mānoa campus, and since that time, DPS has performed monthly inspections and repairs for these devices. During many of our routine inspections, DPS began to notice increasing numbers of these devices needing constant repair. In addition, many units are difficult to access directly from pedestrian areas. Since funding was never allocated to DPS for repairs and maintenance, the department began working with UH Information Technology Services (ITS) to develop a plan for removal and replacement of older and difficult to access units. This partnership began in May 2018, and the project is expected to reach completion within the next two years.



## ABOUT UH MĀNOA DEPARTMENT OF PUBLIC SAFETY

The University of Hawaii at Mānoa Department of Public Safety (DPS) operates 24 hours a day, seven days a week, to patrol and respond to any reports of crime or suspicious activity on UH Mānoa campuses, including main UH Mānoa campus and Kaka'ako areas (includes John A. Burns School of Medicine and UH Cancer Center). DPS offers a variety of crime prevention and awareness programs, which are available through the department's Community Policing Unit. In addition, DPS coordinates and prepares the UH Mānoa community to respond to emergencies and disasters and to manage recovery efforts. To learn more about DPS services, crime statistics, and how to report a crime or seek victim assistance, visit <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
- Site-specific security assessments and emergency plans
- Facility locking and unlocking
- Reporting according to federal laws (Jeanne Clery Act, VAWA, Campus SaVE, Title IX)
- Special event staffing

### Leadership Training

Recognizing a need for increased leadership training opportunities for staff, DPS began offering workshops, online courses, and conferences to supervisors and officers interested in becoming a supervisor. The most popular course is a multi-day, off-site training through Federal Emergency Management Agency (FEMA), which provides supervisors and officers the opportunity to network with their peers in similar fields to discuss experiences on the job. The department plans to continue offering these valuable opportunities in the future.

**Officer Mena and Victor were exceptional! Back in October, I was attending a conference and when I came back to my parked car, I realized that my tire was flat. They helped me get back on the road while keeping me calm. I felt safe, especially because I was unfamiliar with the campus. I felt that these individuals truly cared for my well being. The campus is lucky to have them on the staff.**

**Angela Song**  
conference attendee

### IT Infrastructure Upgrades

In an effort to ensure continuous and uninterrupted service to the campus community, the DPS server and back-end storage area network were upgraded during Fiscal Year 2018 for improved performance and redundancy. The firewall and network infrastructure were also upgraded to improve LAN and WAN connectivity and stabilize internet access. In addition, the dispatch center was redesigned with new hardware to allow multiple displays for dispatcher multitasking and rapid response. Video monitoring systems were also upgraded, with newer panels for increased monitoring and surveillance of existing and future camera systems across campus.

### CALEA Accreditation Update

Since 2015, DPS has been in the process of achieving accreditation through the Commission on the Accreditation of Law Enforcement Agencies (CALEA). As part of this process, DPS must comply with 293 standards in order to gain accredited status. In 2017 and 2018, DPS continued its policy development and active involvement in the Campus Security Accreditation Coalition (CSAC), whose membership includes campus safety groups from colleges and universities across the country. DPS is near the end of the initial accreditation process and hopes to receive its final accreditation in 2019.

### GOALS FOR FY19

#### DPS Strategic Plan

Since 2015, DPS has maintained a department strategic plan: *Safeguarding our Community*. This plan is updated annually with collaboration of the DPS Leadership Team, based upon feedback from shift supervisors, officers and members of the UH Mānoa community. The plan outlines the current status of the department, identifies department objectives over the next five years, and serves as a blueprint for strengthening operations and outlining a clear direction. UH Mānoa DPS plans to continue updating this document annually.

Derived from the Department of Public Safety Mission and Vision Statements, the department has identified five core strategic initiatives, which are the impetus for the overall strategic plan. Within each of these strategic initiatives lies several department goals for the current calendar year.

Although the full list is available within the strategic plan document at [http://manoa.hawaii.edu/dps\\_strategicplan.html](http://manoa.hawaii.edu/dps_strategicplan.html), a few of these goals for Fiscal Year 2018 have been highlighted here:

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

- Provide ongoing leadership training to sergeants
- Establish monthly shift/unit level meetings
- Form an internal department group to develop employee morale and employee recognition programs

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

- Develop a multi-year campus Emergency Management exercise plan
- Finalize, train, and implement DPS All-Hazards Response Plan
- Develop and implement a plan for renovating the DPS Communications Center
- Implement regular campus safety advisory messages for strings of crimes that occur on campus
- Update and implement the DPS Emergency Notification policy

#### Strategic Initiative 3: Community Policing

- Create tabletop exercise program and offer to departments by request
- Using the Emergency Call Box (ECB) proposal as guidance, determine whether or not DPS will maintain the ECB program in its current state or revise operations
- Create a student safety group to gather feedback and ideas from the current student population

#### Strategic Initiative 4: University Community Presence

- Enhance bike patrol unit by training additional officers
- Engage in partnerships with local law enforcement through regular attendance to the State Fusion Center and State Law Enforcement Coalition
- Engage community on Violence Against Women Act (VAWA) issues through increased sexual assault events and media creation
- Create and implement an updated directive from UHM Chancellor to increase Campus Security Authority (CSA) outreach and campus crime data collection

#### Strategic Initiative 5: Commitment to Excellence

- Standardize technology infrastructure to ensure compatibility
- Acquire Clery Compliance Officer certification for Community Programs Manager through National Association for Clery Compliance Officers and Professionals (NACCOP)
- Increase rapport with local public safety and security leaders by establishing a local “council of chiefs”
- Send sergeants to Performance Management training through Western Association of College and University Business Officers (WACUBO) Pacific Rim Workshop

### FY18 BY THE NUMBERS

During Fiscal Year 2018, DPS provided...

**33**  
SAFETY & WELLNESS  
WORKSHOPS

**27**  
CPR COURSES

**905**  
WRITTEN REPORTS

**27**  
SAFETY AWARENESS  
EVENTS

**5**  
OTHER VARIOUS  
SAFETY TRAINING  
(hurricane preparedness, theft prevention, etc.)

**36,600+**  
ACTIVITIES  
(includes calls for service, self-initiated activity, and other routine actions)

**22**  
ACTIVE SHOOTER  
AWARENESS &  
RESPONSE TRAINING  
SESSIONS

**4,900+**  
SAFETY ESCORTS

**24**  
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...

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

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

## TOTAL EXPENDITURES FY18

EXPENDITURES	ACTUAL FY18
<b>Personnel Services</b>	
Salaried Personnel Services	\$2,489,152.93
Overtime	\$313,482.26
Fringe	\$61,944.87
Student Payroll	\$26,320.21
<b>Total Personnel Services</b>	<b>\$2,900,126.34</b>
<b>Other Expenses</b>	
Outside Services	\$156,652.18
Repair and Maintenance	\$70,239.29
Materials and Supplies	\$111,012.30
Other Current Expenditures	\$123,398.79
<b>Total Other Expenses</b>	<b>\$461,302.56</b>
<b>TOTAL EXPENDITURES</b>	<b>\$3,361,428.90</b>

## FY18 LEADERSHIP

**Andrew Black**  
Chief

**Deanna Johnson**  
Deputy Chief

**Alberta J.K. Pukahi**  
Field Operations Captain

**Jimmy Lagunero**  
Emergency Management Coordinator

**Victor Lomupo**  
Crisis Response & Training Manager

**Sarah Rice**  
Community Programs Manager

**Kurt Mencil**  
Communications Center Manager

**Daniel Tuttle**

Professional Standards Manager

**James Douglas**  
IT Support

**Leslie Cabingabang**  
PAU Violence Coordinator

## FY18 EMPLOYEE SERVICE AWARDS

**30 years**

Alberta Pukahi, DPS

**10 years**

Opie Tuzon, DPS

## NATIONAL AFFILIATIONS

Clery Center for Security On Campus  
[www.clerycenter.org](http://www.clerycenter.org)

Commission on Accreditation for Law Enforcement Agencies  
[www.calea.org](http://www.calea.org)

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

National Association of Clery Compliance Officers & Professionals (NACCOP)  
[www.naccop.org](http://www.naccop.org)



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