

# FY 2018-2019 Annual Report



OFFICE OF THE  
SENIOR VICE PRESIDENT FOR  
FINANCE & ADMINISTRATION



Cover photograph by Seis, Brenda. Photograph of Howling Lobo, Hodgin Hall Alumni Center. June 2019.  
Brooks, Virginia. Photograph of McKinnon Center for Management. June 2019.



OFFICE OF THE  
SENIOR VICE PRESIDENT FOR  
FINANCE & ADMINISTRATION

**ANNUAL REPORT 2018-2019**

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## OFFICE OF THE SENIOR VICE PRESIDENT FOR FINANCE & ADMINISTRATION

It is our pleasure to submit the annual report for FY 2018-2019 from the office of the Senior Vice President for Finance and Administration (SVPF&A) for the fiscal year ended June 30, 2019. Our annual report highlights the Administration's progress in meeting key University goals across campus. The office of the SVPF&A provides a full range of service management which includes, fiscal services, budget, planning and analysis, information technology, policing and public safety, human resources, institutional support services, and safety and risk services. Presented herein is a summary of the many strategic goals accomplished by the departments within Finance and Administration. The following information will provide you with an overview of the annual budget for Main Campus for FY 2018-2019.

The annual budget serves as the foundation for Main Campus' financial planning and oversight. For FY 2018-2019 the state appropriations for Main Campus increased by \$6,634,900. The legislature approved an average 2% compensation increase for higher education. However, the new I&G funding from the state for compensation only funded approximately a 1% compensation increase. In addition, there were no changes to the employee retirement plan. Tuition and fee rates were approved by the Board of Regents on March 22, 2018. They approved a 2.5% tuition increase plus a \$7 per credit hour increase in the undergraduate and graduate premium rate as well as a 2.39% mandatory student fee increase. In addition, Main Campus experienced a 7.17% decrease in fall 2018 Student Headcount which resulted in a tuition and fee revenue shortfall of \$9.8 million. These two events required Main Campus to pull back funding from departments and to utilize one-time funding and unbudgeted land income and permanent fund revenues to make up the budget shortfall.

The office of the Senior Vice President for Finance and Administration will continue to strive to improve, advance and deliver on the University's strategic mission and goals. Further, we look forward to working on the many projects we have in progress and the endless opportunities and possibilities that await us in the future.



Brooks, Virginia. Photograph of "Tribute to Mother Earth," Northrup Hall. June 2019.



2018 - 2019 ORGANIZATIONAL CHART





OFFICE OF THE  
SENIOR VICE PRESIDENT FOR  
FINANCE & ADMINISTRATION

FY 2018-2019 Annual Report

# **Financial Services Division**

Submitted by:

Elizabeth Metzger, University Controller

<https://fsd.unm.edu/>

## **Mission and Vision**

### **Mission**

The Mission of the Main campus Financial Services Division is to provide sound stewardship of UNM's fiscal activities while meeting the needs of students, faculty, and staff who are engaged in teaching, research and community service activities at UNM.

The FSD's ongoing commitment serves to:

- Educate students, faculty, and staff about the compliance requirements associated with various UNM, state, local, federal, and agency policies concerning financial expenditures.
- Stay abreast of the latest in accounting standards and regulations, and apply those to its business practices.
- Deliver accurate, timely, and useful financial reports to UNM Leadership, and government constituencies.
- Actively support and document best business practices for all UNM financial activities in order to remain in compliance and to prevent audit findings.

### **Vision**

Financial Services Division Culture:

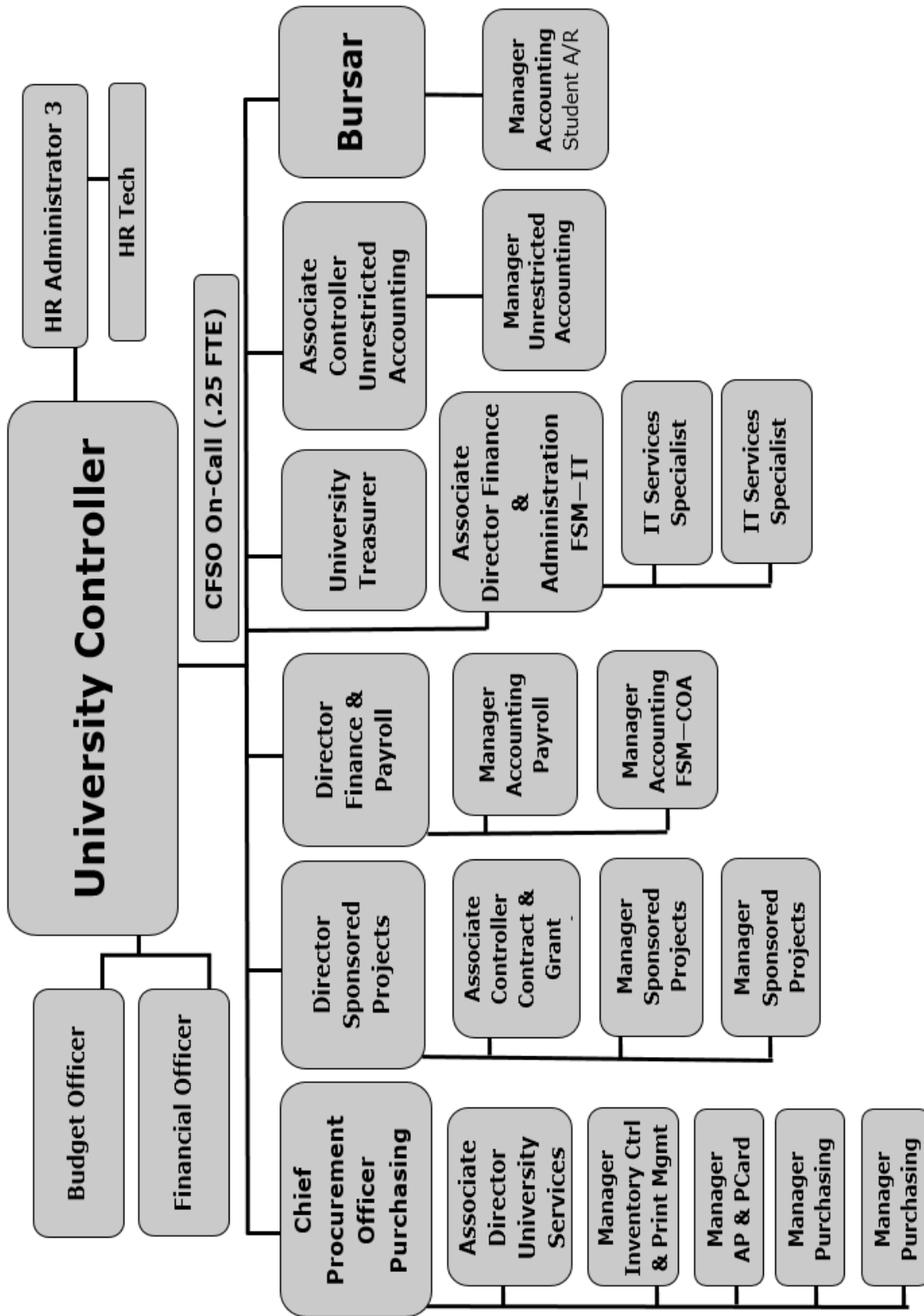
- Integrity and high-quality services.
- Accountability and social responsibility.
- Respectful and effective communication.
- Customer service focus for students, faculty and staff.
- Recruitment of highly trained professional accounting, management, and procurement experts.

Financial Performance:

- Fiscal transparency through accurate and timely financial reporting.
- Fiscal year end processes that are seamless and cause the least disruption.
- Accuracy of financial data through vigilant Banner Finance maintenance and upgrades.

Continual improvements to MyReports reporting tools, and Banner Finance data stores, to enhance end-user friendliness

Organizational Chart





**FY 2018-2019 Annual Report**

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## I. EXECUTIVE SUMMARY

The Division of Financial Services continued its commitment to accountability, excellent customer service, and fiscal responsibility during the fiscal year ending June 30, 2019. The Main Campus Financial Services Division (FSD) has continued to work closely with the HSC Financial Services staff, to ensure consistent application of policies and procedures. During the course of the fiscal year, the Division has diligently applied federal and state regulations and maintained a system of thorough internal controls that supported a clean audit opinion. The Division's FY 2018-2019 I&G Base Budget Allocation was \$6,509,313.

Below is a partial list of events and accomplishments demonstrating the Division's on-going commitments to outstanding service and transparency. Additional information can be found in the individual reports that follow this overview.

1. Accounts Payable worked with Finance Systems Management (FSM) to implement a streamlined clean-up process for 1099s in Chrome River.
2. The Bursar's Office implemented Box 1 reporting on the 1098-T, as mandated by the IRS.
3. Contract & Grant Accounting (CGA) remained in compliance with federal regulations by closing awards within 90 days and ensured 201801 and 201802 effort reports were completed and certified.
4. FSM IT rolled out MySpend Portal to campus for analysis of departmental spend at various Org levels.
5. FSM Network Support began implementing encryption technology on new computers.
6. FSM Operations implemented an Operational Data Store (ODS) refresh process from Chrome River to enhance tax compliance and reporting for UNM.
7. The Office of Sponsored Projects (OSP) successfully negotiated several new Master Agreements:
  - Lawrence Berkeley National Laboratory.
  - Falling Colors Corporation.
  - Army Research Laboratory – Cooperative Research and Development Agreement (CRADA).
  - Sandia National Laboratories (CRADA).
  - National Security Agency - Non-Disclosure Agreement (NDA).
  - Colorado Plateau Cooperative Ecosystem Studies Unit.
8. Payroll completed an extensive reconciliation project to tie Payroll NMERB data to Finance ledgers, which is a recent requirement for the external audit.

9. Procurement Services issued a joint Request for Proposal for office supplies with SRMC, UNMH, and UNMMG to leverage the spend across UNM entities.
10. University Services' departments Record Management, Chemical & Research Laboratory Supplier, and Surplus Property migrated into LoboMart under internal catalogs and services, and automated billing processes for more effective use of time and resources.
11. Unrestricted Accounting implemented revisions to the Moving Expense policy and procedures in response to tax law changes.
12. The VEBA Advisory Committee continued to meet regularly.

Other projects and activities that have occupied significant portions of the University Controller's time and effort include the following:

Administrative Technologies Advisory Board.

Accountability in Government Oversight Committee.

Audit Rule Training.

Debt and Investment Advisory Committee (DIAC).

Executive Cabinet.

External Audit Coordination and Oversight for UNM Component Units.

Internal Outreach:

Quarterly Manager Meetings and Goal Assessments.

Service Award Distribution.

Annual Staff Recognition Picnic for all FSD staff members.

Onboarding New Employees.

Inventory Control/Space Management Steering Committee.

IT Funding Committee.

Monthly Meetings with Office of the Vice President for Research (OVPR)/CGA /OSP.

Monthly Update Meetings w/Exec Staff:

VP Human Resources.

OSP/OVPR Management Meetings.

Sr. Executive Officer for Finance and Administration/HSC.

Recruitment Committee for Sr. VP Finance & Administration.

Strategic Goal Setting.

Various Internal Audit Responses.

VEBA Advisory Board.

## **II. SIGNIFICANT ACCOMPLISHMENTS**

### **Accounts Payable**

- Worked with FSM to develop and implement a Chrome River extract to streamline the 1099 cleanup process.
- Worked with FSM to develop and implement a Banner process for importing all manual 1099 entries.
- Implemented supplier class flags to assist with special handling.
- Created new Xtender Folders for electronically storing various document types that were previously stored in boxes.
- Worked with FSM on the Subaward Invoice WorkFlow to add a new field and additional document information to streamline processing.

### **Bursar/Cashier**

- Successfully transitioned Tax Form 1098-T from Box 2 (Amounts Billed) to Box 1 (Payments Received) reporting as mandated by the IRS.
- Successfully transitioned campus departments to the TouchNet Web Departmental Deposits for Credit Card Transactions functionality. Data entry responsibility was transferred to departments giving them almost complete control of their deposits, and most importantly, limited data entry for their own areas. The Bursar's Office retained final approval of all deposits, streamlined its internal work processes, and reduced the number of courier pick-ups to 6 per day (from 14), which resulted in more staff available to assist students and other customers.

### **Contract & Grant Accounting**

#### Financial Reviews, Site Visits and Audits

- NSF-OIG Performance Audit covered a three-year span, tested \$1.7 million in costs, and resulted in questioned costs of only \$20,109, representing 1.18% of questioned costs.
- Completed Department of Justice (DOJ) and Office of Justice Programs (OJP) on-site reviews. The corrective action responses and additional documentation provided to OJP resulted in all recommendations closed with no further action required.
- Completed Sandia National Labs audit of UNM Master Agreement, which covered a three-year span, from FY16 through FY18.
- Additional on-site reviews were conducted by the US Department of Education Veterans Upward Bound (for UNM Taos grant) and US Small Business Administration (SBA) through the New Mexico Small Business Development Center (SBDC).

### Reporting and Compliance

- Completed index set-up requests in Banner for all new awards within 2.2 business days.
- Completed and submitted Sandia National Labs Electronic Cost Claims Report, NSF survey for FY18, and completed fiscal year-end entries and reconciliation successfully.
- Remained in compliance by closing awards within 90 days and ensured 201801 and 201802 effort reports were completed and certified.
- At the request of IT, sent monthly reports of open funds ending within 60 days, in an effort to make closeouts more efficient for the IT department, and help IT to change the index in a timely fashion on indices that had closed or were due to close.
- At the request of the Industrial Security office, CGA created and sent a monthly report of awards with foreign entities that contained Department of Energy and Department of Defense funding.

### Collaborations and Trainings

- Provided training to new administrators and accountants across Main and Branch campuses. Worked with OSP, and provided half-day training for 23 department administrators on pre-and post-award topics.
- Presented topics and trainings to department administrators at monthly RAN meetings.
- CGA planned for and presented 5 out of 12 sessions at the 2nd Annual Research Administrator Symposium on September 25, 2018.
- Continued working with the Chrome River Leads on testing of Chrome River enhancements and updates, and provided training, support, and testing on Chrome River as needed.

### Documented and/or Revamped the Following Office Processes

- Redesigned the CGA website homepage with an Upcoming Events and Training block, quick links to Banner resources and other Award Tools, Travel FAQs and resources tab, a Department Resources page, and General FAQs page.
- Created an Agency Committee of CGA staff to research and develop in-depth overviews of major federal and state agencies. Also created a Department Resources Committee to develop and publish useful resources for department end-users, which resulted in a Department Resources tab on the CGA website, with useful tools such as the Post-Award Meeting Overview and PI Checklist (for new awards), among many others.

#### Other Projects and Collaborations

- Created and implemented standard Core office return codes in Chrome River that allowed for efficient tracking and reporting of the frequency and reasons for returns. This enabled CGA management to see which departments have high rates of return, and the reasons for those.
- Worked with Finance Team Leads to implement and test the Banner 9 Finance Module.
- With FSM and HSC Contract and Grant Accounting, CGA participated in planning and design meetings for effort certification alternatives, in order to reduce administrative burden on research faculty, and enhance reporting features in MyReports.
- CGA attended regular meetings of the Purchasing Advisory Committee, in collaboration with OVPR, and Advance at UNM. The Committee endeavored to promote sustainable changes in administrative policies, processes and procedures at UNM. So far, the committee published Travel FAQs on Airline Fees and International Approvals, Commercial Airlines, and International Travel to simplify University travel rules and reduce administrative burden.
- CGA attended monthly Research Accounting meetings to continue collaboration with HSC Contract and Grant Accounting.

#### **Credit Collections & Merchant Services (CCMS)**

##### Banking

- Provided treasury and special banking transaction services to the UNM campus for UNM receipt and disbursement systems. Electronic banking activity continued to increase from federal and state agencies as well as commercial vendors. Banking activities were maintained with financial institutions in the Albuquerque and branch campus areas including three disbursement and six depository accounts.
- Continued to upgrade the University's merchant card system. Monitored fiscal agent banks and functioning of the processing software.
- Continued to develop and monitor three tranches of operating cash, thus maximizing earnings on the University's unrestricted operating funds.
- Monitored Payment receipts from a \$27 million loan to Lobo Development Corp. at a 3% interest rate, beating market rates by ~ 100bps.
- Developed and distributed monthly investment and cash flow reports to better monitor investment performance of the operating bond portfolios and inform DIAC members.

#### Investments

- Monitored and processed the semi-annual debt service payments for all outstanding University Bonds - total principal and interest payments of \$33,379,097.

#### Collections & Debt Service

- Billed over \$25.6 million to the State of New Mexico as reimbursements for expenditures on capital projects.
- Prepared the annual New Mexico Higher Education Debt Service Requirement certification reports for UNM branch campuses, which calculate the cash requirements to service local debt and are used by the Higher Education Department to certify mil levy rates for the next tax year.

#### Financial Reporting

- Took over much of the capital asset accounting due to staff retirements. Duties include accounting for Capitalized Interest, Construction in Progress and Capital Additions and Deletions.
- Prepared the GASB 40 footnote disclosure concerning cash and investment balances.
- Drafted and prepared the GASB 53 footnote disclosure regarding derivative interest rate swaps attached to the University's variable rate bonds.
- Drafted and prepared the Capital Asset footnote for additions and deletions.
- Prepared audit footnote Schedule 18 detailing UNM's pledged collateral, which provides security against bank failures for all account balances.
- Prepared audit footnote Schedule 19 detailing UNM's individual deposit and investment accounts.

#### Merchant Services

- Served as financial services point person for campus-wide Payment Card Industry (PCI) compliance.
- Continued overseeing and directing a PCI management team approach with UNM IT Security and the contracted Consulting Information Security Auditor to monitor all credit card processing centers on campus.

#### **Finance Systems Management – IT**

##### Reporting & Analytics

- MySpend Portal – Rolled out an interactive portal for campus to analyze departmental spend at various Org levels.
- Upgraded Webfocus to 8.2.03 release.

- Developed Chrome River operational reports on accountable plan; PCard expense; 304 rule; roles/user management and organization hierarchy sync, and developed a data dictionary for Chrome River reporting users on campus.
- Built an automated process to download PCard transactions from Bank of America for analysis.
- Developed a new Payroll ERB to Finance reconciliation process (Phase I).

#### eProcurement (Lobomart) & Business Process Workflows

- Enhanced sub-award and Fund Establishment Form (FEF) workflows for C&G office.
- Tested, validated and coordinated the Lobomart 18.3 and 19.1 upgrades.
- Upgraded Workflow 8.7 – planning, testing, co-ordination and rollout.

#### Cayuse Application Support & Analytics

- Upgraded Cayuse SP and 424 modules multiple times throughout the fiscal year.
- Completed ongoing enhancements to Cayuse dashboards and operational reports.
- Provided support for Cayuse application issues and worked with the vendor.
- Achieved representation in Cayuse's change advisory board to influence their product direction.

#### Technical Support

- Kicked off Enterprise FAMIS/AppTree implementation for Inventory Control.
- Revamped Surplus and Records management processes using Lobomart.

#### Banner Finance Technical Support

- Provided support for year-end close process.
- Resolved operational and data related issues throughout the fiscal year.

#### FSD Data Science Initiative

- Formed a new team to perform complex data analysis and draw hidden insights from structured and non-structured textual data sets from inside and outside of UNM.
- Hired a Data Scientist within the team.

#### Other

- United Way Campaign – provided project management, portal integration, configuration, coordination and reporting services for President's office.
- System administration for all FSD Sharepoint sites.



- Technical support for Staff salary access database.

### **Finance Systems Management – Network Support**

- Migrated remaining FSD departments' workstations and printers that were still on Novell eDirectory to Active Directory. The departments that were in this migration to the FSD file share in the IT Data Center are Controller Administration, CCMS, FSM, and Payroll.
- Migrated all supported department files to a new IT file share location named UNMCIFS. The departments are Human Resources, Office of Contract Archeology, and Graduate Studies.
- Assisted Copy Center with implementation of its new eCommerce website by communicating to the cloud vendor the needs on branding, authentication, and the creation of two web portals, both pointing to the new website.
- In June, 2019, began implementing new computer encryption technology. All imaged computers, both laptops and desktops were configured to use the enterprise version of Microsoft BitLocker for encryption.

### **Finance Systems Management – Operations**

- FSM Operations continued a successful partnership with Chrome River by championing continuous process improvement, efficiencies and effectiveness, which led to resolution of operational issues, improved compliance, provided outstanding customer support to campus, and furthered collaboration with Chrome River.
- Successfully implemented an ODS refresh process from Chrome River to enhance tax compliance and reporting capabilities for UNM.
- Successfully coordinated and completed numerous Banner upgrades for Financial Services.
- Implemented Banner 9 Finance Module.

### **Inventory Control**

- Selected Accruent/Famis for the new asset management inventory system.
- Reorganized Inventory Control to streamline processes and improve the processing of annual audits and asset reviews.
- Deleted 2238 legacy assets with approval from the State Auditor Office with NBV equal to zero and cost less than \$5000; and deleted 248 legacy assets titled to the FG with approval from the Office of Naval Research.
- Conducted an audit of the vehicle files. Worked with Facilities Management and State of NM to obtain replacement titles and documents.
- Implemented a rotating "partial wave" schedule to reduce the departmental burden of the annual inventory certification process. NM State statutes only require capital

assets valued over \$5,000 to be certified annually. Partial waves will rotate each fiscal year resulting in the certification of capital assets annually and the certification of computers biannually.

### **Office of Sponsored Projects**

- Implemented a process for scheduling proposal reviews, that:
  - Increased efficiency by reducing the number of times a reviewer examines a proposal record.
  - Provided transparency for researchers to see when a proposal is reviewed and submitted.
  - Increased retention of OSP staff, three of whom have been on the team for more than two years.
- Reevaluated the award set-up process:
  - Created central email, [awards@unm.edu](mailto:awards@unm.edu), to manage and allocate the workload to team members.
  - Developed workload statistics report to keep track of set up time for new awards and amendments.
  - Developed guidance and a new form for departments to use on award transfers.
- Developed staff workload metrics report for each team (Proposals, Awards, and Contracts).
- Successfully negotiated several new Master Agreements:
  - Lawrence Berkeley National Laboratory.
  - Falling Colors Corporation.
  - Army Research Laboratory (CRADA).
  - Sandia National Laboratories (CRADA).
  - National Security Agency (NSA).
  - Colorado Plateau Cooperative Ecosystem Studies Unit.
- Participated in the development of new institutional programs and procedures:
  - UNM/LANL joint-appointment Master Agreement.
  - IP exception process.

### **Payroll**

- Successfully implemented new application for employees to manage their supplemental retirement accounts.
- Completed extensive reconciliation project to tie Payroll NMERB data to Finance ledgers.
- Implemented enhanced training, and regular presentation, for New Employee Orientation.
- Successfully completed pilot implementation of 2018 Form W-2 electronic consent.

- Successfully completed report of employee earnings to meet increasing internal and external requests.

### **PCard**

- Utilized Chrome River PCard Expense Reports for all transaction reconciliation, which allowed for timely and efficient submission, review and approval.
- PCard staff consistently reviewed and completed PCard expense report approvals within 2 business days.
- Due to improved process efficiencies, PCard was able to reassign a PCard staff member to another area of Procurement Services, to fill a staffing need.
- Worked with FSM IT Services to develop and implement the MySpend Portal.

### **Print Management**

- Issued Print Management RFP on September 20, 2019.
- Provided Print Management services to UNM campus, which reduced overall costs and device footprints by driving more volume to Multi-Functional Devices (MFDs).
- Improved and streamlined department billing process.
- Continued to address data security. All new agreements automatically and contractually include data security software for every leased and/or purchased device.
- Device purchases, maintenance costs and non-paper supplies continued to decrease under the current RFP's pricing.

### **Procurement Services**

#### **Procurement Customer Service**

- In January 2019, Procurement Services formed a Customer Relations Management Committee (CRM), to focus on improvements to the customer service experience of campus, including:
  - Worked with FSM IT, to begin researching and testing different chat features/products, in an effort to streamline customer service processes.
  - Implemented a customer service survey on the Procurement Services website. The CRM Committee met bimonthly to review all submitted surveys and assigned Procurement staff to reach out to each department for resolution of issues.

#### **Procurement Operations**

- The Department is required by the Federal Acquisition Regulations (FAR) and the Defense Federal Acquisition Regulations (DFAR) to set goals specific to Small Business, Minority-owned Business, Women-owned Business, Veteran-owned Business, and HUB-zoned Business. All federal contracts awarded over \$700,000

are required to set and meet similar goals. The Department responsibly managed the Small Business Sub-Contracting Plans' goals, and reported to the federal agencies twice a year on the status of those goals.

- Improved the procurement process for construction projects, and exceeded the one-million-dollar mark through the use of Construction Manager at Risk. This delivery method involves early collaboration between architects and contractors to deliver the best values and efficiencies for UNM's larger capital projects.
- Worked with Clinical Affairs and UNM Medical Group to centralize Locum Tenens Agreements through the UNM Medical Group for improved coordination of the credentialing of physicians and billing for their services.

#### Strategic Procurement

- Implemented eInvoice in January 2019, which removed the requirement of including PCard information to place orders with Sandia Office Supply in LoboMart, and increased efficiency of the process for requisitioners, PCard holders, and approvers.
- A joint Request for Proposal for office supplies was issued to include UNM, Sandoval Regional Medical Center, UNM Hospital, and UNM Medical Group. Agreements awarded to Sandia Office Supply and Staples generated deep discounts, allowed flexibility for each entity to develop their own B2B processes and formularies, and leveraged the spend across UNM.
- Staff engaged in outreach at events to promote procurement with small Businesses, provide information about doing business with UNM, and to assist businesses with registering in the LoboMart sourcing portal. Staff attended the following procurement summits and events:
  - Procurement Technical Assistance Center (PTAC) – February 26, 2019.
  - Hispano Chamber of Commerce – May 8, 2019.

#### Procurement Systems

- The FSD WebMaster group was reinstated to focus on compliance with UNM's new logo and identity standards. Through centralized web development, all FSD department websites were updated to display the new logo and standards.
- MySpend was developed and implemented as an online portal that users who have minimal data management knowledge can visit to view departmental spend and produce ad-hoc reports, for use in budget review, decision-making, and index reconciliation.
- Procurement Services owned a contract for Adobe Sign (electronic signatures) that received interest across campus. The Department worked with IT to develop a plan and strategy to implement an electronic signature solution across campus for enterprise-wide use.

### **Taxation**

- Researched recent tax law changes for the impact to Unrelated Business Income Tax (UBIT) and parking fringe benefits.
- Evaluated impact to UNM's Tax liability and implemented changes resulting in pre-tax deductions and tax savings for UNM.
- Provided essential tax services to UNM departments, including tax research, foreign national payment analysis, and federal and state tax filing compliance.
- Processed and filed monthly New Mexico Governmental Gross Receipts Tax payments and annual UBIT return.

### **University Services**

- Records Management, CRLS and Surplus Property migrated into LoboMart under internal catalogs and services. Billing processes were automated to increase operational efficiency, save time and resources, eliminate duplicate efforts and eradicate waste.
- UNM Copy Center implemented a new digital storefront web-to-print enterprise wide solution that automates ordering, fulfillment, job ticketing, production, and billing to improve the customer experience, eliminate manual efforts, and increase employee productivity.
- Surplus Property increased online public auctions by 71% in FY19 and generated six figures in auction proceeds for the fourth consecutive fiscal year.
- Mailing Systems and HSC Shipping & Receiving upgraded SQBX tracking and scanning equipment that provided the ability to update customers across UNM campus with Wi-Fi enabled real time delivery and tracking information. This new technology is extremely valuable due to the increase in UPS and FedEx volumes in FY19.

### **Unrestricted Accounting**

#### **Operations**

- Implemented the new Banner 9 Finance Module, overhauled training materials and SOPs, and conducted information and training sessions throughout campus.
- In response to regulatory changes, implemented Moving Expense Policy revisions and redesigned the process for new hires.
- Created on-line training for Chrome River Approvers.
- Provided vital financial accounting and reporting services for KUNM and UNM Police.
- Completed annual filing of State of New Mexico Unclaimed Property Reporting for Accounts Payable and Payroll.
- Completed IRS 1099-K reporting for the University.

- Participated in beta-testing and product development for dozens of enhancements pertaining to Chrome River and Banner.

### **III. FUTURE PLANS**

#### **Accounts Payable**

- Implementation of ePayable through Bank of America.
- Continue to develop process improvements that promote efficiencies for departments.

#### **Bursar/Cashier**

- Implement TouchNet Web Departmental Deposits for Money Lists (cash and check transactions).
- Work with IT to create a tuition calculator for the Bursar's Office website.
- Work with IT to allow non-students, e.g., retirees, to opt-out of receiving monthly paper billing statements.
- Work with Human Resources and Payroll to automate the Tuition Remission process.
- Continue to market and increase MarketPlace participation across the University system.

#### **Contract & Grant Accounting**

- Continue work with Advance at UNM and the Purchasing Advisory Committee to create sustainable changes in administrative policies, processes, and procedures at UNM in hopes of reducing unnecessary faculty and administrative burden.
- Continue work with HSC Contract & Grant Accounting and FSM on the effort certification process to develop an alternative payroll certification system that is compliant with Uniform Guidance. This new effort reporting model, along with new MyReports tools, would allow PIs to certify payroll by fund (instead of employee) on an annual basis (instead of semi-annually) by budget period end date. This would greatly reduce faculty burden by reducing the number of actions required by PIs and would create a more timely reporting system.
- Participate, along with OSP and OVPR, in the NCURA Peer Review Program with an on-site visit scheduled for November 13-15, 2019. The peer review is conducted by a team of nationally recognized research administrators who thoroughly examine the sponsored programs area with the goal of enhancing UNM's sponsored programs operations.
- Work with Chrome River Leads to develop system enhancements to the Chrome River dashboard that are designed to reduce/eliminate common mistakes made on expense reports. Further, based on statistics now tracked for returned/correct

reports, CGA will provide training to units/departments with high rates of returned travel reimbursements, on travel policy and how to submit accurate and complete expense reports. The goal is to reduce non-compliance with UNM travel policy and decrease turn-around time for travelers to get reimbursed.

- Work with OSP to critically analyze the current format and content of the Research Administrator's Network (RAN) meetings, in order to devise new ways to improve the end-user experience and create better value for departments.

### **Finance Systems Management – IT**

- Roll out TSM (Total Supplier Management) module in Lobomart to streamline vendor registration process and protect sensitive information (e.g. SS#).
- Implement vPayables for faster payment to vendors.
- Implement mobile app for annual equipment inventory process and move away from paper.
- Enhance MySpend portal with more actionable insights for campus.
- Analyze textual data sets for hidden insights.

### **Finance Systems Management – Network Support**

- VLAN Business Center and Copy Center's network.
- Participate in beta testing of AppTree mobile app for equipment inventory.
- Work with IT platforms to rehearse disaster recovery on G drive.
- Explore video/audio conferencing options for FSD conference rooms.
- Upgrade all 87 Windows 7 computers to Windows 10 by end of 2019, by either re-imaging computers or replacing them.

### **Finance Systems Management – Operations**

- Implement Chrome River travel pre-approval.
- Replace Chart of Accounts Application.
- Evaluate options for Effort Certification reporting in collaboration with CGA offices.
- Continue operational automation enhancements.
- Work with IT on security provisioning/de-provisioning overhaul of application and new automated processes.

### **Inventory Control**

- Implement the Accruent Famis/AppTree asset management system and develop new reports for the Famis/AppTree asset management system.
- Partner with CGA, CHTM, and Physics and Astronomy to improve accounting for fabrications.
- Improve communication and collaboration across network of stakeholders.

- Develop a schedule to conduct full inventories every 2 years to account for computers and other non-capital assets, and alleviate administrative burden at the departmental, and core office level (Inventory Control, CGA, and Unrestricted Accounting).
- Continue to develop process updates that promote efficiencies for departments.

### **Office of Sponsored Projects**

#### Collaboration, Outreach, Training

- Collaborate with faculty support services, IT, Export Control, and Office of Research Compliance to create a survey about desired process and procedural improvements.
- Conduct outreach and training for the research community to strengthen relationships, and increase understanding of OSP processes and procedures.
- Work with EOD to develop training about Pre-and Post-Award processes, on Learning Central, for newly hired researchers and research administrative staff, across all campuses.
- Research with the Vendor, and OVPR, the possibility of controlling Cayuse records from beginning (creation) to end (award setup) for unfunded agreements.

#### Staff Retention

- Strengthen cross-training of OSP teams, and expand to include CGA staff.
- Consistently re-evaluate staff workload and make appropriate adjustments as needed.

#### Peer Review Evaluation

- OSP, CGA, and OVPR will undergo a peer review, to be conducted by a team of nationally recognized research administrators in November 2019. The goal is to gather key information about current processes and receive suggestions for strengthening UNM's Sponsored Program operations.

#### Systems

- Consider options for replacing Cayuse, which cannot be customized, and lacks important reporting features.

### **Payroll**

- Work with University Services to scan all Payroll files into WebXtender.
- Enable Form W-2 electronic consent so employees can choose online version instead of mailed copy.
- Convert ERB Access database to APEX application and MyReports to achieve automation and reporting efficiencies.



- Work with Employment Areas to automate processes and enhance compliance initiatives.
- Enable Banner 9 Direct Deposit.

### **PCard**

- Deployment of the CRC Exclusions Screening Tool for identifying sanctioned or debarred vendors.
- Participate on the team negotiating the new PCard contract.
- Continue to develop process improvements that promote efficiencies for departments.

### **Print Management**

- RFP will be awarded in early 2020.
- Redesign Print Management billing system.
- Develop ad-hoc reports to improve reporting.

### **Procurement Services**

- Complete testing on chat bot tools and implement a chat feature on the website.
- Identify and implement a travel booking tool to increase efficiencies related to Chrome River expense reimbursements and Duty of Care initiatives.
- Complete the transition for campus from DocuSign to Adobe Sign for contracting signatures.
- Work with the New Mexico Taxation and Revenue Department on developing a new process and tax form for public sector, government and non-profit organizations that undertake construction projects for allowable gross receipts tax deductions.
- A complete renovation of the Procurement Services website is in process. Enhancements will provide a user-friendly and more informative atmosphere for campus.

### **Taxation**

- Continue to update the UNM Taxation website with current information regarding payment requirements to foreign nationals and state and federal taxes, which reduces UNM's tax liability exposure and improves compliance.

### **University Services**

- CRLS and Procurement Systems will implement Research Material Manager (RMM, formerly known as ERM) within LoboMart to source, track and inventory chemicals, reagents and lab supplies from a single application enterprise wide.

### **Unrestricted Accounting**

- Reduce the high rate of Chrome River reports that cannot be approved as submitted by bridging the gap between Chrome system programming and end-user knowledge. Re-configure the Chrome River interface to allow a more intuitive, user-friendly experience that guides the end-user to provide required information to the extent possible within the programmable confines of the system.
- Assume responsibility for the Fixed Asset Accounting function for the University.
- Develop efficiencies in the electronic deposits process to reduce errors, minimize email communications and improve overall functionality.
- Continue to work towards clarification and application of the rules and laws related to donor cultivation expenses, in particular, as they relate to the State of New Mexico's anti-donation laws.

## IV. APPENDIX

## ACCOUNTS PAYABLE

Prior Year Comparison	FY18 - FY19		
	FY19	FY18	VARIANCE
Banner Direct Pay Invoices	62,180	66,646	-7.18%
PCard	153,145	156,492	-2.19%
Total Direct Pay Invoices and Pcard	215,325	223,138	-3.63%
Banner Regular Pay Invoices	23,801	24,148	-1.46%
<b>Total Invoices Count</b>	<u>239,126</u>	<u>247,286</u>	-3.41%
Checks	35,068	38,135	-8.75%
ACH Direct Deposits	31,669	30,708	3.03%
Wire Transfers and Foreign Currency Checks	487	547	-12.32%
<b>Total Disbursement Count</b>	<u>67,224</u>	<u>69,390</u>	-3.22%
<b>Total Disbursements Amount</b>	<u>708,301,511</u>	<u>700,409,471</u>	1.11%

**Bursar/Cashier**

	FY18		FY19	
	<u>Trans</u>	<u>Dollars</u>	<u>Trans</u>	<u>Dollars</u>
<b>Cashier Receipts</b>	66,210	129,316,569	61,869	119,415,986
<b>LoboWeb Credit Card Payments</b>	23,732	19,943,815	21,460	18,173,441
<b>LoboWeb ACH Payments</b>	77,161	62,520,492	74,752	60,712,231
<b>Flywire Payments (International)</b>	148	458,065	109	305,284
<b>MarketPlace Payments</b>	41,413	7,304,846	39,814	7,308,158
<b>Total Receipts</b>	208,664	219,543,787	198,004	205,915,102
<b>LoboWeb Direct Deposit Refunds</b>	44,587	87,055,616	42,890	82,486,746
<b>Student Check Refunds and Short Term Loans</b>	12,233	14,420,172	10,487	12,463,090
	56,820	101,475,788	53,377	94,949,836

<b>Tuition and Fee Revenue</b>	<b><u>FY18</u></b>	<b><u>FY19</u></b>
Undergraduate – Resident and Non-Resident*	\$ 148	\$ 140
Graduate – Resident and Non-Resident*	41	41
Course Fees	10	10
<b>Total Revenue (to nearest million)</b>	<b>\$ 199</b>	<b>\$ 192</b>

\*Includes Course Premiums and Tuition Differentials.

**CONTRACT AND GRANT ACCOUNTING**

<b>Prior Year Comparison – Contract &amp; Grant Accounting</b>			
<b>FY18-FY19</b>			
	<b>FY18</b>	<b>FY19</b>	<b>Variance</b>
Total Active Awards*	1924	1855	-3.59%
Total Expenditures	\$170,782,519.00	\$167,004,758.00	-2.21%
F&A Recovery	\$ 21,637,283.00	\$ 21,592,640.00	-0.21%
Total Receivables	\$ 19,339,312.00	\$ 17,450,693.00	-9.77%
Closed Funds	667	571	-14.39%
*Active awards during FY19			

<b>Contract &amp; Grant Accounting – Approval Statistics</b>			
<b>FY18-FY19</b>			
	<b>FY18</b>	<b>FY19</b>	<b>Variance</b>
Chrome River Approvals	6,647	6,686	0.59%
Total Invoices Billed	7,825	7,290	-6.84%
Total JVs Approved	4,192	3,786	-9.69%

**Chemical & Research Laboratory Supplier (CRLS)**

<b>CRLS</b>	<b>FY19</b>	<b>FY18</b>	<b>FY17</b>	<b>FY16</b>
Total Sales	<b>\$1,771,417</b>	\$2,190,672	\$2,194,365	\$2,244,549
Total Orders	<b>2,813</b>	3,686	3,868	4,016
Stock Orders	<b>602</b>	721	855	785
Customer Orders	<b>2,211</b>	2,965	3,013	3,231

**Copy Center**

<b>Copy Center</b>	<b>FY19</b>	<b>FY18</b>	<b>FY17</b>	<b>FY16</b>
Black & White Copies	<b>8,048,618</b>	7,048,997	6,112,945	N/A
Color Copies	<b>3,343,158</b>	2,617,845	2,113,776	N/A
Total Copies	<b>11,027,020</b>	9,666,842	8,748,786	N/A
Total Sales (\$)	<b>\$960,301</b>	\$994,275	\$976,585	N/A

**Credit Collections & Merchant Services (CCMS)**

<p><b>Deposits processed</b>                  Processed approximately 7,200 deposits from various entities for UNM departments</p>
<p>Property &amp; Construction JVs processed                  Reviewed and processed over 1,200 payment documents and journal entries</p>
<p>Audit Fars processed                  Completed forty five complex audit FARs related to Cash, Investments, Swaps, Bonds and Capital Assets</p>
<p>Notes to the Financial Statements                  Completed five extensive notes to the annual audited financial statements</p>
<p>Debt Service Payments                  Processed \$34 million in Debt Service Payments</p>
<p>State Bond Billing                  Billed over \$20 million in construction reimbursements from the State of New Mexico.</p>
<p>Investments                  Served as investment contact person for the DIAC regarding bond portfolio results, which earned \$2.2 million in interest income for FY19.</p>

*Participated in:*

- The Debt Investment Advisory Committee
- Assisting the University Controller to invest and report on VEBA funds
- Foundation Investment Committee – As a designee for the Executive Vice President

**Inventory Control**

<b>Inventory Processes</b>	<b>FY19</b>	<b>FY18</b>	<b>FY17</b>
Capital Additions	502	464	560
Value of Capital Additions	\$10,794,793	\$11,294,159	\$14,786,127
Computer Additions < \$5K	4055	3949	4,315
Original Cost of Computer Additions	\$4,717,738	\$4,493,423	\$5,347,486

Capital Deletions	3275	4063	
Value of Capital Deletions	\$21,066,802	\$19,099,101	
All Deletions (Capital and Computer)	7252	7008	3,883
Original Cost of All Deletions	\$24,169,358	\$21,733,739	\$12,458,162

Annual Inventories Requested	1823	1565	2,240
Annual Inventories Completed	1365	985	1,313
Number of Assets Requested	34,000	22,949	49,294
Inventory Reviews Requested	374	162	381
Inventory Reviews Completed	285	117	255
Number of Assets Reviewed	899	395	948

**Mailing Systems**

<b>Mailing Systems</b>	<b>FY19</b>	<b>FY18</b>	<b>FY17</b>	<b>FY16</b>
Outgoing USPS Mail Pieces (Excluding Bulk)	<b>660,632</b>	704,436	761,111	819,318
Incoming USPS Mail Pieces	<b>857,323</b>	1,001,627	988,392	1,200,850
Campus Mail	<b>449,992</b>	516,301	768,073	821,665
USPS Accountable Mail	<b>75,845</b>	61,529	48,646	50,579
Bulk/Permit Mail	<b>1,409,074</b>	1,442,656	2,011,243	1,991,627
FedEx Incoming	<b>16,621</b>	11,764	6,861	8,305
FedEx Outgoing	<b>1,748</b>	1,502	1,380	1,610
UPS Incoming	<b>20,928</b>	18,849	10,600	N/A
UPS Outgoing	<b>1,231</b>	1,496	378	N/A



**Office of Sponsored Projects (OSP)  
Proposals submitted, and Awards received  
Main Campus and Branches**

	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
# of Proposals	1,197	1,200	1,084	1,026
\$ of Proposals	\$ 450,925,357	\$ 445,450,282	\$ 459,677,593	\$ 413,420,122
# of Awards*	879	944	813	839
\$ of Awards	\$ 142,601,267	\$ 143,193,197	\$ 112,036,492	\$ 119,887,443

\* does not include No Cost extensions and Unfunded Agreements

**Payroll**

<b>FY19 Payroll direct deposits issued</b>	251,532
<b>FY19 Payroll paper checks issued</b>	2,464
<b>CY2018 W-2s issued</b>	18,148

**Print Management**

	<b>FY19</b>	<b>FY18</b>	<b>FY17</b>
<b>Leases</b>	\$1,822,516.18	\$1,871,633.54	\$1,814,593.06
<b>Maintenance</b>	\$31,740.79	\$72,260.46	\$136,241.42
<b>Device Purchases</b>	\$22,041.01	\$7,363.66	\$30,565.30
<b>Paper/Supplies</b>	\$9,376.33	\$5,763.75	\$5,037.65
<b>Total</b>	<b>\$1,885,674.31</b>	<b>\$1,957,021.41</b>	<b>\$1,986,437.43</b>

<b>Print Management Program</b>	<b>FY19</b>	<b>FY18</b>	<b>FY17</b>
<b>Multi Functional Devices (Copiers, printers and scanners) managed in program</b>	790	779	757
<b>Customer accounts / departments</b>	479/283	440/282	452/322
<b>Maintenance Agreements</b>	60	56	81
<b>Device Purchases</b>	9	5	19

**Procurement Services**

	<b>FY17</b>	<b>FY18</b>	<b>FY19</b>
<b>RFPs Issued</b>	55	44	51
<b>IFBs Issued</b>	7	3	4
<b>Total Solicitations</b>	62	47	55
<b>POs Issued</b>	7,496	7,023	7,280
<b>COs Issued</b>	4,149	3,892	4,427
<b>P-Card/F-Card</b>			
<b>TOTAL \$</b>	\$73,020,622.77	\$71,755,549.09	\$68,977,125
<b>TOTAL # of Transactions</b>	158,683	156,492	153,145
<b>Vendor Setups and Maintenance Requests</b>	16,135	12,420	10,890

**Records Management**

<b>Records Management</b>	<b>FY19</b>	<b>FY18</b>	<b>FY17</b>	<b>FY16</b>
Total Inventory (Boxes)	<b>8,599</b>	9,581	10,777	10,134
Boxes Withdrawn	<b>438</b>	445	426	663
Boxes Removed & Destroyed	<b>1,777</b>	1,704	1,716	7,940
New Inventory (Boxes)	<b>697</b>	661	1,019	1,492

**Shipping & Receiving**

<b>Shipping &amp; Receiving</b>	<b>FY19</b>	<b>FY18</b>	<b>FY17</b>	<b>FY16</b>
Freight – Total Pieces	<b>35,048</b>	36,504	31,969	32,119
Weekly Average (Freight Received, Processed, Delivered)	<b>674</b>	702	614	618
Delivery Points (HSC Campus/UNMH)	<b>234</b>	227	215	211

**Surplus Property**

<b>Surplus Property</b>	<b>FY19</b>	<b>FY18</b>	<b>FY17</b>	<b>FY16</b>
Regents Report – Total \$ Value Deleted	<b>\$3,345,896</b>	\$4,959,431	\$4,850,586	\$4,850,381
Total Surplus Property Items	<b>18,941</b>	13,883	20,087	17,622
Inventoried Equipment	<b>3,740</b>	2,964	3,373	2,870
Non-Inventoried Equipment	<b>15,201</b>	10,919	16,714	14,752
Number of Pickups	<b>1,259</b>	1,281	1,467	1,347
Number of Auctions	<b>287</b>	168	191	70

**Taxation**

**Tax Returns Filed**

State Governmental Gross Receipts Tax (monthly)

State Water Conservancy Fee (monthly)

Federal Fuel Excise Tax Refunds (quarterly)

Form 1042 return and over 587 1042S Forms for foreign nationals (annual)

Form 990T - Unrelated Business Income Tax (annual)

**Taxes Paid**

Governmental Gross Receipts Tax paid in FY19 = \$1,597,474

Form 1042 Annual Withholding 2018 = \$ 171,862

UBIT tax liability FY18 = \$196,165 (paid in FY19)

**Documents Processed**

Reviewed and Processed over 1,492 payment documents to non-resident aliens

Reviewed and Processed over 1,066 Foreign scholarship awards

**UNRESTRICTED ACCOUNTING**

<b>Document/Process</b>	<b>FY16</b>	<b>FY17</b>	<b>FY18</b>	<b>FY19</b>	<b>FY18/FY19 Variance</b>
Purchase Requisitions	3,656	3,318	2,947	2,914	-33 (1.1%)
Petty Cash	263	181	163	166	+3 (1.8%)
NSP and other Compensation Docs.	124	99	44	51	+7 (15.9%)
Direct Pay/Chrome River Requests	20,313	20,291	19,450	19,390	-60 (0.3%)
Journal Vouchers	17,287	12,825	8,977	10,876	+1,899 (21.2%)
Scholarships	6,418	6,056	5,782	6,511	+729 (12.6%)
<b>Total Documents</b>	<b>48,061</b>	<b>42,770</b>	<b>37,363</b>	<b>39,908</b>	<b>+2,545 (6.8%)</b>
NSAR Billings (# invoices)	2,236	2,724	2,763	2,789	+26 (0.9%)
NSAR Billings (million \$)	\$5.891	\$6.244	\$5.779	\$5.789	+\$0.010 (0.2%)
NSAR Collections (million \$)	\$5.300	\$5.948	\$6.064	\$5.627	-\$0.437 (7.2%)
Equipment Additions (million \$)	\$14.0	\$14.4	\$11.0	\$12.0	+\$1.0 (9.1%)
Equipment Deletions (million \$)	\$13.1	\$8.5	\$19.0	\$17.8	-\$1.2 (6.3%)



OFFICE OF THE  
SENIOR VICE PRESIDENT FOR  
FINANCE & ADMINISTRATION

FY 2018-2019 Annual Report

## **Human Resources**

Submitted by:

Dorothy T. Anderson, Vice President

<https://hr.unm.edu>

## **Mission and Vision**

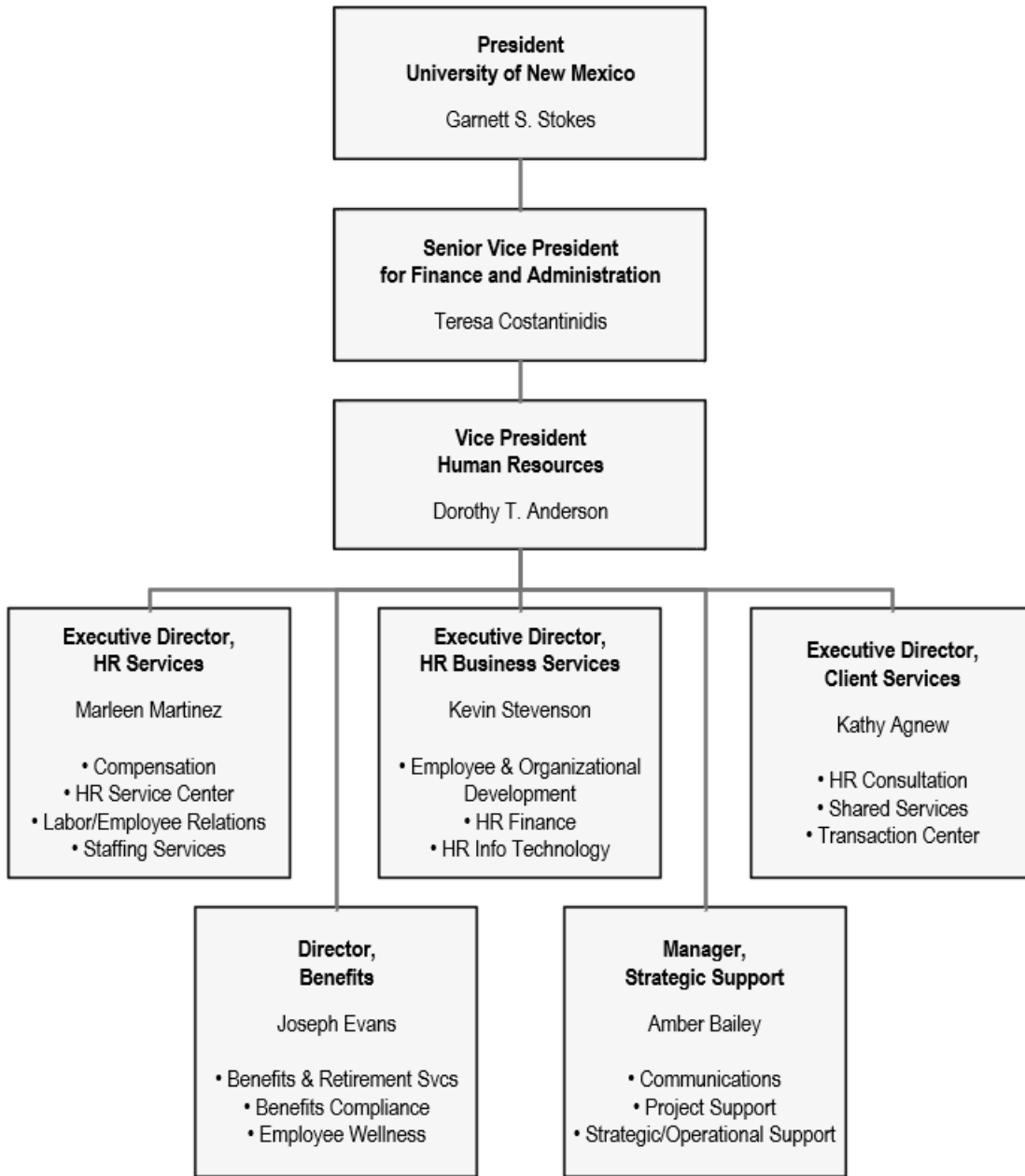
### **Mission**

Deliver exceptional service and resources to make employees' lives better every day.

### **Vision**

Create a culture where our employees are engaged and empowered.

### Organizational Chart





**FY 2018-2019 Annual Report**

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## **I. EXECUTIVE SUMMARY**

The division of Human Resources (HR) is responsible for a number of functions, including the following key areas:

- Benefits
- Client Services
- Compensation
- Employee and Organizational Development
- Employee Wellness
- HR Administration
- HR Finance
- HR Information Technologies
- HR Service Center
- Labor and Employee Relations
- Staffing Services
- Transaction Center

HR is a key strategic partner of UNM, working with leadership and peer divisions to ensure a successful workforce while the University evolves to accommodate significant changes in the paradigm of Higher Education.

Throughout FY19, HR managed approximately 23 projects at any given time that rose to an enterprise or division level scope. These projects occurred while smaller departmental projects took place alongside the daily tasks of the HR departments. The top five Accomplishments and top five Future Plans are outlined in Sections II and III; however, it is also some of the daily work that continues to define HR as a collaborative partner of UNM.

FY19 continued to be a year about people – goal one of the HR Strategic Plan. From the implementation of the Veteran Hiring Preference program to diversity and inclusion efforts underway, Human Resources is striving to recruit and retain the best talent that represents the culture of UNM, Albuquerque, and the state of New Mexico. Although we are in the early stages of working with the new Vice President for Equity and Inclusion, we look forward to new initiatives that will make UNM a more inclusive place to work.

Throughout FY19, we restructured our Client Services team to be equipped to take on shared service duties and more closely track employee relations events. Our Compensation team worked tirelessly to evaluate several position titles to ensure equitable pay and consistency of duties within the associated classifications. Our HR

Service Center, on average, responds to over a thousand phone calls and around 500 walk-ins on a monthly basis. The Benefits team worked through several vendor changes, while holding complex open enrollment events along with vendor fairs and many successful wellness activities. Benefits is currently working to expand its support of wellness to the Health Sciences Center employees through a newly dedicated position that will serve them directly within their own campus. The HR Administration office refreshed its UNM At Work Newsletter and revamped several of its webpages as an effort to more clearly articulate plans, processes, and services.

Human Resources strives to live up to its mission of delivering exceptional service and resources, which can be demonstrated by the implementation of a new Exit Survey for staff positions. This redesigned survey aims to capture meaningful data that can be used by the Employee Relations team to identify areas of focus, not only within Human Resources but around the University.

HR Information Technologies (HRIT) experienced a busy year in FY19 as they aided in the upgrade from Banner 8 to Banner 9, prepared for the upcoming upgrade of the APEX software, created new metric dashboards in the HR Reports application, and improved usage of the UNMJobs system with regard to the job application process and the reporting abilities of the hiring departments.

As a pivotal year for Employee and Organizational Development, FY19 was filled with many changes. A new team was hired and they reworked the ULead program and rolled out the UNMJobs Performance Evaluation module university-wide. They are continuing their daily focus on improving web resources regarding their services and reassessing their course offerings to ensure they continue to meet the needs of employees in the current University climate where budgets and operational needs are changing.

HR Staffing Services continues to process many hires for the University where targeted recruiting efforts are valued. In FY20, they will continue to evaluate their shared service model and make improvements to their program to better market their subject matter expert skills.

### **Budget Summary**

The HR budget is utilized in support of hiring and recruitment of staff, for employee compensation, benefits, and training for the University faculty and staff. In addition, the budget is utilized to provide strategic guidance, consulting support, and compliance support for the various departments of the University. HR strives to make the most of its budget to offer services and individual support to UNM employees in numerous aspects of their personal life, including health, wellness, and financial information. HR's operating

budget for FY 2018-2019 totaled \$6.7M. The primary sources of funding for HR are Instructional & General (30%), general institutional services (28%), miscellaneous general (18%), and internal service center funding (12%). Other sources of funding (12%) for HR include transfers, other allocations, and balance forwards. The majority of HR's expenditure budget is comprised of salary & benefit expenses (\$4.6M). The primary increases in FY19 include funding for search expenses for the various executive search processes completed throughout the year, as well as increases in HR Shared Service activities throughout the year.

## **HR Strategic Plan**

Along with our Mission and Vision, Human Resources has established a five-year Strategic Plan. Any work we conduct – from our day-to-day responsibilities into our projects and initiatives – we ensure it aligns with our Goals and Strategies.

### **Goal 1: People**

First and foremost, HR is about people. We must enhance the quality and consistency of services and resources we provide to the people who work for UNM and the people that work with HR if we are to succeed in creating a culture of engagement and empowerment for an improved overall experience at UNM.

**1.1 Total Rewards:** Build upon programs and practices that attract, develop and retain quality employees.

**1.2 Improved Service:** Cultivate relationships by providing employees and departments with up-to-date and useful information through consistent and exceptional customer service.

### **Goal 2: Optimization**

Optimize the HR Division by increasing internal collaboration, evolving our organization structure, and refining our business processes to allow us to focus less on red tape and more on helping UNM departments and employees get their jobs done more effectively.

**2.1 Collaboration, Process and Documentation:** Enhance collaboration across HR departments and reduce duplication through the review, refinement and documentation of internal business processes.

### **Goal 3: Technology**

Employ technology to improve efficiency within HR and to increase employee satisfaction and success across campus.

**3.1 HR Technology and Infrastructure:** Deploy technical solutions within our sphere of authority to enhance HR department effectiveness.

**3.2 Effective Partnering Across Campus:** Leverage relationships and expertise with departments across campus to implement and improve enterprise applications, systems and processes.

#### **Goal 4: Compliance**

Embrace HR's role in an effective university-wide compliance program while responding with agility to new challenges and requirements.

**4.1 Initiatives:** Adopt best practices across the Division to effectively support employees, manage risk and control cost.

**4.2 Mandates:** Implement new obligations in a forward-looking manner that promotes an environment of ethics and compliance while balancing efficiency and effectiveness.

## **II. SIGNIFICANT ACCOMPLISHMENTS**

Throughout Fiscal Year 2019, Human Resources accomplished some significant projects and initiatives. The top five we chose to highlight are as follows.

1. **Advisement Job Classification Study Phase I: Review** – This project was launched in an effort to support the University's accreditation under the Higher Learning Commission and to align advisement activities with best practices.

The goals were to:

- 1) Support the University's ability to attract and retain talented advisement staff,
- 2) Align classification structure across functional areas (i.e. academic advisement, integrated advisement, and international student advisement), and
- 3) Demonstrate the valuable role advisement staff play in engaging, supporting, and retaining students through graduation.

The Compensation team analyzed approximately 180 advisement positions throughout the UNM System. Analysis included employee surveys and assessment of market data and practices. Campus constituents were engaged as well as the US-UNM bargaining unit. The new classification structure was implemented in May 2019, with a continuation of Phase II of this project occurring in FY20 (see Future Plans for Phase II details).

2. **HR Shared Services for Athletics Department** – Implement a shared service model to manage all HR duties for Intercollegiate Athletics. Services to include: hiring, contract generation and management, incentive payment processing, timekeeping, performance management, and classification and compensation

processing.

The transition of services to the HR Client Services department was completed April 2019. A Senior HR Consultant has been assigned to Intercollegiate Athletics and works part-time between their department and central HR. The Senior Consultant keeps the Director of Intercollegiate Athletics apprised of all HR actions requested and underway. As the pilot department for the shared services program, the transition of duties was successful and is being used as a model for additional shared service programs within other areas of campus. Other shared service programs underway can be reviewed in the Future Plans section of this report.

3. **Online Performance Evaluation** – Transition from paper performance evaluation to a web form/application using the performance module of the UNMJobs software (by Cornerstone OnDemand).

At the start of 2018, Employee and Organizational Development staff piloted the new web form with a subset of administrative divisions to conduct the 2017 calendar year staff evaluations. At the start of 2019, the web form was released to all UNM staff to conduct 2018 performance evaluations. The system created efficiencies through the use of electronic routing between employees and supervisors, and between departments and Human Resources for personnel filing. Scores were electronically transferable to Banner for reporting purposes which alleviated the need for manual entry. Real-time reporting on the completion rates helps HR with more targeted communication throughout the submission process and up through the deadline date.

4. **Paid Parental Leave** – Research, draft, and implement a Paid Parental Leave policy that will allow eligible staff to be granted up to four weeks of paid leave, separate from accrued sick and annual leave.

The policy was implemented July 1, 2019 and is intended to allow parents time and flexibility to bond with their new child(ren) and to foster work-life balance that is vital to a family's capacity to flourish. In creation of this new policy, Human Resources established eligibility rules, a request process, web resources, and sought buy-in from several campus constituents through a partnership with UNM Staff Council.

5. **UNM LoboHealth: Consolidation of UNM Team Health and BlueCross BlueShield** – Implement FY20 UNM Medical plan strategy to include UNM LoboHealth, which combines the UNM Team Health and BlueCross BlueShield population.

This implementation included the development of a project website, initial and ongoing communications with the UNM campus and stakeholder groups, and the development of metrics for measuring priority scheduling for accessing health care services within the Tier 1 network. Mailers were distributed UNM system-wide, and all HR webpages were updated to include new plan information, videos explaining plan benefits and networks access, and videos explaining how to make medical plan changes during Open Enrollment.

In addition to those above, the following were also high-level projects rising to that of a division or enterprise level scope.

1. **360 Evaluations of Senior Leadership** – Conducted in support of the UNM President’s goal to identify areas of strength and opportunities for growth and expansion among her directly reporting leadership team.
2. **Benefits Enrollment Platform Evaluation** – Evaluate the possibility of implementing an enrollment platform to improve the employee experience of viewing, selecting and managing health offerings.
3. **Continued Evaluation of Division Organization and Structure** - Ensure streamlined services with less internal handoffs for optimal customer satisfaction.
4. **Division Strategic Plan** – Develop and implement a five-year Strategic Plan. See <https://hr.unm.edu/hr-strategic-goals-initiatives>.
5. **Employee Relations Database Redesign and Implementation** – Using new software, create a new database to replace the antiquated Access Database and update metrics captured to more closely track and report on staff employee relations issues.
6. **Employment Contract Issuance & Renewal Process** – Revise staff contract issuance process to include new templates, with revised legal language, electronic routing, a new file management structure, and most of all an automatic renewal provision. This streamlined approach stands to eliminate duplication of efforts, time lost in tracking down documents, redundant annual contract generation, and the routing for signatures of various stakeholders.

7. **Employment Knowledge Base Enhancements and Hiring Web Resources** – Update the EKB web resources to reflect new hiring process in UNMJobs via the Cornerstone OnDemand platform.
8. **Executive Search Facilitation** – Facilitate the search process for key University roles. Human Resources assisted in the tasks associated with identification of committee members and chairs, facilitation/scheduling/logistics for all correspondence, meetings, interviews, search websites, recordings, and much more.
  - a. Executive Vice President and Provost – complete April 2019
  - b. Vice President for Equity and Inclusion – complete June 2019
  - c. Senior Vice President for Finance & Administration – complete May 2019
  - d. Vice President for Enrollment Management – complete August 2019
  - e. Chief Government Relations Officer – search canceled September 2019
9. **Exit Survey Process Redesign and Implementation** – Conduct a review of best practices and redevelop an exit survey to better assess what employees' value and/or identify potential problems to address at the division level. Develop and review an assessment process to identify trends to be addressed.
10. **Evaluation of Lean/Six Sigma practices for HR** – Send a small team of HR staff for Lean training. Team to apply the Lean principles to division projects to achieve greater results through our process improvement efforts.
11. **Increase efficiency through process evaluation and increased collaboration** – First, begin by reviewing and streamlining shared processes between the Client Services and Compensation departments.
12. **Insurance Reconciliation** – Review the reconciliation process to better support UNM Temps and Benefits in validating expected vs. actual revenue generated at the time Payroll runs occur.
13. **Performance Improvement Process Development & Implementation** – Create visual web resources that include matrices and guides to aid supervisors in effectively addressing issues; therefore, improving employee performance.



### III. FUTURE PLANS

For Fiscal Year 2020, Human Resources views these five categories as high priority focus areas.

1. **Compensation/Consultant Review of Staff Pay Structure** – Human Resources will work with an external consulting firm to solicit expert advice regarding UNM's pay practices, pay structure, and flexible pay approach for staff employees within The University of New Mexico. The review will focus on identifying best practices and compensation strategies that enable UNM to adapt to varying needs of its component units as they may differ, primarily between the positions at main campus and the Health Science Center.
2. **ERB Regulatory Changes** – Partner with Payroll to communicate and implement the final determined changes to the Education Retirement Act resulting from final House Bill 360, assuming Governor endorsement/signature, after the 2019 Legislative Session. Targeted notices will be sent to PERA retirees who will begin making ERB contributions on July 1, 2019. Additionally, applicable web resources and New Employee Orientation materials will be updated to communicate the change to affected new hires beginning employment with UNM July 1, 2019, and thereafter.
3. **FLSA Changes** – The Department of Labor is poised to implement an increase to the exemption salary threshold under the Fair Labor Standards Act (FLSA) from \$455 (\$23,660 annually) to \$679 per week (\$35,308 annually). The increase is anticipated to take effect January 2020. In response, the Compensation team has engaged in a project to determine the impact of the new FLSA threshold on the University's classification and salary structure. HR representatives will work closely with the departments who have employees who will be affected by the rule change. Classification and salary changes will be evaluated and implemented as determined.
4. **Minimum Wage/Salary Structure Review** – Due to the impending minimum wage rule changes taking place at the state level, HR is evaluating the future impact and developing a plan to implement the graduated increases that are scheduled to take place annually up through 2023. HR will complete a fiscal impact based on those whose pay will be affected as well as those in positions with salaries just above or below, which may result in salary compression issues. Subsequently, HR will make a recommendation on how to proceed in implementing or complying with Minimum Wage requirements.

## 5. Shared Services

- a. **Model Assessment**
- b. **Facilities Management**
- c. **Information Technology**
- d. **Staffing Services – Review of Services and Profitability**

As described in Significant Accomplishments, HR completed the implementation of its first Shared Service Agreement with the division of Intercollegiate Athletics. For FY20, HR will enter into Shared Service Agreements with Facilities Management and Information Technology. These arrangements will allow for the Senior Consultants of the Client Services department to share their expertise with the divisions to create more efficient and aligned processes for timelier and quality work product. As HR works through these agreements, a model assessment will be created as a roadmap for future agreements; and finally, a review of services and profitability will be conducted to share highlights of the program success.

Additional projects underway in FY20 include:

1. **360 Evaluations of VP Level Staff** – In follow-up to the 360 evaluations conducted of Senior Leadership in 2019, 360 evaluations will be conducted at the Vice President and some Director level positions. These reviews will help the Senior Leaders gain an understanding of their direct reports' areas of strength and areas for development.
2. **Advisement Structure Study Phase II: Compensation Increases** – Following the completion of the Advisement Structure Study in FY19, the Compensation department will work in close collaboration with the Provost Office to address pay equity issues among the Advisors and Student Success job series.
3. **Background Check Process Improvement** – Review and improve background check process internally to UNM and with vendor. Ensure best practices and implement a consistent process to adjudicate adverse action determinations.
4. **Benefits Communications** – Develop a comprehensive communication strategy to provide opportunity for efficient and timely communications while easing the burden on internal resources.
5. **Benefits Enrollment Platform Implementation** – Benefits, HRIT and Central IT to partner to design and implement a custom online enrollment process to improve

the employee experience of viewing, selecting and managing health offerings.

6. **Conversion of Unused Sick Leave to Service Credit** – Work with Payroll to implement conversion process that complies with SB0157, which takes effect July 1, 2020.
7. **Disability Hiring** – Per a Resolution adopted by Staff Council, HR will assist in developing a program to create specific temporary Professional Intern positions for recent UNM graduates with disabilities, and evaluate a possible hiring preference for people with disabilities such that they are guaranteed an interview when meeting specific job qualifications.
8. **EPAF Attachment Indexing** – Review and correct technical problems encountered with automatically attaching EPAFs processed on the same date as well as issues related to electronic signatures.
9. **ERB Contribution Requirement for Return to Work Retirees** – In compliance of House Bill 360, passed during 2019 Legislative Session - Implement the requirement that all ERB Return-to-Work Retirees make contributions irrespective of FTE beginning July 1, 2020.
10. **FMLA Assessment** – Review current process and identify improvements to process steps, forms, and online resources.
11. **Form I-9 Audit** – I-9s of all active employees were audited in FY19. Going into FY20, HR will be reaching out to all employees' whose forms no longer comply with the current/updated requirements to get them corrected.
12. **LoboTime for Nonexempt Athletics Staff** – Partner with Athletics Administration, Fiscal Services Division, and Information Technologies to implement LoboTime as the time reporting mechanism for nonexempt Athletics staff to alleviate the manual bi-weekly payroll process.
13. **LoboU Online** – Move LoboU (new employee orientation) from the current weekly half day, in-person sessions, to an online system to improve delivery and convenience of session, while freeing up staff work time and making them more available for key one-on-one consultations.
14. **Open Enrollment Online App Improvements** – Benefits, HRIT, and Central IT will continue to evolve the development of the online enrollment application to

include improvements for the end-user as well as the possibility of including other benefit enrollments like Flexible Spending Accounts.

15. **Personnel File Management Electronic Improvements** - Improve the usage of ApplicationXtender such that the appropriate employees gain seamless access to the personnel system and such that the system is more user friendly; therefore, improving the time it takes to file and retrieve electronic documents.
16. **Restate VEBA Plan Documents** – Revise and restate VEBA Plan Documents to ensure VEBA Plan provisions are clearly stated, oversight is clearly identified, and Plan provisions reflect the diverse UNM business practices and employee access to post-retirement benefits.
17. **Salary Planner Enhancements** – Identify, assess, and recommend solutions to improve the Salary Planner process. Solutions may include enhancements to department reports so that less manual cleanup is required following mass data loads to Banner.
18. **UNMJobs 2.0 Phase 2: Technical Improvements & Enhancements** – In FY19, Reporting 2.0 was successfully implemented, but through FY20, HR will continue to work on implementing the solutions to resolve duplicate user profiles and the release of the mobile-friendly candidate experience platform offered by the vendor.
19. **ULead and Employee Life Cycle Program Re-Imagined** – Launch the next generation of ULead program, improving upon prior efforts and adapting the program to better meet the needs of UNM and its employees.
20. **UNM LoboHealth Working Group Strategy** – Develop a work group to include Benefits, HSC, UNMMG, and FSBC to develop next steps for enhanced population health management, disease management, and chronic illness management.
21. **Webpage Rework** – Review, revise, rework, or eliminate HR departmental webpages to ensure we are sharing up-to-date processes and resources. Four departmental webpages have been identified as focus areas for 2020: Employee & Organizational Development, Staffing Services, Compensation, and Client Services.

**IV. APPENDIX****APPENDIX A: EMPLOYEE & ORGANIZATIONAL TRAINING**

Staff Development (in-person courses)	FY16	FY17	FY18	FY19
Total number of courses	37	37	24	24
Total number of participants	462	403	320**	301
Staff Development (online courses)	FY16	FY17	FY18	FY19
Total number of courses	N/A	4	15***	15
Total number of participants	N/A	605	462**	411
Leader Specific Courses (in-person and includes ULead)	FY16	FY17	FY18	FY19
Total number of courses	43	65	35	35
Total number of participants	521*	840*	582**	389
Consulting services provided by EOD per departmental request	FY16	FY17	FY18	FY19
Total number of services provided	105	79	77	89
Total number of participants	1,083*	1,269*	1,294	1,515

\*These numbers are unique individuals. There are instances in which the same individuals participate over a series of sessions.

\*\*Includes Professional Development Certification Program

\*\*\*Eleven new titles from Development Dimensions International Inc. were added for online courses.

**APPENDIX B: ULEAD STATISTICS**

Spring 2019 Cohort Size = 15

Position	Session	Level 3 Organization
Admin Assistant 3	Orthopaedics Administration	School of Medicine
Contract & Grant Administrator	CRTC Clinical Programs	School of Medicine
Customer Service Supervisor	Golf Course Championship	VP Institutional Support Services
Lead Parking Officer	Parking Operations	VP Institutional Support Services
Library Info Specialist 3	Univ Lbry Deans Support	University Libraries
Master Utility Plant Mechanic	PPD Utilities Main	VP Institutional Support Services
Med Residency Coordinator	Emerg Med Education & Residency	School of Medicine
Operations Manager	Communication Journalism	College of Arts and Sciences
Program Coordinator	Psych Outreach	School of Medicine
Radiologic Tech/Specialty	CTSC Bionutrition	HSC VP Research
Sponsored Projects Officer	Sponsored Projects Office	Controller
Technical Analyst 1	School of Law Administration	School of Law
Energy Services Tech (2)	PPD Engineering	VP Institutional Support Services
Program Coordinator	Graduate Medical Education GME	School of Medicine
Admin Assistant 3	Orthopaedics Administration	School of Medicine
Contract & Grant Administrator	CRTC Clinical Programs	School of Medicine
Customer Service Supervisor	Golf Course Championship	VP Institutional Support Services
Lead Parking Officer	Parking Operations	VP Institutional Support Services

## Fall 2019 Cohort Size = 22

Position	Session	Level 3 Organization
Accountant 3	Pediatrics	School of Medicine
Accountant III	College of Nursing	College of Nursing
Admin Asst. 3	Office of the Medical Investigator (OMI)	School of Medicine
Administrative Coordinator	HSC Office of the Chancellor	VP HSC Administration
Associate Director	Office of Equal Opportunity	President Admin Indpnt Office
Certified Community Health Care Worker	Office of community H/Community health workers	VP HSC Administration
Clinic Coordinator	General and Gastrointestinal Surgery	School of Medicine
Community Health Worker	Community Health workers initiative	VP HSC Administration
Compliance Specialist	Office of Animal Care Compliance	HSC VP Research
Executive Assistant	Office of the Provost	Provost Administrative Units
Facilities Supervisor	Parking and Transportation	VP Institutional Support Services
Financial Aid Officer	Financial Aid	VP Division of Enrollment Management
HR Tech	Facilities Management HR	VP Institutional Support Services
Medical Education Program Specialist	Anesthesiology	School of Medicine
Operations Manager	School of Law, Clinical Law Programs	School of Law
Program Coordinator	Cancer Center Research Administration	School of Medicine
Program Coordinator	SOM Family & Community Medicine TEASC Project	School of Medicine
Program Coordinator	Health Sciences Library & Informatics Center	VP HSC Administration
Sr. Medical Practice Specialist	Pediatrics	School of Medicine
Sr. Department Administrator	Mechanical Engineering	School of Engineering
Technical Training Consultant	Project ECHO	School of Medicine
Unit Administrator	General Internal Medicine	School of Medicine

**APPENDIX C: OTHER TRAINING**

Annual Mandatory Training	CY16	CY17	CY18
Basic Annual Safety Training	97.5%	95%	93.5%
Intersections: Preventing Discrimination & Harassment	97.5%	94.9%	93.4%
Active Shooter on Campus: Run, Hide, Fight*	N/A	95.1%	93.6%

\*Beginning 2017, active shooter was added as part of annual mandatory training.

2017 annual mandatory training included more participants: all regular faculty and staff, temporary faculty and staff, on-call staff, and student employees (including grad students.)

**APPENDIX D: EDUCATIONAL BENEFITS**

**Tuition Remission Statistics**

Department	Academic Year 15-16	Academic Year 16-17	Academic Year 17-18	Academic Year 18-19
Anderson School of Management	\$225,167.12	\$175,180.00	\$143,978.58	\$100,435.00
Continuing Education	\$744,385.19	\$735,363.31	\$762,638.03	\$758,825.10
Continuing Med Education	\$132,524.00	\$155,461.68	\$117,623.56	\$126,513.56
Miscellaneous*	\$125,630.24	\$155,275.92	\$116,015.00	\$135,693.08
New Mexico State University	\$87,410.20	\$93,451.30	\$69,628.50	\$94,665.10
Recreational Services WOW Program	\$71,502.00	\$111,090.50	\$109,035.50	\$79,981.00
University of New Mexico**	\$3,174,530.68	\$3,306,840.75	\$3,503,867.42	\$3,558,556.13
<b>Total</b>	<b>\$4,561,149.43</b>	<b>\$4,732,663.46</b>	<b>\$4,822,786.59</b>	<b>\$4,854,668.97</b>

\*Miscellaneous includes School of Medicine, Health Science Ethics, Center for Development and Disability, NM Geriatric Program, Office of Medical Investigators, Teacher Education Development, Emergency Medical Services Academy and UNM Center for Life

\*\*University of New Mexico includes, Gallup, Los Alamos, ROTC, Taos, Valencia and Retirees

**Dependent Education Scholarship**

Academic Year 15-16	Academic Year 16-17	Academic Year 17-18	Academic Year 18-19
\$955,565.42	\$1,027,753.96	\$1,229,017.05	\$1,147,789.96
<b>Total</b>			





**Flexible Spending Accounts (FSA)\***

FSA Type	CY16		CY17		CY18		CY19	
FSA Health Care		1,322		1,307		1,338		1,445
FSA Dependent Care		227		230		231		263
Total FSA Participants		1,549		1,537		1,569		1,708

\*Flexible Spending Accounts (FSA) allow employees to set aside part of their paycheck on a pre-tax basis, which reduces federal, state, and social security taxes, to reimburse themselves for qualified expenses. These reimbursements are not taxable. Two flexible spending accounts are available, Health or Dependent Care, and employees can enroll in both. Employees with coverage begin or end dates within the calendar year are counted.

**Benefits – Average Age of Employees (faculty and regular staff)**

Employee Type	FY16		FY17		FY18		FY19	
	Total	Avg. Age	Total	Avg. Age	Total	Avg. Age	Total	Avg. Age
Faculty	2,383	50.56	2,428	50.51	2,391	50.68	2,347	50.33
Staff	5,165	45.80	5,002	45.86	4,875	45.69	4,896	45.38
All Employees	7,548	47.3	7,430	47.3	7,266	47.3	7,243	47.3

**APPENDIX F: COMPENSATION**

Type	FY16	FY17	FY18	FY19
Career Ladder (CRLDR)	N/A	N/A	16	20
Counter Offer (CTOFR)	N/A	N/A	N/A	15
In-Range Higher Level Duties (INRNG)	N/A	N/A	N/A	25
In-Range Same or Lower Level Duties (INRGP)	N/A	N/A	N/A	5
Market-based PCLASS Adjustment (PCLAD)	30	169**	283***	224
Reclassification (RECLS)	639*	155	136	269
Retention Offer (RTOFR)	N/A	N/A	N/A	65
Staff Only-Internal Equity Adjustment (IEQTY)	N/A	N/A	N/A	309
Temp Salary In-Range Adjustment (TPSAL)	N/A	N/A	N/A	84

\*Increase in Reclassifications in FY16 was partially due to the IT study.

\*\*Increase in P-Class Adjustments is partially due to compliance with the FLSA Overtime Rule change.

\*\*\*Increase in P-Class Adjustments is due to various market reviews resulting in grade changes for group/job families with multiple incumbents.

'N/A' means that this Job Change Reason Code did not previously exist and, therefore, could not be reported on.

APPENDIX G: STAFF PERFORMANCE

Performance Evaluations

Type	FY16	FY17	FY18	FY19
Evaluations Due	4,751	4,610	4,474	4,469
Evaluations Received	4,422	4,402	4,249	4,327
Percent Evaluations Received	93.1%	95.5%	95.0%	96.8%

Performance Ratings

Rating	FY16		FY17		FY18		FY19	
Exceeds Expectations	1,632	36.9%	N/A	N/A	N/A	N/A	N/A	N/A
Meets Expectations	1,424	32.2%	N/A	N/A	N/A	N/A	N/A	N/A
Improvement Needed	31	0.7%	N/A	N/A	N/A	N/A	N/A	N/A
Job Successful	1,326	30.0%	4,376	99.4%	4,231	99.6%	4,307	99.5%
Job Not Successful	9	0.2%	26	0.6%	18	0.4%	20	0.5%
Goal Successful	N/A	N/A	N/A	N/A	N/A	N/A	4,304	99.5%
Goal Not Successful	N/A	N/A	N/A	N/A	N/A	N/A	23	0.5%

**APPENDIX H: DEMOGRAPHICS**

**Total Staff by Gender**

Gender	FY16	FY17	FY18	FY19
Female	3,343	3,247	3,147	3,169
Male	1,822	1,755	1,728	1,727
Total	5,165	5,002	4,875	4,896

**Total Staff by Age Range**

Age Range	FY16	FY17	FY18	FY19
<=30	625	596	602	622
31-40	1,192	1,170	1,143	1,172
41-50	1,220	1,191	1,184	1,206
51-60	1,427	1,348	1,281	1,244
61-70	661	658	626	613
>70	40	39	39	39
Total	5,165	5,002	4,875	4,896

**Total Staff by Ethnicity**

Ethnicity	FY16	FY17	FY18	FY19
American Indian	278	261	242	233
Asian	127	125	118	104
Black or African American	100	100	102	93
Hispanic	2,070	2,000	2,003	2,048
Native Hawaiian	2	3	7	9
Non-Resident Alien	45	50	53	52
Race/Ethnicity Unknown	111	112	102	113
Two or More Races	80	76	72	80
White	2,352	2,275	2,176	2,164
Total	5,165	5,002	4,875	4,896

**APPENDIX I: STAFF EMPLOYMENT**

**Turnover**

Type	FY16	FY17	FY18	FY19
Voluntary				
Resigned	553	537	531	574
Retired	160	153	169	157
Involuntary				
Released*	68	137	71	53
Relieved**	51	33	50	33
Layoff	24	29	29	5
Discharged	9	9	7	4
Deceased	5	10	7	5
Total	870	908	864	831
Annual Rate	16.8%	18.1%	17.7%	16.7%

\*Released employees are employees whose assignment ends, typically for a term appointment.

\*\*Relieved employees are employees who are let go during the probationary period

**Total Staff Hires**

Type	FY16	FY17	FY18	FY19
Competitive Hires	1,132	907	1,015	1,107
Alternative Appointment Hires	105	75	90	73
Total Regular Hires	1,237	982	1,105	1,180
On-Call Hires	319	201	404	278
Short Term & Professional Svc Apt Hires	61	54	84	46
Total All Hires	1,617	1,237	1,593	1,504

Note: Percentages are no longer available starting in year FY18 due to the implementation of a new applicant tracking system.

**UNM Temps Placements**

Location	FY16	FY17	FY18	FY19
Main/Branch	338	172	254	263
HSC	169	71	122	112
Total	507	243	376	375



OFFICE OF THE  
SENIOR VICE PRESIDENT FOR  
FINANCE & ADMINISTRATION

FY 2018-2019 Annual Report

# Information Technologies

Submitted by:

Duane Arruti, Chief Information Officer

<https://it.unm.edu> & <https://cio.unm.edu>

## **Mission and Vision**

### **Mission**

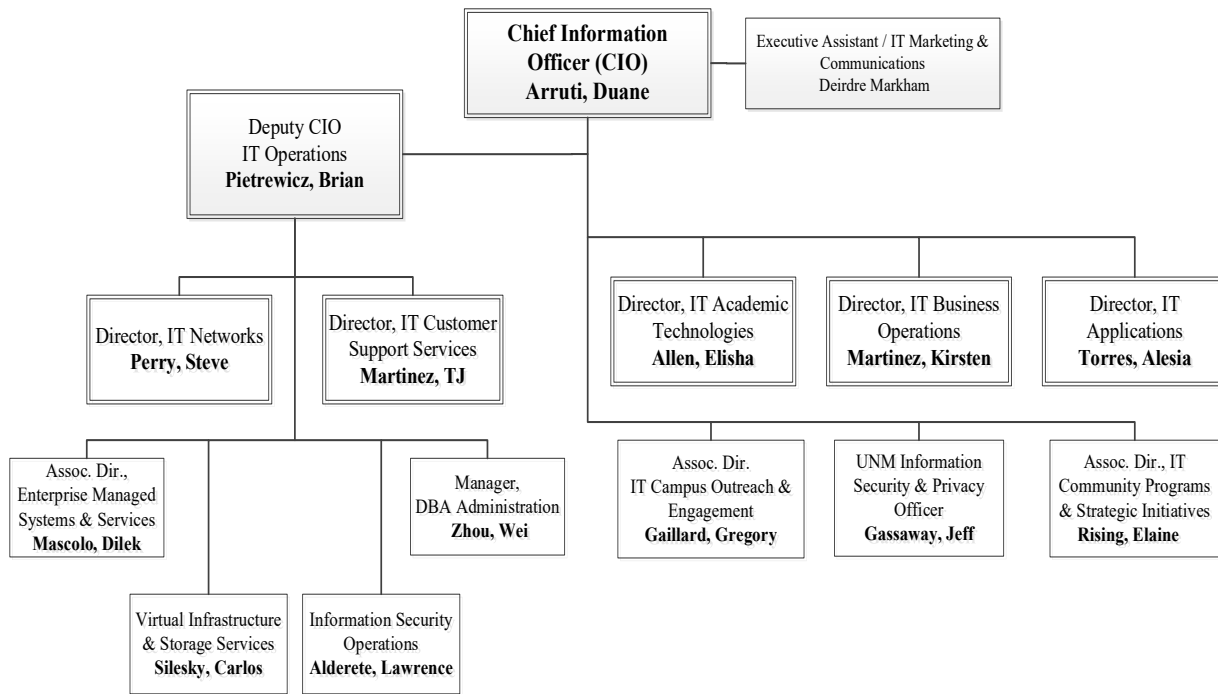
UNM IT provides effective and efficient information technologies and services to advance UNM's educational, research and service missions.

### **Vision**

UNM IT will partner strategically with the community of New Mexico's Flagship University to enable success without boundaries through innovative technologies and services aligned with its educational, research and service missions.



### Organizational Chart



**FY 2018-2019 Annual Report**

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## I. EXECUTIVE SUMMARY

FY19 marked the third fiscal year since the UNM IT Effectiveness and Efficiencies initiative was launched, and our efforts continued to build on increased transparency and continuous improvement of the now established foundation for streamlined technology services at UNM.

Our focus on the technology advisory structure at UNM, to include the Academic, Research and Administrative technology advisory boards, facilitated strong engagement and alignment with University leadership. The technology advisory boards were key to a number of important decisions, including:

- Initiating an RFP to evaluate Learning Management Systems.
- Moving forward with a digital literacy initiative to provide all student with access to the Adobe Creative Cloud and to help build digital literacy into the general education core curriculum. UNM is the only higher education institution in New Mexico, and twenty-two in the world, that has achieved designation as an Adobe Creative Campus.
- Entering an enterprise Zoom web conferencing agreement to provide advanced collaboration resources to the UNM community, and laying the foundation for expanding digital lecture capture services to more locations on campus.
- Initiating an institutional project to move critical enterprise applications to the cloud.
- Outsourcing student printing to absorb costs associated with declining enrollments, provide a better printing experience, promote sustainability and reallocate resources to classroom modernization initiatives. In the academic year, students printed 189,810 pages using the service, representing a 74% reduction in paper printing over the previous academic year.

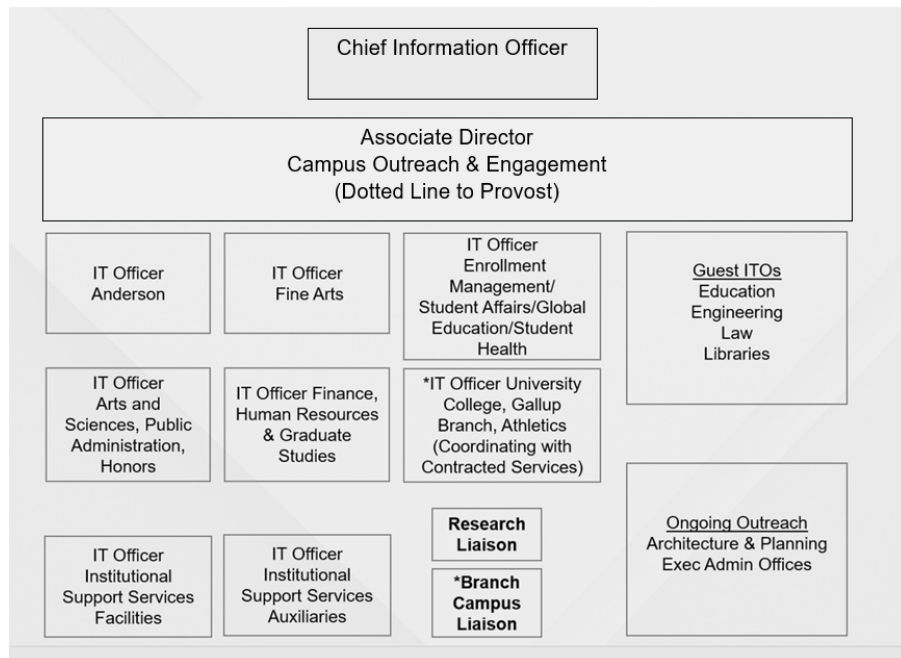
Charters and meeting minutes for the advisory boards may be found on the UNM IT Effectiveness and Efficiencies website, <http://cio.unm.edu/it-effectiveness/index.html>

Our outreach and inclusion extended well beyond the technology advisory boards. Through engagement with ASUNM, GPSA, the HSC student council, faculty senate and staff council, among others, and with the endorsement of the Budget Leadership Team and support of executive leadership and the Board of Regents, UNM IT successfully established a standalone student technology fee. IT services funded through this fee include student lab/classroom support, course evaluations and surveys, test scoring, student employment opportunities and student use software. The student technology fee provides transparency and accountability regarding technology services provided to UNM students, and focuses on improving the student and faculty experience at UNM through

the thoughtful use of technologies that support student success and the teaching and learning experience. Detailed information on the student technology fee can be found at <http://cio.unm.edu/tech-fee.html>.

The MyIT dashboard, <https://myit.unm.edu/dashboard/index.php>, which provides summary and detail information on UNM IT’s technology initiatives, incident resolution, and service fulfillment, continued to evolve and is providing transparency regarding our campus technology efforts and is serving as a platform to assist in prioritizing technology initiatives to support UNM’s multifaceted mission. By fiscal year end, UNM IT and the advisory boards succeeded in establishing clearly defined priorities, by area, in support of the Academic, Research, and Administrative needs of the University. In addition, the UNM IT leadership team established priorities and visibility for CIO led initiatives. This is the first time that UNM IT has achieved this level of success in establishing well-vetted, clearly defined priorities across all of these critical areas.

Our IT Campus Outreach and Engagement organization continues to strengthen our effectiveness and efficiency ideals throughout the UNM IT community and has become an integral part of our day-to-day operations. A more holistic sensitivity to inclusion along with a renewed focus on the importance of standards and security allowed the team of IT Officers, liaisons and other representatives to make significant progress in our streamlined service delivery approach. Greater than 95% of the main and branch campus faculty, staff and students are being supported by an area that is either represented by an IT Officer, a guest IT Officer or an area liaison working closely with UNM IT through the Campus Outreach and Engagement organization, as follows:



UNM IT's operating budget for FY19 totaled \$31.6M. The primary sources of funding for UNM IT include sales and service revenue (39%), I&G (32%), and student fees (5%). Other sources of funding include banner tax, grant funding, and one-time annual allocations of equipment/building renewal and replacement dollars. The majority of UNM IT's expenditure budget includes personnel costs (\$18.9M), annual software licensing fees (\$4.6M), hardware maintenance, and cost of goods sold (\$4.2M) associated with resale of UNM IT services and equipment. Licensing obligations continue to increase each year, as does the need for technology refresh. To address these fiscal challenges, UNM IT is working with campus leadership to consider a new funding model and continues to look for operating and capital funding sources to fund maintenance and renewal costs and new infrastructure. During FY19, UNM IT was successful in working with executive leadership and the legislature to secure almost \$2M in FY20 one-time funding to address a range of critical renewal and refresh initiatives ranging from computer labs, classrooms, alarms and network infrastructure.

UNM IT's reach spans across campus constituents and facilities, from highly visible projects, such as the Effectiveness and Efficiency initiative, to less conspicuous contributions, such as enhancements to underlying infrastructure and enterprise applications.

All additions and improvements to the delivery of technology on campus, designed to augment UNM's competitiveness, are made possible by the continued dedication and creativity of our UNM IT staff, who operate at a high level in a fiscally restrictive climate. The achievements and significant developments detailed here are only a snapshot of the annual contributions of UNM IT staff. On their behalf, I am pleased to present in this report more details regarding UNM IT services during FY19.

## **II. SIGNIFICANT ACCOMPLISHMENTS**

**Software Distribution** UNM IT negotiated and renewed UNM's Microsoft contract for another three years. The contract covers the purchase of multiple software licenses and products totaling approximately \$1.2M, annually. As a result of successful negotiations, we were able to save the University \$91K from previous years' costs. UNM IT also serves as the fiscal agent for 12 other New Mexico institutions of Higher Education who take advantage of our consortium licensing agreement.

**Tech Days** Tech Days is an annual event hosted by the UNM Office of the CIO offering the University's faculty, staff, and students an exclusive opportunity to learn about technologies on campus. Attendees can participate in sessions, discussions, and hands-

on demos of current and future technological innovations at the University. In FY19, over 40 presentations were given by over 80 presenters from faculty/staff from across UNM and the branches, as well as from sponsor organizations. We had more than 700 attendees throughout the event. While our focal point is bringing technology concepts, tools, and applications to the UNM community, we were also very pleased to host colleagues from NMSU, WNMU, CNM, NMT, SFCC, SIPI, Highlands, NNMC and NMMI in this collaborative event. The addition of a “Tech Crawl” was added to the 2019 agenda, featuring a live eSports gaming demonstration, a Virtual Reality experience, and other attractions. This event is entirely funded by sponsorships from as many as 22 vendors. Tech Days 2019 raised \$42,000 in sponsorships, a 45% increase over the prior year.

**Mobile App Contest** The UNM Office of the CIO and Central New Mexico Community College (CNM) host the annual Mobile App Contest that provides an opportunity for students from UNM and CNM to develop and apply coding skills to make useful mobile applications for the community. Cash prizes up to \$5,000 are awarded at “Demo Day” for the top three apps designed by a student or student team from either institution. In FY19, 105 teams registered, and winners were chosen from 9 finalists. Representatives from the Albuquerque community comprise the judging panel, and female finalists are recognized at the New Mexico Technology Council’s annual Women in Technology celebration.

**Office of the CIO Learning & Innovation Series** The Office of the CIO Learning and Innovation Series, designed to be one-day intensive workshops, was launched at the end of 2018. Initial workshops were sponsored and hosted by both Adobe and Apple, and we have continued plans to extend the series into the future.

**Wireless Expansion and Network Upgrades** The Networks division continued the wireless expansion project, with improvements made in Business Center, Latin American Institute, Ford Utilities, Art Annex, UNM Press (1717 Roma), 608 Buena Vista (Veterans Center), CERIA, Hibben Center, Hodgkin Hall and Biology. At the direction of the Student Fee Review Board (SFRB), Networks was able to provide upgrades for outdated equipment or new installations to some of the wireless equipment at these locations: Art and Art History, SMLC (Science and Math Learning Center), Fine Arts, Simpson Hall, ISR (Institute of Social Research). Networks also provided all cabling/network connectivity and voice service for Honor’s Program and soon to be opened PAIS (Physics & Astronomy and Interdisciplinary Science) building along with outdoor WiFi expansion at the Yale mall proximity. Average wireless count now stands at 18,100 clients.

**Voice** Telephony service expansion for Truman Health; 801 Encino; Truman Pharmacy; Speech Pathology Audiology; UNM Press and Peds Clinic. Start migration off campus of

toll line to SIP trunking for cost savings. Move Valencia T1 to Metro Ethernet service for reliability.

**Fire & Security** Installation/implementation of more than 80 video surveillance cameras and two network video recorders as part of the President's Campus Security/Safety Initiative – (\$500,000 budget). Provided maintenance/support for 150 campus-wide fire alarm systems, including upgrades for Johnson Center, Anthropology, University Advisement & Enrichment Center, Bandelier West, Communication & Journalism, Dane Smith, Pearl Hall, Humanities, & Farris Engineering – (\$300,000 budget). Provided maintenance/support for UNM's alarm monitoring station (staffed by UNM Police) and for over 1000 monitored alarm accounts campus-wide including combinations of intrusion detection, panic/duress, environmental, and maintenance condition/alert systems.

**Facilities (Cabling)** Began the four-year plan to replace antiquated enterprise fiber optic campus backbone. Completed installation to interconnect three primary Zones hubs at Centennial, MCM and PAIS to building 256.

In the realm of major capital projects, IT provided design, consulting, structured cabling, optical fiber and construction management services to support the PAIS building. Moved the Honors Program to Anderson School of Management, as a follow-on of the MCM project. Work included the demolition and new construction of structured cabling and optical fiber and a new IT room.

Implemented Shot Tracker for the Athletics Department and the Mountain West Conference by installing sensors to track the movement of basketball players during games. Work included installing cabling on the practice court and in the arena.

Working with UNMH on their optical fiber connection to Sandoval Regional Medical Center, IT provided engineering and design consulting services and construction management for a Zayo Exchange Agreement that resulted in the installation of a 24-fiber micro duct from the Cancer Center to Novitski. The exchange provided UNM with approximately a mile of optical fiber pathway.

Provided cabling and construction services for the street surveillance security project, part of the President's Campus Security/Safety Initiative. Areas constructed include Yale Bus Stop, Cornell Mall, Yale Corridor, Duck Pond, Observatory, Johnson Field and the Yale Parking Structure.

**Software Defined Data Center (SDDC)** UNM IT is in the process of migrating all services to a next-generation data center environment providing significantly improved security

and automation capabilities. A portion of this environment will meet stringent Federal safeguards for Controlled Unclassified Information (CUI).

**Virtual Desktop Infrastructure (VDI) for Distance Learning** The Geography department conducted their first distance learning class using the IT-implemented VDI environment, that allows Geography students to access the Geographic Information System from any device with a network connection. Previously, students needed a computer lab with specialized equipment. The department is now planning to increase the number of distance learning classes.

**Disaster Recover (DR) in the Cloud** UNM IT has developed, and is currently implementing, an architecture that replicates production data in a public cloud, allowing UNM IT systems recovery in only two to seven days for a fraction of the cost of industry standard DR solutions. UNM would currently take four to eight weeks to recover from a UNM IT systems disaster, causing significant penalties and losses of revenue across the enterprise.

**Learning Environments** UNM IT supported a significant number of capital projects focused on improving learning environments in FY19, both in the early planning phases, and all of the way through completion. This included Audio/Visual, networking and computing installations in the McKinnon Center for Management (MCM), Physics, Astronomy, and Interdisciplinary Studies (PAIS), UNM Honors College, and Johnson Center.

Within existing buildings, UNM IT collaborated with the Scheduling Office, Planning Design, & Construction, and the Office of the Provost to modernize 150 centrally scheduled spaces in Dane Smith Hall, Mitchell Hall, Woodward Hall, Ortega Hall, the Collaborative Teaching and Learning Building, and others. These upgrades included updates to computers, AV systems, laser projectors, digital teacher stations, as well as refurbishment of lighting, paint, flooring and furniture as budgets allowed. In collaboration with academic departments on campus, UNM IT also supported upgrades to departmental spaces.

**Learning Management System** UNM's Learning Management System, which handles online assignments, and other online teaching and learning tools saw planning and preparation of two major upgrades in FY19, including a move to the new data center. In partnership with the UNM Bookstore, UNM IT implemented integrations between UNM Learn and publisher content in Pearson and McGraw Hill. This allowed expansion of Inclusive Access programs that substantially decrease the cost of textbooks to students.



**Information Security and Privacy** Collaborated with stakeholders on projects to improve compliance with:

- HIPAA and the HITECH Act for the main campus components of the hybrid covered entity: Counseling Assistance and Referral Services (CARS); Early Childhood Services Center (ECSC); HR/ IT; Safety and Risk Services (SRS); Speech and Hearing Sciences (SHS); Student Health and Counseling (SHAC).
- Department of Defense (DoD) research contracts to establish processes and procedures that demonstrate compliance with federal information security standards (NIST 800-171/ NIST 800-53).
- UNM's student privacy by minimizing the Personally Identifiable Information (PII) about students that can be disclosed to third-parties without a student's written consent.
- A comprehensive privacy program.
- General Data Protection Regulation (GDPR).

**Revised Computer Standards Management Process** The strategic partnership with Dell that resulted from a rigorous RFP process facilitated updated standards and new opportunities to extend the remarkable discounts to faculty, students and staff for personal purchases. Beyond strong pricing on leading edge equipment suited for the Adobe and Esports initiatives, UNM IT refined the standards management process to be more an inclusive and structured so that next steps in promoting the programs that would include specialized needs would carry the same message – UNM IT is committed to helping the community make informed technology purchases where the process of working with IT informs subsequent conversations. This is critical with the hardware and software changes on the horizon.

**Service Desk Improvements** UNM IT underwent a significant restructure of the service desk staffing, procedures and billing approach to provide better customer service.

**Common Course Numbering Implementation** Supported the Office of the Registrar in implementing a state-wide initiative from the New Mexico Higher Education to change all 100-200 level courses offered at public and tribal institutions of higher education in New Mexico from three digits to four digits, to allow for more seamless articulation between institutions.

**Preferred First Name** Implemented the preferred/affirmed first name initiative to include Banner and Learn Systems. Students can now utilize their preferred name on Lobo Cards and within the classroom. Policy updates and changes were included in the project.

**Implementation of CRC Exclusion and Sanction Screening Service** Assisted the UNM Health System with the implementation of Compliance Resource Center (<https://www.complianceresource.com/>), to complete checks against the Office of Inspector General (OIG) and System for Award Management (SAM) excluded provider list and maintain compliance with the requirements laid out under Social Security Act of 1935. A four-year contract has been awarded to. It is a web-based service that all HR and Purchasing offices at UNM, HSC, UNMH, SRMC, and UNMMG will use to perform initial compliance checks. The system consumes several feeds from UNM to perform the monthly compliance checks.

**Registration 9.12 Implementation and Banner 9 Admin Forms** Updated Banner Registration with a new web and mobile-responsive implementation, improving the student experience. Banner 9 Admin Forms were upgraded to ensure continuation of service and support by vendor.

**Ticketing System for Athletics, Popejoy** Supported Athletics and Popejoy in implementing a new ticketing system, Paciolan Ticketing. This solution provides 3 major components: selling of tickets, verification of purchased tickets, and reporting (provided by tool).

### III. FUTURE PLANS

#### Academic Advisory Top Priorities, 2019/2020

- Learning Management System RFP
- Adobe Creative Commons at Zimmerman and Honors College
- Lecture Capture Installations in Learning Environments
- Laser Projector Upgrades in Auditoriums
- Zoom ITV Classroom Upgrades
- Honors College and PAIS Audio Visual Upgrades
- McGraw Hill and UNM Learn Integration
- Zoom Upgrade in SUB
- Adobe Training on Campus

#### Administrative Advisory Top Priorities, 2019/2020

- Replace Curriculum Workflow Application
- Banner 9 Self Service Functionality and Enhancements
- STEM Women and Minority Workloads
- Oracle Reports Conversion
- Registration 9.12 Implementation
- Rewrite Banner Chart of Accounts Application

- Minors-on-Campus Application
- Electronic Credentials and Badging
- Student Services Data Visibility Phase 1

Research Advisory Top Priorities, 2019/2020

- Research Computing Resourcing
- Research Service Catalog
- Research Data Management
- Research Software Packages

CIO Top Priorities, 2019/2020

- Adobe Creative Cloud Implementation
- Phishing Mitigation Program
- Implement IT Funding Model for UNM
- IT Compensation Strategy/Comprehensive Review of IT Positions
- Identity Management Program: Implement IIQ
- Move Critical Applications to Cloud
- Establish UNM Coordinated Workstation Purchase Program
- Deny-All at the Campus Edge Project
- IT DevSecOps – code versioning, automated testing, continuous integration/deployment, monitoring
- Main Campus Optical Fiber and Cabling Infrastructure Redesign Study Phase 1
- Develop IT Employee Rewards and Recognition Program
- IT Building 153 Modernization and Space Updates

**IV. APPENDIX**

**Metrics**

- Customer Support Services Center
  - Phone Assists 53k
  - Walk-in Assists 582
  - Self-service 9.3k
  - Fast Info 362k
  - Password Reset 13.8k
  - First Contact Resolution 69%
- UNM Learn Support
  - Sections Hosted 8,940
  - Unique Instructors 2,136
  - Enrollments in LMS 188,203

○ Simultaneous Logins	8,885
● Media and Collaborative Applications	
○ Enterprise Video Content Views	607,371
○ New Videos Created	21,137
○ Faculty/Students Contributing Content	23%
○ Faculty/Students Viewing	73%
○ Lecture Capture Recorded Hours	45,356
○ Lecture Capture Content Views	146,279
○ Lecture Capture Unique Users	8,715
○ Closed Captioning Views	7,604
○ Faculty/Student Using Synchronous Meetings	65%
○ Online Meetings/Webinars	16,205
○ EvalKit Student Surveys	211,188
○ EvalKit Course Evaluations	11,683
○ Other Online Surveys	1,597
● Classrooms and Labs	
○ UNM IT Supported Learning Environments	175
○ Percent of total credit hours supported	75%
○ Computers supported	1,300



OFFICE OF THE  
SENIOR VICE PRESIDENT FOR  
FINANCE & ADMINISTRATION

FY 2018-2019 Annual Report

# **Institutional Support Services**

Submitted by:

Chris Vallejos, Associate Vice President

<https://iss.unm.edu/>

## **Mission and Vision**

### **Mission**

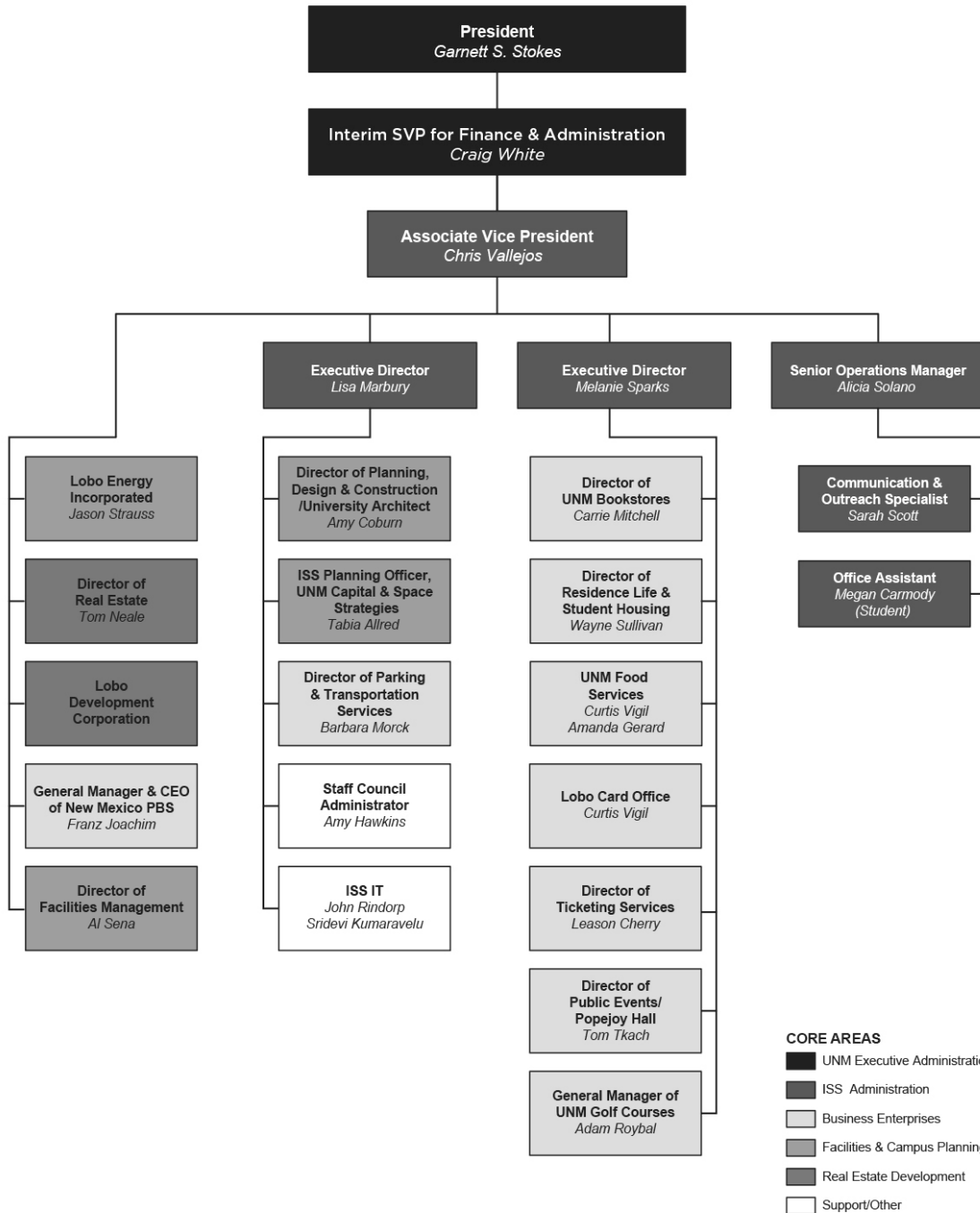
Institutional Support Services (ISS) delivers seamless services and programs for students, faculty, staff, visitors, and patrons through UNM Business Enterprises, Real Estate Development, and Facilities & Campus Planning groups with a focus on competitiveness, outstanding customer services, sustainability efforts and the creation of unique experiences, while supporting the University's core mission.

### **Vision**

ISS has established the University of New Mexico as the preferred educational destination for students, faculty, staff, visitors, and patrons through the provision of a sustainable campus environment that advances scholarly pursuits and enhances the quality of life by the delivery of outstanding services, identifiable values, and exceptional experiences

## Organizational Chart

### UNM's Institutional Support Services Organizational Structure



Updated 6.30.19

**FY 2018-2019 Annual Report**

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**I. EXECUTIVE SUMMARY**

Institutional Support Services (ISS) is a consolidation of the Business Enterprises, Real Estate & Business Development, and Facilities & Planning units at the University. These units report to Associate Vice President, Chris Vallejos, and Executive Project Directors, Lisa Marbury and Melanie Sparks. The following departments report to ISS:

<u><b>Business Enterprises</b></u>	<u><b>Real Estate &amp; Business Dev.</b></u>	<u><b>Facilities/Campus Planning</b></u>
Ticketing Services	Real Estate	Planning, Design & Construction
UNM Bookstores	Lobo Development Corp.	Facilities Management
Popejoy Hall		Capital & Space Strategies
UNM Golf Courses		Lobo Energy Incorporated
New Mexico PBS		
Residence Life & Student Housing		
UNM Food		
LoboCard Office		
Parking & Transportation		

ISS also oversees the administrative office of UNM Staff Council.

ISS had many key accomplishments for FY18-19 and overall had a very successful year. ISS continues to focus on a collaborative and unified approach to communication and media responses across the division. A new Communication & Outreach Specialist was hired in September 2018 for the VP Office to provide support to the departments in media relations, UNM branding standards, social media engagement, press releases, graphic design, and strategic marketing. One of the key accomplishments that was started in June 2018 and completed in August 2018, was the creation of a 68 page ISS Information Guide that highlights who we are, what we do, and key facts and information of our departments. This book was distributed to UNM leadership and key stakeholders. Another notable accomplishment that developed out of the VP Office was the creation of a new department, Capital & Space Strategies. This new department combines Facilities Management Space Management division and Planning, Design & Construction’s Capital Outlay Planning division and is overseen by our ISS Planning Officer.

ISS divisions continue to make both capital and process improvements. In October 2018, UNM Food unveiled Draft & Table, a new student led taproom initiative, in the Student Union Building. Draft & Table offers a rotation of local beers, wines, ciders, and specialty drinks, as well as, a great food menu. Residence Life & Student Housing completed the elevator installation in Coronado Hall, which made a significant change in accessibility for this 1957 vintage building. The Physical Plant Department, the largest department within the University, successfully went through a rebranding and name change to Facilities Management. The new name better captures the services that the department provides

to the campus community. With UNM Athletics decision to operate their own ticketing system, Ticketing Services assisted them with the transition, along with moving to a new ticketing system (Paciolan) themselves. The transition was completed at the end of FY19 and Ticketing Services now primarily supports Popejoy Hall and other arts venues on campus. Parking & Transportation Services incorporated the use of Google analytics on their website to gain a better understanding of customer habits and to evaluate the effectiveness of the current website. They are utilizing this data to move forward with a website redesign and make it mobile responsive.

Overall, ISS divisions were able to reach or exceed financial goals for the fiscal year. The total balance carry forward for ISS indices were:

816003 (general operating)	\$624
816007 (auxiliary consolidated)	\$281,052
816008 (self-supporting)	\$398

Total available reserves for ISS departments was \$9,560,520 with \$3,117,587 and \$6,442,932 categorized towards commitments and dedications respectively. At the end of FY18-19, ISS was able to contribute \$1,750,000 to the University to help support the academic/student mission.

## **II. SIGNIFICANT ACCOMPLISHMENTS**

The following is a summary of the significant developments that occurred within ISS and its units for FY18-19:

- The Bookstore’s Inclusive Access Program increased by 20%, which lowered prices to students on course materials, saving them over \$2 million on main campus. The program grew from \$1,645,021 in FY18 to \$1,979,082 in FY19.
- Capital & Space Strategies formed in June 2019 to provide strategic coordination, guidance and planning resources for institutional space, facility physical assets and capital resources for The University. To create this new division, Facilities Management Space Management division was combined with Planning, Design & Construction’s capital outlay planning division.
- Physical Plant Department successfully completed a name change in August 2018 to Facilities Management. The original name did not quite encompass the entirety of what was provided to the UNM campus community by the department, nor did the name directly identify the work of its employees.
- The student led initiative of developing a Taproom to bring the university community together and provide a gathering destination, became a reality on

campus on October 1, 2018. UNM Food Services; Chartwells; Planning, Design, & Construction; School of Architecture and Planning; along with other university leaders and local breweries were able to collaborate and develop a one of a kind setting, now called Draft & Table.

- The UNM Championship Golf Course hosted this year's National Senior Olympic games and is now ranked in the top 20 for best campus courses in the country. In 2018, Golfweek ranked the Championship Golf Course as 18<sup>th</sup> in the country.
- The Lobo Card Office worked in collaboration with the University Communication and Marketing (UCAM) department to create a new design for the UNM ID. The new design was intended to get the Lobo Card ID on brand with UNM's new standards.
- New Mexico PBS saw a 3% increase in membership revenue over FY18, continuing a four-year trend of revenue increasing over the previous year's total. New Mexico PBS membership raised \$3,436,418 in FY19 against a goal of \$3,025,000.
- Parking & Transportation Services continued with ongoing efforts to improve customer service by moving purchase and renewal processes for departmental reserve permits and rover parking permits to the start of the fiscal year, rather than during the peak in early August.
- Planning, Design & Construction delivered over \$100 million in capital project construction output for FY19. Current notable large-scale projects include Physics, Astronomy, Interdisciplinary Science (PAIS) facility (\$66 million project) and Johnson Expansion & Renewal (JCER) project (\$35 million).
- Popejoy Hall held a fundraising banquet on stage in August 2018 to support the Excellence Fund. The event was successful in not only raising \$30,000 for the fund through table sales, but it also brought new donors to Popejoy Hall as they were invited by Board members to have their first experience at Popejoy.
- Real Estate Department completed negotiations for the relocation of the UNMH Patient Financial Services Division from the UNM Science and Technology Park into 40,000 square feet of high-density office space in Downtown Albuquerque. This move will allow for the expansion of the Albuquerque Institute for Mathematics and Science (AIMS) at the Science and Technology Park.
- Residence Life & Student Housing successfully administered the University's first year of the Freshman Residence Requirement and also successfully supported the first full year of the Navajo Nation student housing community at Lobo Rainforest.
- Staff Council made significant contributions to the implementation of the new Parental Leave policy in collaboration with UNM's Policy Office and Human Resources.

- Ticketing Services implemented a new ticketing system, Paciolan, in January 2019 and transitioned to primarily supporting the arts, specifically Popejoy Hall.

### **III. FUTURE PLANS**

- Work in partnership with UNM Faculty and UNM IT to meet both of their needs of a fully integrated Inclusive Access program with the different publishers and learning management system.
- Capital & Space Strategies will be continuing with Phase 2 of the Facility Condition Assessment and the development of a university-wide maintenance master plan.
- Facilities Management will transition away from the delegated agreement with UNM Human Resources (HR) and enter into an MOU with HR Client Services to provide comprehensive shared services support for the department.
- UNM Food is conducting research and feedback loops to understand the best value, access, and features that our students are looking for in their meal plans. Their goal is to design plans that offer variation to accommodate different tastes, dietary concerns, budgets, and lifestyle patterns to best serve the students, staff, and faculty. New plans set to tentatively launch in Fall of 2020.
- UNM Golf Courses will continue to work with Facilities Management and Bernalillo County on the on-going phases within the license agreement. The county has funding to be spent by June 30, 2021.
- The Lobo Card Office will be moving forward with an online photo submission application. This will reduce wait times for customers who need to obtain a LoboCard. This application will also be beneficial to New Student Orientation (NSO) with quicker turnaround times in issuing ID's. This tentatively will launch at the end of Fall 2019.
- New Mexico PBS is beginning their transition to the new signal delivery standard ATSC3. They are building a new tower on Sandia Crest and purchasing new transmitters and accessory equipment to improve the quality and coverage of their signal.
- Parking & Transportation Services, in order to better understand pending changes on the UNM campuses and identify potential options, plan to update the Parking & Transportation Master Plan as it was last done in 2004.
- Planning, Design & Construction plans to launch a new capital project software system in order to improve data, tracking, and reporting. They are in process with the vendor, Accruent.
- Construction and renovation on Popejoy Hall's artist green room and star dressing room is slated to be completed in October 2019. This renovation will improve the overall condition of the green room (including paint, flooring, and furniture), as well

as, completely remodel the star dressing room (including paint, flooring, makeup stations, and remodeled bathroom).

- Real Estate Department is in the initial planning stages of a new research and development building at the UNM Science and Technology Park in collaboration with two major national laboratories and a UNM team comprised of leaders in technology transfer, research, and engineering.
- Residence Life & Student Housing will launch the University's first Pet Permitted Living Area in Fall 2019 and will evaluate the program after this trial year.
- Ticketing Services will focus on training staff on the new ticketing software to better understand all of the features it offers and enroll in Paciolan's beta testing program.

# Appendix A:

## **Bookstores**

Submitted by:  
Carrie Mitchell, Director  
<https://bookstore.unm.edu>

## **Mission and Vision**

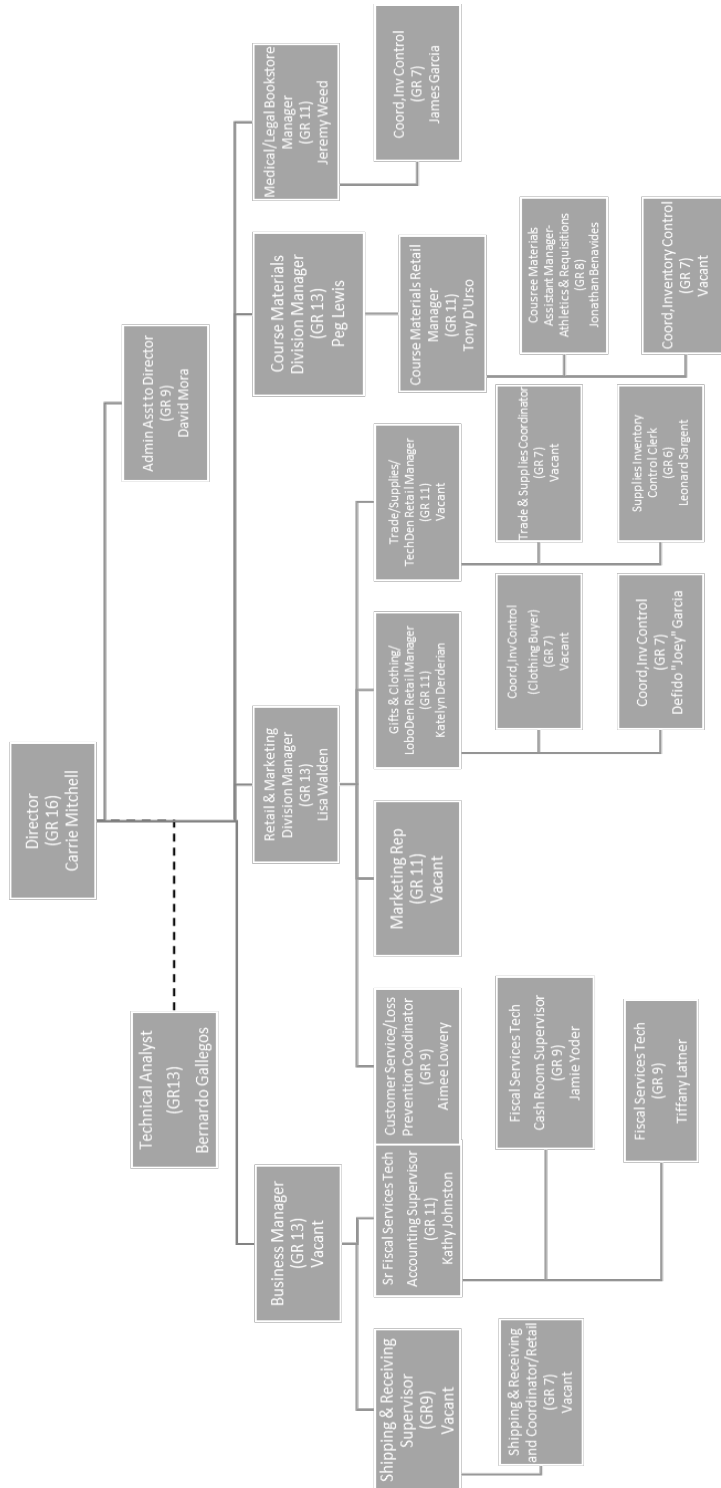
### **Mission**

The University of New Mexico Bookstores are proud to be owned and operated by the University of New Mexico. Our primary mission is to serve the students, faculty and staff of the University as well as our community customers. We strive to deliver quality products and services to enhance the educational, professional and personal lives of our UNM community.

### **Vision**

UNM Bookstores are a forward-thinking, effective campus partner, advancing the University's mission.

### Organizational Chart





## **I. EXECUTIVE SUMMARY**

FY19 is identified for the tremendous change and challenges facing the three stores of the UNM Bookstore system – the Main Campus Bookstore, Medical Legal Bookstore, and LoboDen. All stores were met with huge successes, but other less positive results and challenges abound causing us to re-evaluate our current business model and react proactively to these challenges.

For the Main Campus location, the most important success was the Inclusive Access (IA) program's growth. The IA program grew from \$1,645,021 in FY18 to \$1,979,082 in FY19. The IA program gives students immediate access to the course materials (CM) in a digital format at much lower cost. This program enables a larger portion of students to have access to their course materials at a much lower cost—two central goals for the Bookstore for student success. This success aids in the retention of students at the University. Thus, the Bookstore making course materials accessible and affordable is a critical part of the equation of student retention directly contributes to the University's mission to educate and create enlightened citizens. And although this program comes at a cost savings for UNM's students, this program has a financial impact causing the Bookstore a loss in gross profit for the year of \$359,142. Balancing the need for students to have their critical learning tools the first day of class at an affordable price at lower gross profit to the Bookstores is the challenge we face in the coming year.

For the Medical Legal Bookstore, the 5% increase in sales is due to strong partnerships developed with the Nursing, Physician Assistant, Dental Hygiene, and Physical Therapy programs. Providing critical supplies and instruments was key to the success. Lab coats and specialized patches rounded out the new partnerships. The result was an increase of 26.7% in operating income.

The Bookstores also saw revenue decreases caused by the lower enrollments at UNM. This coupled with lower CM gross margins created a decrease in operating income of 14.7% for CM. With CM contributing 59% of the bookstore's revenue, the loss in revenue was too significant to recoup.

In an attempt to create new revenue streams outside the CM department, we focused growth on three areas: a snack shop, travel, and health & beauty aids. These areas increased sales over 24% from the previous year, and in the case of the snack shop, this was a new venture for the Bookstores as we filled the void for food and beverage offerings when Satellite Coffee closed their operation in the Main Bookstore in October 2018 with our new Market store. The growth of the travel products category also furthered a 30%

increase of passport processing for the UNM Global Education Program's Passport Center located in the Bookstore.

Our Lobo wear and spirit merchandise sales were down 4.8% from prior year. The athletic programs' troubles are reflected in those sales. We tried to counteract the sizeable decline by increasing our selections of collegiate apparel, rather than sportswear, and growing our children's Lil' Lobo wear by 35% in FY19. In addition, FY19 was the end of our agreement with UNM Athletics to run the LoboDen stores at Dreamstyle Arena and the football stadium. We vacated both stores in April 2019.

Controlling expenses became more important with the loss in revenue from CM and with the continued requirement of a high administrative overhead from the University. There were significant successes in these efforts: Travel expenses were down 74%, telecom services were down 26%, labor expenses were down 13% (down 32% over two years) and other services were down 6%. Most of these savings were negated as a result of bad debt expense increase of 23% over prior year.

Overall our total operating income was down 11.2% to budget and our total operating expenses were down 5%.

## **II. SIGNIFICANT ACCOMPLISHMENTS**

Increased Inclusive Access program by 20% which lowered prices to students on CM prices saving students over \$2 million on main campus.

Introduced IA to north campus and attained a commitment from Biochemistry 423 course to pilot the first course.

Worked with School of Architecture to develop a senior-level design course where students created actual retail fixtures and remodel designs for the Bookstore and gained real world experience.

In partnership with UNM Dining Services and Chartwells, took space vacated by Satellite Coffee and created Market @ the Bookstore.

In partnership with Global Education, marketed the Passport Acceptance Center with a Travel Fair, New Student Education promotion and creative advertising, to increase their revenue by 30% over FY18.

Closed down the Lobo Den store, with \$300,000 annual sales, with only a \$174 decrease in budgeted revenue.

### **III. FUTURE PLANS**

Implement progressive plan to partner with academic departments in developing programs that meet the needs of each department. First target is the Architecture Department to address current pain points with architecture kits for courses and to develop inventory cycling that coincides with class projects.

Work in partnership with UNM Faculty and UNM IT to meet both of their needs of a fully integrated IA program with the different publishers and learning management system.

Partner with UNM Purchasing and UNM IT to consolidate Apple purchases through the Bookstore to significantly increase revenue to UNM.

Develop shared leased office space and marketing production, in the Bookstore, with UNM Parking and Transportation.

Create additional revenue streams to fit the needs of students, faculty and administration that will diminish the revenue decreases.

Explore funding programs that will reduce the annual debt on the building.

## Appendix B:

# Capital & Space Strategies

Submitted by:  
Tabia Murray Allred, Planning Officer

## **Mission and Vision**

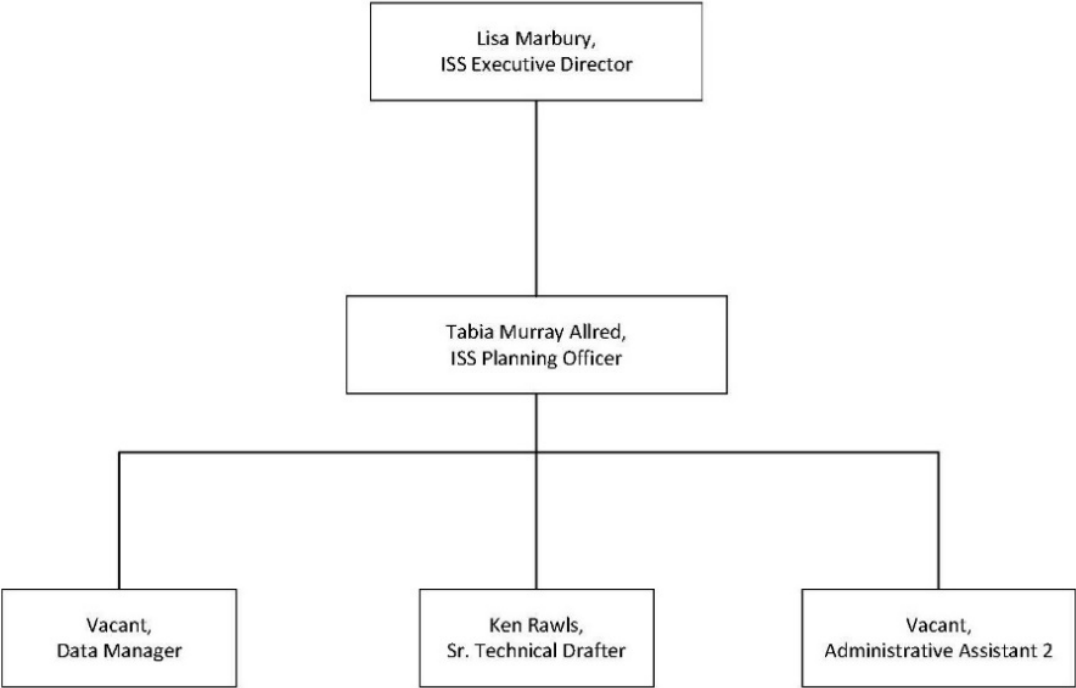
### **Mission**

Guiding the strategic use and development of UNM's capital resources.

### **Vision**

Defining the framework for effective utilization and modification of UNM's capital resources to support academic innovation, research advancement, and community services.

### Organizational Chart



## **I. EXECUTIVE SUMMARY**

Capital & Space Strategies (CSS) was created July 10, 2019. The unit combined PDC-Capital Planning and FM-Space Management into a single unit. CSS provides strategic coordination, guidance and planning resources for institutional space, facility physical assets and capital resources for the University of New Mexico.

**Capital planning** includes working with campus stakeholders to develop integrated, strategic capital projects and preparing the annual Capital Outlay Plan.

- Coordinates and facilitates the capital planning process for the University thru the Capital Planning Leadership Team (CPLT)
- Assists with defining and prioritizing projects for future funding targets/requests
- Develops capital project plans and integrated funding strategies
- Facilitates project construction approval thru UNM and State Governing Boards

**Space management** includes providing the campus with space data analyses to aid decisions regarding major capital projects and other campus planning endeavors, and managing information on the utilization of space.

- Chairs and facilitates the Space Allocation Committee
- Conducts space studies and audits consistent with campus strategic objectives
- Supports space utilization studies and strategic space planning
- Supports and informs the campus space inventory and database
- Supports space assignments on and off-campus

CSS has an operating budget of \$305,000 from Instruction & General allocation.

## **II. FUTURE PLANS**

- Facility Condition Assessment Phase 2 and Development of Maintenance Master Plan
- FAMIS Data Migration to cloud service
- Capital Planning Leadership Team progression
- 5-year capital project criteria for selection
- Space Allocation Committee revitalization

## Appendix C:

# Facilities Management

Submitted by:  
Alfred Sena, Director  
<https://fm.unm.edu>



## **Mission and Vision**

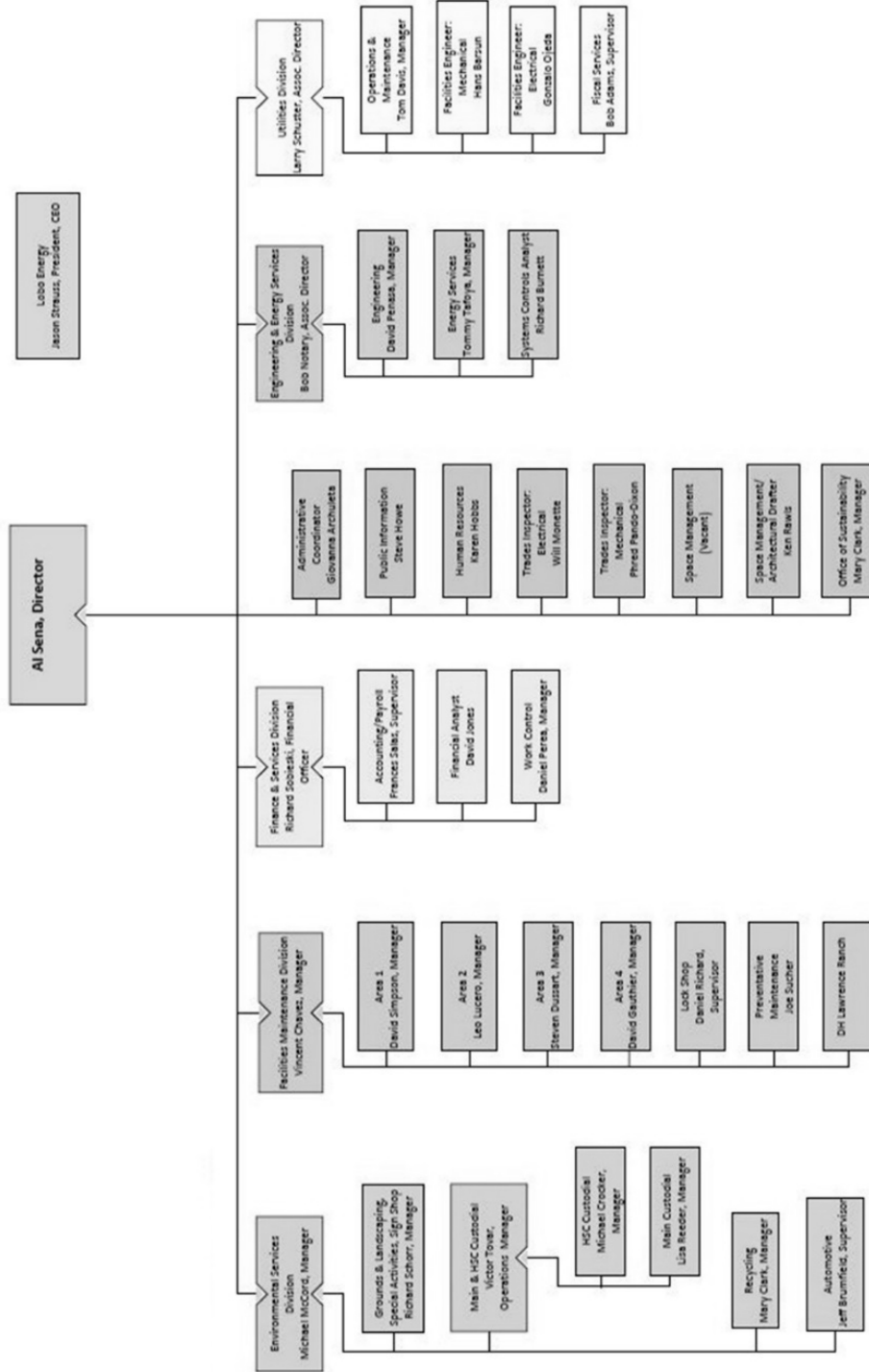
### **Mission**

Facilities Management's mission is to consistently deliver effective programs and efficient facility service based on sustainable and collaborative outcomes aligned with The University of New Mexico's core mission.

### **Vision**

Facilities Management's vision is that our community, state, and national peers will recognize The University of New Mexico's Facilities Management as a leader in campus sustainability and facilities stewardship.

### Organizational Chart



## **I. EXECUTIVE SUMMARY**

The Facilities Management Department (FM) is comprised of five divisions; Engineering and Energy Services, Environmental Services, Facilities Maintenance, Finance and Administration and Utilities. Each division supports Institutional Support Services goals of throughout the year:

- Finance
- Customers and other Stakeholders
- Process Improvement/Quality Initiatives
- Human Resource Management
- Risk Assessment and Compliance

For FM, the overarching objective of these goals was to continue to identify and act on opportunities to reduce expenses and to efficiently repurpose those funds to improve facilities for our customers. Benchmarking, risk assessment, communication, process refinement, and employee development remained primary strategies.

FM reorganized how capital projects and maintenance improvements are identified and vetted. The goal was to assure that projects are aligned with other projects and maintenance efforts within the institution. This process was extended throughout the department and collaborated with Planning Design and Construction (PD&C). A major step was achieved with the completion of Facilities Condition Assessment of the I&G facilities on main campus and branch campuses.

FM worked collaboratively with ISS to select and reassign a Planning Officer to administer the space management office. That position now runs Capital and Space Strategies. FM provided support for the migration of FAMIS data from an on premises platform to a web based platform project. This work is ongoing.

Transition of FM Human Resources activities to support by HR Client Services was completed. FM management staff have completed Crucial Conversations training. This effort was designed to bring leadership alignment. The balance of staff is scheduled in the next fiscal year. Internal standard operating procedures documentation was started to assure processes were understood by staff and others outside the department.

FM successfully changed the name of the department from Physical Plant to Facilities Management and has implemented several key programs to increase the awareness of the tasks that FM provides the University.

Budget Information:

Total Revenues: \$80,108,366

Total Expenses: \$75,680,443

Year-end Balance: \$4,427,923

## II. SIGNIFICANT ACCOMPLISHMENTS

### **Communications**

- Completed the search for the Public Information Representative.
- Reinstated the Building Coordinator Program and established a twice-annual meeting schedule to inform coordinators on Facilities Management projects and functions, as well as arrange speakers and education on relevant subjects, such as building safety and emergency management.
- Established a formal process to develop, update, and approve departmental procedures.
- Worked with FM units to update standards and guidelines for contractors and UNM project managers outside the department.
- Initiated a departmental process, both internally and campus wide, to update UNM branding and departmental name change from Physical Plant Department to Facilities Management.

### **Engineering and Energy Services**

- Completed a trial installation of our own in-house solution to lab air system controls at the MRF building. Operation is being monitored and indicates successful outcomes for the remaining 1,000+ fume hood systems on campus.
- Completed controls system replacement at the UNM Foundation. Installation cost were reduced 50% of what outside contractors would charge.
- Successful commissioning effort underway at the PAIS and JCER projects.
- Energy Service maintenance contracts are now in place at each of the branch campus (except Los Alamos). Resulting service is enhanced and costs are lower than previous service provider contracts.

### **Environmental Services**

- Environmental Services has been holding team leadership meetings for all managers and supervisors in the division.
- In coordination with the FM Safety Committee, staff safety training was evaluated and implemented in order to increase staff performance.

Automotive:

- Automotive technicians completed 1,923 service requests for University fleet vehicles.
- Replacement of shop exhaust ventilation hoses.
- Purchased new tire balancing and tire mounting equipment and installed.

Custodial Services:

- Hired a new manager for Main Campus Custodial unit allowing Operations Manager to begin strategic planning and general management tasks.
- Ordered a new truck with lift gate to provide staff with a safe means of transporting large floor machines between UNM buildings.
- Trained staff on new disinfectant equipment, Total 360. Total 360 eliminates odors, kills cold and Flu Viruses and is an effective disinfectant against Methicillin-Resistant Staphylococcus Aureus (MRSA).
- Introduced new technology throughout the custodial unit, including the Hygiene Program to verify cleanliness and identify problem areas.
- Main Custodial Services maintained over 4,022,742 cleanable square feet at an APPA Level 2 cleaning standard with 117 FTE.
- The Health Science Center Custodial Services has 42 FTE and maintains over 1,375,914 of cleanable square feet at an APPA Level 1 cleaning standard.
- Custodial staff training exceeded 5,550 hours. Topics included team cleaning, equipment use, supervisor, manager, management team, floor care and mandatory compliance training. Unit goal is to have a 5% training standard by the end of the year.
- Custodial Leadership planned Boot Camps for the rest of the year to support a better on-boarding process. We held a Lead Boot Camp, which include leadership trainings and an evening Boot Camp for HSC.
- Managed quarterly chemical inventory reporting to Safety Risk Services and chemical analysis tracking program.

Grounds and Landscaping:

- Maintained over 300 acres of campus landscape to APPA Level 2 standards with a reduced staff of well under 40 FTE. The staff vacancies included several leadership positions and many other support positions.
- In conjunction with Bernalillo County, Grounds and Landscaping planted over 70 trees on the north golf course. They also installed additional irrigation to existing trees and new plantings and installed four benches and four dog-waste bag dispenser stations. Completed design plans for the next phases of golf course upgrades.
- Completed over 5,200 work orders.

- Refurbished landscaping at SRC housing and Santa Clara affected by a major piping project.
- Scholes Hall landscape improvements beginning in September 2018 completed.
- Improved our Integrated Pest Management program by adding an Ace Certified entomologist. IPM technicians responded to 243 request for service and completed over 35 preventative treatments and inspections. Subcontracted over \$75,000 in pest control services.
- Reworked the outdated bicycle removal & logging process, incorporating the City of Albuquerque bike program for removed bicycles.
- Continued to provide support to student groups and organizations for numerous events including Freshmen Family Days, Welcome Back Days, homecoming festivities, Red Rally, Hanging of the Greens, The Sustainability Fair, and commencement ceremonies.
- Added new utility vehicles to our fleet to include five John Deere Gators, two one-ton trucks, and one supervisor vehicle.

#### Sign Shop:

- The Sign Shop completed over 930 TMA service requests.
- Worked heavily with Parking and Transportation (PATs) and Safety & Risk Services (SRS) to update signage in parking lots, reserved spaces and ADA compliance, event direction signage, and fire extinguisher markings.
- Worked with Planning, Design & Construction (PDC) and University Communication and Marketing (UCAM) to create, plan, and implement new UNM Signage Standards.
- Purchased new plotter and a new Roland VersaUV-300 Flatbed Printer. The new printer has advanced ECO-UV inks that create textures and embossing effects to expand our printing options.
- Worked with Automotive to install new logos on vehicles.

#### Special Activities:

- Staff completed over 715 service requests for moves, event support, and equipment rentals.
- Completed numerous Grounds & Landscaping service requests.
  - Over 700 hours on graffiti and sticker removal.
  - Completed maintenance on transformers & Daily Lobo boxes monthly.
  - Refurbished benches and table/chair sets as needed on campus.
  - Performed installations, removals and relocations for recycling bins & trashcans, bike racks, benches and table/chair sets.
- Responsible for recycling (offsite) all fridge/freezer and pallets on campus.

- Worked with Accessibility Services to remove & install ADA tables and chairs in classrooms.
- Provided support and equipment to numerous student and academic events on campus including graduation and convocation ceremonies, International Fair, Sustainability Fair, Engineering – Annual BBQ, HSC Staff Appreciation Luncheon, Hanging of the Greens, Red Rally, FM United Way BBQ, Welcome Back Days, Freshmen Family Day, HSC Annual Job Fair, New Student Orientation events, Lobo Food Pantry, and HSC Health Expo.

**Recycling:**

- Implemented a procedure for renting bins to departments to be used for clean out. Departments are charged per bin and given a specific period of for use.
- Recycling updated its “Guidelines and Standards” for new buildings and customers and made it available on the FM Recycling website.
- Completed a campus inventory of recycling bins and accounted for 2,000.
- Recycling developed a standard of recycling per building.

**Sustainability:**

- The Office of Sustainability updated it FM website to include current information on UNM solar and LEED projects.
- The Manager of Sustainability attended legislative committee meetings to stay informed on Governor Lujan Grisham’s Executive Order 2019-003 “Addressing Climate Change and Energy Waste Prevention.”

**Finance and Administration**

- Integrated and standardized workflows throughout the entire department and provided expeditors with tools to improve TMA to Banner reconciliations.
- Created various work groups with IT, expeditors, and the Finance team for increased collaboration and cross training endeavors.
- Worked with IT to improve reporting which has yielded historic building reports, enabling the department to better understand building maintenance efforts.
- Collaborated with FM Expeditors to improve communication and workflow within each areas’ inventory control systems. The tools should increase accuracy of the matching reports.
- Updated the Monthly Financial Report to utilize formulas to improve efficiencies. This has resulted in more rapid disbursement of reports to management and increased accuracy due to decreased data entry.
- Initiated monthly meetings with management to discuss and understand results.
- Changed the budget status report to keep data entry in line with Banner reports and changed to PDF forms rather than printed to reduce waste.

Accounting:

- For FY19:
  - Revenues: \$80,108,366
  - Operating Expenses: \$75,680,443
  - Balance: \$4,427,923
- BR&R
  - Building Renewal & Replacement: \$3,961,013
  - Expended: \$3,546,302
  - To complete in FY20: \$414,711

Work Control:

- Processed 61,389 FM work orders through the TMA system, including 26,554 corrective maintenance work orders and 34,835 preventive maintenance work orders.
- Received 5,092 phone calls for work orders.
- Entered roof warranties for university buildings into TMA for electronic access by FM staff.

**Facilities Maintenance**

- The maintenance division had a total of 10 reported incidents from June 2018 to July 2019. The FM Safety Committee is working in collaboration with the Campus Safety Council, Safety and Risk Services, divisions within Facilities Management to continue to promote work place safety. The Safety Committee issued one safety award of one day off with pay.
- Area techs, supervisors and managers completed 40+ hours of training each, totaling approximately 3,600 hours for the FM Maintenance division.
- All area maintenance staff received Silica Standards, Heat Stress, Hazard Communication, Sharps, PPE, Lockout Tag Out, and Hearing Protection training.
- Staff worked extensively with EOSH to ensure hearing surveillance compliance was up to date for all Area Maintenance Division staff.
- Master Electricians received extensive thermography training increasing knowledge of condition monitoring and predictive maintenance applications.
- All area managers and supervisors received training on bargaining unit, FMLA, impairment at work, APPA management training, Crucial Conversations and OSHA 10 card certification.
- Two employees from the Lock Shop attended training on the updated versions of ENAC. Total cost of these programs was approximately \$40,000.



- Completed 30,183 preventive maintenance work orders and 18,172 corrective work orders. This trend indicates a reduction in the corrective work required, and continues to improve year to year.
- Upgraded elevator code deficiencies and equipment at Humanities, Ortega Hall, and Reginald Heber Fitz Hall. Pit switches were replaced in a dozen different elevator mechanical rooms to bring those areas up to code and provide increased safety for the technicians working in the spaces.
- New machine room-less traction elevators have been installed during the renovation of Johnson Gym and the new construction of the PAIS building. These units are the new standard and reduce space needed for the hoist way and increase efficiencies.
- UNM Water Management Program tested 216 different water locations across campus for legionella and high bacteria concentrations uncovering one legionella hit in Area 3. It was remediated in cooperation with Phigenics. FM Maintenance staff conducted a total of 4,290 PM's to support the water management program.
- A Water Management Task Force committee has been developed to review and further develop the HACCP plan controls.
- Completed renovation of the first floor bathrooms at Social Sciences.
- Replaced Reznor units with Aeon's HVAC units on the Mattox roof.
- Replaced leaking windows in the atrium area of the new Art building.
- Replaced roofs at Simpson Hall and the Johnson Center roof over the old pool.
- Replaced Castetter Hall skylights over the atriums.

### **Utilities**

- The Division budget ended with an almost \$1.5M surplus in Utilities O&M indices due to lower natural gas costs. A plan was developed to use surplus to minimize impact on future cost increases on Utilities rates paid by the campus.
- A four-phase contract with GLHN to update the 2013 Utilities Master Plan was instituted by Lobo Energy under Utilities. The first phase evaluating the potential for a joint use UNM-UNMH north campus utilities plant was submitted.
- Valencia Campus Photovoltaic System – Phase II was installed. This phase was 230 kW and was entirely funded by UNM Valencia bonds.
- Upgraded diverter on #1, performed generator maintenance on both units and replaced the engine on #2.
- Upgraded tunnel access system and installed security cameras.
- Replaced roofs over Ford chiller, turbine bays, Lomas Plant and CUP.
- All required equipment successfully passed their annual emissions testing.
- Continuing coordination and collaboration with UNMH on the potential for a north utility plant. Pursuing chiller installation at Lomas Plant to ensure redundancy irrespective of the ultimate UNMH/UNM decision.

- Performed preventative maintenance inspections of switches and transformers at Central and North Campus substations. Replaced substation class battery systems. Installed substation protective relaying. Supported various new construction projects' connection to electrical system. Removed and installed new bus duct that failed at Lomas Plant.
- Managed design to reconnect Microgrid to Film School (IFDM).
- "Groups" have been created in ECAP that can be used to report total monthly building utilities consumption for each utility category. This aids in the identification of parasitic plant consumption which enables more efficient operation. We expect to implement this new billing process in FY'21.

### **III. FUTURE PLANS**

#### **Communications**

- Improve access for staff to procedures and guidelines
- Improve communication with building users to ensure all building coordinators are identified and changes are accurately tracked.

#### **Engineering and Energy Services**

- Develop a UNM collaborative effort to ensure lab safety and efficiency.
- Transition to energy efficient LED lighting in building interior and campus exterior spaces as funding is available.

#### **Environmental Services**

##### Automotive:

- Begin implementation of vehicle tracking system for all department vehicles.

##### Custodial Services:

- Perform a custodial leadership evaluation and training requirements to determine best practices and alignment for department.
- Develop standard practices and procedures for all custodial groups.

##### Grounds and Landscaping:

- Work towards paperless process by implementing iPads for weekly inspections and work orders.
- Start process of installing smart controllers enabling radio communication to irrigation controllers for improved water management.

Recycling:

- Complete a survey to determine needed labor hours per Recycling Technician per building.
- Work with Special Activities to update an SOP on handling hazardous materials.

Sustainability:

- Continue to have a robust social media presence to inform the UNM community on issues related to UNM's accomplishments.

**Finance and Administration**

- Document SOPs for each position in the division.
- Develop tools to support management in their efforts to understand finances and the drivers associate with revenues and expenditures.

**Facilities Maintenance**

- Re-organization of the Lock Shop.
- Replace HVAC system, repair fire damper and add a tankless water heater at KNME.
- Replace heat exchanger and steam condensate lines at CTSC.
- Restore storefronts and doors at Humanities

**Utilities**

- Continue coordination and evaluation plan to construct a utility plant at the North Campus coordinated with UNMH.
- Run parallel lump-sum and building-by-building I&G Utilities billing process using ECAP to determine parasitic energy consumption to factor into rates. Create automated processes to upload missing utilities consumption data into ECAP each month.
- Complete automatic invoice processing from meter data. Incorporate "remote" electric meters into data collection system and adding meters to other unmetered services.

# Appendix D:

## Food

Submitted by:

Curtis Vigil, Sr. Business Manager & Amanda Gerard, Operations Manager

<https://food.unm.edu>

## **Mission and Vision**

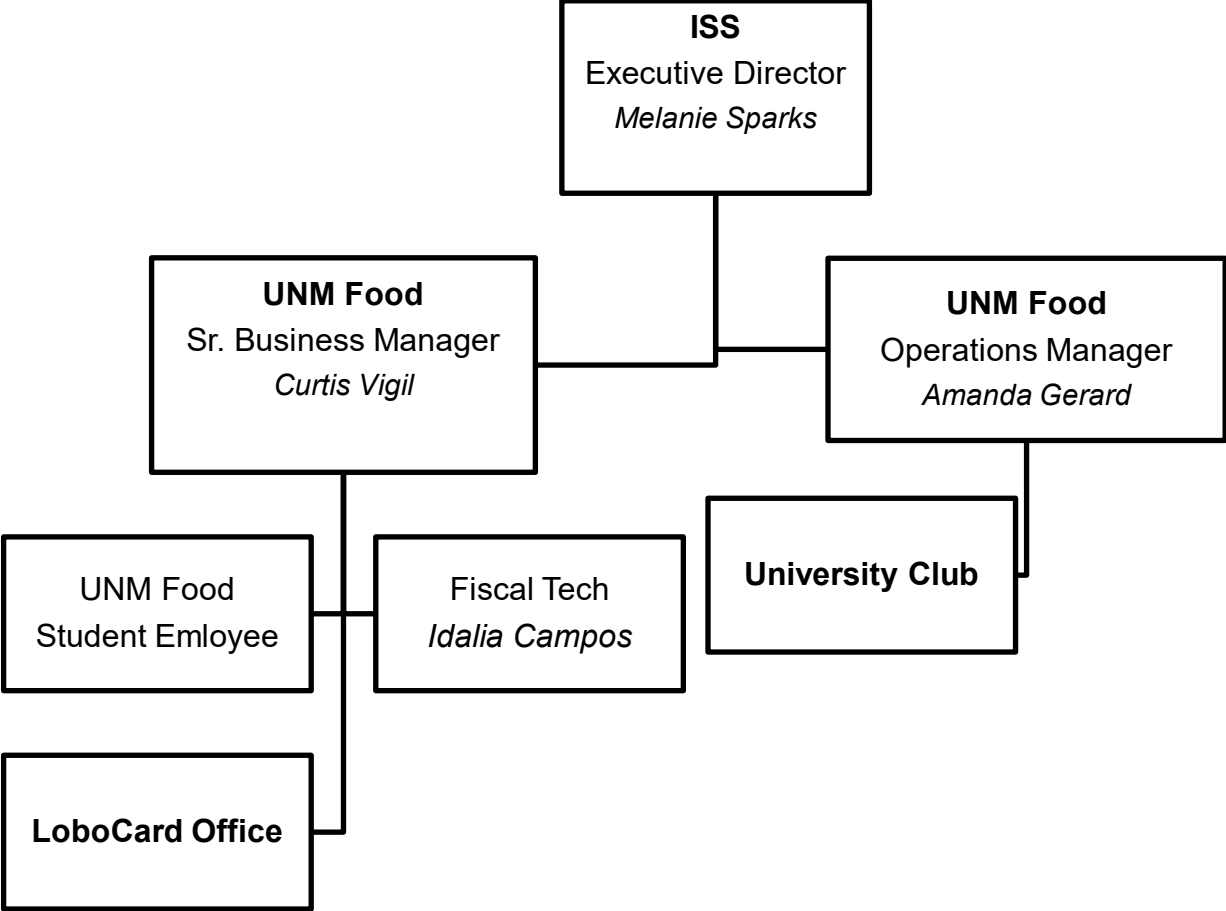
### **Mission**

UNM Food is committed to providing an exceptional dining environment while ensuring quality food that addresses diverse nutritional and cultural needs.

### **Vision**

UNM Food is an inclusive and creative food service program that supports academic success and builds a community environment within the University. We are known for offering diverse food options of high quality, while utilizing locally grown and produced products. We strive to offer the finest dining experience across higher education, which will enable us to remain a premier account within the collegiate food service industry. Whether our customers prefer our various retail outlets in the Student Union Building or across campus, the La Posada Dining Hall, Catering or Vending Services, we leave them with a positive experience that is unforgettable.

Organizational Chart



## **I. EXECUTIVE SUMMARY**

The overall operational budget for UNM Food in 2018-19 was \$2,506,099. The food service budget is based primarily on commissions received through the contract signed with our food service contractor, Chartwells. UNM Food is comprised of two full time staff members, one support staff position shared with the LoboCard Office, and one student position. The department oversees all operations pertaining to food and works in partnership with Chartwells to provide the University community with food options across campus. As part of the overall budget, \$380,000 is received by UNM Food to ensure we have purchased all the proper kitchen and retail equipment to operate our food venues on campus, as well as service, repair or maintain all the equipment to keep them functional daily. With proper daily maintenance and handling of our equipment, we are able to mitigate our annual expenses and utilize our yearly commissions to plan for future capital projects. In FY19, food service transferred \$268,523 to our capital expenditure account, which will allow for planning of new and/or upgraded facilities on campus. The latest capital upgrade and renovation on campus were Draft & Table and the smaller projects of converting the Bookstore and Student Residence Center Markets. The office has focused on the commitment to driving efficiency related to the repair and replacement funds by implementing new systems based on best practices as well as repurposing equipment across units and menu creation based on equipment that has already been purchased.

The department's primary revenue source remains to be commissions received from Chartwells. We rely on cost management and the consistent monitoring of our cost centers and units in order to strategically plan for profitability and the strengthening of our capital investments. The financial components of our contract negotiations with Chartwells in the reporting period were all based on optimizing return to the University by way of guaranteed commissions, a profit-sharing provision, capital spending, and accurate reimbursable payments that reflect actual spending in equipment repair, equipment replacement and utilities; these reimbursable structures were negotiated in the best interest of the University based on a thorough historical cost analysis by our team.

FY18-19 was a productive year in the way of updating our program, products, and services to adapt to the changing needs of our campus and stay on trend for our new students. Refreshing our retail look and updating the service model for meal plan holders allowed us to mitigate expenses, increase sales opportunities for our vendor partner, and deliver a great guest experience for our campus community. Opening Draft & Table in the SUB

## II. SIGNIFICANT ACCOMPLISHMENTS

The student led initiative of developing a Taproom to bring the university community together and a gathering destination became a reality on the University of New Mexico campus on October 1, 2018. Food Service, Chartwells, Planning Design and Construction, along with other university leaders and local breweries were able to collaborate and develop a one of kind setting. Draft and Table is located inside the Student Union Building, which is the heart of the University campus. The community location offers another distinctive location for Lobos to socialize, exchange ideas and connect. UNM Food Service is committed to providing a safe and fun atmosphere that is rooted in appreciating a craft food and beverage experience in a responsible way. Draft and Table has been well received by the campus and across the nation in higher ed food service with several site visit from other campuses as well as five published pieces in national food and beverage magazines.

Fall 2018 also saw the opening of Pi, a pizza concept, in the Student Union Building. The conversion from Wise Pies to Pi was successful in that we were able to create the concept in house, repurpose current equipment, and rebrand for minimal investment while maintaining a popular food choice among our demographic. The concept affords us the flexibility to be nimble with menu items, pricing, and adaptability because it is ran by Chartwells rather than a subcontractor.

UNM Food partnered with the Bookstore to collaborate on a fresh new market and café feature inside the Bookstore. The project reduces labor use because of its self-serve Starbucks machinery and offers a breadth of products to serve the large and diverse population that the Bookstore welcomes each day. The fresh new look was refreshing addition as a centerpiece to the retail space.

Many of our retail locations saw an aesthetic refresh over summer 2019. The degree of refresh varied from location to location. Mercado, Danes, and Mitchell Hall all saw fresh paint and signage while the SRC retail area got a complete makeover. The goal of the project was to convert the space to a more comprehensive store for our residents. The food service component was changed from made to order to grab and go based on the feedback we received in surveys the year before reinforcing the importance of speed and convenience for our students. We also incorporated some new products that mimic more of a market experience with the addition of a large organic section and some grocery style products for students who live in apartment style housing on campus. The whole refresh allowed us to rebrand our convenience retail as 'The Market' for continuity and familiarity across campus.



UNM Food finalized preparation for the launch of mobile ordering on campus in Fall of 2019. Grubhub mobile ordering will allow our campus community to place their order online ahead of time to avoid waiting in line. The values of convenience and speed are important to our students and this familiar application will allow for an even more streamlined experience.

### **III. FUTURE PLANS**

#### **Grubhub Delivery**

Grubhub is currently piloting delivering service for their campus partners at a few select universities across the country. UNM Food had asked to be kept top of mind to be among the first wave of campuses to deploy delivery on campus when it becomes available. The added convenience of mobile ordering plus delivery on campus allows our program to remain competitive both in terms of recruiting new students as well as keeping pace with external food service competitors in the surrounding areas of campus.

#### **Reengineered Meal Plans**

UNM Food is conducting research and feedback loops to understand the best value, access, and features that our students are looking for in their meal plans. Our goal is to design plans that offer variation to accommodate different tastes, dietary concerns, budgets, and lifestyle patterns to best serve our students, staff, and faculty. Research is ongoing through the Fall of 2019 with new plans set to launch in Fall of 2020.

#### **Potential New Transactional Vendor and Updated Point of Sale**

The contract with our transactional vendor, Cbord, is expiring June 2020. UNM Food will consult with LoboCard Office and other stakeholders as the RFP is developed to offer insight on opportunities to implement technology that has previously been unavailable such as mobile payment solutions with a new vendor or upgraded equipment. The point of sale is also scheduled to be updated which will allow more flexibility and current features.

#### **Franchise and Conceptual Refreshes**

There are various national franchises within our portfolios with contractual obligations for refreshes and equipment needs. These concepts are Starbucks, Chick-Fil-A, Einstein Bros. Bagels, and Subway. These updates happen on a schedule and are planned use of our capital funds.

Our other concepts have ongoing needs for refresh and new equipment in order for us to continually address the evolving needs of our campus. These will be addressed as needed through data collection assessment.

## Appendix E:

# Golf Courses

Submitted by:

Adam Roybal, Director

<https://unmgolf.unm.edu/>

## **Mission and Vision**

### **Mission**

The UNM Golf Courses are essential University assets that embody ideals consistent with its standards of excellence. Maintain the golf courses at a high quality, championship level throughout every aspect of the golf operation. Manage with a commitment to service, emphasizing a welcoming environment. Support intercollegiate golf programs consistent with the standards of the University. Support and enhance the variety of recreational opportunities offered to UNM Students/Faculty/Staff, Alumni, University guests and public consumers.

### **Vision**

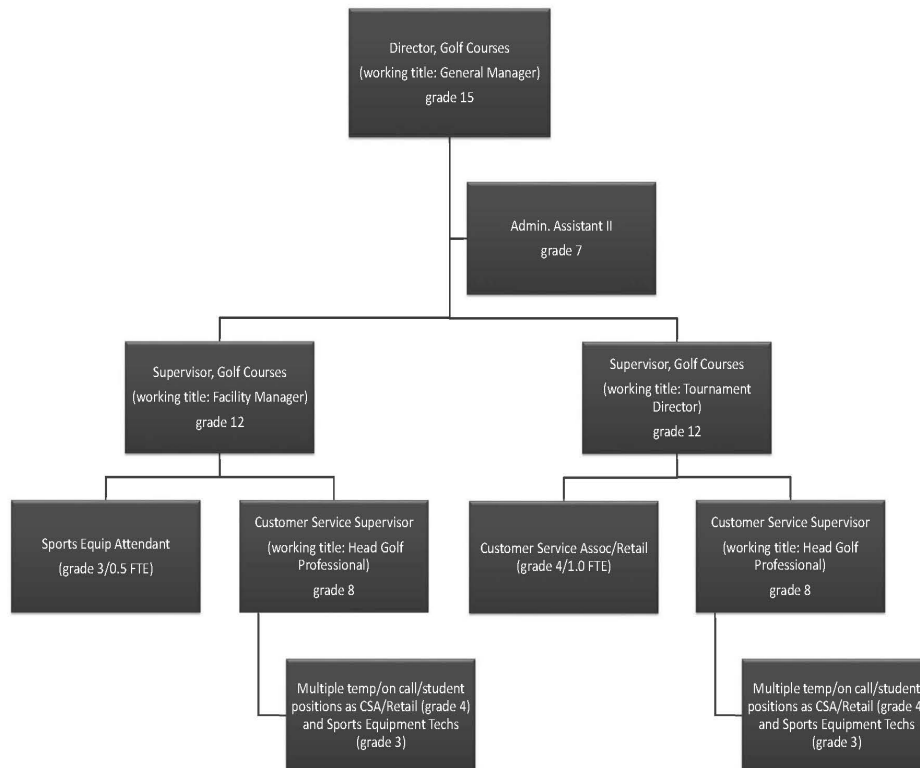
Be the best golf courses in New Mexico.

## Organizational Chart

### UNM Golf Courses

a division of UNM Institutional Support Services

Departmental Organization Chart as of June 2019



H:\ISS\HR\Golf Course Assessment\Org Chart Golf Course June 2019

## I. EXECUTIVE SUMMARY

Overall the golf courses were over budget and over prior year for total operating revenues. In conjunction with revenues increasing and expenditures on par with budget the golf courses were able to reduce the ISS allocation from \$410,000 to \$395,000. Ultimately, the golf courses continue to support, enhance, sustain and retain the variety of recreational opportunities offered to students, staff, faculty, alumni, guests, patrons and the general public.

- Rounds of golf played at the championship golf course:
  - FY 18                    33,311
  - FY 19                    33,254
  - Variance                (57)
  - Percentage            0%
- Rounds of golf played at the north golf course:
  - FY 18                    31,986
  - FY 19                    31,390
  - Variance                (596)
  - Percentage            2% Decrease
- Total revenue at the championship golf course:
  - FY 18                    \$1,339,129
  - FY 19                    \$1,399,907
  - Variance                \$60,777
  - Percentage            4.5% increase
- Total revenue at the north golf course:
  - FY 18                    \$513,120
  - FY 19                    \$511,203
  - Variance                (\$1,917)
  - Percentage            1% Decrease

## II. SIGNIFICANT ACCOMPLISHMENTS

The championship course continues to support athletics by housing for gratis both men and women golf teams' including; locker rooms, offices, indoor/outdoor practice facilities, golf carts, range balls and excellent course conditions for student athletes. The championship course hosts both athletic men and women intercollegiate tournaments every September, also for gratis. Additionally, the Championship course continues to be selected for various United States Golf Association (USGA), Sun Country Amateur Golf Association (SCAGA), Golf Channel Amateur Tour, NM Senior Olympics including the National Senior Games, Intercollegiate, Junior and fundraising tournaments throughout

the year. The championship course is ranked the 18<sup>th</sup> best campus golf course in the country according to Golfweek magazine.

The North Course continues to provide a unique venue for golf, open space, cross county and the neighborhood associations. We collaborate with Bernalillo County on the continuous phases of the license agreement with the University. We support the neighborhood associations to protect the golf course and golfers while providing an environment safe for everyone. We continue to plan future operations as a golf course with the perimeter as open space. We also host the cross country events for athletics.

### **III. FUTURE PLANS**

North Course: Continue to work with Facilities Management (FM) and Bernalillo County on the on-going phases within the license agreement. County has funding to be spent by June 30, 2021.

Championship Course: Intake project with Planning, Design and Construction (PDC) for planning and design of a new irrigation system. \$75,000 appropriated from legislative funding during the 2019 session. Hosting the Pacific Coast Amateur Championship in July, one of the most prestigious amateur events in the world.

# Appendix F:

## **Lobo Card Office**

Submitted by:  
Curtis Vigil, Senior Business Manager  
<https://lobocard.unm.edu>

## **Mission and Vision**

### **Mission**

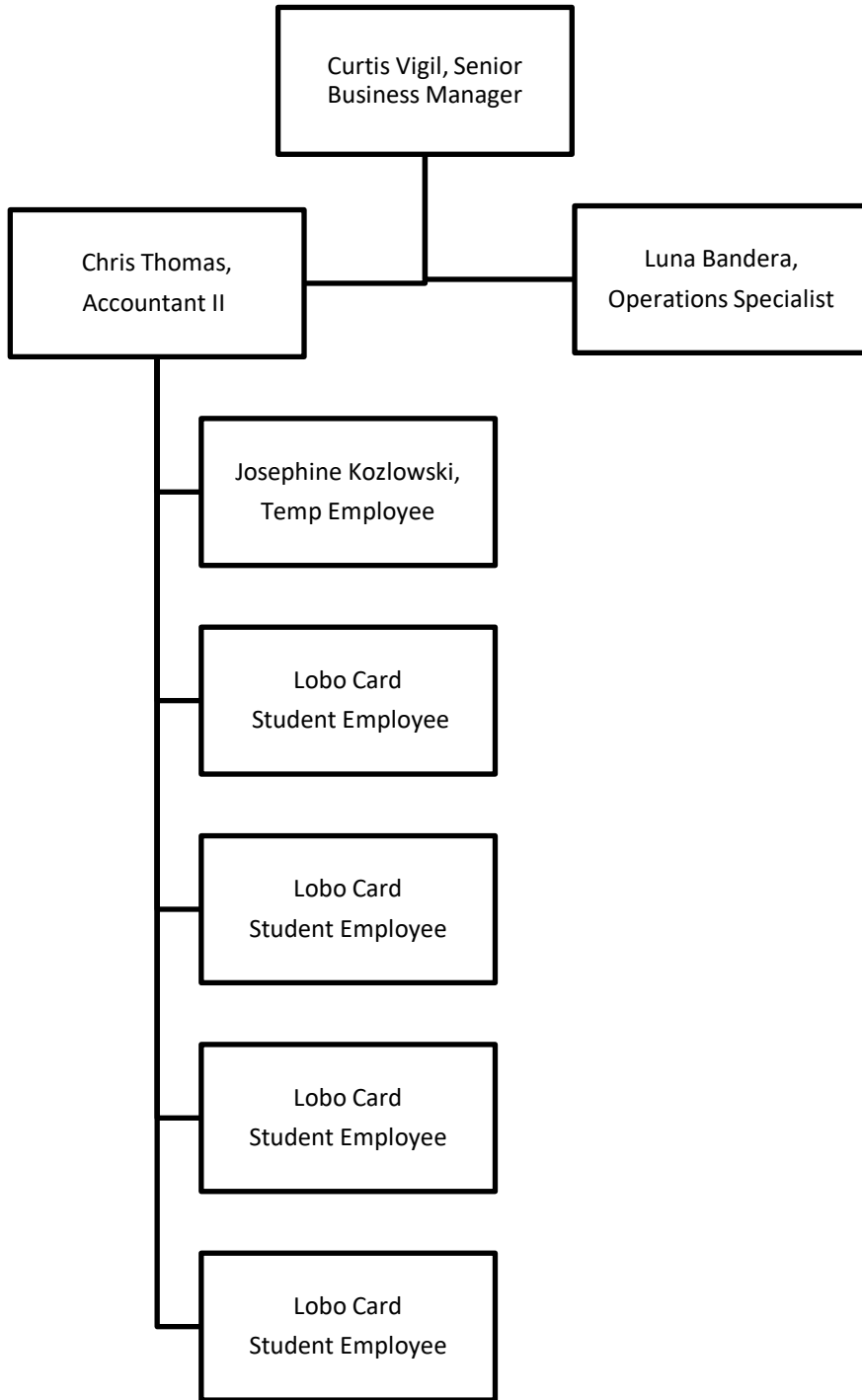
The Lobo Card Office is committed to providing the University community with a connection to campus life and enhancing each students learning experience.

### **Vision**

The University of New Mexico Lobo Card Office is focused on maintaining the highest standards set forth in the technology field for higher education carding systems. The Lobo Card Office is and will continue to utilize the most advanced technologies to give each student access to their educational environment, recreational venues and our on-campus eateries to help with their academic success.



### Organizational Chart



## **I. EXECUTIVE SUMMARY**

The Lobo Card Office operates on a \$350K annual budget, which includes \$162K support from the University of New Mexico's budget office. The Lobo Card office operates with 3 full-time employees, 1 temp employee and 4 student employees to operate our front counter customer transactions. The other half of the revenue is self-generating through the operation of the Lobo Cash program, which allows for the University community to purchase food, supplies and apparel at various location on and off campus. The Lobo Card Office receives a commission on each Lobo Cash sale of any merchandise or food sold from the participating retail location. Also part of the Lobo Card budget is revenue generated through UNM ID replacement cards. The Lobo Card Office issued approximately 1,700 replacement cards in 2018, which generated \$51K worth of revenue for our operational budget.

As we continue to move forward and keep up with the new technology standards and provide the best service possible to our faculty, staff and students, the Lobo Card Office must be prepared financially to think forward towards current and future capital purchases.

## **II. SIGNIFICANT ACCOMPLISHMENTS**

- The Lobo Card Office is now in full swing of issuing secured proximity credentials to the UNM population. This will assist new or existing buildings that have installed proximity readers on their doors to enter their facility for a more secure location.
- A newly designed UNM I.D. was created with assistance from the current UNM student population. The new design was to get the Lobo Card Office I.D. on brand with the new University Communication and Marketing standards.
- Supported the UNM IT department with the newly installed Wireless Everywhere Printer Anywhere (WEPA) printing stations across campus to accept and incorporate our Lobo Cash program as a tender for the University to utilize.
- Re-organization of the Lobo Card Office to help with office efficiencies, which will allow us to be more effective in our service to the University in a more collaborative effort.

## **III. FUTURE PLANS**

- Continuing to work with ISS IT, UNM Food and UNM's Food Contractor to submit a competitive bid to overtake our current transactional system. We currently work with the Cbord Group and are looking for potential new vendors that can

accommodate some of the latest and greatest service requests we need in order to operate our meal plan program at an elite level.

- We have selected Cloud Card, LLC to operate our online photo submission application for the University Of University New Mexico. This will assist our patrons in wait times at the Lobo Card Office and also support the NSO program with a quicker turnaround time in issuing ID's. The goal of the Lobo Card Office is to have the service go live in fall 2019.
- In conjunction with UNM IT, the Lobo Card Office is currently researching various vendors to operate the UNM Badging Software on an independent level. This will allow for more flexibility in the reporting fields and a more robust badging system in issuing the UNM credential through our office.
- We have developed a great working relationship with New Student Orientation to accommodate any scheduling changes that arise. We have opened up the Lobo Card Office to issue UNM I.D's to incoming freshmen during the first three days of orientation, as opposed to the one day to help with early arrivals and dead periods during the NSO schedule.
- The Lobo Card Office and the meal plan program is working closely with UNM IT, RLSH, Dean of Students and Admissions to help come up with a solution for all departments to be informed of enrolled and dis-enrolled students and how that information can be sent to all departments that are effected with knowing a student's enrollment status.
- Currently working with UCAM to re-brand the Lobo Card Office website, office space with counter and window wraps, along with office logo painted on the interior office.
- Developing of a very close working relationship with the Security Office and UNM Police to develop policies related to clearance and access to buildings with a UNM I.D

#### **IV. APPENDIX**

##### **DEPARTMENTAL FINANCIAL RISKS**

- The Lobo Card Office is currently purchasing and issuing proximity credentials to first year UNM Students, University departments and employees for the first time ever. As new and/or existing buildings install proximity readers on their access points, the need to replace each student, faculty and staff magnetic stripe card becomes essential to the experience of the University community. With cards rising from (.20 to \$2.60), additional funding from the University will be imperative to the operation of the Lobo Card Office.
- The Lobo Card Office has also put a pause and hold on the expansion of the Lobo Cash program to ensure our relationship with our on-campus food contractor is

operating at its full capacity and on solid ground without any threats to the program. Lobo Cash allows the University community participating in the program to utilize their balance on and off-campus, which currently sits at 17 off-campus participates, with an additional 20 vendors wishing to participate. The program allows the entire University population to utilize their Lobo Cash at the various food and non-food locations on-campus as well as food locations that are within walking distance to campus. This allows the participant full flexibility to elect from a variety of menus on or off-campus, which brings a huge value in participating in the program. The Lobo Card Office receives a 3% commission for on-campus sales and a 5% commission for all off-campus sales.

## Appendix G:

# **New Mexico PBS**

Submitted by:

Franz Joachim, General Manager & CEO

<https://newmexicopbs.org/>

## **Mission and Vision**

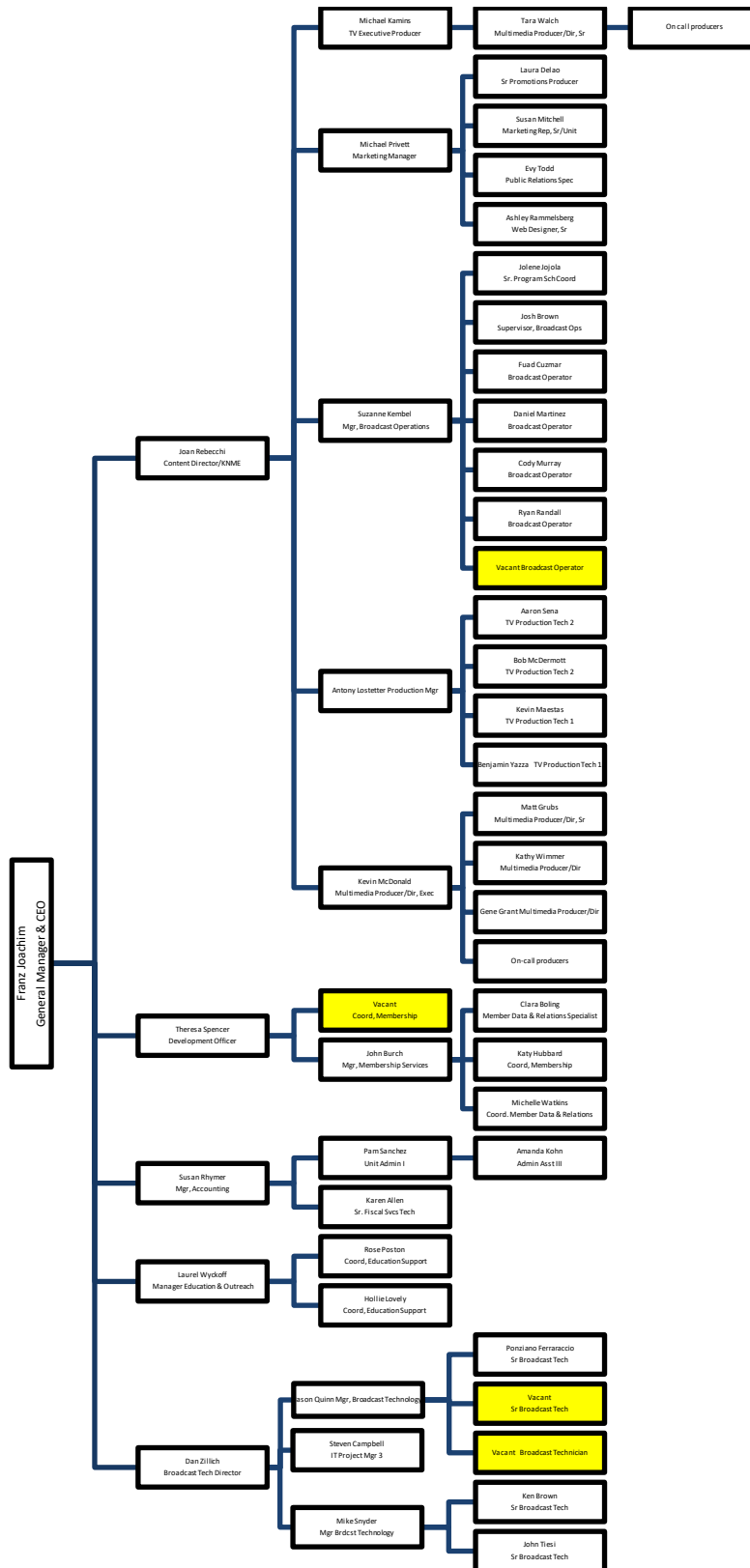
### **Mission**

New Mexico PBS' Mission is to inform, engage, educate and connect New Mexico's diverse communities, reflecting their interests and needs through quality programming, services, and on-line content that can be accessed anytime, anywhere.

### **Vision**

New Mexico PBS will invest its resources to enrich the lives of viewers through engaging content and services that expand horizons, stimulate local culture, foster public dialogue, encourage civic involvement, and advance the quality of life for all.

### Organizational Chart



## I. EXECUTIVE SUMMARY

New Mexico PBS began the fiscal year 2019 in solid positions with respect to finances, standing in the community, and standing nationally as a PBS affiliate. Our positions are as strong or stronger at the close of FY19.

Key accomplishments during FY19 included a 3% increase in membership revenue over FY18, continuing a four-year trend of revenue increasing over the previous year's total. New Mexico PBS membership raised \$3,436,418 in FY19 against a goal of \$3,025,000.

New Mexico PBS continues to excel in securing planned gifts from donors. In FY19 the station topped its previous fiscal year high by securing \$821,703 in realized bequests and planned gifts.

New Mexico PBS continues to be a vital educational resource for New Mexicans. Viewers are responding faithfully to robust direct mail campaigns and on-air fundraising drives. The station has successfully reversed the trend of declining corporate revenue and has made significant gains in endowments and bequests. At the end of FY19 New Mexico had successive months with every one of our ten non-governmental revenue lines exceeding budgetary expectations.

New Mexico PBS channel 5.1 KNME continued to enjoy strong viewer and member engagement, with highly successful fundraising drives indicating a dedicated following. We provide many opportunities on-air and online to view and share our content maintaining five different streams on-air and a robust presence online and through social media on Twitter, Facebook, Instagram, Pinterest, YouTube and the PBS Passport app. We have robust platforms for safe viewing and engagement by children with educational programming and educational games as well as the nation's largest repository of multi-media learning assets for students and educators through PBS LearningMedia.

New Mexico PBS continues a long tradition of creating opportunities for student success. New Mexico PBS offers multiple cross disciplinary student positions with fully 24% of our staff comprised of students. This is a 3% increase from last year. UNM graduates with New Mexico PBS work experience continue their success as television and film professionals from running the ABC station in Austin Texas to working as film professionals in Los Angeles.

We continue our partnership with the Corporation for Public Broadcasting's American Graduate initiative leveraging the relationship to highlight the issues surrounding flagging high school graduation rates around the nation through the lens of the solutions we are



finding at the local level. The United Way of Central New Mexico's Mission: Graduate initiative recognized the strength and value of the structure we created around American Graduate and has incorporated that structure into their program. New Mexico PBS and the American Graduate initiative are fundamental to the Mission: Graduate structure as a key partner, media leader, and member of the Mission: Graduate Vision Council.

Through additional partnerships with our sister stations, KENW-TV Portales, KRWG-TV Las Cruces, KUNM-FM and KANW-FM we are in a unique position to reach every citizen of the state with issues of import, relevant information, entertaining, enlightening, educational content that improves our lives and helps us become better citizens. This collaborative among public media stations is also a critical pathway for vital public safety information in times of crisis. New Mexico PBS is a key part of the national WARN network which is the backbone of the distribution system for emergency alerting.

	FY19 Budget	YTD Budget	YTD Actuals	% of YTD Budget	PY Actuals FY18
<b>Revenues:</b>					
Corporation for Public Broadcasting grants	\$ 1,402,583	\$ 1,402,583	\$ 1,602,167	114.2%	\$ 1,025,985
State Appropriation	1,092,300	1,092,300	1,092,300	100.0%	1,080,200
Gifts/Memberships	3,143,817	3,143,817	3,687,875	117.3%	3,642,013
Corporate Support/Underwriting	250,000	250,000	381,847	152.7%	430,820
Broadcast/Production	330,000	330,000	359,503	108.9%	428,013
Translator Leases	80,000	80,000	86,432	108.0%	102,741
Sprint Royalties and Other Royalties	138,000	138,000	138,000	100.0%	151,139
Ancillary (Video) Sales	3,765	3,765	3,825	101.6%	6,620
Educational outreach grants	8,110	8,110	21,400	263.9%	51,665
Production grants	59,422	59,422	52,697	88.7%	73,364
F&A recovery	-	-	-	0.0%	5,474
APS operational support	20,000	20,000	20,000	100.0%	20,000
Use of reserves/misc	131,878	131,878	88,112	66.8%	534,460
<b>Total Revenues</b>	<b>\$6,659,875</b>	<b>\$6,659,875</b>	<b>\$7,534,157</b>	<b>113.1%</b>	<b>\$7,552,493</b>
<b>Operating Expenses:</b>					
Personnel	\$ 3,350,000	\$ 3,275,000	\$ 3,271,630	99.9%	\$ 3,086,213
Pledge Premiums and Direct Mailings	685,000	630,000	684,663	108.7%	721,068
PBC Dues and Syndicated Content	1,380,610	1,430,205	1,394,792	97.5%	1,010,158
Translator Site Lease and Utilities	107,800	107,800	110,111	102.1%	155,847
Dues/Memberships	50,000	50,000	49,937	99.9%	394,018
Professional Services	450,000	528,000	729,113	138.1%	962,288
Telecommunications	100,700	93,800	99,473	106.0%	108,924
Travel/Conferences/Mileage	40,000	57,900	68,040	117.5%	47,910
Office Supplies	18,367	18,367	49,347	268.7%	54,288
Computer Equipment and Supplies	1,400	1,400	12,245	874.6%	62,308
Software Licenses and Support	47,927	47,927	35,685	74.5%	49,085
Equipment Purchases/Rental/Support	60,775	75,418	140,368	186.1%	55,255
Repairs and Maintenance	39,450	39,450	48,786	123.7%	24,707
Automotive	15,343	15,343	15,134	98.6%	17,195
Taxes/Fees	50,000	52,405	94,927	181.1%	122,244
Other Operating Expenses	27,443	1,800	43,716	2428.7%	5,869
<b>Total Operating Expenses</b>	<b>\$6,424,815</b>	<b>\$6,424,815</b>	<b>\$6,847,966</b>	<b>106.6%</b>	<b>\$6,877,378</b>
Transfer to (from) Plant	\$ 210,000	\$ 210,000	\$ 498,020	237.2%	\$ 1,263,625
Transfer to Debt service/Auxiliaries		\$ 15,000	\$ 15,000		\$ 48,000
Transfer to Endowment	15,000	31,500	31,500	100.0%	48,000
<b>Total Expenses</b>	<b>\$6,649,815</b>	<b>\$6,681,315</b>	<b>\$7,392,486</b>	<b>110.6%</b>	<b>\$8,237,003</b>
<b>Profit (Loss)</b>	<b>\$10,060</b>	<b>(21,440)</b>	<b>141,670</b>	<b>-660.8%</b>	<b>(684,509)</b>
	<b>Fund Balance 6/30/19</b>	<b>\$ 2,320</b>	<b>Plant Balance 06/30/2019</b>		<b>\$ 1,631,926</b>

## II. SIGNIFICANT ACCOMPLISHMENTS

### **Programming**

New Mexico PBS continues to provide five channels, including KNME, and a robust online presence. New Mexico PBS is one of the most successful public television stations in the country reaching 650,000 households through over-the-air, satellite and cable TV signals. In the coming year we will add Live Linear Streaming via internet connected devices to our distribution model.

While our broadcast signal and traditional television viewing is still our primary focus and the bulk of our viewer engagement we are cognizant of the impact of the internet, web viewing, live streaming, and social media have in our changing business dynamic. newmexicopbs.org had over 100,000 users in 2019. With over 130,000 visits to the site, our online video on-demand portal users have increased 14% so far in 2019 compared to the same period last year. We gained 493 Facebook followers and 334 Instagram followers since January, and our Twitter followers have increased by 304 in that same time period. We tipped over 5,000 followers on Facebook and 14,000 on Twitter. Some of our top posts included *Navajo Code Talkers* which reached 46,000 Facebook users, a *#MMIW* (Missing and Murdered Indigenous Women) video for *¡Colores!* that earned 6,808 Twitter impressions, and a post on the 2019 Green Chile Debate sparked by *New Mexico in Focus* that gained 1,877 engagements and reached over 16,000 people on Facebook.

In September 2018 New Mexico PBS premiered a program created in partnership with the Santa Fe Symphony and the Santa Fe Institute, *The Majesty of Music and Math*. This program highlights classical music scores as a vehicle for explaining mathematical concepts. In addition to broadcasting the program and distributing it to public television stations nationwide, New Mexico PBS also created a series of online interactive lessons for grade school through high school kids. *The Majesty of Music & Math* has been nominated for a Rocky Mountain Emmy award and has been entered into the National Educational Telecommunications Association Awards. PBS stations around the country continue to broadcast this program. Since its premiere *The Majesty of Music & Math* has broadcast in 40 markets on more than 70 stations around the country, reaching a potential audience of 87 million viewers. And the use of the online educational assets continues to grow, particularly among New Mexico educators.

In June 2019 we were notified that we are receiving the Governor's Award for Excellence in the Arts for our *¡Colores!* Series. *¡Colores!* has been on the air for thirty years exploring the art, culture and history of New Mexico. We look forward to receiving the award in September.

The New Mexico Public Media Digitization project was accepted into the second round for potential funding by the Council on Library and Information Resources Hidden Collections program. If funded (\$490,000) the project will digitize the archival collections of leading public television and radio stations (New Mexico PBS, KRWG-TV, KENW-TV, KUNM, and KANW) in New Mexico. The New Mexico Public Media collection would be available through our partner The American Archive of Public Broadcasting and The Library of Congress.

As part of **The Summer of Space** initiative on PBS, New Mexico PBS hosted a screening and reception of *American Experience: Chasing the Moon* in late June at the New Mexico Museum of Natural History and Science. Over 200 people attended the event.

New Mexico PBS continues our series of *What it Takes* spots. These videos highlight the rewards of and skills needed for a health science career. This is a partnership with United Way of Central New Mexico Young Leaders Society, Mission: Graduate, the UNM Health Sciences Center, and the New Mexico Department of Workforce Solutions. We plan to expand to other professions and trades as we expand our partnerships.

*New Mexico in Focus* remains the only statewide television program devoted to New Mexico public affairs and the analysis of local issues. New Mexico PBS partnered with KUNM radio again this year, as well as NMpolitics.net, Santa Fe Reporter, and New Mexico Political Report to provide collaborative and expanded legislative coverage during Governor Michelle Lujan Grisham's first 60-day session.

This partnership focused on good government and transparency issues, and included an exclusive interview with the Governor as well as extensive coverage of her state of the state address. That coverage included live annotating of her speech, and live post-speech analysis on our primary channel. Through additional partnerships with our sister stations, KENW-TV Portales, KRWG-TV Las Cruces, KUNM-FM and KANW-FM we are in a unique position to reach every citizen of the state with issues of import, relevant information, entertaining, enlightening, educational content that improves our lives and helps us become better citizens. This was most apparent in our collaboration to make sure that EVERY citizen in New Mexico had access to a live feed of Governor Lujan Grisham 2019 State of the State address. This year we also worked with KANW-Radio to livestream a public forum held by Albuquerque Public Schools regarding the district's first ever mail-in Bond election. *New Mexico in Focus* also spent a lot of time this past year on economic development, with the news that Netflix was buying Albuquerque studios, NBC Universal was also going to build a production hub in Albuquerque, and the news that Virgin Galactic was finally moving in to Spaceport America north of Las Cruces. Health issues also remain a top priority, which was reflected in segments we produced

on medical cannabis, the opioid epidemic, and efforts in Indian Country to combat substance abuse. Other topics included immigration, interview with Senator Tom Udall on climate change, 2020 Census, homelessness in New Mexico, gun control legislation, minimum wage debate, and much more.

*¡Colores!* continued as a weekly local and national art series on New Mexico PBS. The series features local and national stories about film, visual and performing arts, theater, photography, literature, painting, sculpture, poetry and dance. *¡Colores!* provides an in-depth look at the inspiration, challenges and processes of a wide range of artists. *¡Colores!* is presented through a collaboration between New Mexico PBS and the Public Television Major Market Group, a public television affinity group. Topics included SF Pro Musica Women of Distinction Lisa Gonzales Granados & Gemma New, Santa Clara potter Nathan Youngblood, Albuquerque Museum exhibit, Visions of the Hispanic World, Master Santero & historian Charlie Carrillo, New Director of the Santa Fe Opera Robert Meya, Corrales Art studio tour, violinist David Feldberg, the Albuquerque Public Schools Metro Art show and much more.

*¡Colores!* segments are also distributed nationally through a new broadcast and digital arts reporting initiative from the PBS Newshour called Canvas. The Canvas website, Twitter account and Facebook group create a virtual canvas for viewers to discover and discuss how art defines us and the communities in which we live.

The 2018-2019 fiscal year was another successful year for our Production Services division. Guests to our studios included Rep. Deb Haaland, Former Governor Susana Martinez, Valerie Plame, Governor Michelle Lujan Grisham, and Sir Richard Branson, for clients as diverse as MSNBC, CNN, FOX, Bloomberg, RT America, BBC, and more. We connected dozens of experts and pundits to these commercial outlets in both Albuquerque and Santa Fe.

New Mexico PBS production services division also works with a variety of organizations on fee-for-service video production, often helping University departments fulfill broader impact requirements for their grants. Some of the highlights include ongoing legislative collaboration with KUNM radio, as well as NewMexicoPolitics.net. This year we once again provided statewide coverage on-air and online of the Governor's State of the State Address, which we also livestreamed. In addition, this year, we had a group of journalists collaborate to annotate the Governor's speech in real time with insights and factual analysis. And, we continue to partner with KUNM Public Radio to use new, specialized equipment to livestream important government interim committee hearings, which are not recorded or archived currently, and which are often difficult for people to attend in-person. As in years past, we also continue to help train and mentor the broadcast production

professionals of the future. We continue to host the lab for Communications & Journalism 360 that continues to meet in our studio. This Communication and Journalism class teaches students the basics of television production, from reporting, to shooting and editing news packages, as well as the basics of studio production: from studio cameras, to technical directing and running an audio board. We also continued to offer internships to students at UNM, CNM, and APS.

New Mexico PBS continues to offer opportunities for a wide variety of students through paid internships and part-time employment. Fully 24% of the employees at New Mexico PBS are UNM student employees. More on our current and former student employees can be found at our dedicated website for students and alumni, <http://www.newmexicopbs.org/community/students/>

### **Education and Outreach**

In FY 2019 more 365 people attended our New Mexico PBS Science Café events, which took place at local venues in Albuquerque and Los Alamos. *The Day the Dinosaurs Died* was the event at the Los Alamos Science Fest. In January, we hosted *Mystery of a Masterpiece* at New Mexico Museum of Natural History and Science in conjunction with the Leonardo Exhibit and we participated in *Pluto-Palooza* where had over 100 attendees who discussed the Nova program *Chasing Pluto* with team members including the Mission Operations Manager (MOM) of the New Horizon Mission. Lecturers included scientists from Sandia National Laboratories, New Mexico Tech, and the New Mexico Museum of Space History.

As key partner with Mission: Graduate, we co-hosted the 2018 Attendance Conference at the Albuquerque Conference Center with more than 400 attendees from for school districts statewide. We then worked with the planning team to sponsor a follow-up conference at Albuquerque Public Schools in February 2019.

Serving on leadership committees of the Early Childhood Accountability Partnership (Mission: Graduate Early Childhood Network) KNME staff planned and implemented strategic projects such as the *Making Moments Matter* campaign. We also led an Early Literacy student research project at Health Leadership High School and collaborated on the planning and implementation of a statewide STEAM Summit where we presented PBS early learning digital resources to 150 early childhood educators. In the spring, we co-hosted a Summer Learning Summit in May with Mayor Keller as keynote.

We provided professional development opportunities to over 180 afterschool program providers and teachers with hands on SciGirls activities and implementation strategies and working with community female role models in various STEM fields. Three APS

middle schools piloted SciGirls and helped with the research on the effectiveness of the curriculum. Two schools ran SciGirls afterschool programs for a second year of research with additional funding from Sandia National Labs.

We created a new series of Learning Objects and lessons for PBS LearningMedia for the KNME documentary, *The Majesty of Music and Math*. The concepts of Rhythm, Frequency, Harmony, and Fractals are explored through music and mathematics with interactive lessons. Modules for Elementary, Middle School and High School and aligned with the New Mexico Common Core standards. The content premiered at the PED Fine Arts Educators Conference in Santa Fe.

### **Distribution**

New Mexico PBS/Westlink Satellite uplink is a national distributor within the PBS system. Working with independent producers and other public television stations we provide approximately 1200 hours of program material to PBS stations nationwide. As a production facility with national fiber distribution, we help put New Mexico “on the map” by providing news stories and getting New Mexico news makers to national news outlets.

New Mexico PBS has been instrumental in partnering with PBS in moving forward the PBS Service Interconnection Project (sIX). With our support and personalized outreach, 99% of Public Television Stations have successfully implemented sIX functionalities. All non-real time delivery of program files to public television stations has been transitioned to the sIX Cloud based system. KNME staff hosts the PBS online sIX User Forums for all Public Television stations in the country. User Forums allow stations transitioning to sIX to ask questions and get best practices information from KNME and other stations using sIX. KNME staff hosts the PBS online sIX User Forums for all Public Television stations in the country. User Forums allow stations transitioning to sIX to ask questions and get best practices information from KNME and other stations using sIX. Both our Manager of Broadcast Engineering Mike Snyder and our Operations Manager, Suzanne Kembel are part of the PBS Interconnection Working Group. Ms. Kembel is the Vice Chair.

### **Engineering**

New Mexico PBS is in the process of upgrading and strengthening our infrastructure in Albuquerque and across the state.

At the main studio facility on North Campus we have installed a new emergency generator, are in the middle of replacing the fire detection and alarm system, and purchasing new Video/Audio encoding equipment that will improve our picture and sound quality over the air, on cable, and on satellite. The new encoders will also provide the capability of providing a live linear streaming service for those viewers interested in

watching us online. In addition, we are in the final stages of purchasing a new main audio console for our studios. Our Studio Engineers will be installing it after our December pledge drive.

On Sandia Crest our transmitters and antennas are schedule to be replaced. Due to age and the advent of new technology we are replacing the transmitters on both KNME and KNMD and the antennae for KNME. During the process we will be vacating leased space on Sandia crest and building a new tower to house the KNME antennae. This will relieve us of hundreds of thousands of dollars of rent obligations while creating opportunities for us to generate revenue by leasing space to other broadcasters. During this process we will be upgrading the Sandia Crest facilities, adding a new emergency generator and performing vital building maintenance. Both KUNM and KANW radio stations will be accommodated in the new space.

Our extensive translator network has gone through a significant transition. Following the FCC Spectrum Auction eleven of our thirty-five repeater transmitters (translators) had to be moved to new channels. This required new transmitters at each of the sites and in some cases new antennae. New Mexico PBS worked with T-Mobile and PBS to craft an agreement in which our expedited exit of the channel spaces would be compensated by T-Mobile paying for the new equipment. As of this report all eight channels have been transitioned to their new channels at minimal cost to the station. Because of our early role in this process our agreement has been used by T-Mobile and PBS as a template for similar transitions in other states.

As part of our service to provide diverse programming to diverse populations New Mexico PBS has worked with the Navajo Nation to help them revive their non-functioning tribal television network. New Mexico PBS provided initial advice and counsel to a new group of managers. We were then contracted for engineering services to help them rebuild their broadcast distribution infrastructure. That work has been completed and Navajo Nation TV is back on the air. Navajo Nation TV has signed an agreement with New Mexico PBS and with PBS nationally to carry our channels on their system. They have the unique right to interrupt PBS and KNME programming to insert tribal programming on a limited basis. In addition, we have helped them launch a new channel that will only carry tribal programming. This is the first agreement of its kind in the nation.

### **Development**

New Mexico PBS Membership raised \$3,436,418 in FY19 against a goal of \$3,025,000. Multiple factors contributed to this increase including:



- The number of sustaining members increased to 25% of the overall file which resulted in a 40% increase in sustained, predictable revenue. Sustaining gifts are monthly gifts auto-donated electronically and also auto-renewed annually.
- This is the second year of our “NMPBS Friends of the PBS Newshour” and the “NMPBS Friends of Nature” directed giving campaigns. Through these campaigns we grossed \$40,000 in major gift revenue this year.
- While many stations are seeing their net revenue per donor decrease, New Mexico PBS is improving its net donation per donor using tactics such as a lapsed member reacquisition mail effort to encourage donations.
- The department’s renewal mail series has undergone a complete review and has resulted in the addition of two email efforts.
- Since its inception, 14,264 donors have activated the Passport member benefit. That’s 48% of donors who qualified for the benefit. Passport is our online video on demand service that premiered three years ago. Passport is a member benefit that provides extended viewing opportunities for many of our most favored programs.
- Car donations to the station totaled \$46,115. New Mexico continues to be a good market for vehicle donations using a turnkey program from our vendor.

All of the above activities had a positive effect on our total number of donors to the station. In FY19 we were pleased to have 23,000 active donors supporting our work. This is a steady increase since FY18, continuing the reversal of a national trend that began with the recession in 2009 and continued with the changes in tax law affecting charitable giving.

NMPBS continues to employ a diverse funding strategy to support programming, including viewer membership revenue (pledge drive and mailings), planned gift revenue, endowment payout revenue and corporate support revenue.

New Mexico PBS reached an annual high for planned gift revenue in FY19 at \$891,703. The station received its largest gift to date from a longtime (20-year-plus) donor. The Wilson estate contributed \$700,000 to NMPBS, which is the largest one-time planned gift received to date. The station also received \$65,000 as the residual of estate per a deceased donor and \$56,703 from a vacated trust via a current donor.

The station continues to participate in National Estate Planning Week in October of 2018 by sending 20,000 emails and 5,000 postcards to donors and offering a free estate planning booklet to promote the station as a good investment for these types of gifts. In FY19, 304 respondents requested booklets.

In future revenue, the station booked two \$25,000 charitable gift annuities and three bequests from current donors yet to be realized in FY19.

With the assistance of a local business woman, NMPBS raised \$26,000 for an endowment fund at the Albuquerque Community Foundation. The Great Southwestern NMPBS Arts and Culture Program Fund is now totaling over \$200,000 with an annual payout of (approximately) \$4,000.

New Mexico PBS continues to make Payment Card Industry (PCI) Compliance a top priority and it ensures other donor data is discreet to the organization for the benefit of our donors.

After several years of sluggish activity, corporate support (or underwriting in public television parlance) revenue is growing in dollars and in clients. In FY19 the program team, consisting of one contract sales person and one full time administrative assistant, processed \$288,144 in contracts. Interest among clients for news programming is so strong, the station is sold out for underwriting of programming in this genre.

Indicative of our prominence in public television New Mexico PBS is represented on numerous professional and public television boards and committees, including New Mexico First board, Vision Maker Media board, Public Television Affinity Group Coalition board chair, PTV University Licensee Association chair, America's Public Television Stations board, PBS Interconnection Committee, sIX Interconnect Technical Advisory Committee vice chair, PBS Technical Advisory Council, UNM STEM-H Advisory council co-chair, Mission: Graduate Vision Council, New Mexico Public Education Department Secretary's Civic Advisory Council, Superintendents Business Advisory Council, PBS Digital Marketing Advisory Committee.

### **III. FUTURE PLANS**

*New Mexico in Focus* is working with public media outlets in New Mexico to collaborate on a host of Public Affairs initiatives. The long-term goal is to increase our capacity for enterprise journalism, while also giving journalists of tomorrow, from UNM, APS and elsewhere a chance to hone their skills. Funding is being sought from the Thornburg Foundation, Democracy Fund, and Solutions Journalism Network, among others. As part of this initiative *New Mexico in Focus* is pursuing a \$300,000 grant from Google to develop a network of journalists serving rural communities. We are proposing using the Project ECHO model to knit together these disparate efforts to help them leverage each other's strengths and create a healthier journalism ecosystem.

New Mexico PBS received a \$50,000 grant from Vision Maker Media to produce our first digital series. This digital series is designed to appeal to a younger audience and extend the station's reach. The series is called *Indigi-Genius* and is a celebration of ingenuity, innovation and expertise within the indigenous communities past and present. We begin production in the fall of 2019.

New Mexico PBS is leading collaborative efforts to highlight issues around climate change and the impact on this state. We continue our environmental series *Our Land: New Mexico's Environmental Past, Present, and Future*. This *New Mexico in Focus* series focuses on land, air and water issues across the state. Veteran environmental journalist Laura Paskus is the correspondent. And we are partnering with New Mexico Public Television stations KENW and KRWG, as well as the Prince William County Public Schools district to create a live webcast on Smokey Bear's 75<sup>th</sup> birthday. This live webcast from Smokey Bear's birthplace in Capitan will help educate the nation's children on the importance of wildlands management, wildfire mitigation, and how climate change impacts it all. This national live webcast will be available to educators and student nationwide on November 7, 2019.

In the coming year we will be redesigning our website for a more modern, user friendly approach for visitors. The new website aligns closely with PBS's rebrand and is scheduled to launch in early November 2019.

New Mexico PBS continues to work with departments at the state level, particularly Department of IT, Department of Public Safety, and Homeland Security to leverage some of our excess broadcast spectrum. We have proposed using our ubiquitous broadcast spectrum to deliver encrypted video from the aggregated security cameras in emergency response centers directly to first responders. We are working both nationally and locally to facilitate this innovative approach to emergency response.

Live Linear Streaming is an IP based delivery mechanism that mimics the traditional broadcast experience through the internet. New Mexico PBS, with PBS and other public television program distributors, has secured internet streaming rights to all content that we distribute through broadcast. YouTube TV, Sling, and Hulu are all negotiating with local public television stations to carry our channels as part of their new subscription based Live Linear Streaming services, an experience akin to cable or satellite viewing. We expect to begin Live Linear Streaming through YouTube TV this December and Sling and Hulu sometime next year. New Mexico PBS is also in discussions with streaming platforms Vimeo and JW Player to host our own free Live Linear Streaming service.

New Mexico PBS is beginning our transition to the new signal delivery standard ATSC3, leading New Mexico's television broadcasters. We are building a new tower on Sandia Crest and purchasing new transmitters and accessory equipment to improve the quality and coverage of our signal. As part of this transition we are installing a new emergency generator, upgrading the PNM electrical service, installing new transmitters, and replacing a 60-year-old tower and antenna system. And we will be establishing an IP based stream to Sandia Crest that will be the beginning our transition to the new signal delivery standard ATSC 3.0 leading New Mexico's television broadcasters.

ATSC3 promises to revolutionize the broadcast industry providing the opportunity to consolidate broadcast and internet experiences into one seamless platform accessible anywhere, at any time, on any device.

## Appendix H:

# **Parking & Transportation Services**

Submitted by:  
Barbara Morck, Director  
<https://pats.unm.edu>

## **Mission and Vision**

### **Mission**

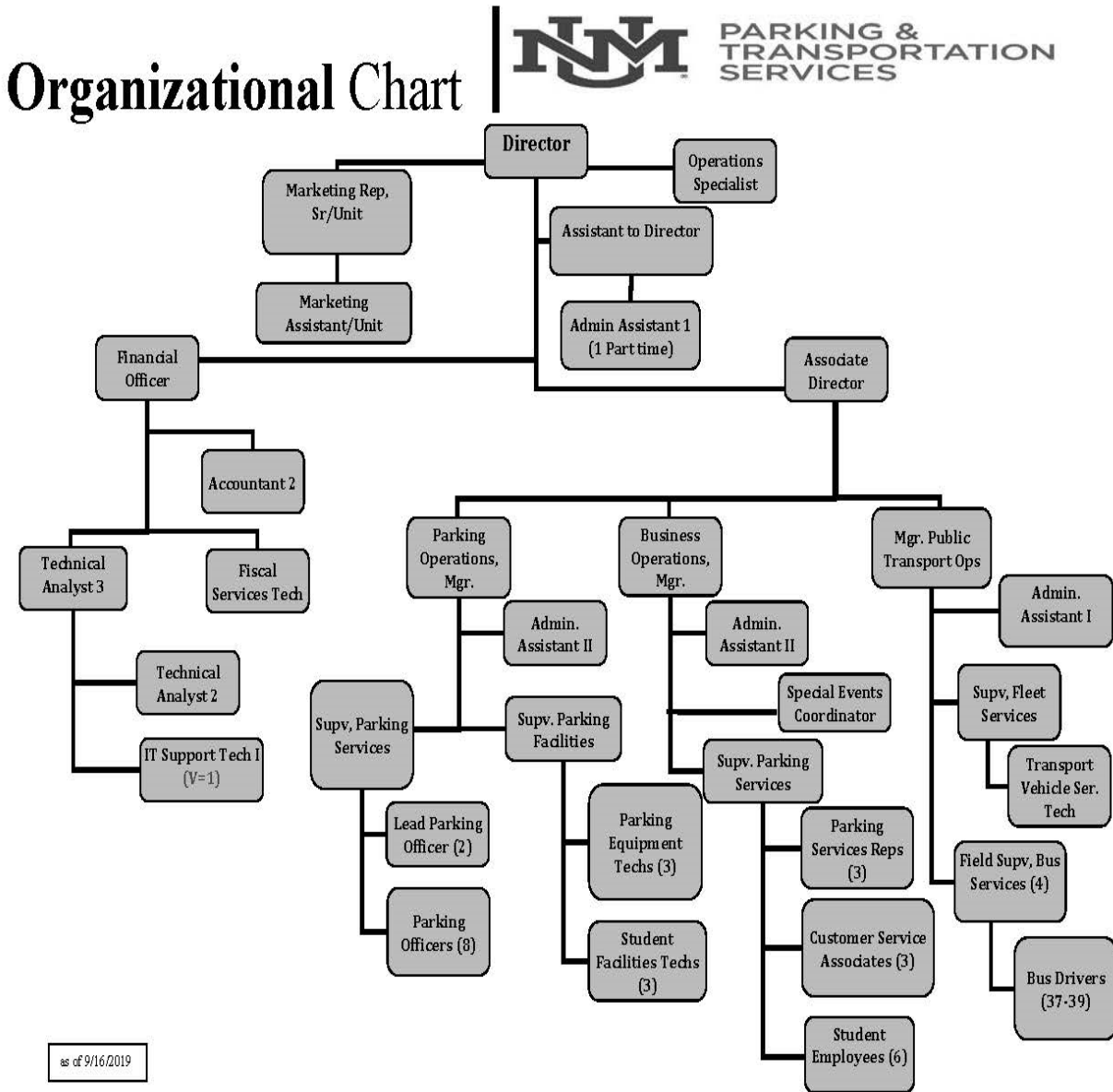
Parking & Transportation Services (PATS) supports the University's education, research, and service missions by providing access to key programs for faculty, staff, students and visitors through a variety of transportation services that consider the needs of each customer.

### **Vision**

To be a point of pride for our staff, University and State by:

- Delivering exceptional value to our customers and employees
- Being an integrated part of the learning community
- Offering services and systems that are easy to understand, use, and manage
- Utilizing industry best-practices and cutting-edge technology
- Demonstrating effective stewardship for our natural environment

Organizational Chart



## I. EXECUTIVE SUMMARY

According to a study conducted in 2013 by Mid Regional Council of Governments (MRCOG) at any given time there are over 44,000 students, faculty, staff, visitors and patients on the UNM campuses: Main, North and South. In order to meet the wide range of parking and transportation needs of campus customers, UNM Parking & Transportation Services (PATS) provides a range of services that include permit parking, pay station (visitor) parking, a campus-wide shuttle service, and alternative transportation programs that include the Bike Locker Program, Lobo Bikes, Electric Vehicle (EV) charging stations, and the ABQ RIDE Bus Sticker Program.

Accomplishments by PATS' staff during Fiscal Year (FY) 2019 include, but are not limited to: issuing approximately 19,594 parking permits to faculty, staff, students, visitors, and vendors; providing approximately 1,238,764 passenger boardings during daily shuttle services and an additional 77,396 boardings for 203 special event shuttle services; special event parking services, e.g. traffic control, vouchered parking, parking attendants, barricading, etc., as well as shuttle services to UNM affiliated departments their customers for approximately 540 special events that resulted in additional revenue earnings of \$460,749, and provided approximately \$380,846 of "In-Kind" services to various UNM programs and/or affiliates (e.g. reduced/free parking for parents of Music Prep participants, Popejoy House Managers, Army/Navy Reserves Officers Training Corps (ROTC), K-12 Workshops, various memorial/funeral services, the Lobo Food Pantry, special event shuttle services for Government Relations and the President's Office, etc.; the purchase of two (2) ADA accessible 39 passenger CNG-fueled buses for a total cost of \$411,676; re-roofed the Enforcement office located in the 3<sup>rd</sup> floor Cornell parking structure; performed annual repair and maintenance on approximately 809,902 square feet (sq. ft.) of surface parking lots; continued with ongoing efforts to improve customer experiences by moving purchase/renewal of departmental Reserved and Rovers parking permits to the start of the fiscal year; continued developing T2-Flex's – the parking software systems used by PATS - "billable customer" module to streamline sales, invoicing, and tracking of special event activities performed by PATS.

PATS maintains a strategic-minded focus on using data, generated by program activities and the parking software system, to help drive decision making. As a result, PATS experienced a financially successful fiscal year without having to make changes to (e.g.) permit rates or citation fine amounts, and despite an otherwise stagnate economic environment. In round numbers:

- Revenues –
  - Permits \$5,047,171
  - Permits/Yale structure \$1,000,055



○ Pay station parking/surface lots	\$746,169
○ Pay station parking/Cornell structure	\$737,820
○ Event Revenue	\$460,749
○ Citation fines	\$664,356
○ Other Income	<u>\$125,469</u>
	Total: \$8,781,790
• <u>Expenses</u> –	
○ Personnel	\$3,736,392
○ Taxes/Fees	\$1,065,315
○ Operating Costs	\$636,853
○ Transport. Costs (repairs, fuel, insur.)	\$429,910
○ Infrastructure Costs	\$87,864
○ Debt Service	\$1,553,823
○ Capital Expenditures	<u>\$617,342</u>
	Total: \$8,132,499
	(includes -\$4,338 “loss” after transfer to plant)

## II. SIGNIFICANT ACCOMPLISHMENTS

### *ADMINISTRATION*

PATS continued its effort to improve effective and timely communication with both external and internal customers (e.g. UNM departments, the University community as a whole), and to expand its network of communication avenues. Example of communication efforts included but were not limited to: notification of pending parking lot/parking space closures, shuttle service disruption or detours, campus special events impacting vehicular traffic, impact of construction activities performed both on and around the campus (e.g. PAIS and JCER construction projects, major repair/maintenance activities on parking lots and structures across campus, etc.). Communication went out to customers using direct email (permit holders), social media (Twitter, Facebook, and Instagram), formal press releases through UCAM, etc. PATS continued to work closely with other UNM departments also using social media, by sharing and re-tweeting information and notifications as appropriate.

PATS was present at meetings held across the campuses and especially at those involving potential impacts to parking (e.g. construction projects) and/or transportation services (e.g. road closures). These meetings included, but not limited to: Popejoy, Physics and Astronomy Interdisciplinary Sciences (PAIS), Johnson Center Expansion and Remodel (JCER), UNM Hospital planning meetings, as well a campus Master planning, and coordination/planning that would direct how Zagster/Spin (eScooters)

customers might be able to access campus. PATS also met with outside entities, such as the City of Albuquerque and the Mid-Regional Council of Governments, as part of UNM's role in the community at-large.

- Oversaw all departmental operations and efforts, and providing guidance, direction and project management.
- Performed (annual) of all parking spaces on the UNM campus and updated associated Computer-Aided Design (CAD) maps of the parking lots and structures accordingly.
- Performed on-going evaluation of accessible (ADA) parking spaces, in effort to ensure equitable, adequate and appropriate access to all areas of the UNM campus is maintained.
- Continued collaborations with ASUNM and GPSA to host the annual "Parking & Transportation Services Summit" to listen to and address student concerns about campus parking and shuttle services. The FY2019 Summit was held on Main campus on September 20, 2018.
- As part of the effort to communicate and expand outreach efforts to customers and visitors to UNM regarding lot closures:
  - Published over 100 direct messages/Press Releases to various groups of PATS customers impacted by lot closures, heavy traffic, and construction.
  - Posted social media posts each month, communicating construction messages, traffic notices, orientation information, business operational updates, etc.
  - Ongoing collaboration with ISS' Communication and Marketing committee as well as other University communication and marketing members to help the University community up-to-date on potential impacts caused by (e.g.) campus construction projects, etc.
  - Reinforced use of "Where's My Bus", which is in the LoboMobile smartphone application, by UNM shuttle customers.
- Presented department overviews at over 100 various orientations and tabling events (including student resource fairs, UNM Housing events, UNM Sustainability Fair, New Employee Orientations, New Student Orientations, Transfer and Non-Traditional Student Orientations, and Family Connection Orientations).
- Posted approximately 400 social media posts last fiscal year, communicating construction messages, traffic notices, orientation information, business operational updates, and new PATS initiatives like the Night Bus Route and events. We earned 295.7 Twitter impressions throughout the year, with approximately 2.3% engagement rate.
- Incorporated the use of google analytics on our pats.unm.edu website to gain a better understanding of our customer's online habits and evaluate the

effectiveness of our current website. Used Google analytic data to determine the new structure of our website when working on the website redesign.

- Collaborated with ISS Communication and Marketing and other University Communication and Marketing members to keep informed on how city construction around the University has been impacting access to campus for the UNM Community.
- Continued to utilize (new) UNM branding and in consideration of the need for (ADA) accessibility and met the goal of making PATS' website mobile responsive.
- Created various forms, flyers, maps and other informational materials for the department's internal and external use.
- Maintained and edited the existing PATS website as needed to reflect current, accurate information, creating new images, icons, web pages, links, and maps.
- Created and produced over 100 different signs for internal and external use (new Reserved signs, ADA signs, bus magnet signs, etc.).
- Created and produced over 200 different signs for internal and external use.
- Updated online Formstack forms to maximize performance of our existing forms for PATS' Special Event requests, Rover Applications, Vendor/Contractor permits, etc.
- Began production on a new PATS promotional video for social media marketing; contains a visual overview of services offered by PATS.
- Began designing and creating a new PATS social media campaign to be used in social media and other departmental collateral.
- Produced temporary dash-board passes for programs like Music Prep, Student Success Services Center's (SSSC) Advisement Center, and special events activities that required temporary parking permits.
- Continued and completed the development of a Sign Standards Manual to the UNM Parking and Transportation Services (PATS) sign system to ensure cohesiveness across the distinct areas under the PATS division including parking lot and parking structure enforcement, special event parking, shuttle transportation system, and traffic control.
- Produced approximately 7,000 temporary dash-board passes for programs like Music Prep, SSSC Student Advisement center, and other special events that require temporary parking permits. (Special event support)

***BUSINESS OPERATIONS / INFORMATION TECHNOLOGY / FINANCIALS***

- Contributed \$627,000 to Institutional Services Support's (ISS) capital program and UNM-funding.
- Contributed approximately \$380,846 in "In-Kind" services that include:
  - Music Prep
  - Popejoy House Managers

- Alumni Chapel (memorial services)
- President's Office
- National Senior Games
- Student Activities
- Provided special event parking (e.g. traffic control, vouchered parking, pay station validation codes, parking attendants) for approximately 540 events and shuttle/transportation services for approximately 203 events. These special event activities resulted in a revenue gain of \$460,749.
- 10,500 parking codes were used at the structure pay stations with an approximate value over \$100,600.00
- Continued efforts to stream-line sales of Reserved parking spaces (departmental and individual), and external customer permit renewals; to improve customer services during permit sales. Managed waitlists effectively.
  - Maintained an average of 95% sold on reserved spaces
  - Reserved space revenue totaled approximately \$1,051,149.68
- Additional online "FormStack" forms with updated/added, with goal of maximizing effectiveness of used by external and internal customers to access services. New "Formstack" forms include:
  - Departmental Permit Application
  - Daily, Weekly, Monthly Temporary Permit requests
- Alternative Transportation:
  - Continued to provide bus stickers and alternative transportation information at the Transformation Information Center (TIC) located in the SUB
  - Student employees continued to staff the TIC 8:30am to 3:30pm, Monday thru Friday
  - Bus sticker program distributed approximately 16,967 bus stickers to UNM students, faculty and staff (including UNMH).
  - Collaborated with the UNM Health Science Center (HSC) for the acquisition and installation of 24 additional bike lockers on North Campus in December 2018. This increased the total Bike Locker inventory to 94.
  - Bike Locker program averaged 79 bike lockers leased throughout the year.
- Customer Service:
  - Business office staff answered over 15,000 incoming calls and placed over 2,000 outgoing calls
  - Business office staff responded to over 11,000 e-mails
  - Since May 2019, when the new "Formstack" went on-line for this need, Business office staff have fulfilled 137 permit orders for temporary (aka "scratch-off") permits to 116 different NM departments. "Scratch-off" permits are used for single-day, 7-day and 30-day parking needs of visitors/guests to the various departments.

- Notable Events
  - Continued to collaborate with RLSH and Casas Del Rio for move-in.
  - Continued to support the City of Albuquerque with park and ride services for Route 66 Summerfest and Twinkle Light Parade
  - Partnered with City of Albuquerque to provide shuttle services for the National Senior Games. PATS provided over 7,600 rides for this national event.
  - Provided parking services for:
    - Anderson Hall of Fame Banquet
    - Nizhoni Days Pow Wow
    - Presidential Scholarship Dinner
    - Freshman Family Day
    - Hanging of the Greens
    - Fall 2018 and Spring 2020 Graduations
- Delivered New Employee Orientation (NEO) permit assignment report to PATS' Business operations showing: Name of new employee, date of orientation, start date of employment, benefits eligibility standing, payment frequency, and payment level. This allows Business operations to correctly pre-sell permits to new employee before all of the information is in Banner.
- Rebuilt Enforcement Officer Efficiency report in Crystal Reports (Flex) and configured it to run on a weekly basis in Flex for enforcement management and supervisory use which include:
  - Summary Totals Report:
    - Total Citations written with warning and void breakdown
    - Citations by Officer
    - Total Citations by Location
    - Percentage of citations written by each officer
    - Percentage of citations written as warnings or voided
  - Individual Officer Report
    - Total Citations written with warning and void breakdown
    - Percentage of total weekly citations written by the individual officer
    - Total citations written by location
    - Total citations written by violation code
    - Daily citations written with warning counts
- Built "Unsold Bike Locker" report to assist PATS' Business operations with the management of bike locker sales and scheduled it to run on a daily basis
- Built "Last Business Day's" Bursar Transfer report to assist the Accounting department with the daily reconciliation of all Bursar sales and scheduled it to be delivered to the accounting division on a daily basis
- Improved the "Overdue Payment Plan" report for better accuracy and timeliness and scheduled the report to run on a weekly basis

- Created the “Reserved Permit Invalid Stall ID” report to notify PATS’ Business operations that an erroneous reserved stall number was placed on a reserved permit when sold, which improved the Reserved Stall Tracking process and helped eliminate potential double sale of Reserved parking spaces, as the custom process is dependent on the match between the Reserved Stall ID and the physical parking space (stall) inventory setting in Flex.
- Created an “MBA Ed Current Permit’s Sold” report to notify EPEC of the purchase of MBE permits so they can deliver them to the appropriate student.
- Created a report for “Lost/Stolen Permits” and configured the report to automatically be sent weekly to Enforcement Administration.
- Created a “Permit Sales Error” report identifying all payroll deduction permits sold using the incorrect payment amount or number of payments to improve the payment plan reconciliation process.
- Added a Parkeon pay station at the new Lobo Rainforest student resident parking lot.
- Installed EMV chip readers for all Digital Payment Solutions by T2 Systems (Digital) Luke II Pay stations.
- Added a third Digital credit-card only pay station to the 3<sup>rd</sup> floor of the Cornell parking structure.
- Replaced all Digital pay stations original equipment 3g cellular modems with external LTE modems to improve cellular communications within the concrete parking structures. This allowed for the addition of a second LTE antenna which is required for low-signal/high-demand cellular communications when the network switches from Mode-2 (single antenna) to Mode-4 (double antennas) to maintain communications. This greatly reduced, but did not eliminate, the occurrence of pay-by-space parking payments not reaching the Digital Iris servers causing citations to be written to customers that had previously paid for their parking.
- Moved remote data hosting storage to a new server hosted by UNM IT.
- Updated the Student and Fac/Staff data feed process. Banner is now directly sending student and fac/staff demographic data to Flex.
- Worked with the parking software system, T2-Flex, to configure their server to import the data into Flex custom fields.

### *TRANSPORTATION*

- Shuttle operations had a total of 1,316,133 passengers boarding during FY 2019:
  - 1,238,764 passengers on regular weekday shuttle service, and
  - 77,369 passengers on special event shuttle service for 203 special events.
- Purchased two (2) 39 passenger CNG-fueled buses with passenger lift(s) for a total cost \$411,676. Buses are scheduled to arrive late 2019.

- Began application process to access funding through the New Mexico Environment Department’s NM Volkswagen Environmental Mitigation Trust Program, to be used for the purchase of new buses (up to four) and/or repowering of two existing buses. Purpose of the program is to decrease the emissions levels in the state. that our fleet produces. We are requesting replacement of up to four (4) buses to be awarded. The application will be submitted by late October 2019, with notification of award coming sometime after the start of 2020.
- Shuttle operations resulted in 219,134 miles on the buses sing a total of 70,765 gallons of fuel with an average of 3.5 MPG: 32,104 gallons of Diesel; 31,275 “gallons” of CNG, and 7,385 gallons of Unleaded.

*PARKING OPERATIONS (Enforcement and Facilities)*

- 26,500 citations and 9,856 warnings were issued by Enforcement Officers in FY2018. The payment of citation fines resulted in a revenue gain of \$740,240.
- 6 “Focused Enforcement” events were held in the parking lots across campus, during which PATS’ Parking Officers check vehicles parking in accessible parking spaces to ensure the displayed accessible parking placards matches (for those placards issued by New Mexico) photo ID of user(s). The placards are also checked against the NM Motor Vehicle Department’s database to ensure validity of use per state law and as allowed by UNM Parking Regulations. Focused Enforcement activities were conducted on the main and north campuses, and yielded the following results:
 

○ Placard were checked	213
○ Valid Placards	150
○ Invalid Placards	63
○ Confiscated Placards	20
- 1,466 Work Tickets were submitted to PATS’ Facilities division, of which 1,260 were completed. The work tickets ranged from light bulb replacement to setting up/taking down barricades for special events to replacing signage to performing repair/maintenance work in the parking lots/structures.
- Repair and maintenance work performed in the parking lots and structures included but were not limited to: removal of graffiti in parking structures; placement and pick-up of barricades/signage for campus construction activities, special events, etc.; sign pole and/or signage placement/replacement; replacing stolen fire extinguishers in the parking structures (Yale and Cornell); maintenance and repair of pay station equipment; posting of notices alerting customers of (e.g.) temporary lot and bus stop closures; striping and stenciling of parking lots spaces across campus including fire lanes, accessible parking spaces, “no parking” curbs, etc.; light maintenance of facilitates (e.g. light bulb replacement, spraying for bugs, checking HVAC systems, etc.).

- Bike Lockers were cleaned, repainted and repaired as needed
- Facilities performed maintenance and repair activities in various parking lots:
  - 809,902 square feet (sq. ft.) in total.
  - Project work included outsourcing the crack-seal and re-striping of M-Family Practice Lot (358,077 sq. ft., managed by PATS); outsourcing the crack-seal and re-striping of Rio Lot (131,225 sq. ft., managed by PATS); crack-seal and re-striping of M-Facilities Management Lot (87,697 sq. ft.); and crack-seal and re-striping of C-PSC Lot (72,603 sq. ft).
- Facilities used 320 gallons of street paint (assorted colors) and 84 cans of aerosol striping paint. Paint was used to restriped parking spaces (white), fire lanes (red), no parking zones (yellow), loading zones (green), shuttle bus stops (yellow), accessible parking spaces (blue), and applied stenciling (e.g. “Pay Station Parking”, “Reserved”) in the following areas:
  - Redondo, Las Lomas and Campus Blvd. (B and C zones)
  - All Shuttle Bus Stops
  - G and Q Lots
  - Law School Lots
  - R Zone
  - South Lot
  - Lot at the Business Center (mixed use)
  - U Lot
  - C-Zimmerman Lot
  - N-Frontier Road Zone
  - Areas within the Science & Technology Park

### **III. FUTURE PLANS**

- Working in collaboration with Health Sciences Center (HSC), UNM Hospital, the involved contractors and other UNM departments, e.g. Facilities Management (FM), Planning Design and Construction (PDC), Ford Utilities, UNMH PATS, etc., on the planning for and eventual construction of the new Hospital, a new Patient Parking Structure, and the new Movement Disorder and Senior Health Clinic. Planning work will include development of viable solutions to address the temporary and permanent loss of parking on UNM’s North Campus.
- Working in collaboration with PDC and FM, as well as nearby stakeholders (JCER, SHAC, etc.), improve parking and access in the existing “A-SHAC” lot and add new parking spaces in land given to PATS in exchange for parking spaces lost as part of the JCER project.



- In order to better understanding pending changes on the UNM campuses and be proactive in identifying potential options, update PATS' Parking and Transportation Master Plan (last done in/around 2004).
- Add Automatic Passenger Counters (APC) to the UNM shuttles. The APCs will provide boarding/deboarding data which will help PATS' better understand how/when/where the UNM shuttle services are used; this data will be used to drive improvements in the shuttle services.
- Continue to explore on-going changes in Informational Technologies (IT) as they pertain to parking, and how these improvements can help PATS provide better services to its customers.
- In collaboration with Facilities Management (FM), install additional Electric Vehicle (EV) charging stations on Main, North and South Campuses.

## Appendix I:

# Planning, Design & Construction

Submitted by:  
Amy Coburn, University Architect  
<https://pdc.unm.edu/>

## **Mission and Vision**

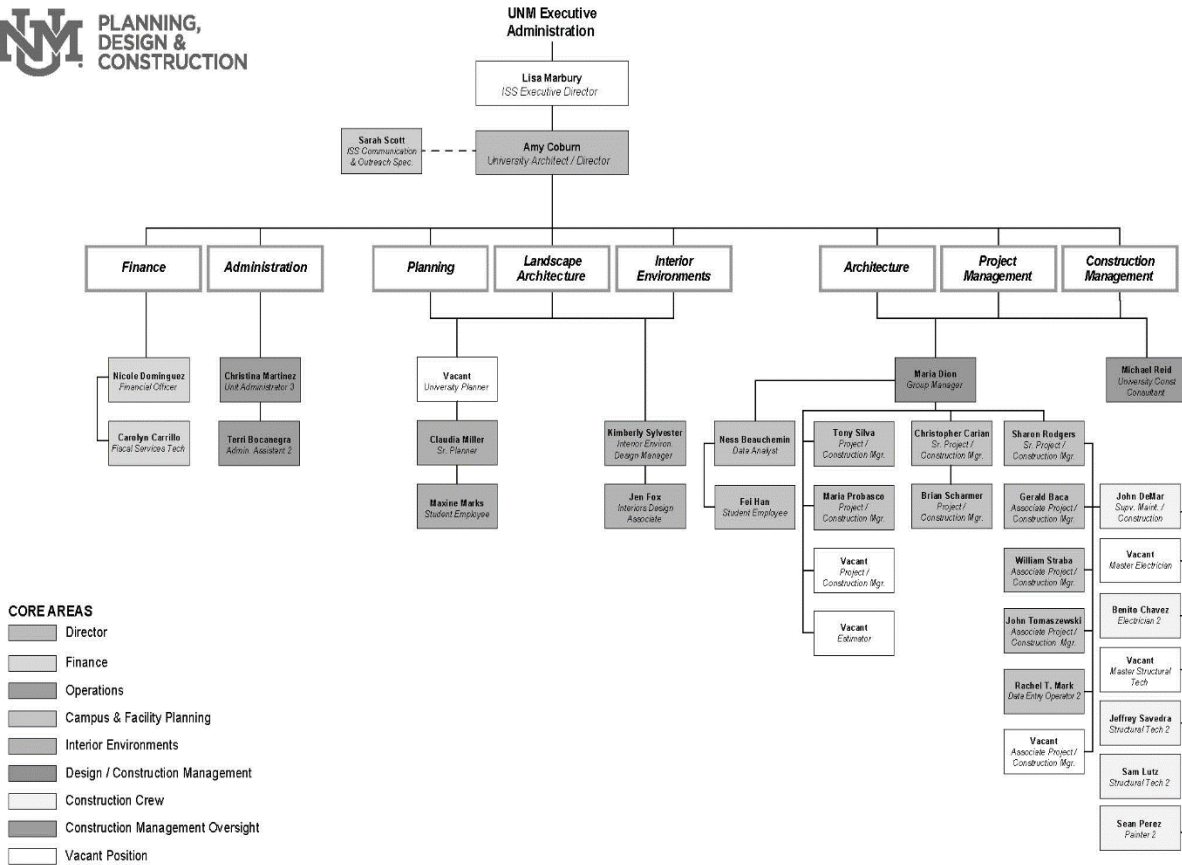
### **Mission**

To steward UNM's campus identity and lead capital development to create outstanding environments.

### **Vision**

Great spaces for great people doing great things!

## Organizational Chart



- CORE AREAS**
- Director
  - Finance
  - Operations
  - Campus & Facility Planning
  - Interior Environments
  - Design / Construction Management
  - Construction Crew
  - Construction Management Oversight
  - Vacant Position

Revised 6.17.19

## **I. EXECUTIVE SUMMARY**

Planning, Design & Construction (PDC) provides comprehensive, professional leadership related to facility planning, design and construction for \$150 million dollars (varies) of capital investment associated with approximately 200 projects a year.

PDC operates with revenue from both Instruction & General (I&G) as well as Internal Service Unit (ISU) funds.

### **COMPREHENSIVE SERVICES**

Planning, Design & Construction, a professional internal service unit, is dedicated to delivery of superior academic facilities. Director with leadership team provides broad direction for the institution's architectural and landscape character and management direction capital project development activities for UNM academic campuses.

### **PROJECT REQUESTS**

PDC serves the UNM Central Campus, Health Science Center (HSC), North & South Campuses, Off-Site Locations, UNM Branch Locations in Valencia, Gallup, Taos and Los Alamos and occasionally UNM Hospital. Over the last few years, PDC has worked with Facilities Management and HSC to properly assign projects to appropriate internal resources. Beginning in late FY 2019, academic projects requests are requested by the Office of the Provost (rather than by individual academic units). This protocol ensures alignment between the academic plan and the development response.

UNM Planning, Design & Construction staff provide the following comprehensive, professional services to the University:

- Architectural Leadership
- Campus Planning
- Facility Planning
- Project Estimation
- Project Management
- Historic Preservation Expertise
- Fine Art Consultation
- Interior Environments Services
- Landscape Design Management
- General Contracting Services
- Construction Crew Services
- Construction Management

## **PERFORMANCE HIGHLIGHTS**

FY18/19 is defined by excellent in design & project management, remarkable client-oriented services and on-time, on-budget project delivery.

- Successfully process approx. 400 internal client project requests.
- Facilitate scoping, design and development of approx. 200 projects.
- Deliver over \$100M in capital project construction output.
- Successful development of Anderson School of Management facility, McKinnon Center for Management.
- Comprehensive renovation of deteriorated central campus plaza offering a wholly renovated, accessible, multi-use 'great-room' within the heart of our campus.
- Outstanding management of Physics, Astronomy, Interdisciplinary Science facility (PAIS) - complicated, multi-use \$66M scope, completion schedule Fall 2019.
- Superior collaborative teaming on Johnson Center Expansion & Renewal (JCER) to leverage \$35M to greatest extent in deteriorated assembly of recreation buildings.
- Outstanding focus and delivery associated with many, small projects serving needs of our main campus and branch clients.
- Launch of capital projects software integration anticipated to provide critical reporting supportive of strategic planning efforts.

## **RISKS & MITIGATION**

PDC continually understaffed for volume of work due to loss of knowledgeable staff thought retirement/other and challenged in hiring qualified workforce.

- Mitigation Strategies: Maximize growth opportunities for internal staff, utilize staff augmentation via consulting resources.

Lack of Current institutional/guidance (masterplan informed by academic plan).

- Mitigation Strategy: Inform leadership of importance of funded process. Provide broad solution supportive of a reworked master plan objectives on a project by project basis.

Variability of project funding /STB-GD-GF funds each year.

- Mitigation Strategy: Focus on providing efficient services while being mindful of both resource and funding fluctuations.

Huge unmet facility needs (low institutional priority).

- Mitigation Strategy: Support Facility Condition Assessment and Capital Planning process to define institution priorities around facility investment.

## II. SIGNIFICANT ACCOMPLISHMENTS

### PROJECT INTAKE

Half of all service requests are for projects on the Central Campus. The FY19 distribution of project types is consistent with FY18's. 55 percent of project are defined as type, renewal with the next largest category of project type as renovation. Nearly a third of all project requests are generated by UNM academic sources.

TOTALS FY2019						
BY CAMPUS	383		PDC	FM	HSC	Deleted
CENTRAL	206	54%	144	46	0	16
HSC CAMPUS	100	26%	73	14	7	6
NORTH	45	12%	37	5	0	3
SOUTH	13	3%	10	3	0	0
OFF SITE	3	1%	3	0	0	0
UNMH	1	0%	1	0	0	0
BRANCHES	15	4%	13	0	1	1
Gallup	2	1%	1	0	0	1
Los Alamos	0	0%	0	0	0	0
Rio Rancho	1	0%	0	0	1	0
Taos	0	0%	0	0	0	0
Valencia	12	3%	12	0	0	0

TOTALS FY2019		
PROJECT TYPES	383	
Renewal	210	55%
Renovation	81	21%
Furniture/Equipment	33	9%
Maintenance	33	9%
Site/Landscape	14	4%
Planning	7	2%
Code Compliance	1	0%
New Construction	2	1%
Demolition	2	1%

TOTALS FY2019		
REQUESTORS	383	
Academic	123	32%
Athletics	4	1%
Auxiliary	53	14%
Business	20	5%
Museum	1	0%
Research	2	1%
Service	94	25%
HSC Academic	39	10%
HSC Business	13	3%
HSC Clinical	11	3%
HSC Research	17	4%
Branch	6	2%

### PDC INTERIOR ENVIRONMENTS

Interior Environments is the UNM resource for furniture scope, development, pricing, procurement, move implementation plans, interior design consulting, and building interiors oversight. Interior Environments work associated with large construction projects

are developed in-house through a competitive RFQ process. By providing these services, UNM gains control and purchasing benefits and saves significant project cost in interior design components through the self-performance of scope.

PDC’s intake process is the mechanism by which the majority of UNM’s interiors related projects are assigned. FY18/19, the unit managed 16 projects valued at \$2.0M in furnishings, fixtures and equipment (FF&E) and supported the selection of and coordination with facilities for many millions of dollars of selected building materials within larger and smaller project budgets.

In addition, the unit supports Classroom Renewals with new furnishings and reuse and repurposing of existing classroom furniture. Service vary greatly on project scope, for instance, Ortega Hall Classroom Renewal included carpet, paint and furnishings selections while the Interior Environments PAIS scope managed \$1.4M furnishings through a competitive RFQ process including offices, collaboration and study spaces, classrooms, lab seating and courtyard furnishings; design oversight.

A part-time (.50 FTE) Interiors Design Associate was added during FY 18/19 providing support to projects, clients and the ongoing efforts to create UNM interiors standards.

**CAPITAL PROJECTS**

PDC had a busy year, with a snapshot of the total projects that were active or completed in FY19.

Category	Quantity	Total
Over \$10 million	3	\$ 117,273,538
\$1 - 9.99 million	7	\$ 26,951,028
Under \$1 million	over 100	\$ 8,626,627
TOTAL:		\$ 152,851,193

**MAIN CAMPUS**

Complete:

- Football Locker Room Renovation, a \$725,790 renovation of the locker room at Tow Diehm, which is completed in August 2018.
- The \$3,043,265 renovation of Smith Plaza completed in August 2018.
- The Lobo Taproom \$650,000 build-out completed September 2018.
- Popejoy Restrooms (\$384,000) completed in September 2018.
- Several roof replacements were completed in FY2019, most notably the HOPE house, CTSC and the Integrity building.
- Bratton Hall Law School Meditation Garden - \$28,812.
- UNM Duck Pond Feasibility Study \$140,818.



- Other various projects.

Active/Ongoing:

- Johnson Center Expansion & Renovation (JCER).  
The \$35,500,000 JCER completed design, pricing, commenced the early work, and secured the Guaranteed Maximum Price (GMP). Demolition also began during this period, with extensive utility discovery a major focus. JCER is currently on track to complete construction in March 2020.
- Physics & Astronomy Interdisciplinary Science (PAIS).  
The 139,100 SF, \$65.7 million dollar project continued construction. Scope includes Specialized High Performance Research Labs, Offices, Teaching spaces, Gathering Areas and other support spaces. Construction is anticipated to complete in August 2019.
- Chemistry Phase 2: This \$16 million renovation of Clark Hall selected the Architect and Construction Manager at Risk. In FY 20, the project will head for approvals, the design will complete.
- Natural History Science Center (NHSC) is a \$3,983,000 renovation of the Biology Annex. During FY19, the Architect and CMAR were brought on board. The project completed schematic design in FY19 and is expected to start construction in mid-FY20.
- Coronado Dorm Update Phase 2, a \$2,489,205 renovation of corridors and several restrooms was in design and construction in FY18, completed in August 2018. The elevator and the lifts will complete August 2019. Note this is a PDC Construction Services Project.\*
- Honors College: This \$2,217,000 project renovating ASM East is in construction, and will complete in August 2019.
- Student Health & Counseling Phase 1: This \$2,450,000 project includes an expansion of the existing SHAC into the basement of building 73. It includes upgraded spaces for Pharmacy, Allergy and Immunization, Women's Health and counseling offices.
- SOE Formula Society of Automotive Engineers – Build-out of Farris Engineering Center Basement to house enlarged spaces for this important student program - \$1,500,000. In design; construction expects to begin in FY20.
- Baseball Stadium Bleacher Addition, a \$1,000,000 addition of 2,000 bleachers to the baseball stadium.
- Other various small projects.

Partial list of other capital projects including numerous lab, restroom and office renovations:

- Zimmerman Restrooms: This \$485,000 project is a renovation of several restrooms on floors 1, 2 and 3 of the east wing of Zimmerman Library and is anticipated to complete in September, 2019.
- Antoine Predock Center for Design & Research: A renovation of Antoine Predock's former studio west of main campus, this project completed design in Fall of 2018, and the project began the approvals process in November of 2018. Approvals will be final in July 2019, and the project will start construction in fall 2019 to complete no later than December 15, 2019.
- Ortega Hall Classroom Renewal Phase 2: \$226,910.
- Fine Arts Printmaking Small Metals Lab Refurbishment project \$66,419.

### **HEALTH SCIENCES CENTER**

The PDC project management team continued to support projects on the Health Sciences Center campus in FY 19, however this was significantly reduced. The main focus was the completion of the HEB III Café, which completed in FY19. In addition, multiple smaller sized projects and lab renovations were successfully completed during the FY19 fiscal year:

Complete:

- Dermatology Clinic Renovations - \$92,000.
- \*HSC Surge Molecular Epidemiology Lab Renovations - \$130,000.
- AIMS Center Cobre Grant Renovations - \$287,000.
- \*Health Education Building Café - \$1,575,000.
- CTSC Planter - \$195,000.
- Many various projects.

Active/Ongoing:

- HEB3 Lighting Sensors - \$25,000.
- CTSC Roofing - \$115,000.
- Other small various projects.

\* PDC Construction Services provides comprehensive construction services in lieu of general contracting on projects up to \$2 million.

### **VALENCIA CAMPUS**

Complete:

Several Valencia Projects were completed during this period, totaling \$4,100,000, including:

- The renovation of eight total restrooms in various buildings.
- Boiler and air handler replacements.
- New cooling system for Building H (Auditorium).

- Fiber infrastructure – campus wide included new Cat 6a cable, all outside plant fiber and infrastructure.
- WAPs, reconfiguration of data racks, and uninterrupted power supply.
- Replacement of older security cameras with higher resolution cameras with some additional.

Active/Ongoing:

- Campus Infrastructure Project - \$4,900,000. This project encompasses several smaller projects such as the renovation of a lecture hall, parking lot rehabilitation and site improvements, kitchen and student café reconfiguration, physical plant loading dock reconfiguration and wayfinding. The project will go out for A/E RFP in September of 2019, to begin programming.
- Gunshot detection system: Integration issues with access control and cameras to complete.
- Campus wide access control upgrade - \$180,000.
- Student Union roof replacement will complete by September 2019 – \$250,000.

## **GALLUP CAMPUS**

Complete:

- Gallup Campus Main Gateway Sign - \$172,377- replaces the outdated sign at campus entrance.
- Gallup Campus Gurley Hall ADA Wheelchair Lift/Elevator - \$63,952.
- Gallup Utility Infrastructure and Fire Protection - \$2,500,000. Effective December 2019, the UNM Gallup Campus fire protection/water system was transferred to the City of Gallup.

Active/Ongoing:

- New Physical Plant and Storage Facility - \$2,635,000 – This project was over-bid in FY18. A CMAR was brought on board to assist in redesign; design completed in April, and the project GMP was developed in June. Construction is anticipated to start in August 2019.
- Exterior Lighting Improvements - \$225,000.
- Surveillance System Upgrade - \$125,000.
- Several smaller parking lot and site improvement projects at Calvin Hall, Lions Hall and Vo-Tech Drive - \$300,000.

## **TAOS CAMPUS**

Complete:

- No projects completed.

Complete Taos Harwood Museum Projects:

- Harwood Alcalde East Roof Structure and Gate Replacement - \$33,500.
- Harwood Alcalde Portal \$48,980.

Active/Ongoing:

- Taos STEM Technical Career Center Phase II completed design and began construction in FY18. Construction completed in March 2019 with some outstanding items remaining; the building will occupy in fall of 2019 - \$4,890,000.
- Taos Klauer Campus Career Center completed programming in June 2019. In FY 20, we anticipate bringing on an Architect team to design, and a CMAR team to begin preconstruction services \$5,575,000.

Active/Ongoing Taos Harwood Museum Projects:

- Harwood Emergency Egress Stair Addition \$37,480.

## **LOS ALAMOS CAMPUS**

Complete:

The Los Alamos Campus Infrastructure Project total budget \$625,000 completed in part:

- LED lighting replacement in four classrooms and Administration building.
- Stucco at the Administration Building and various other buildings on campus.
- Restroom renovation in Building 6.
- Painting and LED lighting replacement in Building 6.
- Replaced two HVAC units in Administration Building.
- Replaced glazing in Buildings 3 and 4.

Active/Ongoing:

The Los Alamos Campus Infrastructure Project completed with the exception of the following which will complete in September 2019:

- Building 5 Wallace Hall has a new HVAC system and interior upgrades of paint and carpet - \$130,000.
- Library HVAC Upgrades - \$190,000.

## **BUILDING RENEWAL & REPLACEMENT**

- PDC completed many BR&R projects this year in support of the Physical Plant Department, totaling approximately \$950,000. Many of these were roofing, stucco or HVAC projects. Among those projects completed was the \$218,000 replacement of the skylights at Castetter Hall; restroom replacements and code upgrades at Med 2, Social Sciences and the Service Building; several roof replacements on Sara Reynolds, Cogen, Robert Hartung building, a portion of

Johnson Center, RIB, Lomas Chiller, and Simpson Hall; stucco replacement or repair occurred on Integrity, the Business Center and Social Sciences.

- IT/CIRT Bldg. 153 – 3<sup>rd</sup> Floor HVAC Replacement Project - \$207,317.
- Johnson Center Epoxy Coating Waterproofing to Exterior Ramp between the Natatorium and Old Johnson Pool Project - \$197,000.
- Humanities Building, 2<sup>nd</sup> Floor Elevated Deck Repairs Project - \$112,433.
- Humanities Bldg. Fire Door Replacement and Exit Signs Project - \$59,844.

### **III. FUTURE PLANS**

#### **TOP PRIORITIES**

1. Fill Staffing Vacancies
  - Critical roles such as unit financial officer have been vacant for months. Competitive job market have made filling vacancies of retirees, senior staff very challenging. Our unit has not had success in on-boarding senior project management resources and are not looking to recruiting services for support.
2. Launch Capital Project Software System
  - Critical to units business is improved data, tracking, reporting and financial integration tool. In process with vendor, Accruent.
3. Generate 5-yr Financial Projections
  - Capital needs are constant while capital funding is variable. The unit needs to describe to leadership impact on unit, external clients and options going forward.
4. Rebuild Campus Planning Resources
  - After loss of senior staff, PDC will rebuild internal resources.

## Appendix J:

# Popejoy Hall

Submitted by:

Thomas Tkach, Director

<https://popejoypresents.com>

## **Mission and Vision**

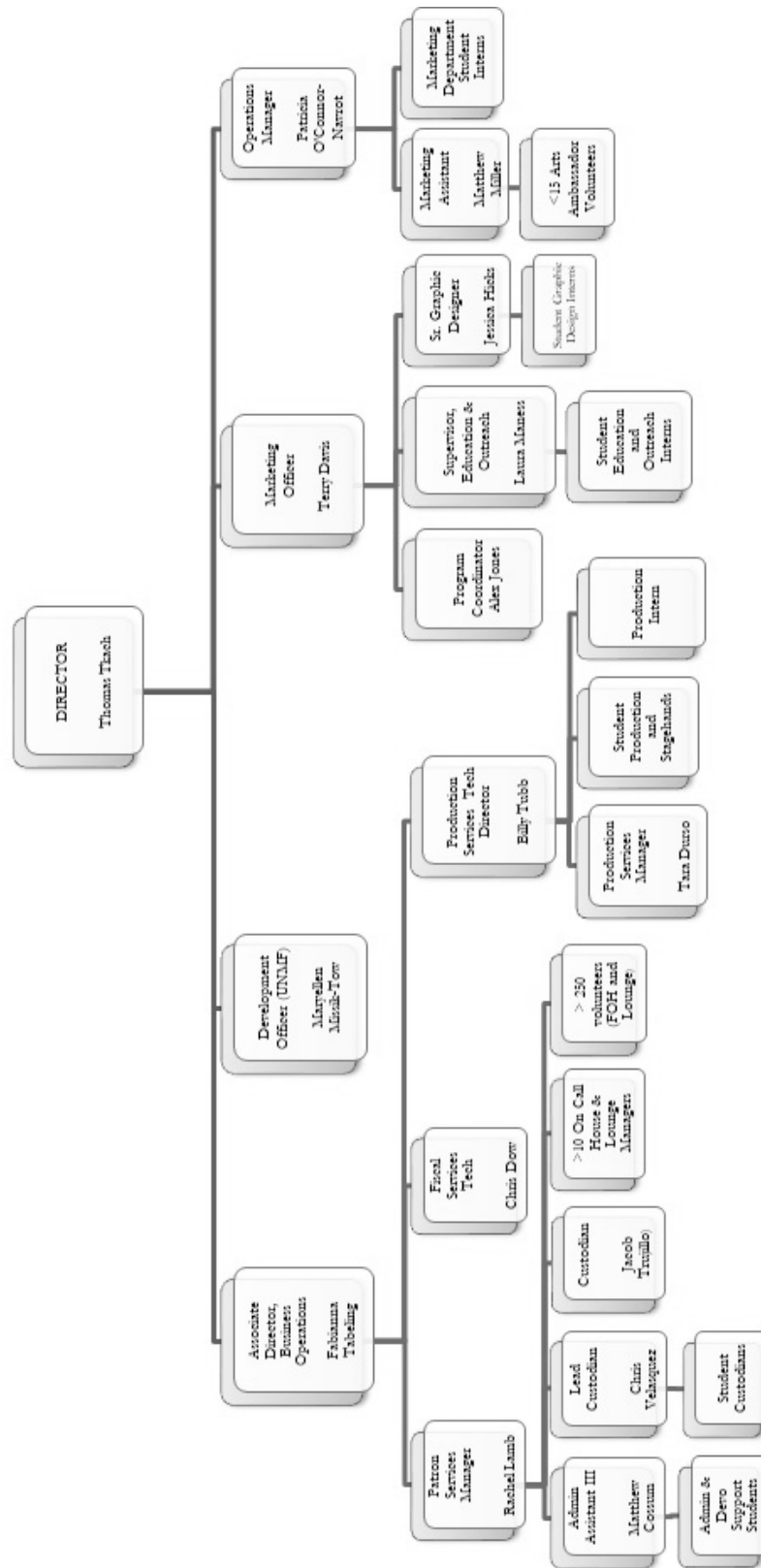
### **Mission**

To make the performing arts accessible to all New Mexicans.

### **Vision**

To create an exceptional experience for artists and audiences alike by maintaining a state-of-the-art performing arts center; attracting the best touring arts to our community.

### Organizational Chart





## **I. EXECUTIVE SUMMARY**

Popejoy Hall's 53rd season provided a unique opportunity for its patrons to experience a variety of productions starting with an exciting two week run of *Wicked*. A particularly thrilling Broadway season saw week long engagements of *Finding Neverland*, *Sound of Music*, *Kinky Boots*, *CATS*, and *Beautiful*. A limited return engagement of *RENT* also rounded out our Broadway offerings for the season. A sampling of additional popular programs included: *The Capitol Steps*, *Sleeping Beauty*, *Frankenstein*, *Dance Theater of Harlem*, and *David Sedaris*. With 70 performances total, more than 115,000 patrons attended Popejoy Hall's Broadway and Ovation Series shows throughout the year. Additionally, fifteen educational programs were attended by approximately 41,000 schoolchildren.

Popejoy's financial stability continues to be dependent upon both earned revenue from ticket sales and contributed income from both individuals and local businesses. Earned revenue from ticket sales continue to be the largest contributor towards Popejoy's financial stability totaling \$7,415,940. Contributed revenue totaled \$1,135,027, including \$300,000 in pledges, \$200,000 in bequests, and \$426,000 through the Benefactor program.

The budget for every season varies depending on the number and length of Broadway presentations. Each performance comes with its own unique costs: artist fees, marketing and labor expenses. Popejoy's fixed overhead expenses are around \$1,500,000. The total budget ranges from \$5 and \$10 million.

Finally, Popejoy continues to operate with a relatively small staff for a theater of its size. We employed a total of 15 full time staff members during the 2018-2019 fiscal year. In addition to full time staff members, Popejoy employs several on-call staff members and approximately 50 student employees throughout its departments. Additionally, 216 active volunteers provided services to over 200,000 patrons and donated more than 17,000 hours, saving Popejoy an estimated \$420,000 in labor costs.

## **II. SIGNIFICANT ACCOMPLISHMENTS**

Popejoy Hall presented 98 productions totaling 174 performances. Additionally, Popejoy Hall held a fundraising banquet on stage in August to support the Excellence Fund. The event was successful in not only raising \$30,000 for the excellence fund through table sales, but it also brought new donors to Popejoy Hall as they were invited by Board members to have their first experience at Popejoy.

Development efforts continue to be incredibly successful as we have, for the fourth year in a row, exceeded initial fundraising goals. This year, contributions from donors totaled \$1,135,027, including major pledges, bequests, and contributions received for the Benefactor Program.

Construction to renovate the artists green room and star dressing room began in June with an expected completion date of October 2019.

Actively participated in the transition to Paciolan ticketing services in time for subscriptions for the 2019-2020 season. One key feature of the new system is the ability for better mobile integration for patrons.

**Events July 1, 2018 - June 30, 2019**

**Popejoy Presents – Broadway in New Mexico**

Wicked.....	October 17-28, 2018 (16 performances)
Finding Neverland.....	December 13-16, 2018 (6 performances)
The Sound of Music.....	January 24-27, 2019 (6 performances)
RENT.....	February 15-17, 2019 (4 performances)
Kinky Boots.....	March 7-10, 2019 (6 performances)
CATS.....	May 16-19, 2019 (6 performances)
Beautiful.....	June 12-16, 2019 (7 performances)

**Popejoy Presents - Ovation Series**

Steel Magnolias.....	November 4, 2018
Mariachi Christmas.....	December 9, 2018
The Doo Wop Project Christmas.....	December 21, 2018
The Golden Dragon Acrobats.....	January 20, 2019
The Capitol Steps.....	February 10, 2019
Sleeping Beauty.....	February 13, 2019
Ailey II.....	February 19, 2019
Murphy’s Celtic Legacy.....	February 24, 2019
Frankenstein.....	March 2, 2019
A Midsummer Night’s Dream.....	March 3, 2019
The Beach Boys.....	March 24, 2019
Piano Battle.....	March 31, 2019
The Midtown Men.....	April 6, 2019
Sister’s Easter Catechism.....	April 7, 2019
Lea Salonga.....	April 9, 2019
Hotel California.....	April 12, 2019
Dance Theater of Harlem.....	April 17, 2019

Che Malambo.....April 26, 2019  
 David Sedaris.....May 5, 2019

**Schoolltime Series**

Call of the Wild.....November 5, 2018 (2 performances)  
 Let’s Go Science Show.....November 13, 2018 (2 performances)  
 Nutcracker.....November 27, 2018 (2 performances)  
 Mariachi Christmas.....December 10, 2018 (2 performances)  
 A Sleeping Beauty Christmas.....December 19, 2018 (2 performances)  
 Diary of a Worm, A Spider and A Fly.....January 29, 2019 (2 performances)  
 The Ugly Duckling.....February 5, 2019 (2 performances)  
 Songs of Freedom.....February 21, 2019 (2 performances)  
 Midsummer Night’s Dream.....March 4, 2019 (1 performance)  
 Underneath the Magical Moon.....March 5, 2019 (2 performances)  
 Magic Treehouse.....March 19, 2019 (2 performances)  
 Phantom Tollbooth.....March 20, 2019 (2 performances)  
 Me...Jane – The Adventures of Young Jane Goodall....April 11, 2019 (2 performances)  
 Dance Theater of Harlem.....April 17, 2019 (1 performance)  
 La Golondrina.....April 22, 2019 (2 performances)

**RESIDENT EVENTS**

**New Mexico Philharmonic**

Youth Concerts.....September 20-21, 2018 (4 performances)  
 Rock and Pops.....September 22, 2018  
 Classics I.....October 6, 2018  
 Classics II.....November 3, 2018  
 Lecture and Pops I.....November 17, 2018  
 Classics III.....December 8, 2018  
 Holiday Pops.....December 22, 2018  
 Classics IV.....January 19, 2019  
 Classics V.....February 23, 2019  
 Ballet: Phantom of the Opera.....March 16, 2019  
 Classics VI.....March 23, 2019  
 Pops.....March 30, 2019  
 Classics VII.....April 13, 2019  
 Youth Concerts.....May 7-9, 2019 (6 performances)

**UNM Music Department**

Wind Symphony.....September 19, 2018  
 Orchestra.....September 25, 2018

Symphonic Band.....	October 3, 2018
Snapshot Concert.....	November 8, 2018
Albuquerque Youth Symphony.....	November 11, 2018
Wind Symphony.....	November 12, 2018
Orchestra.....	December 5, 2018
Wind Symphony.....	February 11, 2019
Symphonic Band.....	February 20, 2019
Wind Symphony.....	March 27, 2019
Orchestra.....	April 2, 2019
Symphonic Band.....	April 24, 2019
Albuquerque Youth Symphony.....	April 28, 2019
Wind Symphony.....	April 29, 2019
Orchestra.....	May 2, 2019

**UNM Additional Department Rentals**

School of Medicine White Coat Ceremony.....	July 20, 2018
College of Pharmacy White Coat Ceremony.....	August 2, 2018
Freshman Convocation.....	August 19, 2018
Senior Day.....	September 29, 2018
DECA.....	January 8, 2019
Greek Sing.....	February 25, 2019
All Faculty Meeting.....	April 30, 2019
CFA and Pharmacy Convocations.....	May 10, 2019
School of Architecture and Planning Convocation.....	May 11, 2019

**Internal Department Events**

Lounge Volunteer Appreciation Social.....	July 15, 2018
FOH Volunteer Appreciation Social.....	July 22, 2018
Center Stage Banquet.....	August 18, 2018
Board of Directors Holiday Party.....	November 29, 2018

**Outside Rentals**

Kileen Scott Memorial.....	September 15, 2018
N.E.D The Band Benefit Concert.....	November 9, 2018
The Nutcracker Ballet.....	Nov. 24-25 & Dec. 1-2, 2018 (5 performances)
Jason Mraz.....	December 20, 2018
All State.....	January 9-12, 2019 (4 performances)
Wild Kratts Live.....	January 22, 2019
Shen Yun.....	January 30, 2019
Haters Roast.....	February 27, 2019

Bill Maher.....	March 17, 2019
Enchantment Awards.....	May 4, 2019
Fishback.....	May 24-25, 2019 (3 performances)
Dance Dimensions.....	May 31-June 1, 2019 (2 performances)

**POPEJOY – FACILITY USE DURING FISCAL YEAR 2018-2019**

**General Hall Usage Statistics:**

Total number of events in venue.....	98
Total number of performances in venue.....	174
Total number in attendance.....	229,406
Total number of days with performances/rehearsals.....	162
Total number days for technical requirements.....	98
Total number of “dark” days with no activity.....	105

**UNMPE Presentations/Popejoy Presents**

Total number of Popejoy Presents events.....	26
Total number of Popejoy Presents performances.....	70
Total number of Popejoy Presents patrons.....	115,222
Average number in attendance per performance.....	1,646

**Schoolltime Series Productions**

Total number of events.....	15
Total number of performances.....	28
Total number of attendance.....	40,638
Average numbers in attendance per performance.....	1,451

**Popejoy Hall Rentals – NM Philharmonic/Outside**

Total number of events/NM Philharmonic.....	14
Total number of performances/NM Philharmonic.....	23
Total number attending/NM Philharmonic.....	32,464
Average number attending per performance/NM Philharmonic.....	1,411
Total number of events/Outside.....	12
Total number of performances/Outside.....	18
Total number attending/Outside.....	21,863
Average number attending/Outside.....	1,215

**UNM Department Usage, Including UNM’s Music Dept**

Total number of events.....	25
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Total number of performances.....	29
Total number attending.....	19,219
Average number per performance.....	663

**III. FUTURE PLANS**

Construction on the artist green room and star dressing room renovation is slated to be completed in October of 2019. This renovation will improve the overall condition of the green room, including new paint, flooring, and furniture, as well as completely remodel the star dressing room including paint, flooring, make up stations, and a completely remodeled bathroom.

Plans to renovate the remaining star and chorus dressing rooms are currently being discussed with a tentative plan for construction to begin in June of 2020.

# Appendix K:

## **Real Estate**

Submitted by:  
Thomas M. Neale, Director  
<https://realestate.unm.edu/>

**Mission and Vision**

**Mission**

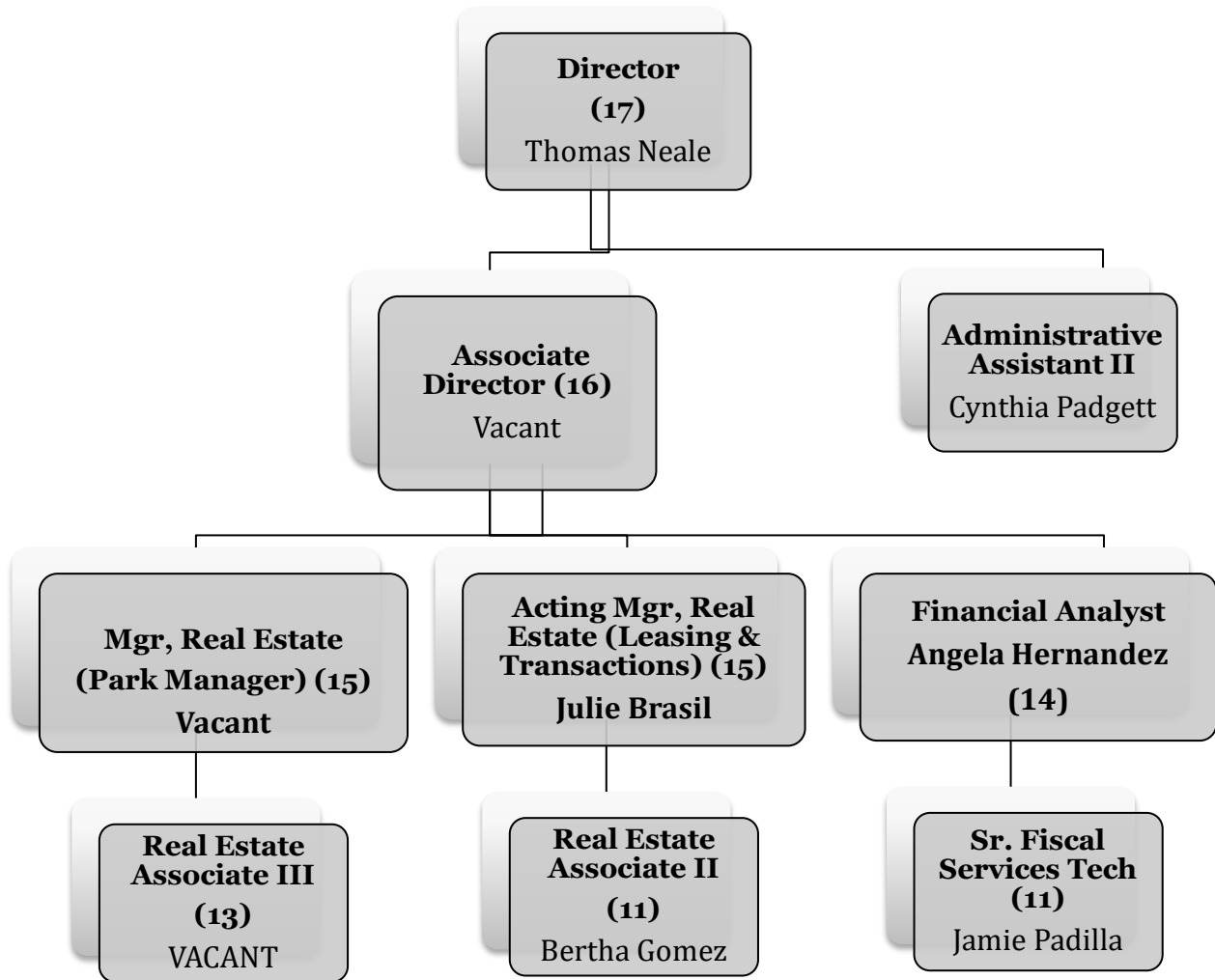
To provide effective, efficient real estate service to University customers that support institutional needs. “Real estate services” relate to leasing, transactions (purchase and sales), feasibility and ‘highest and best use’ analysis, property and asset management, and investment and portfolio management. “University customers” include administrative and business organizations, academic and research units, senior executive management and the Board of Regents. “Institutional needs” encompass short-term ‘tactical’, as well as long-term “strategic” needs.

**Vision**

The Real Estate Department is component of Institutional Support Services (ISS). Our vision is in alignment and in support of the vision of ISS. To establish the University of New Mexico as the preferred educational destination for students, faculty, staff, visitors, and patrons through the provision of a sustainable campus environment that advances scholarly pursuits and enhances the quality of life by the delivery of outstanding services, identifiable values, and exceptional experiences.



### Organizational Chart



**I. EXECUTIVE SUMMARY**

The University Real Estate Department (RED) provides professional real estate services for all entities of the Regents of the University of New Mexico (UNM) including all academic, research, and administrative departments of Main Campus, the UNM Health Sciences Center, UNM Hospitals, UNM Sandoval Regional Medical Center, and UNM Branches in Taos, Gallup, and Valencia County. In addition, RED provides professional real estate support to the Lobo Development Corporation.

Principal functions of the department include all real property acquisitions/dispositions, property management, and leasing for all entities of the Regents, including lease administration of over 200 leases containing approximately 1,364,454 square feet totaling \$17,952,186 in annual lease payments. Since 2013, RED has facilitated over \$69,000,000 in real property acquisitions and development projects on behalf of Regent-controlled entities.

RED currently consists six full-time employees with two assigned to property management of over 500,000 square feet of space office and R&D space, two assigned to leasing and real property transactions, and two assigned to financial/asset management and administration

**Annual Operating Budget in FY19:**

• Administrative Operations	\$798,079
• Assets Under Direct Management	\$8,830,401
• Capital Improvement Projects	\$259,486
• Departmental Debt Service Requirements	<u>\$1,700,517</u>
Totals	\$11,588,483

**II. SIGNIFICANT ACCOMPLISHMENTS**

Long-term ground lease of the former Galles Dealership at the northwest corner of University Boulevard and Lomas Boulevard for UNM Hospitals. This has been a targeted acquisition for the past 15 years and will be used to support growth of our Health Sciences Center.

Completed negotiations for the relocation of the UNMH Patient Financial Services Division from the UNM Science and Technology Park into 40,000 square feet of high density office space in Downtown Albuquerque. This move will allow for the expansion of the Albuquerque Institute for Mathematics and Science at the Science (AIMS) and Technology Park. AIMS is the number one rated charter school in New Mexico.

Completed the acquisition of 1600 University Boulevard NE, a 14,000-square-foot medical office building that will be used to expand the UNMH Eye Clinic.

### **III. FUTURE PLANS**

Providing professional support to Lobo Development and the City of Albuquerque on the potential for creation of a tax increment development district (TIDD) for UNM's South Campus. The TIDD is a public finance vehicle that will allow the district to bond new gross receipts to support publicly owned infrastructure. In addition, the project would boost the economic development potential for land at our South Campus.

Working with ISS team to assist with the land use and relocation of UNM operations which will be impacted by the proposed new hospital.

Initial planning stages of a new research and development building at the UNM Science and Technology Park in collaboration with two major national laboratories and a UNM team comprised on leaders in technology transfer, research, and engineering.

## Appendix L:

# Residence Life & Student Housing

Submitted by:  
Wayne Sullivan, Director  
<https://housing.unm.edu/>

## **Mission and Vision**

### **Mission**

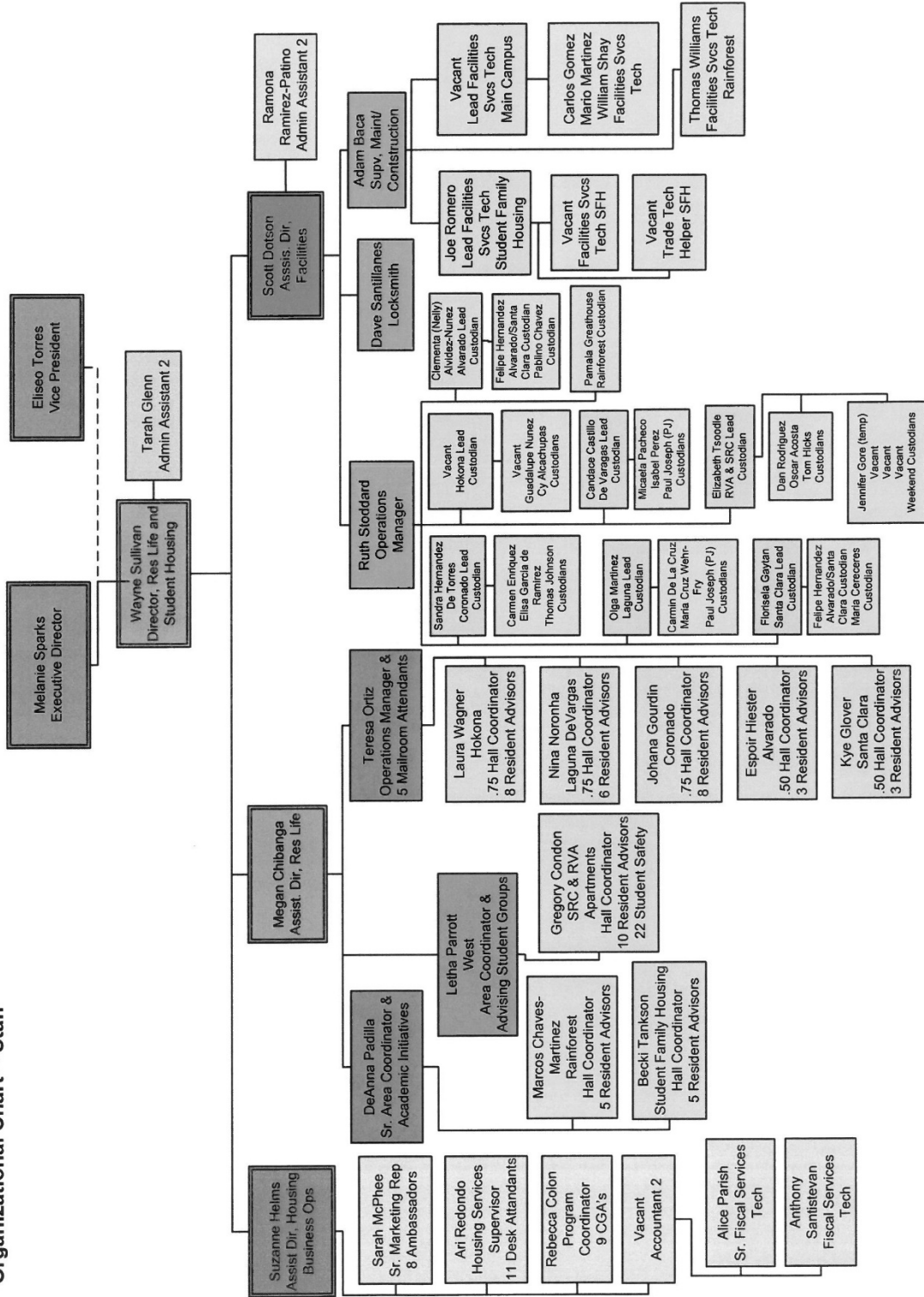
To foster inclusive, community-based living environments consciously designed for our residents' personal growth and academic success in well-maintained facilities.

### **Vision**

To support and develop outstanding UNM students in a residential setting.

### Organizational Chart

**NM RESIDENCE LIFE & STUDENT HOUSING**  
**Organizational Chart – Staff**



10/4/2019

## **I. EXECUTIVE SUMMARY**

UNM Residence Life & Student Housing continues to deliver the positive collegiate residential experience the department envisions for students. In addition, the department focus remains on balancing available resources with facility requirements, partnering with other campus departments whenever possible and planning for future University needs.

Fiscally, with an annual budget of \$11,228,376, the department has been conservative in staffing and expenditures in light of enrollment and occupancy challenges. Expenses were met and the department contributed to the University as well as department plant fund.

## **II. SIGNIFICANT ACCOMPLISHMENTS**

UNM Residence Life and Student Housing was able to provide a positive living experience for 1,989 students on main campus, Lobo Rainforest and Student Family Housing.

The department remained fiscally prudent with a budget of \$11,228,376 and revenue of \$11,586,809. After expenses and debt service, the department contributed \$400,000 to Institutional Support Services and \$806,900 to department plant fund.

With limited funds available from previous capital project transfers, the department was able to initiate fewer projects but did co-fund the replacement of the HVAC distribution lines for Student Family Housing and focus on preparations for the Pet Permitted Living Areas. In addition, the department worked with Planning, Design and Construction to address significant warranty issues for carpet in Alvarado and tile flooring in Coronado. The Coronado Hall elevator installation was completed in the spring of 2019 with work beginning on the installation of disabled access ramps for the lobby in the summer. This marked a significant change in accessibility for a 1957 vintage building.

The Plant fund balance ended the year with \$833,559 with \$658,208 of the balance committed to projects that were underway or had been completed but not paid for yet.

Essence, a new Living Learning Community for the African-American Community was launched in Coronado. The department supported the Navajo Nation Student Housing community for its first full year in Lobo Rainforest. The department successfully administered the University's first Freshman Residency Requirement.

Residence hall occupancy numbers are reflected in the following table:

<b>Fall 2018</b>	<b>1,989</b>
<b>Spring 2019</b>	<b>1,843</b>
<b>Summer 2019</b>	<b>163</b>

The Summer Conference season for the 2018-2019 fiscal year recorded a conference program income of \$308,846. The Summer Conference bed night count for Conferences from July 1 – June 30 totaled 12,330.

The department continued the summer intern program where Residence Life and Student Housing provides summer housing for interns participating in local programs such as Sandia National Labs and the Air Force. Since the fiscal year covers the second half of the Summer 2018 term, and the beginning half of the Summer 2019 term, the statistics for both terms were averaged in order to determine the number of interns. The average number of participants for the summer intern program was 188, with a revenue of \$399,473.

Continuing into 2018-2019, the short-term housing program uses unfilled apartment style space on main campus to house University related visitors. The program housed 328 guests, including 12 groups, for a total of 4,518 bed nights with revenue of \$133,478.20.

The Resident Education efforts were strong with over 1,000 programs implemented by Resident Advisors, Community Associations, Residence Hall Association, and on-campus housing organizations.

**III. FUTURE PLANS**

- Assess Student Family Housing facility and guide a decision process for how to proceed.
- Complete installation of disabled access lifts for Coronado Hall lobby.
- Update Living Learning Offerings for 2020-2021 including possible ROTC Community.
- Successfully launch and asses Pet Permitted Living Area.
- Explore alternative sources of income to balance declining occupancy including interns, University related Short Term Guests, Conferences, and Medical Residents.



# Appendix M:

## **Staff Council**

Submitted by:  
Amy Hawkins, Administrative Officer  
<https://staffcouncil.unm.edu/>

## **Mission and Vision**

### **Mission**

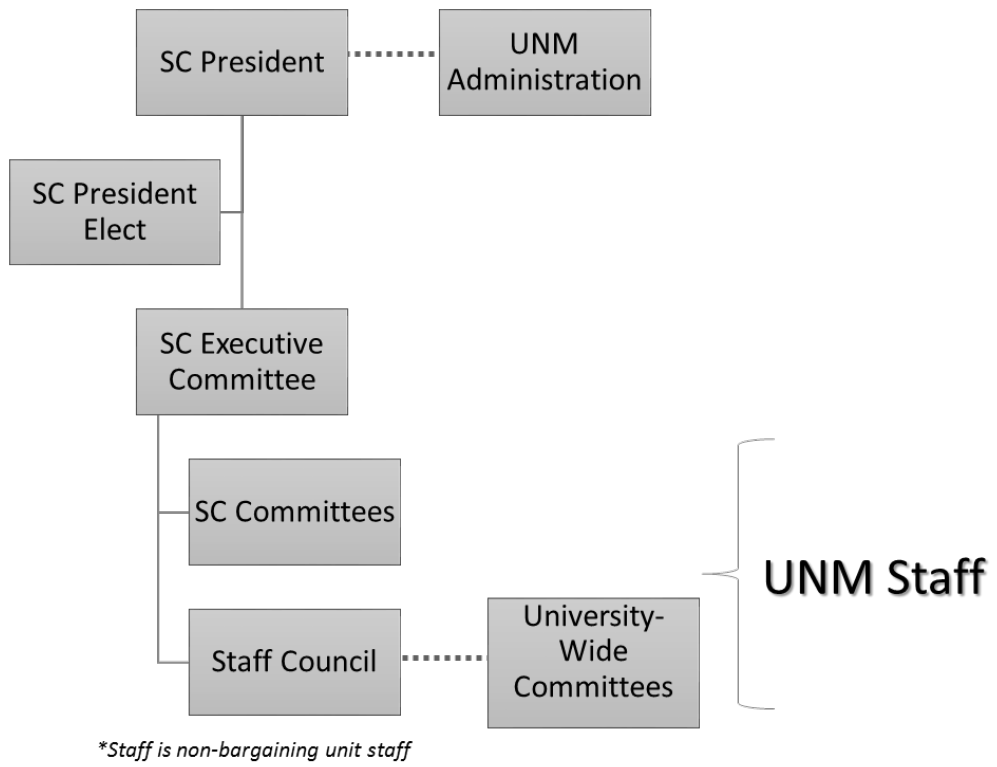
Staff Council nurtures leadership, education, advocacy, diversity and service by:

- Focusing on the development of leadership skills, aptitudes, and behaviors necessary to succeed in lifelong learning and viable career pathways
- Communicating with constituents, faculty, students, and the administration about the promotion of the well-being of every staff member at UNM
- Providing UNM Staff a support structure and forum to address issues of concern
- Providing opportunities for staff to work with people and organizations across the University and in our community

### **Vision**

Improving the working lives of staff at the University of New Mexico.

### Organizational Chart



## I. EXECUTIVE SUMMARY

The UNM Staff Council serves as the voice for staff in shared governance at the University of New Mexico by conveying information and making recommendations to the President and Board of Regents regarding interests and concerns of staff. The Staff Council is organized as a collective voice, which fosters a spirit of unified community and encourages the exchange of ideas and concerns in supporting the mission of The University of New Mexico. Over the past year the University of New Mexico Staff Council has engaged in several campus-wide activities that enable us to represent our constituents and help make effective institutional changes to improve the quality of life for staff. These activities are not limited to but include:

- Increased Staff Engagement and Campus-Wide Partnerships
- Representing constituents through two-way communication of policies, information, etc.
- Serving UNM staff by strengthening the collective UNM staff 'voice'
- Highlighting the many UNM Staff contributions to UNM
- Fostering leadership at UNM and in the community
- Student Government Liaising
- Staff Engagement Events
- Collaborating with UNM stakeholders in efforts aimed at improving UNM Staff well-being

The Staff Council hosts several annual events including: Staff as Students, Homecoming Ice Cream Social (through partnership with UNM Athletics and Alumni), Happy Tails Drive, the Jim Davis Award, Gerald May Awards, the Outstanding Supervisor Awards, the Staff Appreciation Luncheon, and new this year with the partnership of UNM Employee Wellness, the Health and Wellness Fair.

### **Budget Summary**

The Staff Appreciation index received an allocation of \$31,000 and had a carryforward of \$692.15 into FY19 which was listed in the COR for other expenses and will be used for staff appreciation events, annual award programs, and to support growth of new Staff Council initiatives. The Staff Council General Operating index received an allocation of \$73,288 and had a carryforward of \$271.23 into FY19 which was listed in the COR for general operating expenses and will be used for expenses such as office supplies and equipment, or other miscellaneous expenses related to staff appreciation events or annual award programs. The Supervisor's Award Program index was funded with \$3,000 and had a carryforward of \$599.08 into FY19 which was listed in the COR for general operations expenses and will be used for an additional Supervisor Award recipient's cash prize and/or to help offset expenses related to the award reception. The Gerald May

Recognition index is funded with \$10,000 annually and had a carryforward of \$2,595.33 into FY19 which was listed in the COR for other expenses and will be used for an additional Gerald May recipient's cash prize and/or to help offset expenses related to the award reception.

## II. SIGNIFICANT ACCOMPLISHMENTS

- Continued engagement and thoughtful discourse in BLT meetings concerning UNM budget via Staff Council President Gregg
- Engaged in conversations with President Stokes, Provost Holloway, and HR Director Anderson regarding issues that directly relate to and affect staff
- Significant contributions to the implementation of the new Parental Leave Policy via Staff Council Past President Rob Burford in collaboration with Intern Policy Director Bonnie Leigh Reifsteck and HR
- [Adopted Resolutions 2019](#)
  - #1: Support for UNM Legislative Priorities
  - #2: Parental Leave
  - #3: Employment of People with Disabilities
  - #4: Tuition Remission
- Updated and renewed the Outstanding Supervisor Award MOU between Staff Council, Office of the President, Provost and HSC Chancellor to now include the Office of the Senior VP for Finance & Administration
- Additional funding and support for the Outstanding Supervisor Awards through the Office of the Senior VP for Finance & Administration
- Staff Engagement events such as Health & Wellness Fair, Homecoming, and the bi-annual Staff as Students
- Staff Appreciation events such as the Staff Appreciation Week where staff were given a full week of free events including the Luncheon where approximately 2,000 staff were served a free lunch with opportunity to socialize with other staff, take their pictures at the photo booth with Lobo Lucy or President Stokes, and win prizes
- Staff Award programs: [PAWS](#), [Hero Award](#), [Outstanding Supervisor](#), [Gerald W. May](#)

## III. FUTURE PLANS

- Commitment to staff to communicate available resources and learn of workplace issues; while continuing engagement with UNM administration to vocalize those issues and help strategize potential solutions

- Advocacy on behalf of staff at the New Mexico Legislature through the Staff Council Government Relations Committee in collaboration with the UNM Office of Government & Community Relations
- Professional Development/Leadership Development for Staff Councilors with newly defined Staff Council Mentorship Program
- Continued recognition of individual staff and supervisors through our monthly PAWS awards, and our annual Outstanding Supervisor and Gerald W. May Staff award programs
- Advocacy and continued support of staff in pursuit of education through the bi-annual Staff as Students events, in collaboration with Enrollment Management, where staff get priority registration to help accommodate their work schedules and can address any number of class issues with on hand advisors

## Appendix N:

# **Ticketing Services**

Submitted by:  
Leason Cherry, Director  
<https://unmtickets.com>

## **Mission and Vision**

### **Mission**

To continue as a proactive leader in the ticketing industry, provide the highest level of service to our customers, represent the University of New Mexico in the positive manner possible and be the premier ticket source in the Albuquerque area.

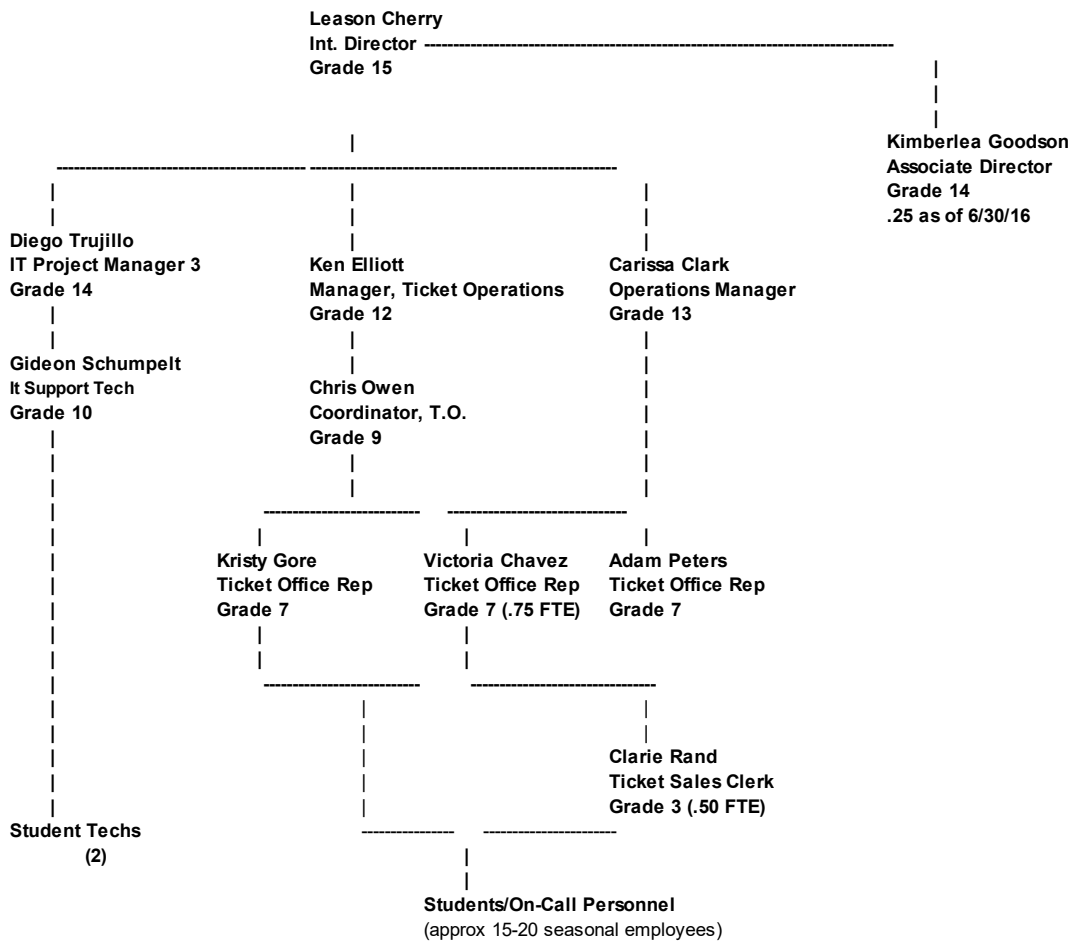
### **Vision**

UNM Ticketing Services strives to be known for: excellence in all facets of customer service, knowledgeable staff, financial stability, friendly and positive attitude, strong leadership, and active campus involvement.



## Organizational Chart

### ORGANIZATIONAL CHART FOR TICKETING SERVICES



## **I. EXECUTIVE SUMMARY**

- Budgetary goals accomplished.
- Service charge revenue surpassed \$700,000.
- Expenses stayed within projections.
- Overall budget balanced for the 21<sup>st</sup> consecutive year.
- See appendix A.

## **II. SIGNIFICANT ACCOMPLISHMENTS**

- Balanced budget.
- Service charge revenue surpassed \$700,000.
- Collaborated with Expo New Mexico on the State Fair for the seventh consecutive year.
- ISS contribution of \$247,000.
- Transitioned away from Athletic Ticketing.
- Secured new office space for a second location in the Science and Tech Park.
- Implemented a new ticketing system in January for both Athletic Ticketing and UNM Ticketing Services.

## **III. FUTURE PLANS**

- Focused training on our new software to understand all features it offers.
- Enroll in the Beta testing program with our new ticketing company.
- Automated verification of faculty/staff and students.
- Hardware upgrade program.
- Work with and implement third party API's to improve functionality.

IV. APPENDIX

UNM Ticketing Services  
June 2019

	Monthly	Monthly	Budget	Prior year	Cumulative	Cumulative	Cumulative	Cumulative	Prior Years	Annual
	Budget	Actual	Variance	Monthly	Budget	Actuals	Variance	Variance%	Cumulative	Budget
				Actuals					Actuals	fy19
<b>Revenues:</b>										
Ticketing Services	\$ 24,803.00	\$ 25,262.23	\$ 459.23	\$ 77,175.20	\$ 817,803.00	\$ 714,048.46	\$ (103,754.54)	-12.7%	\$ 892,350.06	\$ 817,803.00
CFA	\$ 2,452.79	\$ 2,452.68	\$ (0.11)	\$ 2,452.79	\$ 29,432.27	\$ 29,432.16	\$ (0.11)	0.0%	\$ 29,432.27	\$ 29,432.27
Public Events	\$ 13,135.39	\$ 13,135.39	\$ (0.00)	\$ 13,135.39	\$ 157,625.61	\$ 157,625.61	\$ -	0.0%	\$ 157,625.61	\$ 157,625.61
Athletics	\$ 21,102.69	\$ 21,103.13	\$ 0.44	\$ 21,104.15	\$ 253,237.12	\$ 253,237.56	\$ 0.44	0.0%	\$ 253,237.10	\$ 253,237.12
<b>Total Revenues</b>	\$ 61,493.87	\$ 61,953.43	\$ 459.56	\$ 113,867.53	\$ 1,258,098.00	\$ 1,154,343.79	\$ (103,754.21)		\$ 1,332,645.04	\$ 1,258,098.00
									\$ -	\$ -
<b>Expenses:</b>										
Support Staff	\$ 16,005.50	\$ 17,086.05	\$ (1,080.55)	\$ 23,231.80	\$ 192,066.00	\$ 163,917.00	\$ 28,149.00	14.7%	\$ 189,176.04	\$ 192,066.00
Administration	\$ 18,890.25	\$ 19,795.32	\$ (905.07)	\$ 30,047.47	\$ 226,683.00	\$ 237,543.84	\$ (10,860.84)	-4.8%	\$ 302,722.25	\$ 226,683.00
Oncall/Students	\$ 6,200.00	\$ 4,436.18	\$ 1,763.82	\$ 6,444.39	\$ 117,450.00	\$ 110,837.14	\$ 6,612.86	5.6%	\$ 120,558.23	\$ 117,450.00
Payroll Benefits	\$ 17,933.75	\$ 18,351.65	\$ (417.90)	\$ 10,887.29	\$ 187,245.00	\$ 157,721.09	\$ 29,523.91	15.8%	\$ 174,465.36	\$ 187,245.00
Material & service	\$ 2,291.67	\$ 386.94	\$ 1,904.73	\$ 7,796.44	\$ 27,500.00	\$ 22,611.77	\$ 4,888.23	17.8%	\$ 23,971.98	\$ 27,500.00
Hardware	\$ 833.33	\$ -	\$ 833.33	\$ -	\$ 10,000.00	\$ 2,678.08	\$ 7,321.92	73.2%	\$ 347.96	\$ 10,000.00
Software	\$ 500.00	\$ 1,492.01	\$ (992.01)	\$ 340.00	\$ 6,000.00	\$ 3,083.47	\$ 2,916.53	48.6%	\$ 3,002.41	\$ 6,000.00
Fees	\$ 29,290.00	\$ 33.33	\$ 29,256.67	\$ 17,808.33	\$ 113,000.00	\$ 70,844.05	\$ 42,155.95	37.3%	\$ 114,740.26	\$ 113,000.00
Phone	\$ 1,416.67	\$ 3,880.53	\$ (2,463.86)	\$ 1,156.04	\$ 17,000.00	\$ 18,736.68	\$ (1,736.68)	-10.2%	\$ 13,401.45	\$ 17,000.00
Travel	\$ 233.33	\$ -	\$ 233.33	\$ -	\$ 2,800.00	\$ 5,325.20	\$ (2,525.20)	-90.2%	\$ 2,750.86	\$ 2,800.00
Admin Charges	\$ 5,205.83	\$ 5,205.83	\$ 0.00	\$ 5,173.88	\$ 62,470.00	\$ 62,470.00	\$ (0.00)	0.0%	\$ 62,087.00	\$ 62,470.00
GGRT	\$ 1,450.00	\$ 2,177.94	\$ (727.94)	\$ 4,577.02	\$ 48,000.00	\$ 34,796.08	\$ 13,203.92	27.5%	\$ 43,521.17	\$ 48,000.00
Rent	\$ -	\$ 1,172.50	\$ (1,172.50)	\$ -	\$ -	\$ 1,172.50	\$ -	0.0%	\$ -	\$ -
Foundation Surcharge	\$ 413.92	\$ 445.44	\$ (31.52)	\$ 489.44	\$ 4,967.00	\$ 3,972.50	\$ 994.50	20.0%	\$ 4,732.35	\$ 4,967.00
Banking fees	\$ -	\$ 22,395.87	\$ (22,395.87)	\$ -	\$ -	\$ (1,280.47)	\$ 1,280.47	0.0%	\$ -	\$ -
Contingency	\$ 20,000.00	\$ -	\$ 20,000.00	\$ -	\$ 240,000.00	\$ -	\$ 240,000.00	100.0%	\$ -	\$ 240,000.00
Banner Tax	\$ 243.08	\$ 281.89	\$ (38.81)	\$ 271.01	\$ 2,917.00	\$ 1,219.99	\$ 1,697.01	58.2%	\$ 1,582.16	\$ 2,917.00
<b>Total Expenses</b>	\$ 120,907.33	\$ 97,141.48	\$ 23,765.85	\$ 108,223.11	\$ 1,258,098.00	\$ 895,648.92	\$ 363,621.58		\$ 1,057,059.48	\$ 1,258,098.00
<b>Profit(Loss)</b>	\$ (59,413.46)	\$ (35,188.05)	\$ (94,601.51)	\$ 5,644.42	\$ -	\$ 258,694.87	\$ 258,694.87		\$ 275,585.56	\$ -
<b>Transfers:</b>										
ISS		\$ (147,000.00)				\$ (247,000.00)			\$ (275,000.00)	
Plant fund									\$ -	
<b>Net Profit</b>		\$ (182,188.05)				\$ 11,694.87			\$ 585.56	
Reserve Balance	\$ 161,859.22									
Plant Fund	\$ 48,430.99									



OFFICE OF THE  
SENIOR VICE PRESIDENT FOR  
FINANCE & ADMINISTRATION

FY 2018-2019 Annual Report

# **Planning, Budget, & Analysis**

Submitted by:

Norma Allen, Director

<https://budgetoffice.unm.edu/>

**Mission and Vision**

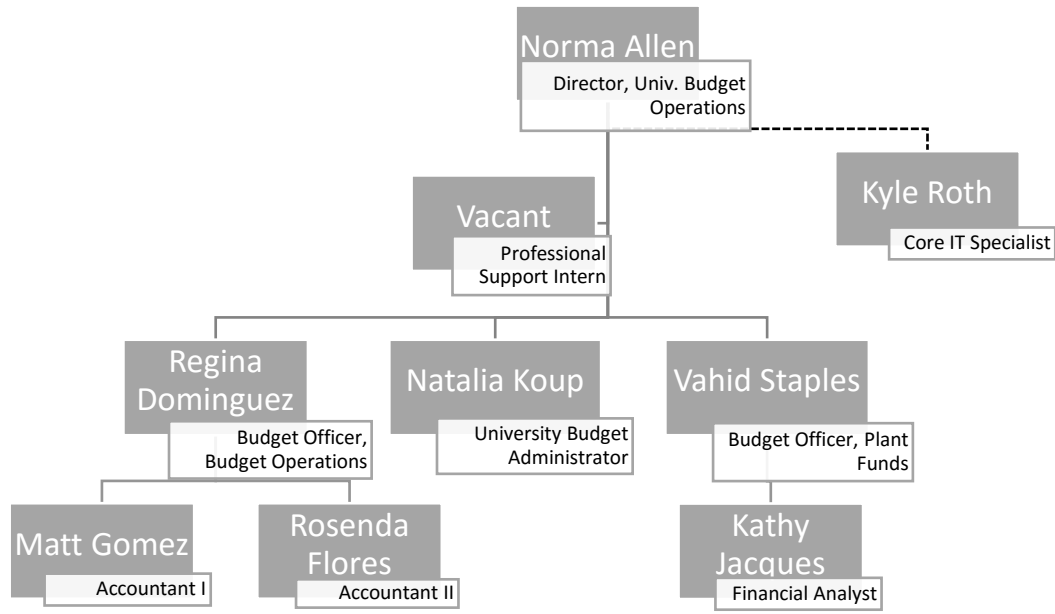
**Mission**

The mission of the Office of Planning, Budget and Analysis is to effectively plan and manage UNM's fiscal resources in support of the University's mission of teaching, research, patient care and community service.

**Vision**

The office works with UNM's academic and administrative departments to ensure accurate, efficient and successful budget planning, implementation and reporting practices across all campuses. The office works with central administration and departments by identifying, projecting, allocating and managing resources available for operating and capital expenditures and works with state and local governments to ensure the effective management and use of appropriated resources to meet the stated goals of affordability and access for all New Mexicans.

### Organizational Chart



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<b>III.</b>	<b>FUTURE PLANS</b>	<b>7</b>

## **I. EXECUTIVE SUMMARY**

Along with the day to day operations of the Office of Planning, Budget, & Analysis (OPBA), the office leads several University-wide initiatives. Most notably, the Budget Leadership Team (BLT). The Budget Leadership Team was formed to create a broader voice in the University's budget development process. Additionally, the BLT is charged with making the budget recommendations to the President of the University, who in turn makes recommendations to the Board of Regents. Also, OPBA works with the Student Fee Review Board and helps provide guidance and direction regarding the development of mandatory student fee rate recommendations and student fee recipient allocations.

During FY 19, there was a 7.17% enrollment decline which resulted in a revenue shortfall of \$9.7 million or 5.7%. The original budget did include an adjustment for an enrollment fluctuation but not at the level incurred. In an effort to honor the University's commitment to protect the institution's instructional mission and student services as well as keep from having major disruptions to departmental budgets, a majority of the shortfall was covered by one-time funding and other pooled revenue sources.

In response to the continued pressure to minimize administrative support costs and meet budget reductions, the office began planning during the last part of FY 15 to reduce its workforce. The ability to absorb this reduction in workforce was driven largely by the automation and standardization of annual reporting functions to the State of New Mexico and Executive Management as well as implementing process improvements. The budget for OPBA at the beginning of fiscal year 2019 was \$723,959. Since FY 16, the budget for OPBA has been reduced by approximately 18% which includes the elimination of 3.5 FTE's.

Looking forward, the Office of Planning, Budget and Analysis, in conjunction with Academic Affairs, Senior Vice President for Administration, Financial Services, Health Sciences Center, Branch and University component units, will help lead efforts to implement a multi-year financial plan for UNM. An important aspect of this effort will be the possibility of implementing a new budget model that incentivizes main campus departments as well as identifying administrative efficiencies AND efficiencies within schools and colleges that streamline instruction and administrative policies and procedures.

In addition to the items mentioned above, investment returns will continually be evaluated in an effort to bolster investment income and the bond portfolio will be re-evaluated to determine if further savings can be achieved by refunding current



outstanding bond issues or by other means related to the Standby Bond Purchase Agreement and Liquidity Providers.

## **II. SIGNIFICANT ACCOMPLISHMENTS**

### **Accomplishments – FY 18-19**

- Operations and Plant Funds Reporting and Budget Review
  - Per state statute, the Main Campus Operating and Plant Fund Report of Actuals for FY19, Revised Budget for FY19 and New Year Budget for FY20 were submitted to the NM Higher Ed Department according to established deadlines. To meet these annual reporting requirements, OPBA collaborates with departments to make sure budgets and projections are as accurate as possible. Staff from OPBA worked with Health Science Center and the Branch Campuses to pull together and ensure consistency on all submitted plant information.
    - We have 3 budgeting systems:
      - Budget Planner
      - Projections
      - Categorization of Reserves
    - We provided on-going training to end-users who utilize these systems, reviewed and reported the data entered into these systems, and conducted mid-year budget reviews and projections with SVP departments.
    - We reviewed and compiled the Categorization of Reserves (CARs) for all Main and Branch unrestricted and plant funds. Previously, the Categorization of Reserves process was only applicable to unrestricted funds.
    - We reviewed on a daily basis budget revisions submitted through the approval queue and completed analyses.
  - Published data integrity queries for monitoring unrestricted funds
  - Automated consolidated revenue schedule for OPBA website
  - Updated HSC tuition reimbursement report to clearly detail tuition premiums
  - Created tuition distribution report detailing tuition by college/department/program
  - Created international programs tuition share report
  - Updated the managed online tuition report per Provost's Office request
  - Automated Categorization of Reserves Reports
- Investment Support
  - Successfully integrated and transferred the operating investment portfolio from McDonnell Investment Management to Loomis Sayles & Company. They are

both affiliates of Natixis Investment Managers. Natixis transferred ownership of McDonnell to Loomis Sayles to synergize operations.

- Successfully oversaw and tracked the Guaranteed Investment Contract (GIC) income for the proceeds of the 2016 and 2017 Bonds. The GIC will earn interest that can be used for the University's capital needs in the future, when the contracts end.

### **III. FUTURE PLANS**

- Implementation of a Multi-Year Financial Plan for UNM
- Development of a budget to actual monitoring report for the Senior Vice President of Administration as well as the continued automation of budget reports such as: Budget to Actual Comparison schedule, HED restricted budgets and actuals, HED 1A schedule, and HED plant fund reports
- Work with Academic Affairs and Administration on the possibility of implementing a new budget model for Main Campus
- Analyze potential refunding opportunity for the Series 2012 outstanding bonds based on current market conditions
- Continue review of CD laddering approach for UNM Bond Renewal and Replacement funds as well as STC Building Renewal and Replacement reserves. The Certificates revolve and as new ones mature, we evaluate for new CDs that are in terms of appropriate time horizon and best yield. Review investment portfolio to try and identify any potential areas where increases in interest yield can be attained within the Investment Policy parameters
- Work with Capital Planning Leadership Team to ensure the 5-year plan for the University is current and reflects the priorities of the University. Continue working with the Planning, Design and Construction Department to ensure ongoing cost effectiveness of the capital projects associated with remaining UNM bond issue proceeds and state capital appropriations.



OFFICE OF THE  
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FINANCE & ADMINISTRATION

FY 2018-2019 Annual Report

## **Police Department**

Submitted by:  
Kevin McCabe, Chief of Police  
<https://police.unm.edu/>

**Mission and Vision**

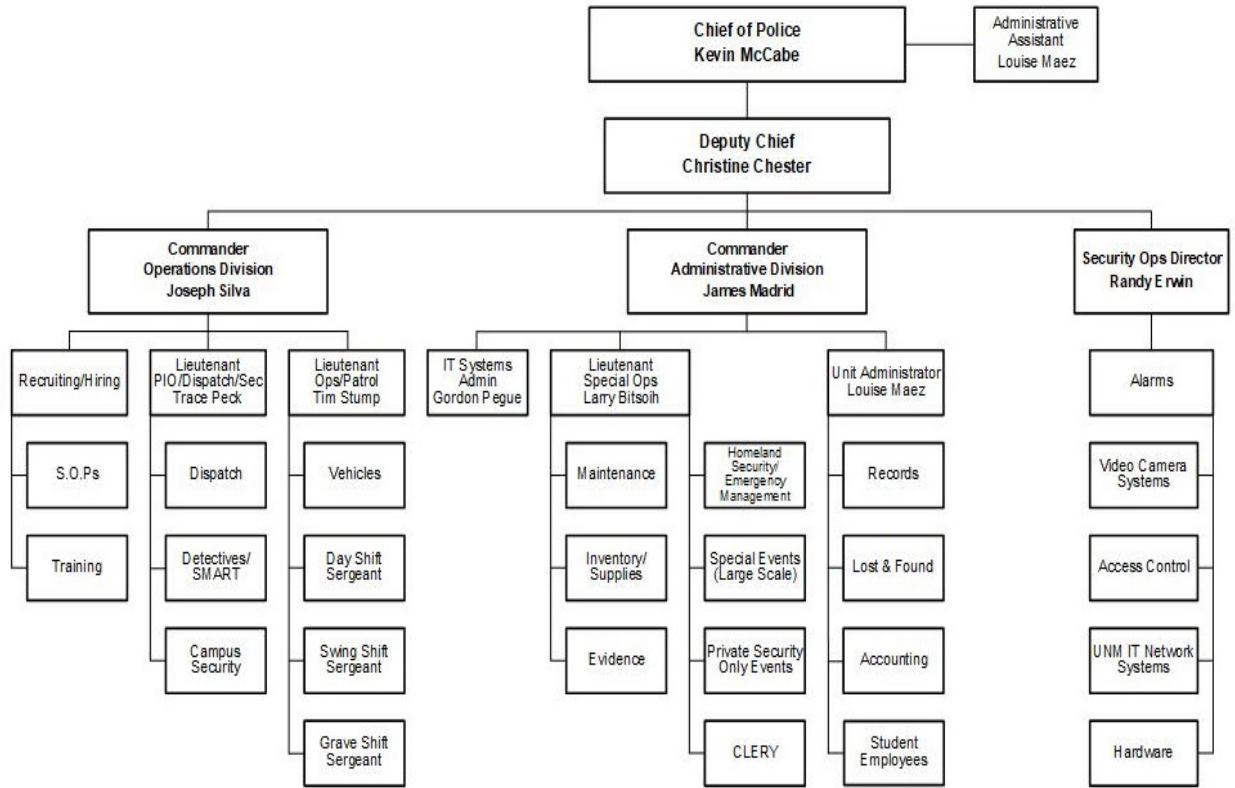
**Mission**

To provide the University of New Mexico with exceptional police services for the preservation of human rights and the protection of people and property. These services will be provided with an emphasis on proactive measures, minimizing the need for reactive responses. We will strive for a positive interaction with outside agencies and maintain a strong, cooperative relationship with the community by respecting differences and fostering a better understanding

**Vision**

To provide the highest level of service and protection to our campus through the highest professional ethics, performance and personal commitment to ensure a safe place for the campus community to learn, work and grow together

### Organizational Chart



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## **I. EXECUTIVE SUMMARY**

The University of New Mexico Police Department (UNMPD) has an operating budget of \$3,528,227.00. Labor expense accounts for 90% or more of the total operating funds for UNMPD. Overtime expended in FY19 was \$66,554. Late in FY19 we saw a budget adjustment of \$211,602.00 to fund 6 new law enforcement positions. The most significant issue the Department faced during the fiscal period of FY2017/2018 was safety and security concerns on campus. President Stokes has made it one her top priorities and has effectively communicated this to the campus community. In an effort to support her initiative the Department has taken the following steps to positively impact safety and security on campus:

- The Hiring of 6 new officers to boost sworn officers to 46 officers. The additional officers will increase officer's presence on campus and allow us to dedicate officers to bike patrol. We also hired two additional security officers full-time, who assist in opening /closing of buildings, escorts and physical presence on campus.
- The creation of STOMP (Safety Topic of the Month Page). This page is found on the Department's webpage and each month provides tips on safety and situational awareness.
- Hiring of a UNM Student to assist in communicating on 2 Social Media platforms, Instagram and Twitter, to communicate with the campus community.
- Community policing in the Resident Hall. Officers from all 3 patrol shifts meet with the Resident Assistants (RA's) to educate each other on resources available to students and learn what issues and concerns of those residing in student housing.
- Creation of Security Operations Director necessary to take a unified and coordinated approach to creating a safer and secure campus through utilization of CEPTED (Crime Prevention through Environmental Design), video cameras and door access control.
- Securing funding from New Mexico State Legislator and the University Budget Leadership Team for the purposes of purchasing and installing video cameras and additional lighting on campus.
- Participating in Metro Auto Theft Task force consisting of NM State Police, APD and BCSO. Coordinated with APD to utilize "bait cars" around campus parking lots. Efforts saw a reduction in auto thefts on campus from 115 in FY18 to 53 in FY19.

All the efforts identified above have increased the police department presence on campus but more work is needed. Larceny still remains a concern, with the ongoing thefts of bicycles and personal property left unattended. The installation of cameras during in academic years 2018-19 should provide more effective investigative ability and have a

greater impact into reducing these types of crimes. In FY18-19 the department responded to 21,598 calls for service which is virtually the same for FY17-18.

## **II. SIGNIFICANT ACCOMPLISHMENTS**

- Increase of 6 more Officers, 2 Security Officers
- Formation of Bike Patrol Unit
- Creation of Security Operations Director (Police Department takes ownership of video surveillance/door access control)
- Securing of 3 million dollars for the installation of 239 video cameras in campus parking lots.
- Archiving of police reports into digital format (one-time funding from HSC)
- Creation of STOMP (Safety Topic of the Month Page)
- Hiring of student to interface with students through social media on Twitter and Instagram.
- The purchase and training of officers in use of 40 MM Less Lethal Firearm/ Rubber Bullet Alternative (Provides officers with another less than lethal option when dealing with a dangerous subject)
- Responded to 21, 598 calls for service, 1 citizen complaint filed and 15 letters of commendation, 11 of which were generated from citizens who had positive encounters with officers.

## **III. FUTURE PLANS**

- Expansion of bike unit. The hiring of additional officers at the end of FY19 will allow more officers to directed patrol on bikes.
- Coordinate with the UNM Security Task to installation of approximately 235 video surveillance cameras in 39 university parking lots. The cameras will allow a proactive approach to dealing with auto theft and auto burglary problems impacting the campus community.
- Continued participation in the Campus Safety Council to coordinate and effectively communicate to the campus community the ongoing efforts to make campus safer and secure and to solicit their input.
- Identify a new facility for the police department that fits the growing needs and expansion of the department. The new building should be located in a place on campus that makes the department more visible and approachable to all who seek assistance from police.





OFFICE OF THE  
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FY 2018-2019 Annual Report

## **Safety & Risk Services**

Submitted by:  
Carla P. Domenici, Director  
<https://srs.unm.edu/>

## **Mission and Vision**

### **Mission**

The Department of Safety & Risk Services supports the University's core mission by advancing the safety and health of the University community through risk management best practices, education, consultation and collaboration.

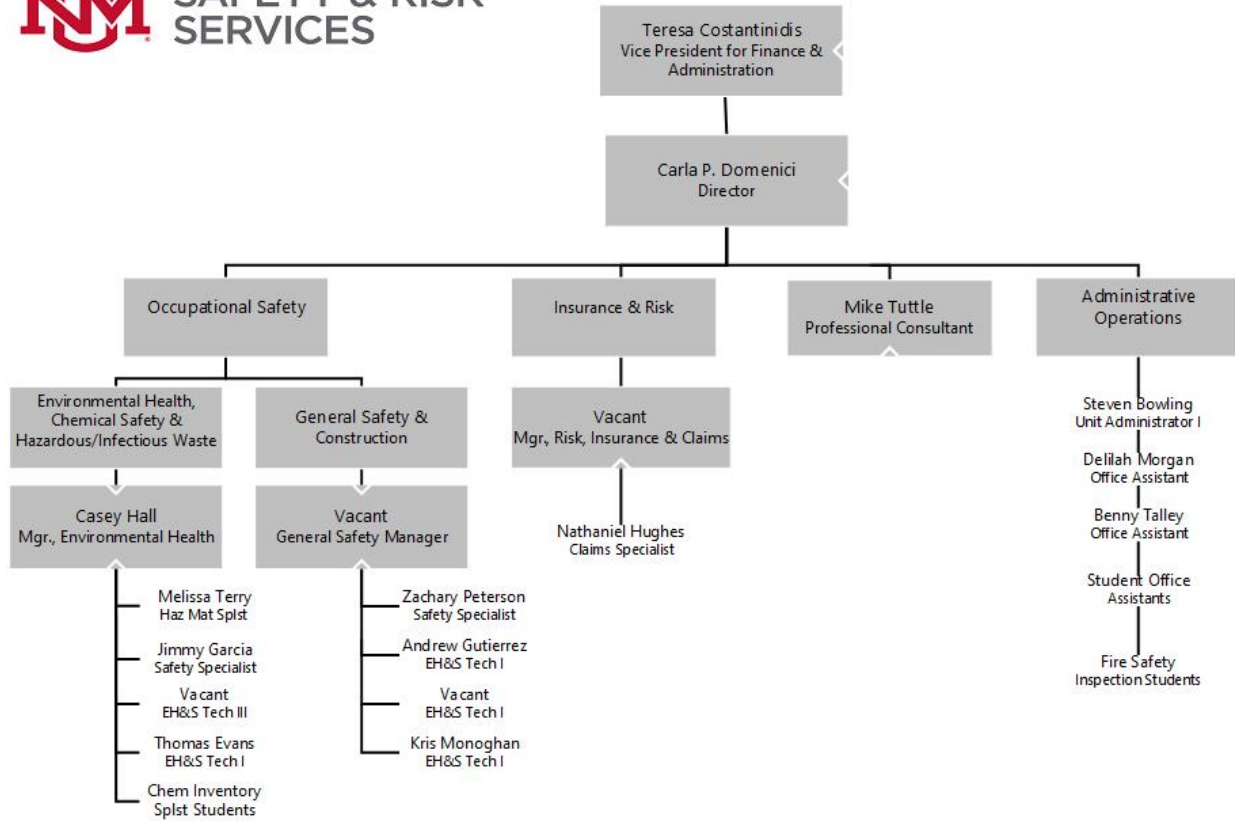
### **Vision**

To become the premier occupational safety & risk management department and organizational model of superior quality and service in the eyes of our customers, stakeholders, and campus community.

### Organizational Chart



**SAFETY & RISK SERVICES**



10/10/2019

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## **I. EXECUTIVE SUMMARY**

Welcome to the 2018-2019 Safety and Risk Services Department (SRS) Annual Report. This report would not be possible without the dedication to excellence and collaboration the staff strives for daily. As a team, we take great pride in our accomplishments and in contributing to the UNM community's health and safety. SRS continues to generate a culture that is both performance-oriented and customer-focused. As a service organization, SRS values communication, collaboration and customer service.

SRS provides guidance, services and recommended plans that enable UNM to effectively execute its mission safely and with environmental excellence. SRS works in the best interest of UNM to provide collaborative institutional oversight while enabling local control and solutions to risk management, safety, health, environmental, emergency management, and business continuity issues. SRS provides regulatory training, inspections, reporting of regulatory and permit-required data on behalf of UNM, regulatory representation and assistance and the promotion of a strong culture of safety and compliance. SRS hopes this report gives you a look into the many programs SRS offers.

In Fiscal Year 2019, SRS received \$585,000 in BR&R funding. This funding was primarily used for fire suppression system testing and maintenance, fire alarm testing, air quality testing and asbestos testing and abatement. SRS continued to support the Sandoval Regional Medical Center, the Cancer Center and the University of New Mexico Hospital, per memorandum of understanding, by providing risk management, loss prevention and claims handling services. These MOU's along with and I&G allocation from Main Campus and HSC provided SRS with a budget of \$1.5 million dollars.

## **II. SIGNIFICANT ACCOMPLISHMENTS**

### **Occupational Safety**

- 18 Machine Shop Inspections
- 301 Building Inspections
- 20 Laser Inspections
- SRS began a program of providing monthly safety refresher classes to each FM area.

### **Environmental Health**

- SRS submitted and received approval for four new emergency generators on main campus, in compliance with UNM's Title V permit.
- SRS completed biannual air quality inspections by the City of Albuquerque Environmental Health Department as required by the Title V Permit.

- UNM, as part of the Compliance Monitoring Cooperative, finished stormwater sampling required pursuant to the watershed based MS4 permit.
- UNM, as part of the CMC, will continue to sample stormwater annually assessing the overall effect of the Albuquerque Metro Area on Rio Grande water Quality.
- Completed Illicit Discharge and Pollution Prevention inspections for all known sources on UNM campus.
- UNM continued to operate under a voluntary pollution prevention (P2) program with the Albuquerque Bernalillo County Water Utility Authority (ABCWUA).

### **Chemical Safety**

- SRS continued to staff the main campus Chemical and Laboratory Safety Committee and the HSC Chemical Safety Committee.
- 625 Laboratory Inspections were performed in FY19.
- 20 Laser Inspections were performed in FY19.
- SRS continued to conduct chemical fume and biosafety cabinet testing and certification, through third party vendors.
- SRS maintains a chemical spill response team and has an on-call vendor to provide spill response services for large spills.

### **Hazardous and Infectious Waste**

- SRS disposed of 54,543.5 pounds of hazardous waste from teaching, research, and building maintenance activities keeping UNM in compliance with applicable hazardous waste regulations.
- Weekly infectious waste pick-up by a third party vendor continued.
- SRS staff completed refreshers and initial certification training in the areas of RCRA, DOT and HAZWOPER.
- SRS provided ongoing training to all research centers, departments and administrative units who generate waste to avoid future fines.

### **Construction Safety**

- SRS participated in construction meetings across campus including stormwater inspections, asbestos abatement, and plan reviews. Furthermore, SRS serves in an advisory capacity on topics including construction safety, fire safety, chemical safety, and environmental compliance for remodel and construction projects.
- SRS staff serve as the liaisons for the New Mexico State Fire Marshal's Office and with other regulatory agencies such as Construction Industries Division.
- SRS staff completed a review and revision of the construction safety manual
- UNM's first silica dust exposure control plan was created, approved, and disseminated to the campus community protecting the health of UNM employee's exposed to silica dust.

### **Fire Safety**

- Used student Fire Safety Specialists and SRS staff to support the Fire Bug Extinguisher Inspections Program.
- Inspected and maintained campus wide fire suppression systems.
- Inspected campus wide fire alarm systems.
- Staffed Fire Safety Capital Committee Meetings.
- SRS worked with the New Mexico State Fire Marshal to inspect buildings and follow up on deficiencies.
- SRS worked with the staff at the Hibben Center to update fire systems.
- SRS worked with FM to replace the fire suppression system at the Maxwell Museum.
- SRS worked with FM to upgrade the fire alarm system at Bratton Hall.
- SRS assisted FM to inspect and repair it fire hydrants

### **Loss Prevention and Control**

- Held Quarterly Loss Prevention and Control Committee meetings.
- Held Quarterly Loss Prevention and Control Safety Committee meetings.
- Updated the Loss Prevention and Control Plans.
- Submitted the Annual Survey.
- Completed risk assessment for the UNM Taproom.

### **Claims and Insurance**

- SRS secured payment on a claim for the EECE Roof in the amount of \$189,352.99
- SRS worked with RMD to obtain reimbursement for an MRI machine at SRMC despite late notice.
- SRS handled the hail claim that affected UNM and UNMH vehicles and buildings.
- SRS worked with UNMH to handle the Hope Bradbury loss.

### **Property & Casualty**

- SRS tendered 77 Property & Casualty Claims for UNM.
- SRS tendered 15 Property & Casualty Claims for UNMH.
- SRS tendered 1 Property & Casualty Claim for SRMC.
- SRS tendered 1 Property & Casualty Claim for Taos.
- SRS tendered 1 Property & Casualty Claim for Sevilleta.

### **Workers' Compensation:**

- SRS handled the following Workers' Compensation Claims
  - Record Only: 59
  - Medical: 198

- Lost Time: 26
- Needlestick: 53
- Workers' Compensation Claims originated from the following areas:
  - UNM: 162
  - UNMH: 2
  - HSC: 155
  - UNM MG: 11

### **Administration**

- Replaced perimeter fencing to increase safety and security for SRS and Radiation Safety.
- Remodeled Building One to create a more comfortable and collaborative work space for staff.
- Purchased and began implementation of EH&S Software.
- Upgraded the Fire Bug Software.
- Hired a Unit Administrator I.

### **III. FUTURE PLANS**

- Renovate and remodel the SRS Training Center to provide a better environment for training campus-wide.
- Implement flex schedules for staff to allow for educational opportunities and allow for work/life balance.
- Evaluate insurance coverage for UNM Research Park Act Corporations.
- Update the membership of the Chemical and Laboratory Safety Committee.
- Update the Chemical Hygiene Officer Assignments.
- Fully implement EH&S Software.



