



INSTITUTIONAL
SUPPORT
SERVICES

INFORMATION GUIDE

FY19-FY20

WELCOME TO

As the head of the VP Office for Institutional Support Services, I am pleased to provide you with information about the services and programs we provide at The University of New Mexico (UNM). Institutional Support Services (ISS) plays a vital role on campus by providing seamless services to students, faculty, staff, visitors, and patrons.

It takes more than just great professors and dedicated learners to graduate thousands of students from college every year. Students need classrooms and appropriate facilities, places to park their vehicle, housing, food, course materials, study spaces, entertainment and even electricity and water.

ISS is the University division devoted to providing the infrastructure and services necessary to attract students to campus and support them as they journey through their education, all the way through to graduation day. As a service-oriented division, ISS finds the best solutions for the campus community and provides options in housing, transportation, entertainment, campus planning, facilities management and much more. We encourage our staff to take pride in their work and be committed to providing exceptional customer service. Each ISS department aims to utilize the newest technologies and best practices in their industries to enhance the customer experience. From finding alternative transportation options to selecting a great live show, ISS departments exist to provide solutions.

Using our services also keeps money on campus. A portion from our revenue generating operations helps support the academic and student mission. Our annual contribution towards this mission is \$1.75 million, and a large portion of this comes from revenue generated by our business enterprises.

Our ISS motto is 'Everything can be improved.' Working together as a community, we continue to find ways to support the success of our students, faculty and staff while serving as the University *for* New Mexico.

Feel free to stop in and visit our office in Scholes Hall to say hello or share any feedback and questions you may have.

Chris Vallejos,
Associate Vice President, UNM ISS



INSTITUTIONAL
SUPPORT
SERVICES

WE ARE A DIVISION OF **BUSINESS, FACILITIES, AND
REAL ESTATE PROFESSIONALS** WHO **PROVIDE A
VARIETY OF SERVICES** TO UNM STUDENTS, STAFF,
FACULTY, VISITORS, AND PATRONS. WE ARE PART
OF THE **ADMINISTRATIVE BRANCH** OF UNM,
REPORTING TO THE OFFICE OF THE SENIOR VICE
PRESIDENT FOR FINANCE & ADMINISTRATION.



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UNM REGENT-OWNED 501(C)(3)S

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NOT WHAT YOU EXPECT.

WHAT WE DO: INSTITUTIONAL SUPPORT SERVICES (ISS) IS A UNM ADMINISTRATIVE DIVISION THAT HAS A DIRECT IMPACT ON STUDENT SUCCESS. THE ENTIRE CAMPUS COMMUNITY RELIES ON A VARIETY OF ISS DEPARTMENTS TO PROVIDE A BEAUTIFUL, FUNCTIONAL, AND CULTURALLY RICH ENVIRONMENT FOR LEARNING, RESEARCH, AND COLLABORATION. FROM COURSE MATERIALS AND SUPPLIES TO CLEAN, EFFICIENT CAMPUS FACILITIES, ALL ISS DEPARTMENTS EXIST TO SUPPORT THE UNM MISSION AND VISION.

UNLESS YOU EXPECT EVERYTHING.



15 SERVICE ORIENTED
DEPARTMENTS



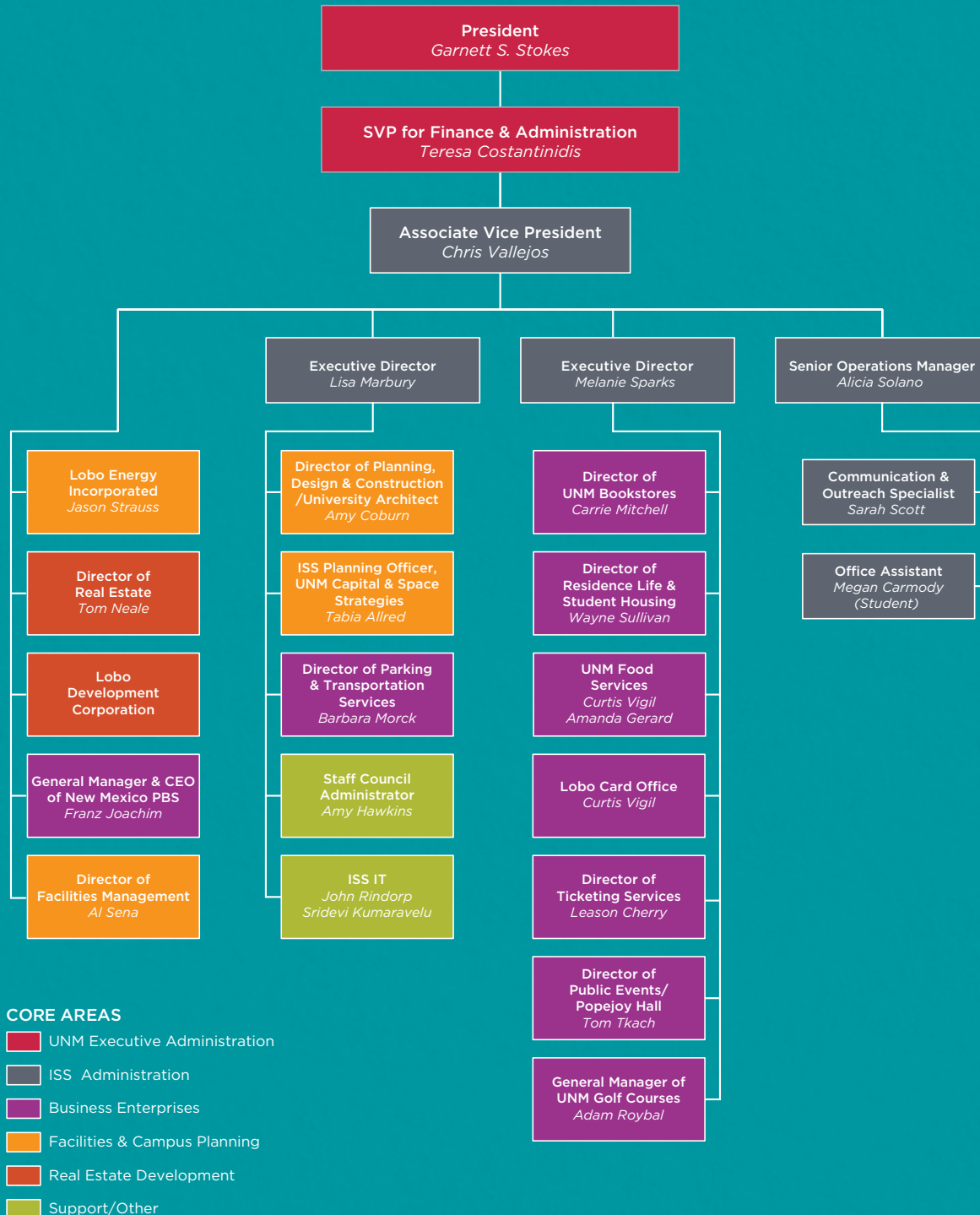
ISS EMPLOYS
APPROXIMATELY
700 EMPLOYEES.



RISKS.

- **FINANCIAL** - Shifting business models and enrollment challenges.
- **HUMAN RESOURCES** - Hiring and retention challenges resulting from labor shortages. Succession planning challenges.
- **SAFETY/SECURITY** - Of students, faculty, staff and visitors on campus because we house, feed, transport and host them every day.
- **AGING INFRASTRUCTURE** - Of the facilities used to support the Academic, Administrative, Research and Student Missions. We need more resources to execute these unattractive projects to support all the new square footage added.

ORGANIZATIONAL STRUCTURE



WHO WE ARE

ISS ADMINISTRATION

BUSINESS FOCUS AREAS



CHRIS VALLEJOS

ASSOCIATE VICE PRESIDENT

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With over three decades of experience in higher education administration, Chris serves as Associate VP of ISS. He oversees 16 divisions—including Auxiliary Enterprises, Real Estate & Commercial Development, and Facilities & Utilities Management — with approximately 700 full time employees and an annual budget of \$175M.

BUSINESS FOCUS AREAS:

- UNM REAL ESTATE
- LOBO DEVELOPMENT
- NEW MEXICO PBS
- UNM FACILITIES MANAGEMENT
- LOBO ENERGY



LISA MARBURY

EXECUTIVE DIRECTOR

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Lisa has been with The University of New Mexico since 2003. In her tenure at UNM she has coordinated organization-wide strategic, fiscal, and budgetary planning and policy/procedure development. In addition to having indirect oversight of the UNM Facilities Management Department, Lisa oversees directional outcomes for several UNM departments, including:

BUSINESS FOCUS AREAS:

- UNM PLANNING, DESIGN & CONSTRUCTION
- UNM CAPITAL & SPACE STRATEGIES
- PARKING & TRANSPORTATION SERVICES
- STAFF COUNCIL ADMINISTRATION
- ISS IT



MELANIE SPARKS

EXECUTIVE DIRECTOR

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Melanie has worked for The University of New Mexico since 1999. In her current position as Executive Director for Institutional Support Services she provides executive leadership to several auxiliary units including:

BUSINESS FOCUS AREAS:

- UNM BOOKSTORES
- UNM FOOD SERVICES
- UNM GOLF COURSES
- UNM LOBO CARD OFFICE
- UNM PUBLIC EVENTS/POPEJOY HALL
- UNM RESIDENCE LIFE & STUDENT HOUSING
- UNM TICKETING SERVICES



ISS MISSION

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 service, sustainability efforts and the creation of unique experiences, while supporting the University's core mission.



ISS VISION

Institutional Support Services (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.



ALICIA SOLANO

SENIOR OPERATIONS MANAGER

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Alicia is responsible for external and internal customer support and office management. Her areas of responsibility include: budget development, initiating financial transactions, creation and implementation of special projects and initiatives, and human resources management. As the HR Agent for ISS, Alicia serves as the primary representative and liaison to the Division of Human Resources on strategic HR matters. She provides additional support to ISS departments for personnel transactions, performance management, and organizational development.



SARAH SCOTT

COMMUNICATION & OUTREACH SPEC.

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In her role at ISS, Sarah serves as the point-of-contact for all media inquiries within ISS. Sarah also provides support and guidance on a wide variety of communication & marketing activities such as editing and composing press releases, social media management, website administration, graphic design, and strategic marketing and communications. She also serves as the Logo Liaison for ISS, ensuring that department logos are used in compliance with University identity standards.



PUBLIC TELEVISION STATION.

New Mexico PBS is a full service public television station co-licensed to the University of New Mexico and Albuquerque Public Schools. Located at 1130 University Blvd NE, it serves the people of New Mexico by providing engaging local and national content, in-depth news and public affairs, digital media, education and outreach services, lifelong learning, an interactive website, and a celebration of arts and culture. For more than 60 years, New Mexico PBS has been a leader in public television with a history of innovative services connecting the people of New Mexico.



FRANZ JOACHIM

GENERAL MANAGER & CEO

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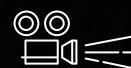
fjoachim@nmpbs.org

As General Manager and CEO of KNME/NMPBS, Franz Joachim is directly responsible for the overall operation of the PBS television station that serves central and northern New Mexico. He has been involved in television production for over 40 years.



NEW MEXICO
PBS

newmexicopbs.org



700,000 HOUSEHOLDS

New Mexico PBS is one of the most watched public television stations in the country.



22,000 MEMBERS STATEWIDE

Our broad reach on-air, online and on the ground comprise an extensive educational and community service organization in NM.

TOP TELEVISION PROGRAMS

- New Mexico in Focus: Weekly news and public affairs on Friday nights at 7 p.m.
- iColores!: Arts and culture weekly show, Saturdays at 4 p.m.
- Masterpiece Theatre
- NOVA
- Nature
- PBS Newshour
- Antiques Roadshow

66 COMMUNITY OUTREACH EVENTS IN 2018

- Science Café's
- Early childhood workshops
- Community screening events

2018-2019 ACCOMPLISHMENTS

- Produced Majesty of Music and Math performance program focusing on using music to illustrate mathematical concepts, also adapted into learning media for classroom use
- Produced the Our Land series focusing on local impacts and adaptations to Climate Change
- Produced Mayoral, Gubernatorial, and US Congressional debates
- Led the nationwide implementation of fiber and cloud-based content delivery for the PBS system
- New Mexico PBS station KNME marked 60 years on the air

CURRENT & FUTURE PROJECTS

- Indigi-Genius: a digital series celebrating the technical innovation of indigenous communities
- Continued expansion of our student-centric coverage of the NM Legislative session
- Women of distinction: a partnership with Santa Fe Pro Musica highlighting women composers and conductors of classical music
- Exploring new FCC television format NextGen TV (ATSC 3.0) and its impact on department operations

NEW MEXICO PBS



\$8,200,000

**ANNUAL
BUDGET**



46

EMPLOYEES



12 STUDENT
EMPLOYEES



40% OF NM
HOUSEHOLDS
**AVERAGE
VIEWERSHIP**



22,000

MEMBERS*

*APPROXIMATE COUNT IN 2018



\$4,000,000

**TOTAL DONATIONS
BY MEMBERSHIP
IN 2018**



MISSION.

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



RISKS.

➤ **TECHNOLOGICAL EVOLUTION:** Our technical evolution is rapid and expensive.

MITIGATION STRATEGIES: It is not by accident that our mission statement includes being available to the viewer anywhere and anytime. We need to reach whatever device the viewer has wherever they are located at anytime of the day or night. This means we have to provide the same product in a multiplicity of formats.

➤ **AGING VIEWERSHIP:** Linear vs. non-linear viewing, options for where and how content is consumed are in a revolution. Our base of support is a population that is aging out and how they consume media is very different from the next generation of potential donors.

MITIGATION STRATEGIES: Assess our value proposition and how to reach donors.

➤ **CHANGING DYNAMICS OF THE VIEWER DONATION:** Our business model was based on appealing to viewers to donate during our programming. In an on-demand world that business model is under threat.

MITIGATION STRATEGIES: As our traditional donors pass away a new generation needs to be convinced of our relevancy in their lives.

➤ **COMPETITIVE SALARIES:** As the film and digital media environment in New Mexico evolves the job opportunities for our employees increase. The competition for our labor pool is increasing across the board, but most significantly in the area of engineering.

MITIGATION STRATEGIES: Focus on recruiting and retention. Offer competitive compensation.



MORE THAN JUST TEXTBOOKS.

Supporting students from the beginning of their college experience all the way through graduation day is The University of New Mexico (UNM) Bookstores primary function. The Bookstore plays a huge part in helping students, faculty and staff feel a sense of pride in their school from the moment they walk onto campus.

UNM Bookstores is comprised of two distinctive and productive locations which serve the UNM campus community and Albuquerque area as a whole:

- 📍 Main Bookstore | 2301 Central NE, 87131
- 📍 Medical/Legal Bookstore | 1001 Stanford NE, 87106



CARRIE MITCHELL
DIRECTOR
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Carrie, the UNM Bookstores Director, oversees the operations and teams for the Main Bookstore and Medical Legal Bookstore as well as the retail merchandise for the North and South UNM golf courses. A desire to support student, faculty, and university success drives her to create strategic partnerships across campus with various departments, student groups and organizations.

bookstore.unm.edu



FREE DELIVERY

Available to UNM campus.



WALK-IN TECH SUPPORT

The LOBO Brain Bar, inside the main campus bookstore is open M-F | 12 p.m.-5 p.m.



PERK UP

Stop by the Starbucks® On the Go Kiosk inside the bookstore.

2018-2019 ACCOMPLISHMENTS

- Decreased course materials prices saving students over \$2 million through Inclusive Access (IA) materials
- Donated over \$15,000 to campus departments and student organizations
- Partnered with UNM IT in a mutual collaboration to fund an IT staff position
- Developed new revenue streams by creating several new selling departments

CURRENT & FUTURE PROJECTS

- Partnered with faculty on the Verba Collect online tool for course materials submissions making the process more streamlined and with the ability to alert faculty of lower cost course materials alternatives for their students
- Assisting branch campuses to expand their offerings of Inclusive Access Course Materials to their students at the Taos and Los Alamos branch campuses
- Working with IT to fully integrate the IA program for students and faculty through the Learning Management System (LMS)
- Partnering with Purchasing and IT to consolidate Apple purchases through the Bookstore to increase revenue to UNM
- Expanding tax-exemption to all online orders of course materials for students
- Shared office space and marketing production machines in the Bookstore with UNM Parking and Transportation

UNM BOOKSTORES



\$10,426,000

**ANNUAL
BUDGET**



19

EMPLOYEES



40 STUDENT
EMPLOYEES



183,462

**SALES
TRANSACTIONS**
(FY19)



16,000

**COURSE MATERIAL
RENTAL UNITS**



30,651

**TOTAL INCLUSIVE
ACCESS UNITS**
(FY19)

CAMPUS & COMMUNITY PARTNERSHIPS

MAIN BOOKSTORE:

- **Global Education Office** | Passport Center located within the Bookstore
- **All UNM departments** | We offer a 30% discount on office supplies and free delivery on campus
- **UNM Food** | We collaborated to create a grab-and-go section featuring the only fully automated, self-serve coffee and espresso machines in the state
- **Residence Life & Student Housing** | We provide free delivery for campus residents who shop online at the Bookstore's website
- **Architecture 402 class** | Students created fixtures and design ideas for a store update
- **UNM LEARN** | We partnered to deliver virtual proctoring codes to online students, graduate-level and now undergraduate level on the main campus and assisting branch campuses with their roll out of the same proctoring code program
- **Office of the University Secretary** | We support graduation and convocation events by providing platform robing for administrators and faculty
- **Provost's Office for New Faculty Orientation** | We provide welcome bags, materials, and presentations for incoming faculty
- **College Enrichment Program** | We welcome incoming freshmen to campus and serve as a campus information resource and source for all course materials and Lobo Spirit merchandise
- **Art, Architecture, Engineering, and Earth Science programs** | Design custom supply kits with materials specifically needed for class. We offer the kits at discounted prices and sell them tax free
- **Albuquerque Public School System** | We developed a customized process to supply and bill for course materials used by dual enrollment high school/college students and other third party-funded students such as Veterans Affairs, New Mexico Division of Vocational Rehabilitation, and NM Work Force Solutions

MEDICAL LEGAL BOOKSTORE:

- **School of Nursing** | We customize scrubs, white coats, and patches
- **School of Pharmacy** | We customize white coats and provide gift cards to their incoming classes
- **Dental Hygiene program** | We customize lab coats and scrubs
- **Physician Assistant program** | We customize a package for new students with gifts, stethoscopes, white coats and shirts
- **School of Law** | We procure and offer book sales at author lectures and series



MISSION.

The University of New Mexico Bookstores is 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.



RISKS.

➤ **SALES DECREASES:** Due to declining enrollment and various other factors, we face decreasing sales in our emblematic product, as well as course materials.

MITIGATION STRATEGIES: Expanding revenue streams with new product lines that are not directly related to UNM, but are trending with students. Plan to excite students to come to store for these products such as gaming equipment. Also to create the hang out spaces that will draw students in.

➤ **UNSTABLE WORKFORCE:** Continued loss of knowledgeable staff has left us continually behind on tasks that are critical for our success and without time to plan and strategize in counteracting our risks.

MITIGATION STRATEGIES: Expand program for lead students. Utilize the talents of students to lessen the impact of full-time employee turnover and position elimination. Utilize productivity tools that will allow areas to communicate in a more efficient way, such as documenting product delivered physically at one location for processing, logging and received into our inventory control system but is selected, purchased, SKU'd and priced at another location. Thus reducing labor specialized, as well as decreasing time and mileage to complete the entire process.

➤ **UNSUSTAINABLE OPERATING COSTS:** that are becoming a larger proportion of revenue.

MITIGATION STRATEGIES: Control costs by scrutinizing each expense for needs vs wants. Also by finding new revenue streams such as renting office space to PATS and leasing floor space to Global Education for the passport center.

HUNGRY FOR MORE?

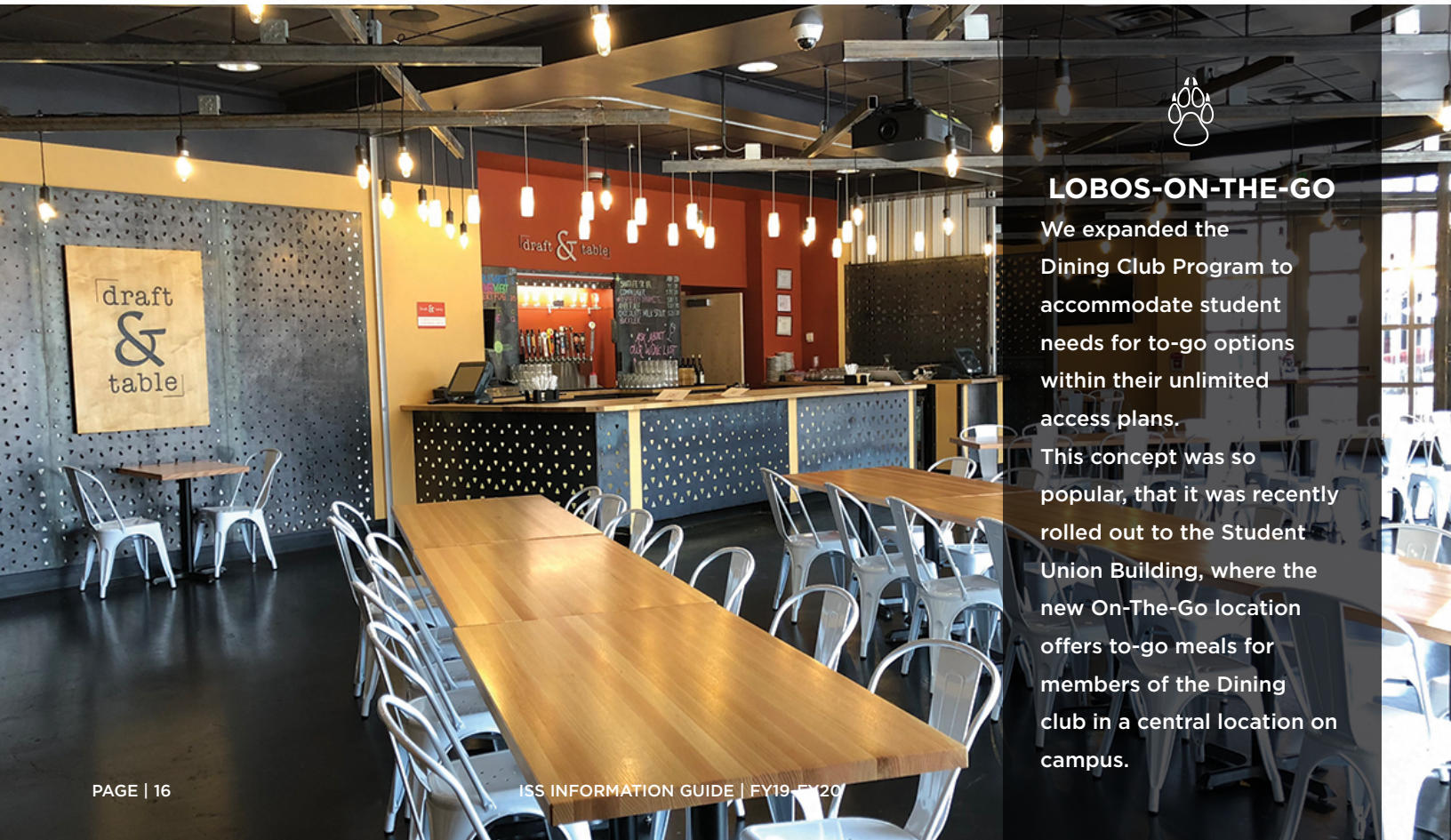
We work with UNM's contracted food vendor, Chartwells, to maintain the highest quality food and beverages on campus at locations in the Student Union Building, University Club, La Posada dining hall, and many more.



AMANDA GERARD
OPERATIONS MANAGER
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Amanda holds a BS in Hotel, Restaurant, and Tourism Management from NMSU and has spent over 13 years in various areas of the hospitality industry, including private and corporate concepts as well as higher education. Most of her professional work has focused on food and beverage management, member relations, and event planning. She has also served on various strategic planning and rebranding task forces and committees before and since joining UNM in 2013.

food.unm.edu



LOBOS-ON-THE-GO

We expanded the Dining Club Program to accommodate student needs for to-go options within their unlimited access plans. This concept was so popular, that it was recently rolled out to the Student Union Building, where the new On-The-Go location offers to-go meals for members of the Dining club in a central location on campus.

FOOD VENUES

STUDENT UNION BUILDING (SUB)

- Mercado
- Union Club
- Chick-Fil-A | National Brand
- Blake's Lotaburger | Local Brand
- Mandalay Express | National Brand
- Twister's | Local Brand
- Draft & Table | Original Concept
- Pi | Original Concept
- Subway | National Brand
- Satellite Coffee | Local Brand

ACROSS CAMPUS

- Starbucks | National Brand
- University Club
- Einstein Bros Bagels | National Brand
- The Market at Dane Smith Hall
- The Market at Mitchell Hall
- The Market at SRC Commons
- The Market at Bookstore
- The Cafe at SRC Commons
- La Montanita Co-op | Local Brand
- Fresh Box
- La Posada Dining Hall
- The Lobo Grill at UNM Championship Golf Course

DINING HALL

- La Posada

FALL '18 SWIPES = 321,567 | SPRING '19 SWIPES = 238,197

2018-2019 ACCOMPLISHMENTS

- Opened Draft & Table October 2018
- Opened Pi September 2018
- Remodeled and rebranded Bookstore Market October 2018
- Restructured and debuted new meal plans for the FY18-19
- Hosted and sponsored Staff Appreciation Breakfast

CURRENT & FUTURE PROJECTS

- Grubhub Mobile Ordering
- SRC Cafe Refresh
- Mercado Union Club Refresh
- Campus Wide Retail Refresh
- Meal Plan Research and Comparison to Reengineer Meal Plans for FY19-20



\$1,869,000

**ANNUAL
BUDGET**



4

EMPLOYEES



**1 STUDENT
EMPLOYEE**



**MEAL PLANS
SOLD:**

FALL 2018

2,630

MEAL PLANS

\$4,129,873

DOLLAR AMOUNT

SPRING 2019

1,932

MEAL PLANS

\$3,384,057

DOLLAR AMOUNT



MISSION.

UNM Food is committed to providing an exceptional dining environment while ensuring quality food that addresses diverse nutritional and cultural needs of students, faculty, staff, conference guests and the community.



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.



RISKS.

➤ CAMPUS HEALTH AND SAFETY FROM FOOD SERVICE.

MITIGATION STRATEGIES: Safe Service training for all food handling employees, State and city inspections, 3rd party inspections.

➤ LICENSING AND LIABILITY FROM ALCOHOL SALES AND SERVICE.

MITIGATION STRATEGIES: Require "Serve Safe" training for all alcohol handling employees, added monitoring and security measures in space that serve alcohol, partnership with campus departments such as CASA to increase awareness about alcohol consumption, enforced drink limits, service of food offered with alcohol.

➤ IMPACT OF DECREASING ENROLLMENT ON MEAL PLAN REVENUE.

MITIGATION STRATEGIES: Finding creative ways to retain business on campus such as introducing mobile ordering and growing our external customers in catering. Right sizing our portfolio to an optimal number of locations, breadth of services, and hours of operation to maximize efficiencies.

Draft & Table is a UNM original concept that was developed as a result of a student led initiative to establish a taproom on campus. The design of the space was inspired by a senior project rendering created by students in the School of Architecture. The concept features local beer and wine, affordable appetizers and entrées, and friendly table service.

draft & table

UNIVERSITY CLUB

SERVING FACULTY, STAFF AND GUESTS

The University Club is a place where faculty, staff, and guests can socialize, dine, meet, and celebrate. The University Club serves a buffet Monday-Friday from 11am-2pm and hosts Happy Hour on Thursday and Friday evenings from 4-7pm. The Club may be privately rented for special events outside of lunch and happy hours.

MEMBER EVENTS INCLUDE:

Happy Hour | Beer and Wine Pairings
Paint Night | Open Mics | Live Music | Lectures
Hanging of the Greens Membership Appreciation

universityclub.unm.edu



375

MEMBERS



\$7 (PER MONTH)

MEMBERSHIP

DUES



400+

MEETINGS

HELD

UNM GOLF COURSES

GOLF LIKE A CHAMPION.

UNM Golf Courses is comprised of an 18 hole Championship Course just south of the UNM Campus and a 9 hole North Course located just north of UNM Hospital. The paradise-like climate of Albuquerque makes our courses at The University of New Mexico a perfect oasis for golf, be it January or June! The Championship Course continues to be recognized as one of the premier collegiate venues in the country and Golf Digest, Golfweek, Travel & Leisure and Golf Magazine continue to rank the course as one of the Best Places to Play in America.



ADAM ROYBAL
GENERAL MANAGER

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As General Manager of the UNM Championship and UNM North Golf Courses, Adam directs and oversees all aspects of the course operations. His responsibilities include: golf shop operations, course supervision and maintenance, marketing, and customer relations. He is constantly looking for methods for improving efficiency and effectiveness and has developed short and long-term operational goals and objectives with strategic plans, policies, and operating procedures designed to help him achieve those goals.

unmgolf.unm.edu



#18

**BEST CAMPUS COURSES
IN THE COUNTRY**

- *Golfweek*, 2018



**HOSTED THE
SENIOR OLYMPIC GAMES**

The Championship Golf Course hosted the State Senior Olympic Games in 2018 and National Senior Olympic Games in 2019.

MEMBERSHIP PASSES

- 2017 - 86 passes
- 2018 - 98 passes
- 2019 (as of May) - 47 passes

KEY UNM PARTNER DEPARTMENTS

- Bookstore
- Athletics
- Facilities Management (FM)
- University Club

2018 NOTABLE TOURNAMENTS

- NM Senior Olympics
- Dick McGuire Intercollegiate
- William H. Tucker Intercollegiate
- Lone Star Conference Intercollegiate
- Rocky Mountain Athletic Conference Intercollegiate
- Hosted 3 United States Golf Association (USGA) qualifiers

2018-2019 ACCOMPLISHMENTS

- Successfully hosted the New Mexico Senior Olympics at the Championship Course and Mountain West Conference Championship for cross country in 2018
- Host the National Senior Games at the Championship Course in 2019
- The Championship Course remains the home of the First Tee of Central New Mexico, fostering the environment to grow the game of golf

UNM GOLF COURSES



\$2,277,000*

ANNUAL BUDGET

*BREAK EVEN WITH 475K
SUPPLEMENTAL
ALLOCATION FROM ISS



8*

EMPLOYEES

*EXCLUDES ON-CALL STAFF



48
TOURNAMENTS
HOSTED IN 2018



ROUNDS OF GOLF:

FY 2018

33,311
CHAMPIONSHIP

31,986
NORTH

FY 2019

33,254
CHAMPIONSHIP

31,390
NORTH

CURRENT & FUTURE PROJECTS

- Host the NCAA Regionals at the Championship Course in 2021 and 2022
- Host the Pacific Coast Amateur Championship at the Championship Course
- Host the Inaugural Championship Course Foundation Tournament to establish capital funds
- Continue working with Bernalillo County on the next phases of the open space license agreement
- UNM Golf Courses will continue to work with the neighborhood associations to protect the golf course and golfers while trying to provide an environment safe for humans and animals



VISION.

Be the best golf courses
in New Mexico.



RISKS.

➤ COURSE CLOSURE DUE TO HIGH COSTS OF RESOURCES.

MITIGATION STRATEGIES: Continue to grow revenue and minimize expenditures. Share the history of the golf courses and the importance of these assets to the institution and New Mexico. Currently the golf courses does not receive funding from athletics, student fees or I&G funding. Only subsidized by institutional support services approximately \$450,000 a year.

➤ AGING IRRIGATION SYSTEMS AND OTHER INFRASTRUCTURE.

MITIGATION STRATEGIES: Deferred capital is growing each year. Requested legislature funding for a design of new irrigation system for championship course. Continue to critical think capital funding needs for both courses.



MISSION.

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





LOBOCARD OFFICE

YOUR PASSPORT TO UNM.

The LoboCard is the official UNM ID card carried by students, faculty, staff, and others for access to university services, secure buildings and more.

For UNM students and employees, the LoboCard is the single most important form of campus identification you can have. From checking out books from the library to buying lunch at the SUB, the LoboCard has got you covered. Not only does it function as a photo ID, it also grants you access to many of UNM's facilities and services.

 Inside the Student Union Building (SUB)



CURTIS VIGIL
SENIOR BUSINESS MANAGER
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Curtis has been employed with the University of New Mexico since June 2007. As the Senior Business Manager of the LoboCard Office and UNM Food, Curtis oversees the daily operational budget, as well as capital expenditures and projects within the Institutional Support Services umbrella.

lobocard.unm.edu



PREFERRED NAME

The LoboCard office is now printing preferred/affirmed names on ID cards for UNM Students, faculty and staff.

VENUES ACCEPTING LOBOCASH

STUDENT UNION BUILDING (SUB)

- Blake's Lotaburger
- Chick-Fil-A
- Mandalay Express
- Outtakes Mercado
- Satellite Coffee
- Subway
- Twister's

ACROSS CAMPUS

- Dane's Deli | Dane Smith Hall
- Einstein's | CTLB
- Fresh Box | Engineering Commons
- La Montanita | Bookstore
- La Posada | Dining Hall
- Outtakes Corner Store | SRC
- Outtakes | Mitchell Hall
- Starbucks | Zimmerman
- University Club | 1923 Las Lomas

ACROSS NORTH CAMPUS

- Casa de Salud Snack Bar
- Espresso Bar
- Happy Heart Bistro
- Hospital Cafeteria
- Hospital Gift Shop
- Jersey Jack's
- Pavilion Espresso Bar
- Pavilion Gift Shop
- The "Venue" at the Law School

NON-FOOD VENUES

- Architecture & Planning | Print Lab & Fabrication Lab
- Art & Art History Print Labs | Photography, Print Making & Electronic Arts
- Child Care | Call 505.277.3365
- Dane Smith Hall | Copy Center
- IT Computer Labs | Printing
- Outtakes Mercado
- LoboCard Office | ID Replacement
- Recreational Services
- Student Health Services
- Student Health Pharmacy
- SUB Game Room
- SUB Theater
- University Libraries | Printing
- UNM Bookstores

OFF-CAMPUS VENUES

- Bandido Hideout | Central & Yale
- Frontier | Central & Cornell
- Jimmy John's | Central & Yale
- McDonald's | Central & Yale
- Papa John's | Central & Yale
- Pita Pit | Central & Bueana Vista
- Rude Boy Cookies | Harvard St.
- Saggio's | Cornell St.
- Subway | 2820 Central Ave.
- Wendy's | Central & University



\$343,000

**ANNUAL
BUDGET**



3

EMPLOYEES



4 STUDENT
EMPLOYEES



**LOBOCARDS
CREATED
IN 2018**

NEW - 6,790
REPLACEMENT - 1,706

2018-2019 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 ID was created with assistance from the current UNM student population. The new design was to get the Lobo Card Office ID on brand with the new University Communication & Marketing (UCAM) brand standards.
- Supported the UNM IT department with the newly installed Wireless Everywhere Print 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.

CURRENT & FUTURE PROJECTS

- 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 ID'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, UNM Residence Life & Student Housing, 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 ID.



MISSION.

The LoboCard Office (LCO) provides The University's official credential to the community. We also manage LoboCa\$h, the University's declining balance account; LoboPerks, our partnership program for discounts to members of the UNM community; and meal plans for UNM Food. Our mission is to support The University's goals by enhancing the Lobo Experience and by supporting strategic partnerships, both on and off campus.



RISKS.

➤ **MIGRATION TO PROX CARDS HAS INCREASED FROM .20¢ TO \$2.60.**

MITIGATION STRATEGY: Issue proximity cards to new faculty, staff, and students. Communicate and collaborate internally to discern the necessity of proximity access for buildings and existing staff.

➤ **DECLINE IN ENROLLMENT RESULTING IN DECREASED PARTICIPATION IN LOBOCA\$h AND COMMISSION FROM SALES.**

MITIGATION STRATEGY: Increase awareness, and promote LoboCa\$h through marketing. Expand the vendor portfolio to enhance participation.

➤ **REDUCTION IN THE PEPSI FUNDS ALLOCATED TO THE LOBO CARD OFFICE.**

MITIGATION STRATEGY: Integrate new technology such as online photo submission to streamline process and reduce labor.

LOBOCA\$h



\$128,736*
LOBOCA\$h
DEPOSITS



16,933*

PARTICIPANTS
CARRYING
A BALANCE

*ACCOUNTS WITH ACTIVITY IN THE PAST 5 YEARS





PARKING & TRANSPORTATION SERVICES

ON THE MOVE.

To meet the parking and transportation needs of its customers, UNM's Parking & Transportation Services (PATS) department provides a range of services that include permit parking, visitor (hourly) parking, campus-wide shuttle services, and alternative transportation programs such as the Bike Locker Program and the ABQRIDE Bus Pass Sticker Program.

UNM's growth in its urban environment and how it fits as a member of the Albuquerque community are two key themes that challenge PATS to adapt and change in order to meet its mission of ensuring access to University in as efficient and cost-effective manner as feasible.



BARBARA MORCK

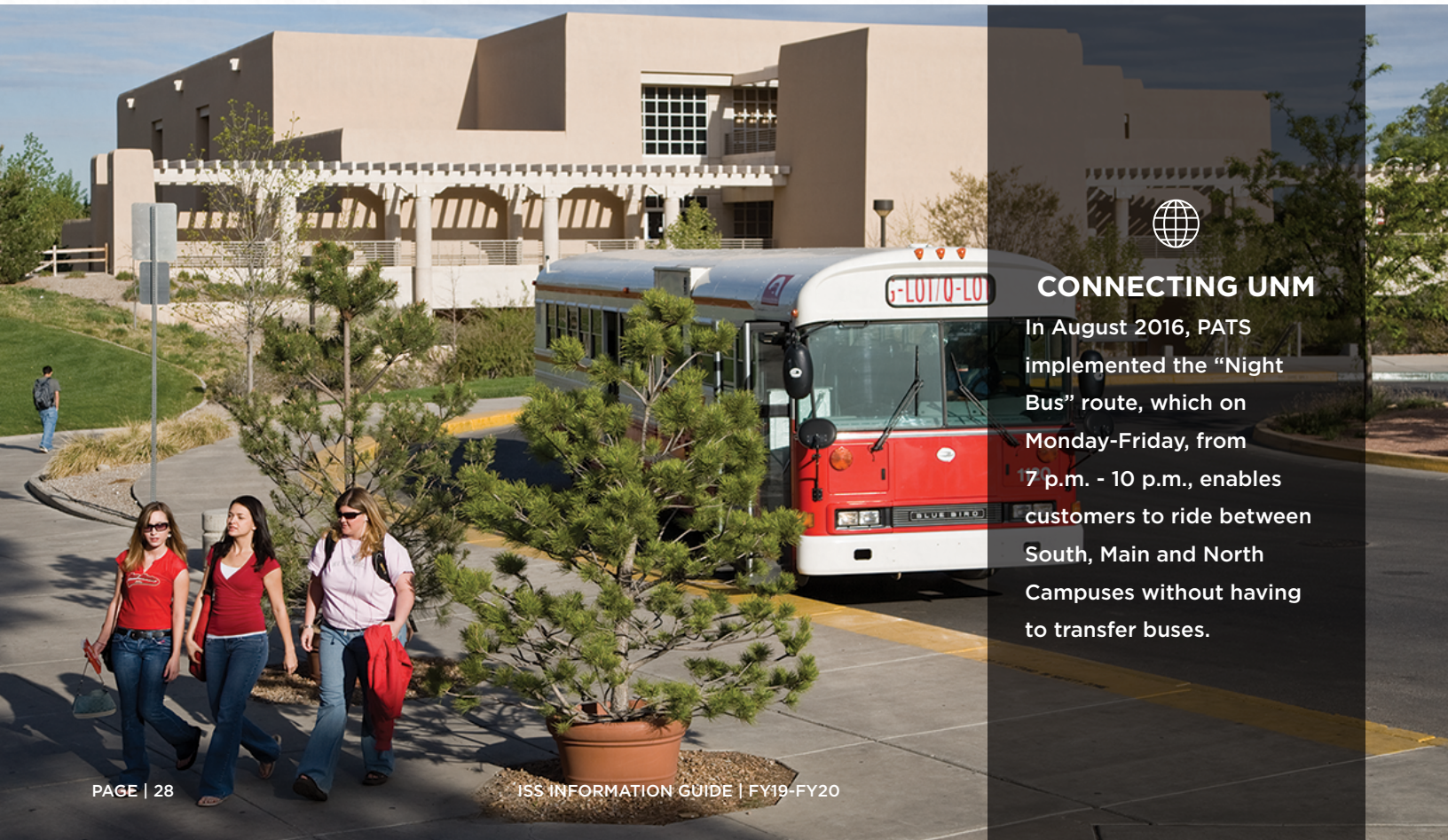
DIRECTOR

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Barbara manages, supervises, and facilitates all UNM parking and transportation operations and services. She works with both internal and external customers, constantly striving for high levels of customer satisfaction while looking for new ways to improve transportation services. Barbara makes the effective use of financial resources her priority along with proper compliance with University policies and procedures, federal, state and local laws and UNM Parking Regulations.

pats.unm.edu



CONNECTING UNM

In August 2016, PATS implemented the "Night Bus" route, which on Monday-Friday, from 7 p.m. - 10 p.m., enables customers to ride between South, Main and North Campuses without having to transfer buses.

PARKING SPACES AVAILABLE

- Regular Permit Zone Parking: 10,397
- Reserved Parking: 886
- Visitor/Pay Station Parking: 901
- ADA Accessible Parking: 387
- Other/Misc.* Parking: 912
- **TOTAL PARKING SPACES: 13,483****

* Includes Official and Service Vehicle, Motorcycle/Moped/Scooter, Loading Zones, etc.

**This does not include spaces/structures that are not managed by PATS (e.g. Innovate-Rainforest, Science & Technology Park, UNM Hospital and Clinics, Continuing Education, etc.)

SHUTTLES

- 9 Routes available for fall/spring semesters
- Regular Service Hours:
 - 6:30 a.m. – 10:00 p.m. Mon. – Thu.
 - 6:30 a.m. – 7:00 p.m. Fri.
- Number of days of service - 247
- Number of passenger boardings in FY19: 1,212,522 (excludes special events)
- Average boardings per day (weekday): 4,909

SPECIAL EVENT SUPPORT

(E.G. POPEJOY HALL, UNM ATHLETICS, ETC.):

- FY19 generated revenue: \$460,749
- FY19 passenger counts: 84,409

COMMUNITY PROGRAMS:

- Rail Runner Commuter Train/UNM Shuttles
- Bus Sticker Program — UNM PATS and ABQ RIDE (City of Albuquerque)
- Bike Locker Program



\$8,636,000

**ANNUAL
BUDGET**



83

EMPLOYEES



7 STUDENT
EMPLOYEES



**SOLD 16,903
PARKING
PERMITS**

FOR USE IN APPROX.
13,500 PERMITTED
PARKING SPACES
(2018)



**1.3* MILLION
SHUTTLE RIDES**
PROVIDED ANNUALLY
*EXCLUDES SPECIAL EVENTS

PARKING PERMIT RATES FY 19-20

Permit Rates FY19-20					
	Old Rates	FY19-20 Rates	% Increase from prior year	Total Increase (annual)	Zone
Commuter:	\$175	\$180	0.03%	\$5	G, Q, South
Student Proximity:	\$235	\$240	0.02%	\$5	J, L, M, P, RIO, T
Student Resident:	\$325	\$336	0.03%	\$11	GR (Green), R, INS (Rainforest)
Student Structure:	\$499	\$504	0.01%	\$5	S (Lomas)
Faculty/Staff Proximity (low):	\$400	\$408	0.02%	\$8	A, B, C, F, GR, J, L, M, P, R, T, U, W
Faculty/Staff Proximity (mid-high):	\$475	\$480	0.01%	\$5	A, B, C, F, GR, J, L, M, P, R, T, U, W
Faculty/Staff Structure (low):	\$499	\$504	0.01%	\$5	S (Lomas), Y (Yale)
Faculty/Staff Structure (mid-high)	\$699	\$720	0.03%	\$21	S (Lomas), Y (Yale)
Individual Reserved:	\$1,300	\$1,320	0.03%	\$20	Reserved parking

Bi-weekly deductions occur in 24 of the 26 pay periods

2018-2019 ACCOMPLISHMENTS

- The majority of the parking permits purchased by students each fall are available via on-line sales. In previous years, T2-Flex (Flex), the parking software program used by PATS to track (e.g.) permit sales, was self-hosted by PATS. Although self-hosting offered some flexibility to how Flex could be configured and used, it also created major challenges and especially during times of heavy permit sales (start of the fall academic year). In January 2018, Flex was moved to T2's web-hosted environment and, as a result, last fall's permits sales went without issues to our customers.
- Working in close collaboration with PDC Project and Construction Managers and contractors, have helped minimize impact and ensure reasonable access to south edge of Main Campus and areas heavily impacted by construction projects (e.g. PAIS, JCER).
- As part of PATS' 5-Year Capital Replacement Program, ordered two (2) new 40-foot CNG-fueled buses for the shuttle fleet (replacing 2 buses that had reached their useful life). Buses are expected to be delivered by October 2019 (original delivery date of May 2019 was changed due to manufacturer needing to installation of federally required safety equipment).

CURRENT & FUTURE PROJECTS

- Pro-forma was completed for possible parking structure in collaboration with PDC and UNM Real Estate. This proposed parking structure may be located on the southeast corner of Main Campus and would provide parking for dorm residents, faculty and staff, and visitors to UNM.
- In collaboration with Facilities Management (FM) and Planning Design and Construction (PDC), have begun looking at possible changes in how parking occurs along Las Lomas - Campus between Yale and Girard, with the intent of improving safety and parking along this major corridor.
- Continued improvement PATS' services to its customers. Improvements include moving more application processes - Special Event Services requests, Rovers, Department Reserved parking spaces—to FormStack. This allows customers to submit requests for services using on-line/email services.
- Moved department-based permit sales to fiscal year instead of academic year. Move was to align the purchases to department's actual budget cycle and out of the mad rush that occurs with the start of the academic year, which is when 80-85% of the regular parking permits are purchased.



MISSION.

Parking & Transportation Service's mission is to support 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.

The Parking & Transportation Service's vision is 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.



RISKS.

- **REDUCTION IN REVENUE:** Resulting from decreases in permit sales and use of pay station parking.
MITIGATION STRATEGIES: Heavily monitor permit sales and associated wait lists, and move wait lists as opportunities present themselves. Continue to work closely with other UNM departments, e.g. Real Estate and HSC, in order to identify and collaborate on creation of new parking areas.
- **PERSONNEL:** On-going challenges in hiring new staff in a timely and efficient manner.
MITIGATION STRATEGIES: Work with UNM Compensation to identify need for increasing hourly wages in order to recruit/retain quality staff. Work with UNM HR to ensure hiring processes are done in an effective, proficient and timely manner.
- **CONSTRUCTION PROJECTS:** Temporary and/or permanent losses of parking resulting from construction projects which then, upon completion of the project, result in an increase demand.
MITIGATION STRATEGIES: Work with associated UNM departments (e.g. PDC, FM, Ford Utilities, etc.) to identify the area(s) of construction project impact so planning for parking losses and (hopeful) replacement - partial or full - can be done as far in advance as is feasible. In order to address parking losses occurring on Main Campus and specially along the Central corridor, a pro forma was completed in 2017 for the construction of a new parking structure on SE corner of the "R" lot at Central and Girard; pending presentation to Executive Leadership for review and (hopeful) approval.





THE PREMIER PERFORMING ARTS CENTER OF NEW MEXICO.

UNM Public Events (Popejoy Hall) is the premier performing arts center in NM, seating up to 1,985 patrons. Popejoy hosts touring Broadway shows, symphony concerts, musical soloists and artists of international caliber, world-renowned ballet and modern dance companies, and noted speakers from a broad spectrum of disciplines.



THOMAS TKACH
DIRECTOR
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As Director of Popejoy Hall, Tom is responsible for the management and operations of New Mexico's flagship performing arts center, which presents over 150 events each year and offers an arts education outreach series serving local youth and the elderly. University departmental use of Popejoy facilities and outside rental to promoters or not-for-profit arts and community organizations also fall under Tom's oversight.

popejoypresents.com



NEW MEXICO'S
FLAGSHIP PERFORMING
ARTS CENTER



\$7,467,000

ANNUAL BUDGET



16*

EMPLOYEES

*EXCLUDES ON-CALL STAFF



27 STUDENT EMPLOYEES



216

VOLUNTEERS

FRONT OF HOUSE USHERS
LOUNGE VOLUNTEERS
AMBASSADORS



SUBSCRIPTIONS

BY SEASON

5,943

2017-2018

5,850

2018-2019

PRODUCTIONS & PERFORMANCES

	Productions	Performances	Total Attendees
2016-2017 Season	90	178	253,475
2017-2018 Season	96	174	233,772
2018-2019 Season	91	168	229,406

DONORS THROUGH BENEFACTOR PROGRAM

	FY17	FY18	FY19
Chorus Level (\$100+)	198	225	155
Ensemble Level (\$250+)	94	92	126
Player Level (\$500+)	47	44	42
Artists' Circle (\$2,000+)	124	104	92
Stars' Circle (\$2,500+)	70	82	104
Directors' Circle (\$5,000+)	9	14	14
Producers' Circle (\$10,000+)	1	1	1

DONATIONS BY PROGRAM

	FY17	FY18	FY19
Benefactor Program	\$512,800	\$559,100	\$494,231
Popejoy Excellence Fund	\$100,555	\$36,750	\$33,000
Capital Campaign	\$52,299	\$83,588	\$102,843
Major Pledges	\$420,833	\$493,333	\$185,500
Season Sponsorships	\$133,333	\$83,333	\$133,333
Corporate Circle Partners	\$82,500	\$36,500	\$36,500
Other donations	\$68,676		\$175,183

SCHOOLTIME SERIES & ATTENDEES

	Productions	Performances	Attendees
2016-2017 Season	17	32	52,422
2017-2018 Season	15	30	44,000
2018-2019 Season	15	28	41,073



MISSION.

To provide access to the performing arts for all New Mexicans.



VISION.

To create an exceptional experience for artist and audience alike by maintaining a state-of-the art facility in order to attract great performances.



RISKS.

➤ ECONOMIC FLUCTUATIONS.

MITIGATION STRATEGY: Build up fundraising reserves for a rainy day.

➤ TALENT RETENTION.

MITIGATION STRATEGIES: Maximize growth opportunities, compensation and supportive work environment.

➤ NEW PERFORMING ARTS CENTER.

MITIGATION STRATEGY: Explore collaborative partnership with the city.

2018-2019 ACCOMPLISHMENTS

Construction was completed on the Act II of Popejoy's capital campaign, which included the renovation of Popejoy's upper lobby and restroom facilities. The newly renovated and updated lobby space has been very well received by donors and the public. In summer 2018, Popejoy collaborated with the Center for the Arts to renovate the public lobby, including new paint, signage, and furniture.

CURRENT & FUTURE PROJECTS

Fundraising for Act III of the capital campaign, renovation of the green room and star dressing rooms, has been very successful. Plans for renovation have been developed and construction is slated to begin June 17, 2019. Additionally, plans are being finalized to renovate the upstairs and downstairs chorus dressing rooms and green room in Summer 2020.



RESIDENCE LIFE & STUDENT HOUSING

HOME OF THE LOBOS.

UNM Residence Life & Student Housing is the official housing for UNM students. Our halls are designed to promote academic success, connecting our nearly 2,000 residents to campus activities and resources, empowering them to become well-rounded, engaged students. Our seven residence halls include traditional, suite, and apartment style living and are located close to everything students need, including classes, food, Zimmerman Library and Johnson Recreation Center. For UNM students with families, we offer Student Family Housing, one to three-bedroom apartments and townhomes that offer a gated community with play areas, a community center and special programming for our student parents.



WAYNE SULLIVAN

DIRECTOR

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A longtime Lobo, Wayne holds both a Bachelor of Education and an MBA from UNM. His UNM professional career began in 1992, soon after completion of his graduate work. Director of Residence Life and Student Housing since 2013, Wayne's responsibilities include residential education, operations, facilities, fiscal services, marketing, recruitment, human resources, and conference guest services.

housing.unm.edu



In recent studies, students who live on campus have higher graduation rates than students who choose to live off campus. Six-year graduation rates for on-campus students who started UNM in 2009 was 53% compared to 45% for off-campus. The five-year graduation rate was 41% for on-campus and 33% for off-campus residents.

FY 19 CAMPUS HOUSING RATES (PER SEMESTER)

Residence Halls (Main Campus)		Student Family Housing (South Campus)	
Room Type	Rate	Room Type	Rate
Double Room, Traditional Style	\$2,445	1 Bedroom Flat	\$3,320
Single Room, Traditional Style	\$2,895	2 Bedroom Flat	\$3,995
Double Room, Suite Style	\$2,545	2 Bedroom Townhouse	\$4,070
Single Room, Apartment Style	\$3,195	3 Bedroom Townhouse	\$4,445
Lobo Rainforest Apartments (Downtown)			
Single Room, Apartment Style	\$3,250		

CAMPUS HOUSING BY HALL (FALL 2018 DATA)

Hall (year built)	Total Rooms	Room Type	Available Beds	Occupied Beds	Occupancy %
Alvarado (1965)	87	Double, Deluxe Single	140	110	79%
Coronado (1958)	251	Double, Single, Deluxe Single	391	324	83%
Laguna/DeVargas (1969)	187	Double, Single, Suite Single	351	273	78%
Hokona (1957)	176	Double, Single	304	236	78%
Redondo Village (2001)	402	Apartment Style	400	298	75%
Santa Clara (1964)	87	Double, Deluxe Single	142	106	75%
Student Residence Center (1992)	426	Apartment Style	347	249	72%
Residence Hall Totals	1,616		2,075	1,596	77%
Lobo Rainforest (2017)	310	Apartment Style	308	265	86%
Student Family Housing (1975)	200	Apartment Style	199	170	85%

CLASS BREAKOUT PER PROPERTY

(FY19-20 WITHOUT STUDENT FAMILY HOUSING)

Classification	Residents Halls	Rainforest	Casas*	Lobo V*	Total
Freshman	611	26	527	169	1333
Sophomore	413	53	166	263	895
Junior	271	78	72	220	641
Senior	162	78	54	145	439
Graduate	35	27	10	54	126
ND/Other	68	2	0	0	70
Total	1,560	264	829	851	3,504

*American Campus Communities Private Partner Housing (Casas del Rio and Lobo Village).


\$10,946,000
**ANNUAL
BUDGET**


65
EMPLOYEES


142 STUDENT
EMPLOYEES

13 LIVING LEARNING COMMUNITIES

- BA/MD
- Business
- Essence
- Fine Arts
- Gender Neutral & Allies
- Global Focus
- Graduate Living
- Honors Wing
- Navajo Student Community
- Outdoor Living & Environment Learners
- GPre Health Professionals
- Science/Engineering
- Second Year Experience



VISION.

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

CONFERENCE SERVICES

- Conference Guest Services hosted 28 conferences and camps from May 2018 to August 2018
- 3,243 guests stayed in Residence Life & Student Housing (RLSH) for an average of 3.6 nights
- 156 Summer Interns stayed in RLSH over the summer months of 2017
- Conference Services employed 8 student Conference Guest Assistants

RESIDENCE LIFE PROGRAM



24/7

DESK & STUDENT SAFETY STAFF



1,000

PROGRAMS IMPLEMENTED



9

PROFESSIONAL FULL-TIME LIVE-IN STAFF



52

RA STUDENT STAFF



MISSION.

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

FRESHMAN RESIDENCY

➤ UNM began the Freshman Residency requirement in Fall 2018 on the basis of providing all students with an exceptional educational experience. Statistics both nationally and at the University level have consistently shown that students who live on campus have better grades and stay in school longer than students who choose to live off campus.

Total Freshman	Required Freshman	Exceptions Approved
2644	926	129

FY 19 CAMPUS HOUSING OCCUPANCY

	FA 18		SP 19		SU 19	
	Total	% Occupied	Total	% Occupied	Total	% Occupied
UNM Main Campus	1560	70%	1420	64%	179	52%*
UNM Lobo Rainforest	264	85%	251	81%	185	60%
UNM Student Family Housing	165	83%	138	69%	123	61%
ACC-Casas del Rio	829	81%	879	86%	103	10%*
ACC-Lobo Village	851	98%	832	96%	852	99%



2018-2019 ACCOMPLISHMENTS

- Achieved a substantial completion of Coronado Phase 2
- Concluded a long-term reorganization of the department
- Implemented the Freshman Residence Requirement
- Established the Navajo Student Community LLC in partnership with the Navajo Nation at Lobo Rainforest
- Established the Essence Hall LLC in partnership with African American Student Services

CURRENT & FUTURE PROJECTS

- Launch the Pet Permitted Housing area in Santa Clara and SRC “D”
- Continue work on the Student Family Housing HVAC piping, admin building, landscaping, decking & patios
- Introduce deluxe singles with full size beds
- Participate in the ROTC room & board scholarship for out-of-state students



RISKS.

➤ ENROLLMENT DECLINE.

MITIGATION STRATEGIES: Actively support Enrollment Management in all aspects of student recruitment and retention. Diversify revenue streams and take advantage of non-enrollment based revenue such as student interns and UNM related short-term-guests.

➤ FACILITY FAILURE.

MITIGATION STRATEGIES: Avoid deferred maintenance. Consult with UNM Planning, Design & Construction, as well as Facilities Management for building assessments, preventative maintenance and addressing minor issues before they become exponentially bigger

➤ PR DISASTER.

MITIGATION STRATEGIES: Maintain an active and engaged Resident Education program with well trained and responsive staff. Work with student centers from across campus on potential issues.

FULL-SERVICE TICKETING.

UNM Ticketing Services provides Popejoy Hall, College of Fine Arts, New Mexico Philharmonic, other UNM departments and community partners with full-service ticketing for their events.

In January 2019 UNM Ticketing Services experienced a major transition — UNM Athletics and the State Fair will no longer be serviced by the department.



LEASON CHERRY

DIRECTOR

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Leason's entire 18 years of ticketing has been spent here, at the University of New Mexico. Leason began working for Ticketing Services as a student employee in 1999, while working on his BA in Criminology. Since graduating, he has held many more positions within the department, including Customer Services Desk Assistant and Ticketing Coordinator. Most recently he held the position of Ticket Manager before becoming the Director. Leason is a member of the International Ticketing Association (INTIX).

unmtickets.com



OVER 500 EVENTS ARE
MANAGED ANNUALLY BY
UNM TICKETING SERVICES



\$869,000

ANNUAL BUDGET



10

EMPLOYEES



650

EVENTS SUPPORTED (2018)



16

VENDOR PARTNERS (2018)

TOTAL SERVICE CHARGEABLE TICKETS:

	Ticket Count	Revenue Generated
FY18	140,508	\$892,350
FY19 (as of May'19)	102,772	\$675,000

2018 LARGEST VENUE PARTNERS

- Dreamstyle Arena, AKA The Pit
- Dreamstyle Stadium
- Popejoy Hall
- Rodey Theater
- Keller Hall
- Tingley Coliseum
- Albuquerque Convention Center

2018-2019 ACCOMPLISHMENTS

- Partnered with Expo New Mexico on the 2018 State Fair
- Implementation of Paciolan as our new ticketing software (ongoing)
- Supported the Men's basketball game in Hobbs, NM. 300+ miles south of Albuquerque

CURRENT & FUTURE PROJECTS

- Open a new ticket office location in the Science Technology Park located at 800 Bradbury Dr.
- Utilize the new software (Paciolan) to improve service to our clients
- Partner with even more departments on campus



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 most positive manner possible and be the premier ticket source in the Albuquerque/Santa Fe 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.
- Active campus involvement.



RISKS.

➤ UNKNOWN EFFICIENCY AND EFFECTIVENESS OF NEW TICKETING SOFTWARE.

MITIGATION STRATEGIES: Utilize our Paciolan support team to ensure the new software meets and exceeds the success we enjoyed with our previous software.

➤ THE NEW TICKETING OFFICE LOCATION - May result in reduced customer foot traffic.

MITIGATION STRATEGIES: Aggressive plan to constantly inform customers of the new location.

➤ REDUCTION IN REVENUE - Caused by changes in business model and venue partners.

MITIGATION STRATEGIES: Closely monitor budget and cut expenses. Build strong relationships with venue partners and provide outstanding customer service.

UNM CAPITAL & SPACE STRATEGIES COMBINES DEPARTMENTS FOR EFFICIENCY

By Sarah Scott | July 10, 2019

The University of New Mexico's Institutional Support Services (ISS) announces the creation of UNM Capital & Space Strategies, a new department that will 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 has been combined with Planning, Design, & Construction's Capital Outlay Planning office.

"This organizational change elevates both Capital Planning and Space Management to the vice president level at Institutional Support Services, rather than having these institutional functions and strategic resources embedded within two different departments," explains Tabia Allred, the planning officer who will lead the new Capital & Space Strategies division under ISS. "By combining Capital Planning with Space Management, we can bring together our functional space use and needs, the existing facility conditions and feasibility studies, and the universities education and research mission priorities to create capital and space strategies to address these needs as a whole."

Space is an institutional asset that is increasingly expensive to maintain and build. The Space Management division was originally created in 2007 to provide the University of New Mexico with room-by-room spacial data to support an integrated approach to analyze, plan, manage and allocate space. Space Management collaborates with numerous departments and initiatives to support maximizing UNM's space and is committed to the effective and efficient use of that space.

Capital Outlay Planning office budgets resources for new and replacement buildings, equipment and other major capital expenditures to steward responsible growth at UNM.

"My vision is to leverage the data of both space function and use and the facility condition assessments to build a data driven model for the development of the university's capital needs," said Allred. "This will allow UNM to objectively review our existing facilities and create a plan to replace, repair, remodel or remove facilities to allow for the highest and best use of our limited land resources, to accomplish the universities missions."

Allred was recruited to her new role as the ISS Planning Officer in mid-June. She has over a decade of experience in capital planning, working with stakeholders on their physical space needs and providing guidance for capital funding strategies and requests for UNM. Tabia manages and facilitates the Capital Planning Leadership Team which creates the annual capital outlay plan.

She works closely with New Mexico Higher Education Department and New Mexico State Board of Finance in obtaining project construction approvals. She also provides oversight for the UNM space database of record FAMIS and the accuracy of our space data. Additionally providing strategic leadership for UNM space allocation and assignments both on and off-campus.



CAPITAL & SPACE STRATEGIES

CAPITAL PLANNING.

Provides strategic coordination, guidance and planning resources for institutional space, facility physical assets and capital resources for The University of New Mexico.



TABIA MURRAY ALLRED
PLANNING OFFICER

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Tabia oversees UNM Capital & Space Strategies, which includes UNM's capital outlay and space data and analysis programs. She has over a decade of experience in capital planning, working with stakeholders on their physical space needs and providing guidance for capital funding strategies and requests for UNM. She works closely with NM Higher Education Department and NM State Board of Finance in obtaining project construction approvals.

pdc.unm.edu



ALL OF UNM HAS
13,436,676 GROSS
SQUARE FEET, MADE
UP OF 455 BUILDINGS,
WHICH CREATES
57,692 ROOMS.



\$305,000

**ANNUAL
BUDGET****3 FULL-TIME
EMPLOYEES**

13,583,311

**GROSS
SQUARE FEET
OF SPACE**
(ALL CAMPUSES)

CAPITAL PLANNING

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

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

FY20 PRIORITIES

- 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



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.

CURRENT & FUTURE PROJECTS

- Space Utilization Study
- Strategic capital project development
- Learning Environments Committee
- Learning Environments Design Guidelines Update

GROSS SQUARE FEET BY CAMPUSES

Campus	Square Footage
ABQ Campuses (North, Central, South)	12,436,464
Gallup Branch Campus	318,841
Los Alamos Branch Campus	76,571
Taos Branch Campus	175,490
Valencia Branch Campus	183,071
Sandoval County Regional Medical Center & Campus	306,573
Sevilleta Field Station	43,860
Remote Sites	42,441
TOTAL	13,583,311

FY21 CAPITAL OUTLAY PLAN

Campus	UNM Owner	Project Name	Total Estimated Budget	State Funding Request	Other Funding
ABQ-Central	Provost/Dean, Fine Arts	College of Fine Arts Renewal & Replacement	\$45,000,000	\$45,000,000	\$ -
ABQ-Central	Provost/CIO	Learning Environment & Technology Support	\$3,500,000	\$3,500,000	\$ -
ABQ-North	Health Sciences Center	College of Nursing & Population Health Building	\$30,000,000	\$30,000,000	\$ -
ABQ-North	Health Sciences Center	Domenici Hall Research Facility Project	\$8,000,000	\$ -	\$8,000,000
Gallup Branch	Gallup Branch	Center for Career Technology Education & Innovation (CCTEI)	\$8,000,000	\$6,000,000	\$2,000,000
Los Alamos Branch	Los Alamos Branch	Work Force Development Career Technical Education Classroom Renovations	\$2,500,000	\$1,875,000	\$625,000
Taos Branch	Taos Branch	Art, Film & Applied Technologies Center Renovation & Addition	\$4,800,000	\$3,600,000	\$1,200,000
Taos Branch	Taos Branch	Security and Safety Improvements	\$3,000,000	\$2,250,000	\$750,000
Valencia Branch	Valencia Branch	Fire Safety Improvements	\$2,400,000	\$1,800,000	\$600,000
		TOTAL	\$152,200,000	\$94,025,000	\$13,175,000

NET SQUARE FOOTAGE BY SPACE CLASSIFICATION

Space Classification	Square Footage
000-Unclassified	1,105,032
100-Classroom	562,573
200-Laboratory	874,178
240-HSC Organized Research	135,402
300-Office	2,152,911
400-Study	446,323
500-Special Use	568,385
600-General Use	520,825
700-Support	1,525,920
800-Health Care	550,336
900-Residential	682,227
WWW-Circulation	1,895,310
XXX-Building Service	277,849
YYY-Mechanical	566,190
TOTAL	11,863,461

CARING FOR THE PHYSICAL CAMPUS ENVIRONMENT.

Facilities Management (FM) is primarily responsible for the care and upkeep of over 12 million square feet of facilities and 680 acres of open space. Maintaining the physical environment on a campus this size requires a lot of planning and consistent diligence to protect and maintain the physical environment of the campus. It is FM's goal to provide a safe, beautiful, functional, comfortable, clean, and sustainable environment for the campus community.



ALFRED SENA
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Al has over 23 years' experience in facilities, including building maintenance, design, planning public schools, and state facilities. Al started with UNM in June 2017. Prior to working for UNM, he spent 18 years building and pursuing excellence in the Rio Rancho Public School district (RRPS).

fm.unm.edu



**24 HOURS A DAY,
365 DAYS A YEAR**

UNM Facilities
Management (FM)
operates 24/365.



**60,000
WORK ORDERS
EACH YEAR**

FM processes 60,000 work orders each year, which translates to about 164 work orders per day.



\$80,903,000

ANNUAL BUDGET



379

EMPLOYEES



7 STUDENT EMPLOYEES



OVER 12 MILLION SQUARE FEET OF INTERIOR SPACE MAINTAINED & CLEANED



680 ACRES OPEN SPACE MAINTAINED



56,000+ WORK ORDERS COMPLETED IN 2018

FACILITIES MANAGEMENT DIVISIONS

- Finance & Administration
- Environmental Services
- Utilities
- Maintenance & Planning
- Engineering & Energy Services

2018-2019 ACCOMPLISHMENTS

➤ FINANCE & ADMINISTRATION:

- Completed a name change from Physical Plant to Facilities Management.
- Reorganized Human Resources to be a direct report to the director eliminating an extra step in processing.
- Reorganized Space Management Office to utilize data more effectively and eliminate redundancy. The result has prompted a more comprehensive role to integrate with Capital Planning.
- Successfully developed a communication plan that will address the name change collateral and updating of department procedures and guidelines for all applications.
- Engaged in the transition of institutional data related to space management with Financial Services (FAMIS), capital project management with Planning Design and Construction Accrual (Project Center), and maintenance management as an institutional enterprise functional basis (TMA Systems) for use by other repairs centers such as branch campuses.
- Completed Phase 1 of the Facility Condition Assessments (FCA) for I&G designated facilities with consultant Sightlines.

➤ ENVIRONMENTAL SERVICES DIVISION:

- Completed the Student Resident Center (SRC) Phase 1 Landscaping improvements. The project corrected damage to sidewalks and landscape, as well as improve drainage. New gathering areas were developed for student residents. The project cost for the renovations, surveys, and architectural design was in the range of \$225,000.

- Completed the Student Family Housing (SFH) landscaping restoration piping project to include repairs and improvements to the irrigation system in the affected areas and replacement of the lawn and landscape elements disturbed by the project work.
- Working on the North Golf Course Phase 1 and Phase 2 tree planting and irrigation improvements. This work is being managed by FM Grounds and Landscaping and funded by Bernalillo County.
- Completed multiple concrete replacement projects at the south side of Scholes Hall, Ceria, Mitchell Hall, and various crosswalks.

➤ UTILITIES DIVISION:

- Improved reliability of chilled water production by upgrading the Campus Utility Plant (CUP) absorption chiller to one of less capacity, but more efficient.
- Completed the Valencia Campus Solar PV phase 2 to provide 20% of the campus' electricity and qualify UNM for an exemption from the PNM Renewable Energy Rider.
- Replaced the diverter on one of the cogeneration units at the Ford Utility Center for better control of waste heat recovery. This significantly improved operations and is expected to save approximately \$35,000 annually.
- Replaced the jet engine on the other cogeneration unit at the Ford Utilities Center as planned maintenance. The \$2M+ project was completely paid with surcharge funding, requiring no capital funding request.
- Replaced several hundred feet of domestic water pipelines in the utility tunnels.
- Qualified for Rate 114, which will reduce transportation costs of natural gas by approximately \$170,000 in FY20. This is a result of the FY18 high pressure gas line installation.

➤ ENGINEERING & ENERGY SERVICES DIVISION:

- Completed major HVAC/lighting energy conservation and renewal projects at Bandelier Hall.
- Completed a five-year in-house replacement program of legacy HVAC control system that no longer has replacement parts available.
- Completed the design of chiller system upgrades for CHTM.
- Completed the design of Economics mechanical system for construction, summer of 2021. Utilizing sustainable surcharge funding.

➤ MAINTENANCE & PLANNING DIVISION:

- Completed the following elevator project upgrades, Novitski Hall fire service upgrade, Zimmerman Library elevator #2 modernization and fire service upgrade, Ortega Hall elevator modernization and fire service upgrade, Humanities elevators #1 and #2 modernization and fire service upgrade, Fitz Hall elevator #2 modernization and fire service upgrade.
- Upgraded all area technicians' iPads to improve productivity and to increase compliance with State Fire Marshall Requests.



VISION.

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.



MISSION.

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

CURRENT & FUTURE PROJECTS

➤ FINANCE & ADMINISTRATION DIVISION

- Engage in Phase 2 of the building assessments for auxiliary designated facilities.
- Deploy new repair and replacement strategy to reduce deferred improvements and collaborate with Capital Planning initiative efforts.
- Update the strategic plan through 2024.

➤ ENVIRONMENTAL SERVICES DIVISION:

- Mother Earth fountain restoration.
- Redondo Circle crosswalk safety and landscape improvements.
- Agora handicap access ramp.
- Various campus landscaping improvements, concrete walk restoration and crosswalk marking.

➤ UTILITIES DIVISION:

- Plans to increase chiller capacity to support new construction on campus or begin building a new utility plant on the north campus in conjunction with the planned UNMH expansion.
- Plans to install the final phase of solar PV at Valencia Campus. Once completed over 70% of that campus' electricity will be provided by the sun.
- Update and complete the Utilities Master Plan.
- Plans to upgrade domestic water system pumps and controls.

➤ ENGINEERING & ENERGY SERVICES DIVISION:

- \$2.5 million HVAC/Lighting/Life Safety systems upgrade at Economics to begin late Spring 2020.
- Develop a funding request for Lab Controls/Safety program based upon the recently completed pilot project at the Multi-Discipline Research Facility.

➤ Maintenance & Planning will compile modernization, fire service and cab upgrades to Fitz Hall elevator #1

FY20 ANNUAL BUDGET

Finance & Services			
Division	I&G	ISU	Total
Finance & Services	\$2,526,114	\$401,272	\$2,927,386
Environmental Services	\$6,117,372	\$2,552,857	\$8,670,229
Utilities		\$26,270,671	\$26,270,671
Maintenance & Planning	\$5,895,580	\$4,191,635	\$10,087,215
Engineering	\$1,114,941	\$5,432,713	\$6,547,654

HSC - Operating Budget		
I&G	ISU	Total
\$909,474		\$909,474
\$1,992,555	\$416,882	\$2,409,437
		\$0
\$1,012,884	\$1,046,052	\$2,058,936
		\$0

Main Campus - I&G Utilities Budget			
I&G Utilities	\$16,989,646		
Total Budgets	\$32,643,653		
	I&G Total		
Total FM Operating Budgets			\$71,492,801
Total FM Budgets			\$80,903,735
Building Renewal & Renovation:	\$5,612,000		

HSC - I&G Utilities Budget		
\$4,033,087		
\$7,948,000		
HSC I&G Total		
		\$9,410,934



RISKS.

- **STAFFING:** Presently, 25% of staff are eligible to retire, which would result in a loss of institutional knowledge. Non-competitive salary given current market (trades). High custodial turnover rate.
MITIGATION STRATEGY: Develop an increased focus on recruitment with assistance from HR Client Services.
- **INCOMPLETE UNDERSTANDING OF UNM'S ENERGY REQUIREMENTS MAY ELICIT ACCEPTANCE OF ENERGY POLICIES THAT COULD RESULT IN REDUCED RELIABILITY AND INCREASED COST:** The Renewable Energy Rate exemption has been replaced with a process and benefit that will result in a benefit about one-tenth that of the original. Master plan implications addressing increased utility costs and potential mandated renewable energy requirements by UNM, CABQ, and the State of New Mexico.
MITIGATION STRATEGY: Develop a strategy that allows UNM to reasonably meet governmental mandates for energy efficiency, energy sources, and environmental requirements without undue financial and operational hardship, or deterioration of the UNM Mission.
- **PROJECT COST ESTIMATING AND COST OVERRUNS:** Due to approval timetables.
MITIGATION STRATEGY: Deployment of a department internal Scope of Work (SoW) form and checklist related to project development, along with an internal review process prior to finalizing proposed budgets.
- **COMMUNICATION:** Integration with associate departments process consistency - lagging timetables.
MITIGATION STRATEGY: Completion of documentation of Standard Operation Procedures by every unit and division in the department will provide information to improve coordination and understanding of both internal and external stakeholders.



MANAGING UNM CAPITAL PROJECTS.

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.

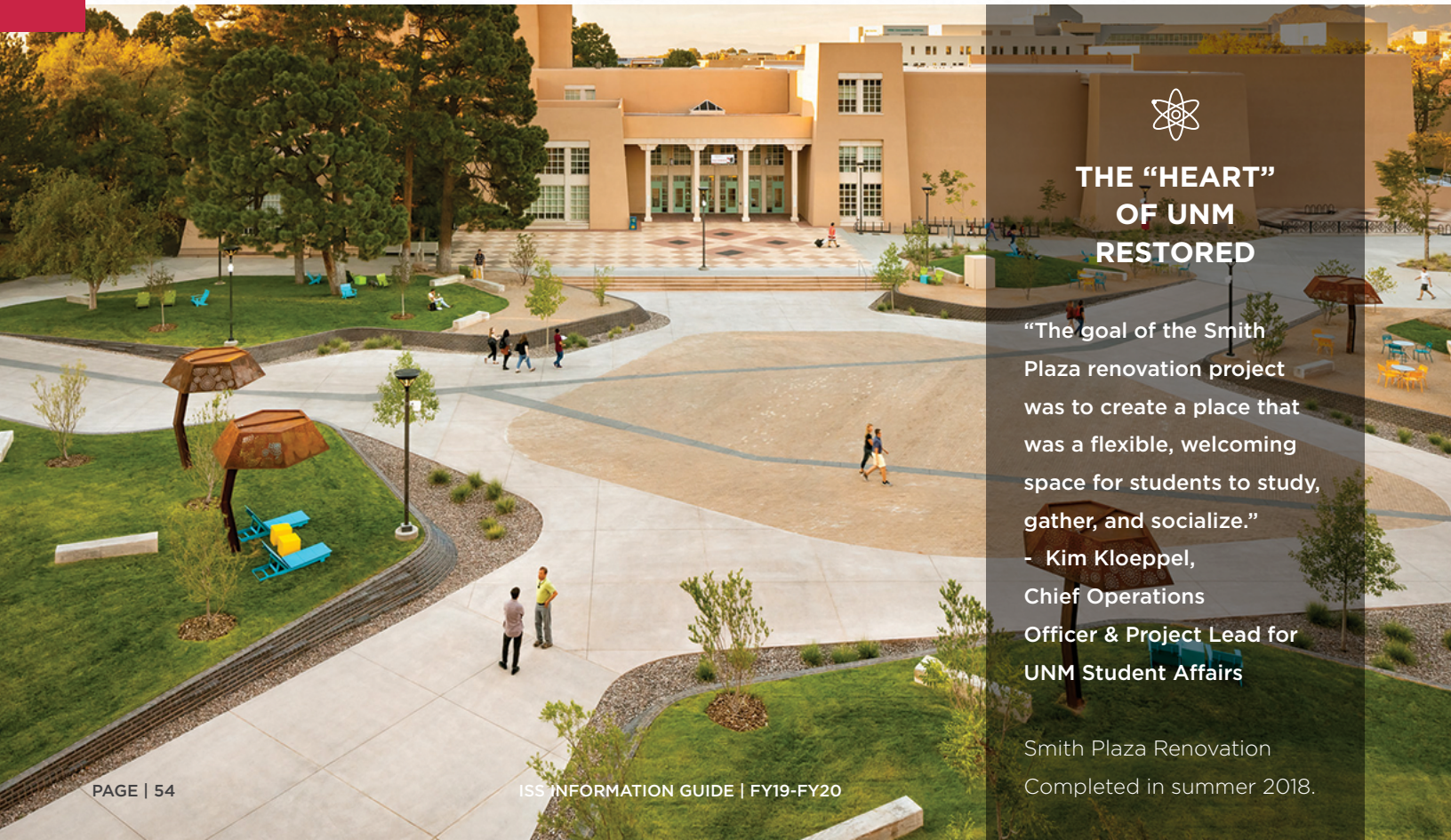
PDC operates with revenue from both Instruction & General (I&G) as well as Internal Service Unit (ISU).



AMY COBURN
UNIVERSITY ARCHITECT
AND DIRECTOR
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Planning, Design & Construction, a professional internal service unit, is dedicated to delivery of superior academic facilities. In her role, Amy provides broad leadership for the institution's architectural and landscape character and directs capital project development activities for UNM academic campuses.

pdc.unm.edu



THE “HEART” OF UNM RESTORED

“The goal of the Smith Plaza renovation project was to create a place that was a flexible, welcoming space for students to study, gather, and socialize.”

- Kim Kloeppel,
Chief Operations
Officer & Project Lead for
UNM Student Affairs

Smith Plaza Renovation
Completed in summer 2018.

COMPREHENSIVE SERVICES

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

2018-2019 ACCOMPLISHMENTS

- Successfully processed approx. 400 project requests, facilitated the scoping, design and development of approx. 200 projects and delivered over \$100M in capital project construction.
- McKinnon Center for Management - successful construction of new Anderson School of Management building.
- Smith Plaza - Comprehensive renovation of deteriorated central campus plaza accomplished providing UNM community a new, usable 'great-room' as the heart of our campus.
- Outstanding project management associated with development of Physics, Astronomy, Interdisciplinary Science building(PAIS) with on time on budget completion of \$66M scope, scheduled completion Fall 2019.
- Superior collaborative teaming in problem solving for Johnson Center Expansion & Renewal (JCER) to leverage \$35M to greatest extent in deteriorated assembly of recreation buildings.
- Terrific can-domanship around small project delivery for our many main campus and branch clients.
- Launched capital projects software tool effort anticipated to enhance access to current project date and provide critical information for strategic decision making going forward.



\$2,210,000

ANNUAL BUDGET



31*

EMPLOYEES

*INCLUDES ON-CALL STAFF



2 STUDENT EMPLOYEES



MISSION.

Steward of UNM's campus identity and capital development to create outstanding campus environments.



VISION.

Creating great spaces for great people doing great things!

CURRENT & FUTURE PROJECTS

PROJECTS OVER \$10M	
Physics & Astronomy Interdisciplinary Science (PAÍS)	\$65,746,710
Johnson Center Expansion and Renovation (JCER)	\$35,526,828
Clark Hall Chemistry Building Phase 2 (CHEM II)	\$16,000,000
PROJECTS \$1M - \$9.9M	
Valencia Workforce Training	\$6,000,001
Valencia Infrastructure	\$5,826,028
Taos Science Technology Engineering and Math	\$4,890,000
Natural History Science Center (NHSC)	\$3,883,000
Gallup Physical Plant Department	\$2,635,000
Honors College	\$2,217,000
Formula Society of Automotive Engineers (FSAE) Racing Lab	\$1,500,000
PROJECTS \$0 - \$999.9K	
Approximately 100 minor renovation projects totaling:	\$8,626,627

YEAR-TO-DATE COMPARISONS OF PROJECT INTAKE DATA

BY CAMPUS	FY 2019	FY2018	FY2017	FY 2016
Central	157	270	239	300
HSC	75	124	93	100
North	28	39	26	34
South	9	12	8	15
Off-Site	2	15	2	2
UNMH	1	0	0	0
Branches	7	23	19	17
Total	279	483	387	468

2019 Data as of 05/27/19



RISKS.

- **UNSTABLE WORKFORCE:** Continued loss of knowledgeable staff has left us continually behind on tasks that are critical for our success and without time to plan and strategize in counteracting our risks.
MITIGATION STRATEGIES: Maximize growth opportunities, compensation and supportive work environment.
- **LACK OF CURRENT INSTITUTIONAL/GUIDANCE (MASTERPLAN).**
MITIGATION STRATEGY: Anticipate master plan expression and 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.





REAL ESTATE DEPARTMENT

COMPREHENSIVE REAL ESTATE SERVICES.

The Real Estate Department (RED) manages all real estate activities of the University, including: purchases, sales, development, leasing of institutional real property, off-campus leasing for UNM tenants, property management and revenue generating investment real property.



THOMAS NEALE

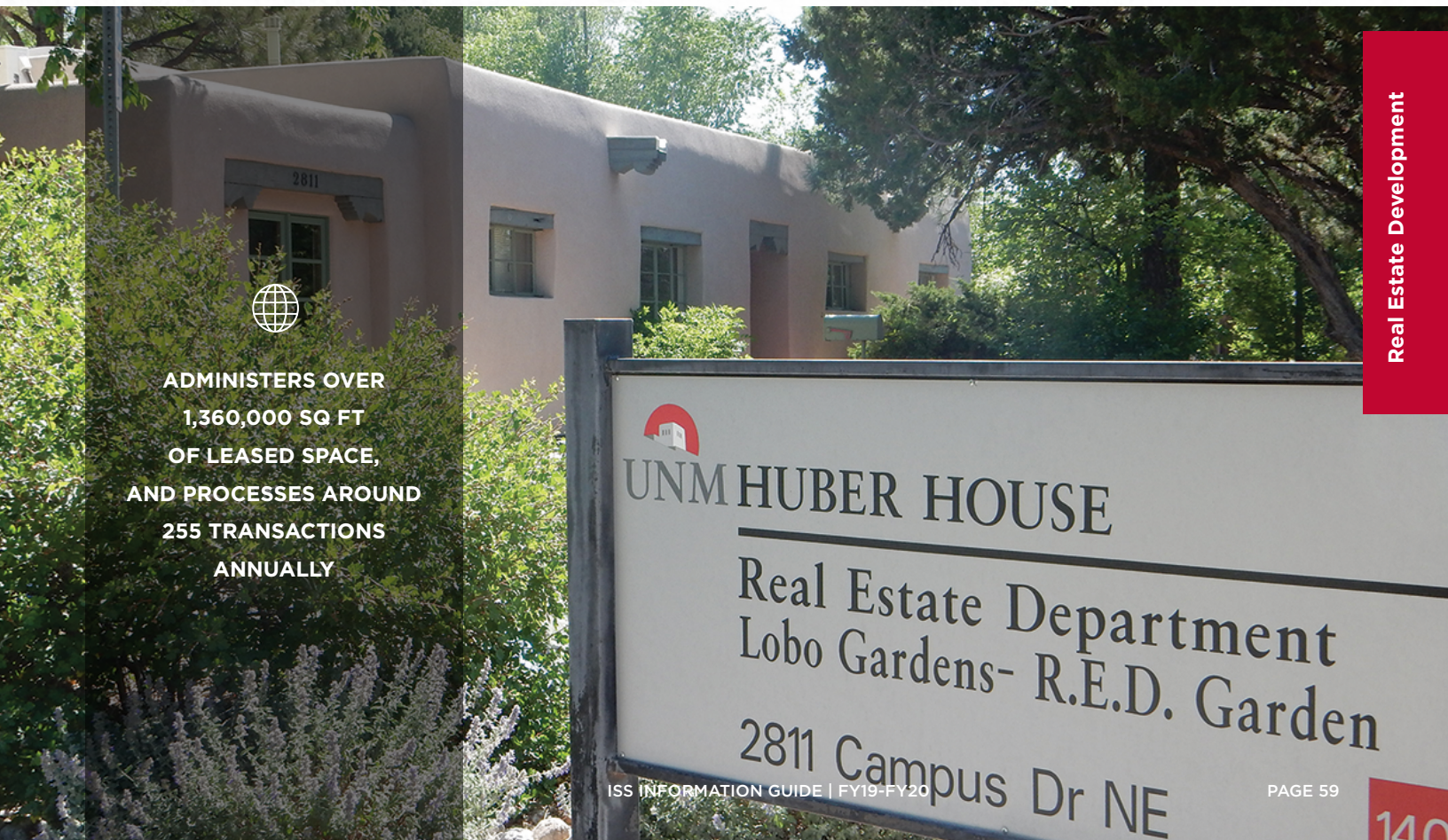
DIRECTOR

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As Director of Real Estate, Tom supervises a staff of six full-time employees. The department's major areas of responsibility include property management, leasing, and acquisitions, providing comprehensive real estate services for all entities of the Regents. They also provide a range of analytical, consulting, and administrative services.

realestate.unm.edu



ADMINISTERS OVER
1,360,000 SQ FT
OF LEASED SPACE,
AND PROCESSES AROUND
255 TRANSACTIONS
ANNUALLY



\$11,588,000

ANNUAL BUDGET



6

EMPLOYEES



20

NEW LEASES IN FY19



1,364,454 SQ FT

CURRENT LEASED SPACE



\$15,000,000

ANNUAL RENT OBLIGATIONS

FY19 REAL ESTATE TRANSACTIONS

- New leases
- Amendments/renewals
- Acquisitions
- License agreements
- Oil and gas leases
- TOTAL REAL ESTATE TRANSACTIONS IN FY19: 255

FY19 NEW LEASES

- 20 Total
- 139,866 Sq. Ft.
- \$2,414,183 Annual Rent

ANNUAL RENT OBLIGATIONS OF LEASES

RED Leases Under Management	\$8,137,731
UNM - Landlord	\$2,657,002
UNM- Tenant	\$7,157,454
TOTAL	\$17,952,186

FY19 OPERATING BUDGET

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



MISSION.

To provide effective, efficient real estate service to University customers that support institutional needs. “Real estate services” relates 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.

2018-2019 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.

CURRENT & FUTURE PROJECTS

- 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.



VISION.

To provide exceptional service and solutions to complex and routine real estate matters on behalf of the institution with integrity, accountability, and professionalism.



RISKS.

- **STAFFING AND SUCCESSION PLANNING:** Real Estate is a small department and the need for extensive institutional knowledge is critical maintaining continuity of services to the Institution.

MITIGATION STRATEGY: Recruit new staff to meet workload demand and provide growth opportunities for existing employees. Seeking long-term balance of staff to insure succession planning for the Department.
- **ADEQUATE FUNDING OF CAPITAL REPLACEMENT AND RESERVES:** As the Science & Technology Park ages, it becomes increasingly difficult to fund capital improvement reserves and meet institutional funding commitments through Institutional Support Services (currently \$525,000).

MITIGATION STRATEGY: Seek creative ways to increase Department revenue while holding the growth in operating expenses to a minimum.
- **INSTITUTIONAL PRESSURES ON CASH FLOW:** Adequate funding of reserves and pressures are cash flow are interrelated.

MITIGATION STRATEGY: With support of ISS Leadership, UNM Real Estate hopes to educate Administrators and stakeholders that rent subsidies, use of fund balances, and financial commitments to ISS (which flow to the I&G pool) are impacting our ability to appropriately maintain and fund operation of the Science & Technology Park.



UNM REGENT-OWNED 501(C)(3)S

COLLABORATION

UNM Regent-owned 501(c)(3)s who work in collaboration
with Institutional Support Services (ISS)

➤ LOBO DEVELOPMENT CORPORATION (LDC) | ldc.unm.edu

➤ LOBO ENERGY INCORPORATED (LEI) | lei.unm.edu



LOBO DEVELOPMENT CORPORATION

NON-TRADITIONAL REAL ESTATE DEVELOPMENT.

Lobo Development Corporation is a UNM Regent-owned, non-profit corporation created under the University Research Park and Economic Development Act for the purpose of facilitating non-traditional real estate development by way of collaborative and innovative approaches, which advance the goals of The University of New Mexico.



KEELIE GARCIA
ADMINISTRATIVE
OPERATIONS MANAGER
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VISION.

Lobo Development Corporation, operating in a collaborative public management process, seeks the highest and best use of UNM's real property assets to facilitate the advancement of scholarly pursuits, improved quality of campus and community life, expansion of alternative funding sources and creation of mutually beneficial products and services UNM's ISS Vision Statement to advance the core mission of The University.

ldc.unm.edu



LOBO DEVELOPMENT CORPORATION (LDC) AND AMERICAN CAMPUS COMMUNITIES (ACC) ENTERED INTO A PARTNERSHIP IN 2008 TO DEVELOP NEW STUDENT HOUSING FOR UNM. LDC FACILITATED GROUND LEASES WITH ACC FOR THE DEVELOPMENT OF LOBO VILLAGE AND CASAS DEL RIO WHICH HAD ADDED NEARLY 1900 BEDS ON UNM'S PROPERTIES.

2018-2019 ACCOMPLISHMENTS

- Marketing of commercial sites along Gibson Blvd
- Establishment of a Tax Increment Development District (TIDD) in partnership with the City of Albuquerque

CURRENT & FUTURE PROJECTS

- Continue efforts to market land on South Campus
- Continue with next steps of TIDD
- Albuquerque Institute for Mathematics and Science (AIMS) charter school expansion of current education space



\$300,000
OPERATING
BUDGET
+
\$500,000
PROJECT
BUDGET
=
\$800,000
ANNUAL BUDGET



1
EMPLOYEE



MISSION.

Lobo Development Corporation advances planning, development and management of real property and facilities for the University of New Mexico through new models of engagement, utilizing business focused decision-making within a public educational environment, creating alternative funding sources, and developing public/private partnerships to enhance UNM’s competitiveness, sustainability and long-term value resulting in improvement to campus and community quality of life. Lobo Development consists of a UNM Regent nominated board and a dedicated staff who work to facilitate non-traditional real estate development which advances the goals of the University of New Mexico. The Lobo Development Corporation Board consists of UNM regents and other important stakeholders in the Albuquerque community.

LOBO ENERGY INCORPORATED

Lobo Energy, Inc. (LEI) is a UNM Regent-owned, non-profit corporation created under the University Research Park and Economic Development Act. Lobo Energy, Incorporated assists the University of New Mexico with the following:

- Participate in the University's energy-related regulatory issues
- Recommend appropriate actions and strategies in response to regulatory opportunities or events
- Explore and potentially develop partnerships and strategic alliances
- Work with State of New Mexico Energy, Minerals and Natural Resources department to partner a project pertaining to the UNM utility infrastructure
- Explore with the State of New Mexico statewide energy conservation initiatives

MISSION

Lobo Energy provides assistance to the University, as requested, for management and supervision of the planning, design, engineering, contracting, energy-conservation, and commissioning services for assigned projects; procurement of equipment and services in the course of implementing the projects; and review of regulatory issues while monitoring long-term technological innovation and sustainable practices.

VISION

Lobo Energy Incorporated aspires to be the premier advocate in institutional utility management.

lei.unm.edu



JASON STRAUSS

PRESIDENT/CEO,
LOBO ENERGY, INCORPORATED

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AS THE STATE'S FLAGSHIP INSTITUTE OF HIGHER EDUCATION, UNM HAS A CIVIL, SOCIAL, AND FISCAL RESPONSIBILITY TO OPTIMIZE ITS PROCUREMENT, PRODUCTION, AND CONSUMPTION OF ENERGY. TO ASSIST IN ENERGY MANAGEMENT, UNM HAS ADOPTED A UNIVERSITY POLICY, UAP 5100. SINCE MAY OF 2008, UNM HAS REDUCED ENERGY CONSUMPTION BY 22.6%.

