

- ISS Welcome Guide -



Innovative Solutions

Exceptional Services

Supporting UNM



INSTITUTIONAL
SUPPORT
SERVICES



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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 EXECUTIVE
VICE PRESIDENT FOR ADMINISTRATION,
CHIEF OPERATING OFFICER, AND
CHIEF FINANCIAL OFFICER.

ISS ADMINISTRATION



CHRIS VALLEJOS
ASSOCIATE VICE PRESIDENT

With over three decades of experience in higher education administration, Chris serves as Associate VP of ISS. He oversees 15 divisions—including Auxiliary Enterprises, Real Estate & Commercial Development, and Facilities & Utilities Management—with over 700 full time employees and an annual budget of \$175M.



LISA MARBURY
EXECUTIVE DIRECTOR

Lisa has been with The University of New Mexico since 2003 and currently oversees directional outcomes for several UNM departments, including Parking & Transportation Services, the Office of Planning, Design, & Construction, Institutional Support Services/IT unit, and the University Club. She also has indirect oversight of the Physical Plant Department. In her tenure at UNM she has coordinated organization-wide strategic, fiscal, and budgetary planning and policy/procedure development.



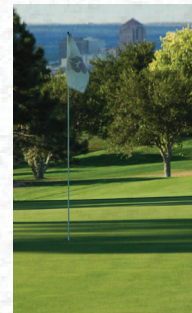
MELANIE SPARKS
EXECUTIVE DIRECTOR

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 UNM Bookstores, Golf Courses, Residence Life and Student Housing, Dining and Food Services, Public Events/Popejoy Hall, and UNM Ticketing Services.



ALICIA SOLANO
UNIT ADMINISTRATOR

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.



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.

ISS CORE VALUES



CUSTOMER SATISFACTION...ACHIEVING EXCELLENCE IN OUR PRODUCTS, SERVICES, AND PROGRAMS TO SURPASS CUSTOMER EXPECTATIONS.

- **QUALITY** - holding to the highest level of standards to achieve excellence.
- **INTEGRITY** - possessing strong moral and ethical principles to do what is right.
- **FISCAL RESPONSIBILITY** - creating, optimizing, and maintaining a balanced budget by promoting revenue growth, controlling costs, and setting performance targets to support strategic priorities.
- **COLLABORATION** - working jointly through teamwork and cooperation to accomplish our goals.
- **ADAPTABILITY** - looking forward to and valuing continuous improvement, innovation, and flexibility.
- **WELLNESS** - promoting both physical and mental health, as well as work-life balance for optimal wellbeing.
- **EFFECTIVENESS** - executing with precision to achieve results.



BUSINESS ENTERPRISES

- BOOKSTORES
- DINING & FOOD SERVICES
- GOLF COURSES
- LOBOCARD OFFICE
- NEW MEXICO PBS
- PARKING & TRANSPORTATION SERVICES (PATS)
- UNM PUBLIC EVENTS/POPEJOY HALL
- RESIDENCE LIFE & STUDENT HOUSING (RLSH)
- TICKETING SERVICES
- UNIVERSITY CLUB

FACILITIES & CAMPUS PLANNING

- LOBO ENERGY, INCORPORATED (LEI)
- PHYSICAL PLANT DEPARTMENT (PPD)
- PLANNING, DESIGN, & CONSTRUCTION (PDC)

REAL ESTATE DEVELOPMENT

- LOBO DEVELOPMENT CORPORATION (LDC)
- REAL ESTATE DEPARTMENT (RED)



ISS EMPLOYS
APPROXIMATELY
700 EMPLOYEES.



15 SERVICE ORIENTED
DEPARTMENTS

UNM BOOKSTORES

MORE THAN JUST TEXTBOOKS

Supporting students from the beginning of their college experience all the way through graduation day is what The University of New Mexico (UNM) Bookstores primary function is. They play 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 three distinctive and productive locations which serve the UNM campus community and Albuquerque area as a whole:

Main Campus

Medical/Legal (North Campus)

LoboDen (Dreamstyle Arena/The Pit)



CARRIE MITCHELL
DIRECTOR, UNM BOOKSTORES

Carrie, the UNM Bookstores Director, oversees the operations and teams for the Main Bookstore, Medical Legal Bookstore and the Lobo Den Store 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.

CONTACT INFORMATION:

505.277.1758 | carriem@unm.edu



FREE DELIVERY

Available to UNM campus departments.



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 Satellite coffee shop inside the bookstore.

2017-2018 ACCOMPLISHMENTS

- Introduced Inclusive Access Program to University in summer 2016. Collaborated with UNM IT, Faculty, and Provost to take Inclusive Access Program from pilot to full program for FY18. Savings for students as of 2/16/18 is \$2,259,705.
- Created webinar for faculty on the Inclusive Access program, its benefits, processes and procedures.
- Increased rental book titles for student savings of \$739,300 this school year.
- Introduced an adoption tool for all departments and faculty to research course materials for adoption that focuses on affordability of textbooks. It has the Merlot database of OER titles.
- Partnered with Global Education to open a Passport Center within the Bookstore.
- Partnered with Residence Life and Student Housing to provide free delivery for students shopping online from bookstore.
- Created new revenue streams by opening a Beauty Boutique, Travel Shop, Athleisure Shop and Tom's Shoe area.
- Centralized all shipping/receiving to main store and centralized buying for several departments including course materials, technology and general books, to reduce labor.

CURRENT & FUTURE PROJECTS

- Working with UNM LERN to deliver proctoring codes to online students.
- Working with branch campuses to offer Inclusive Access Program to their students. Pilot with Taos Campus Spring 2018.
- Working with Purchasing and IT to consolidate Apple purchases thru the Bookstore to increase revenue to UNM.
- Working with IT to fully integrate the IA program for students and faculty through the LMS.
- Working with Dining Services to create grab and go section in the Bookstore.
- Working on tax-exempt program with in-store pick up for students.
- Working with Banner 9 team to automate student schedule and charge uploads.



\$12,318,481

ANNUAL BUDGET



29 FULL-TIME

EMPLOYEES



60 STUDENT

EMPLOYEES



173,424

SALES TRANSACTIONS

(2017)



19,685

COURSE MATERIAL RENTAL UNITS



21,659*

TOTAL INCLUSIVE ACCESS UNITS FY18

*YTD, STILL HAVE 2ND SESSION OF SPRING '18

OUR 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.

OUR CORE VALUES

- **EXCELLENCE** – Achieving excellence through continuous improvement in our quality, services, and programs to surpass customer expectations.
- **INTEGRITY** – Integrity that holds us accountable to our students, the campus community and all who serve UNM's mission; be honest and transparent in our relationships; and to be supportive member of the UNM Bookstores, Institutional Support Services (ISS), and the UNM Community.
- **COLLABORATION** – Collaboration that builds trust internally and externally, nurtures respectful relationships among staff as well as the campus community, and inspires teamwork that is essential to UNM's success.
- **FISCAL RESPONSIBILITY** – Manage our resources wisely and demonstrate fiscal accountability by generating revenue, controlling expenses, and setting performance goals to support the strategic priorities of the UNM Bookstores, Institutional Support Services (ISS), and ultimately the UNM Community.
- **STUDENT SUCCESS** – Guiding business principles and practices with the goal of supporting students' academic success, campus life and lifelong learning.
- **EMPLOYEE SUCCESS** – Establish an environment that provides tools and support to allow for student workforce development, staff growth and success, and value for contributions; promoting a healthy life/work balance.



DINING & FOOD SERVICES

PROVIDING THE HIGHEST QUALITY FOOD & BEVERAGES ON CAMPUS

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, and many more.

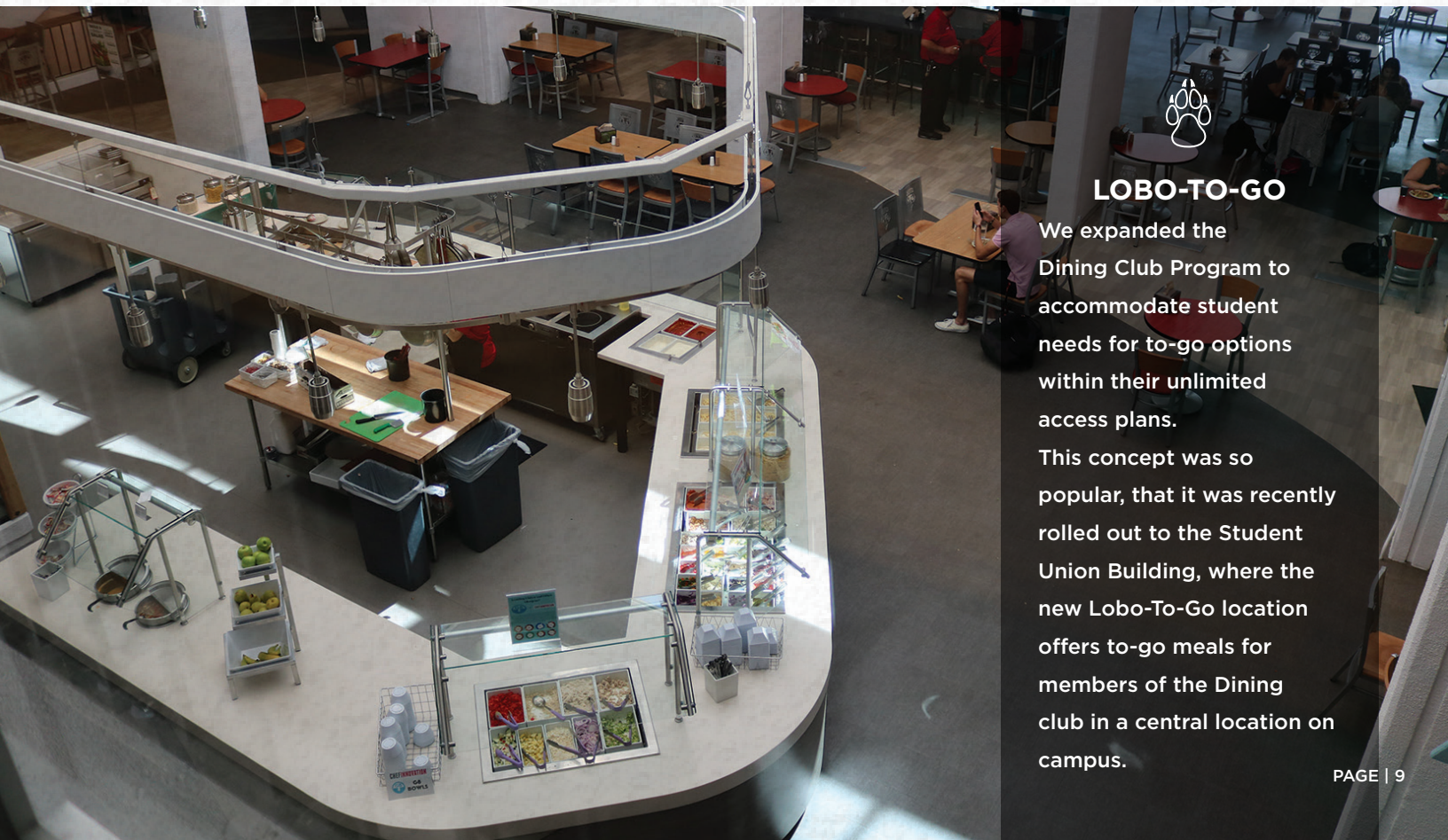


TIM BACKES
ASSOCIATE DIRECTOR OF
BUSINESS OPERATIONS,
FOOD & DINING SERVICES

Tim has worked for UNM since 1996. Before moving to New Mexico, he served as Director of Catering and Retail Operations for UCLA and as Associate Director of Dining Services for Lehman Brothers, located in the World Trade Center. He holds a BS in Business Administration from the University of Denver where he also minored in Hotel & Restaurant Management.

CONTACT INFORMATION:

505.277.0658 | tbackes@unm.edu



LOBO-TO-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 Lobo-To-Go location offers to-go meals for members of the Dining club in a central location on campus.

FOOD VENUES ON CAMPUS

- 1 Dining Hall (La Posada) – open 24/7
- 3 Swipe-And-Go Locations (Fresh Box, Union Club, & The Café at the Student Residence Center)
- 5 national brands across campus (Starbucks, Einstein Bros. Bagels, Subway, Chick-Fil-A, & Mandalay Express)
- 5 local brands across campus (La Montanita, Satellite Coffee, Blake's Lotaburger, Twisters, & WisePies)
- 5 convenience stores across campus
- University Club
 - Daily lunch buffet
 - Happy Hour with full bar service on Thursday and Friday evenings
 - Rentable for special events with or without full bar service

2017-2018 ACCOMPLISHMENTS

- Renovation of La Posada Dining Hall (\$1.8 Million—Summer 2017)
 - First major renovation since it was build in 1969
 - <http://news.unm.edu/news/la-posada-opens-its-doors-after-summer-renovation>
- Refresh renovation of Starbucks (located in Zimmerman Library) to add hot food options
- Refresh renovation of Chick-Fil-A for menu expansion
- Social media and marketing initiative/partnership with UCAM
- Meal Plan Restructure to provide clearer and more concise meal plan options to better serve the varying dining needs of incoming freshmen residents, commuter students, faculty and staff.

CURRENT & FUTURE PROJECTS

- Customer feedback initiative – onsite focus groups and regular surveying
- Completion of UNM Food department landing page website
- Mobile ordering platform implementation (August 2018)
- Completion of Taproom project (August 2018)
- UNM Catering re-brand and menu development



\$2,530,577

ANNUAL BUDGET



**4 FULL-TIME
EMPLOYEES**



**2 STUDENT
EMPLOYEES**



MEAL PLANS SOLD:

1,287
REQUIRED*

1,030
VOLUNTARY

SPRING 2017

*FRESHMEN - UNLIMITED PLANS

1,267
REQUIRED*

1,629
VOLUNTARY

FALL 2017

*FRESHMEN - UNLIMITED PLANS

OUR MISSION

The University of New Mexico's Dining & Food Services Department 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.

OUR VISION

UNM Dining & Food Services 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.



GOLF COURSES

A PERFECT OASIS FOR GOLF

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 and Leisure and Golf Magazine continue to rank the course as one of the Best Places to Play in America.



ADAM ROYBAL
GENERAL MANAGER,
UNM GOLF COURSES

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: pro 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.

CONTACT INFORMATION:

505.277.0542 | aroybal01@unm.edu



#20

**BEST CAMPUS COURSES
IN THE COUNTRY**

- *Golfweek*, 2016



**HOST OF THE
SENIOR OLYMPIC GAMES**

The Championship Golf Course will host the **State Senior Olympic Games** in 2018 and **National Senior Olympic games** in 2019.

GOLF COURSES

MEMBERSHIPS

- 2017 - 86 passes
- 2018 - 78 passes (projected)

KEY UNM PARTNER DEPARTMENTS

- Bookstore
- Athletics
- Physical Plant Department (PPD)
- University Club

2017 NOTABLE TOURNAMENTS

- NCAA Women’s Regional
- Dick McGuire Intercollegiate
- William H. Tucker Intercollegiate
- Hosted 3 United States Golf Associate (USGA) qualifiers

2017-2018 ACCOMPLISHMENTS

- Successfully hosted the NCAA Women’s Regional for golf and Mountain West Conference Championship for cross country.
- Displayed the Championship Course on a world screen with the movie “Just Getting Started.”
- The Championship Course remains the home of the First Tee of Central New Mexico, fostering the environment to grow the game of golf.

CURRENT & FUTURE PROJECTS

- Host NM Senior Olympics at the Championship Course in 2018
- Host the National Senior Olympics at the Championship Course in 2019
- Host the NCAA Regionals at the Championship Course in 2020 and 2021.
- 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.



\$2,249,127*

ANNUAL BUDGET

*BREAK EVEN WITH 500K SUPPLEMENTAL ALLOCATION FROM ISS



8* FULL-TIME
EMPLOYEES

*EXCLUDES ON-CALL & STUDENT STAFF



HOSTED 50
TOURNAMENTS
IN 2017



ROUNDS OF GOLF:

27,885	28,529
CHAMPIONSHIP	NORTH
FY17	

16,509	15,857
CHAMPIONSHIP	NORTH
(UP 22% OVER PRIOR YTD)	(UP 17% OVER PRIOR YTD)
FY18	
(AS OF JAN. '18)	

OUR 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.

OUR VISION

Be the best golf courses in New Mexico.



LOBOCARD OFFICE

UNM ID CARDS

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



CURTIS VIGIL

**SENIOR BUSINESS MANAGER,
LOBOCARD OFFICE**

Curtis has been employed with the University of New Mexico since June 2007. As the Senior Business Manager of Dining and Food Services, Curtis oversees the daily operational budget, as well as capital expenditures and projects within the Institutional Support Services umbrella and works closely with our Food Service contractor in managing our current contract with the University of New Mexico.

CONTACT INFORMATION:

505.277.2801 | cvigil6@unm.edu



PREFERRED NAME

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



2017-2018 ACCOMPLISHMENTS

- Created a billing access database, which streamlines the request of specialty cards from departments and affiliates and payments to and from UNM Departments and vendors.
- Completion of comprehensive Standard Operating Procedures to assist our staff in Customer Service to the UNM community.
- Established preferred/affirmed name process for issuing UNM ID's.
- Established an excellent relationship with the Dean of Students office to issue meal plan cards to the TNT. (Transfer Students) group to experience the retail food options in the Student Union Building (SUB) at lower cost.

CURRENT & FUTURE PROJECTS

- Currently compiling information for a couple of vendors to potentially submit a competitive bid to overtake our current transaction system. We currently work with the Cbord Group and are looking for potential new vendors that can accommodate some of the service requests we need to operate our meal plan program.
- We are in conversations with a few vendors to operate an online photo submission application for the University community. This will assist our patrons in wait times at the Lobo Card Office and also assist the Dean of Students New Student Orientation (NSO) program with a quicker turnaround time in issuing ID's.
- In conjunction with UNM IT, Ccure 9000 was installed, which is our badging system database. This will allow our office for more flexibility in the reporting fields and a more robust badging system.
- We look to continue a greater working relationship with internal UNM departments on cost saving initiatives by offering meal plan options that can fit any budget. The Lobo Office will look to offer meal plan cards to groups of any size, which will allow our food service provider the opportunity to introduce and showcase their food retail locations.
- The Lobo Card Office and the meal plan program is working closely with UNM IT, 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.



\$362,000

ANNUAL BUDGET



3 FULL-TIME
EMPLOYEES



4 STUDENT
EMPLOYEES



**LOBOCARDS
CREATED IN 2017**

NEW - 8,258
REPLACEMENT - 1,964

OUR MISSION

The LoboCard Office (LCO) is tasked with providing the University's official credential to the community. Along with that primary goal, we 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 the Food Service area, within our residence program. Our mission supports the University's goals by enhancing the Lobo Experience and by helping to support strategic partnerships, both on and off campus.



NEW MEXICO PBS

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 web site, and a celebration of arts and culture. For more than 56 years, New Mexico PBS has been a leader in public television with a history of innovative services connecting the people of New Mexico.

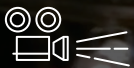


FRANZ JOACHIM
GENERAL MANAGER & CEO,
NEW MEXICO PBS

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 35 years.

CONTACT INFORMATION:

505.277.3296 | fjoachim@newmexicopbs.org



700,000 VIEWERS

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



20,000 MEMBERS STATEWIDE

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



LIST OF TOP TELEVISION PROGRAMS

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

66 COMMUNITY OUTREACH EVENTS IN 2017

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

2017-2018 ACCOMPLISHMENTS

- Produced local documentary Painting Santa Fe covering the genesis of the art culture in Santa Fe, New Mexico.
- Partnered with KUNM-FM and online newspaper New Mexico In-Depth to provide student-centric coverage of the legislative session
- Installed transmitter equipment to bring digital television to the Zuni Pueblo
- Launched FNx (First Nations Experience) on channel 5.3 featuring exclusively Native American content and also launched PBS Kids, a 24/7 children's programming channel on 5.2

CURRENT & FUTURE PROJECTS

- Majesty of Music and Math performance program focusing on using music to illustrate mathematical concepts, will be released and also adapted into learning media for classroom use
- Continued expansion of our student-centric coverage of the NM Legislative session
- Transitioning from satellite to cloud-based program distribution from PBS to local networks
- Exploring new FCC television format NextGen TV (ATSC 3.0) and its impact on department operations children's programming channel on 5.2



\$6,883,887

ANNUAL BUDGET



49 FULL-TIME
EMPLOYEES



15 STUDENT
EMPLOYEES



40% OF NM HOUSEHOLDS
AVERAGE VIEWERSHIP



23,000

TOTAL MEMBERSHIP



\$3,000,000

**TOTAL DONATIONS
BY MEMBERSHIP
IN 2017**

OUR 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.

OUR 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.



PARKING & TRANSPORTATION SERVICES

MORE THAN JUST PARKING

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.

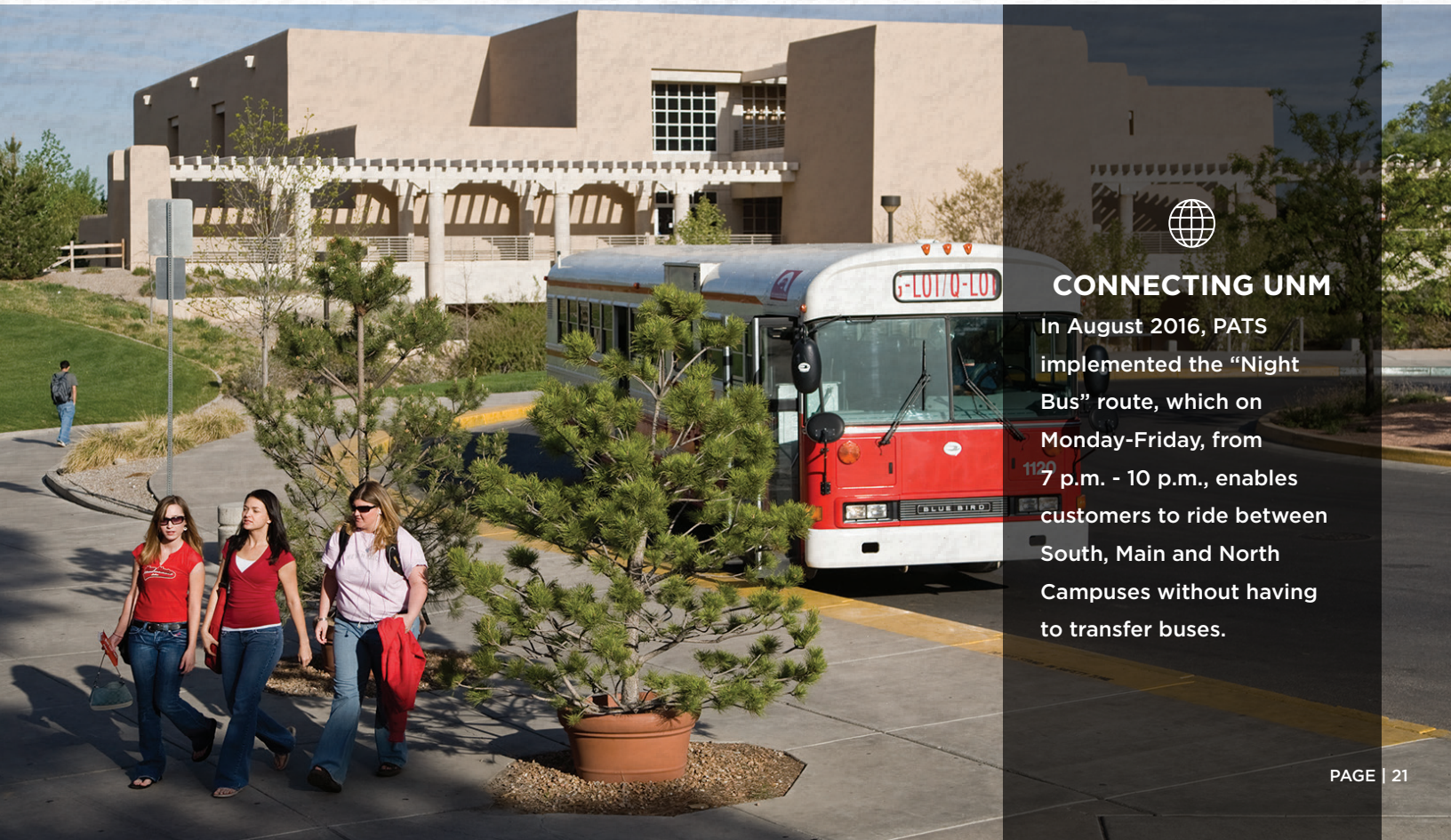


BARBARA MORCK
DIRECTOR, UNM PARKING & TRANSPORTATION SERVICES

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.

CONTACT INFORMATION:

505.277.1969 | bmorck@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.

TYPES OF PARKING AVAILABLE

- Regular Permit Zone Parking: 11,505
- Reserved Parking: 867
- Visitor/Pay Station Parking: 867
- Handicap Parking: 418
- Other/Misc.* Parking: 894
- **TOTAL PARKING SPACES: 14,581****

* 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

- 8 Routes available for fall/spring semesters
- Service times:
6:30 a.m. – 10:00 p.m. Mon. – Thu.
6:30 a.m. – 7:00 p.m. Fri.
- Number of days of service - 249
- Number of passenger boardings in FY17: 1,501,217
(does not include special event counts)
- Average boardings per day (weekday): 6,029

SPECIAL EVENT SUPPORT

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

- FY17 generated revenue: \$513,165
- FY17 passenger counts: 92,969

COMMUNITY PROGRAMS:

- Rail Runner Commuter Train/UNM Shuttles
- UNM – City of Albuquerque Bus Sticker Program
- Bike Locker Program

GOODWILL

(NO COST OR DISCOUNTED SERVICES TO CAMPUS COMMUNITY)

- \$439,772 (FY17) | \$416,593 (FY16)



\$8,774,251

ANNUAL BUDGET



82.5* FULL-TIME

EMPLOYEES

*EXCLUDES STUDENT STAFF



SOLD 18,502

PARKING PERMITS
FOR USE IN JUST OVER
13,500 PERMITTED
PARKING SPACES (2017)



1.5 MILLION
SHUTTLE RIDES
PROVIDED ANNUALLY

PARKING PERMIT RATES BY ZONE

Student/Commuter		Faculty/Staff	
Zone	Price	Zone	Price
S (Lomas Structure)	\$499	A, B, C, F, GR, J, L***, M, P, R, T	\$400-\$475
R***, GR***	\$325	S (Lomas Structure)	\$499-\$698
M***, L***, RIO, P, T, J	\$235	Emeritus/Retiree***	\$70
Y (Yale Structure)	\$499	Motorcycle	\$70
G***, Q, South	\$175	Reserved	\$1,300
Motorcycle	\$70	Structure Reserved	\$1,600
Moped/Scooter	\$36 (no cost in FY18)	Moped/Scooter	\$36 (no cost in FY18)
Reserved	\$1,300		
Structure Reserved	\$1,600		

*** Eligibility requirements apply

2017-2018 ACCOMPLISHMENTS

- Engaged a group of students from Anderson EMBA program to do a market analysis for a Bus Wrap program on the UNM Shuttles. Also collaborated with University Communication and Marketing (UCAM), who paid to have two (2) buses wrapped as part of the project. Project work concluded with the EMBA class doing a presentation that contained recommendations to PATS in regard to costs verses revenue benefit, handling the program in-house verses outsourcing, etc.
- Performed a complete redesign on PATS' website in collaboration with UCAM
- Moved the parking software, T2 Flex, to webhosted (instead of self-hosted). This was done with the goal of improving customer service – specifically permit sales – to customers. The move and work involved (including testing of services) took 3 months to complete
- Continued to meet budgetary goals during the first two quarters of FY18 despite declining enrollment and the temporary loss of parking spaces due to construction on and around campus

CURRENT & FUTURE PROJECTS

- Started planning process for possible parking structure in collaboration with PDC and UNM Real Estate. This proposed parking structure would be located on the southeast corner of Main Campus and would provide parking for dorm residents, faculty and staff, and visitors to UNM.
- Begun looking at possible changes in how parking occurs on/along Las Lomas – Campus between Yale and Girard. This is driven in part by the new McKinnon facility (Anderson School of Management) and in collaboration with PDC.
- As part of PATS' 5-year Capital Plan, purchase of (up to) three (3) large buses – diesel and/or CNG fueled - for use in the UNM shuttle services.
- Continued improvement PATS' on-line services to its customers. Improvements include streamlining of (e.g.) Special Event requests, permits sales and purchases, enforcement notifications (notices of “expect heavy traffic on campus due to...”), etc.
- Create a new revenue stream for PATS when a new Transportation Manager is hired to get the Bus Wrap advertising program up and running.
- To address the continued loss of parking spaces on both Main and North Campuses, and in collaboration with Health Science Center (HSC), PDC, Real Estate, Physical Plant Department (PPD) and UNM Hospital PATS (UNMH PATS), continue to explore options and possible funding sources for new parking opportunities (surface lots and parking structures).

OUR 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.

OUR 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



PLANNING, DESIGN, & CONSTRUCTION

RIGHT NOW, UNM IS GOING THROUGH ITS 2ND LARGEST CAPITAL PROJECTS OUTLAY IN HISTORY.

Planning, Design & Construction (PDC) provides seamless delivery of professional support services and to facilitate best practices in capital project planning, development and construction on behalf of our internal clients. PDC provides comprehensive guidance related to the institution's built environment; specifically, strategic guidance supportive of campus master planning, programming, architectural development, building efforts and best design practices.



AMY COBURN

UNIVERSITY ARCHITECT/
DIRECTOR, PLANNING, DESIGN,
& DEVELOPMENT

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 development activities. Amy also serves as Director of Design & Development of Lobo Development Corporation, a UNM Regent-owned, non-profit corporation where she supervised activities with partner American Campus Communities to provide high-density student housing at UNM.

CONTACT INFORMATION:

505.277.3600 | acoburn@unm.edu



ENHANCING UNM

15,000 tons of concrete was demolished and 18,000 cubic yards of dirt was excavated for the new Physics & Astronomy Interdisciplinary Science (PAIS) building.

CURRENT & FUTURE PROJECTS

Projects	Status	Cost
Coronado Hall (Phase 1)	Complete	\$1,500,000
La Posada Dining Hall Renovations	Complete	\$2,800,000
Farris Engineering Center Renovation	Complete	\$25,526,400
Health Education Building (Phase 3)	Closeout	\$27,300,000
McKinnon Center for Management @ ASM	Construction	\$25,414,281
Physics & Astronomy Interdisciplinary Science (PAIS)	Construction	\$65,747,000
Smith Plaza	Construction	\$3,000,000
Taos STEMH Technical Career Center (Phase 2)	Design	\$4,890,000
SUB Taproom	Design	\$650,000
211 minor capital projects as of December 2017	Various	\$6,000,000
Coronado Hall (Phase 2)	State Approvals	\$2,489,200
Gallup Physical Plant Facility	State Approvals	\$2,000,000
Athletics Football Locker Room Renovations	State Approvals	\$676,500
Johnson Center Expansion & Renewal (JCER)	State Approvals	\$35,000,000
National History Science Center (Bio Annex)	Programming	\$3,883,000
Honors College	Programming	\$2,217,000
Student Health & Counseling (SHAC)	Planning	\$1,250,000
Clark Hall (Chemistry (Phase 2))*	Planning	\$16,000,000
ROTC Renovation (Phase 1)*	Planning	\$6,800,000
Taos College Pathways*	Planning	\$4,300,000

*Voter approval pending

MAJOR CAPITAL EXPENSED IN FY18:

➤ \$82,540,681

YEAR-TO-DATE COMPARISONS OF PROJECT INTAKE DATA (BY REQUEST COUNT)

By Campus	2015	2016	2017
Central	332	268	256
North	44	28	37
HSC	105	80	124
South	27	5	14
Off-Site	2	1	8
Branches	20	18	9
Total	530	400	448

➤ 2015 majority of requests were renovation projects (183 or 34%)

➤ 2016 majority of requests were renewal projects (169 or 42%)

➤ 2017 majority of requests were renewal projects (257 or 57%)



\$2,740,204

ANNUAL BUDGET



31 FULL-TIME*

EMPLOYEES

*INCLUDES ON-CALL & STUDENT STAFF

2017-2018 ACCOMPLISHMENTS

- Successful merge of two independent ISS business units: Planning, Design & Construction (PDC) with the Physical Plant Department Remodel. The combination of ISS service units generate administrative and organizational efficiencies. The unit merge supports seamless delivery of professional support services to facilitate best practices in capital project planning, project management and various construction delivery on behalf of internal clients and external partners.
- PDC's projects were all completed on time and on budget. PDC's current development program represents a dramatic increase in larger, major capital projects. These projects will generate fees and a larger revenue stream to support a healthy department budget for the next several years.
- Current operating period represents peak workload. Several large capital projects are nearing completion: Health Education Building, Farris and McKinnon Center for Management (MCM) Spring 2018. PAIS, our second largest project in UNM history started construction in early Fall 2017, along with Smith Plaza and Johnson Center Expansion & Renewal (JCER) later in 2018.
- Professional services provided and revenue generated for scope associated with UNM branch campuses, specifically Gallup, Taos, Valencia and Los Alamos.



OUR MISSION

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

OUR VISION

To create great spaces for great people doing great things!

POPEJOY HALL

THE PREMIER PERFORMING ARTS CENTER OF NEW MEXICO

UNM Public Events (Popejoy Hall) is the premier performing arts center in NM, seating up to 1985 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.

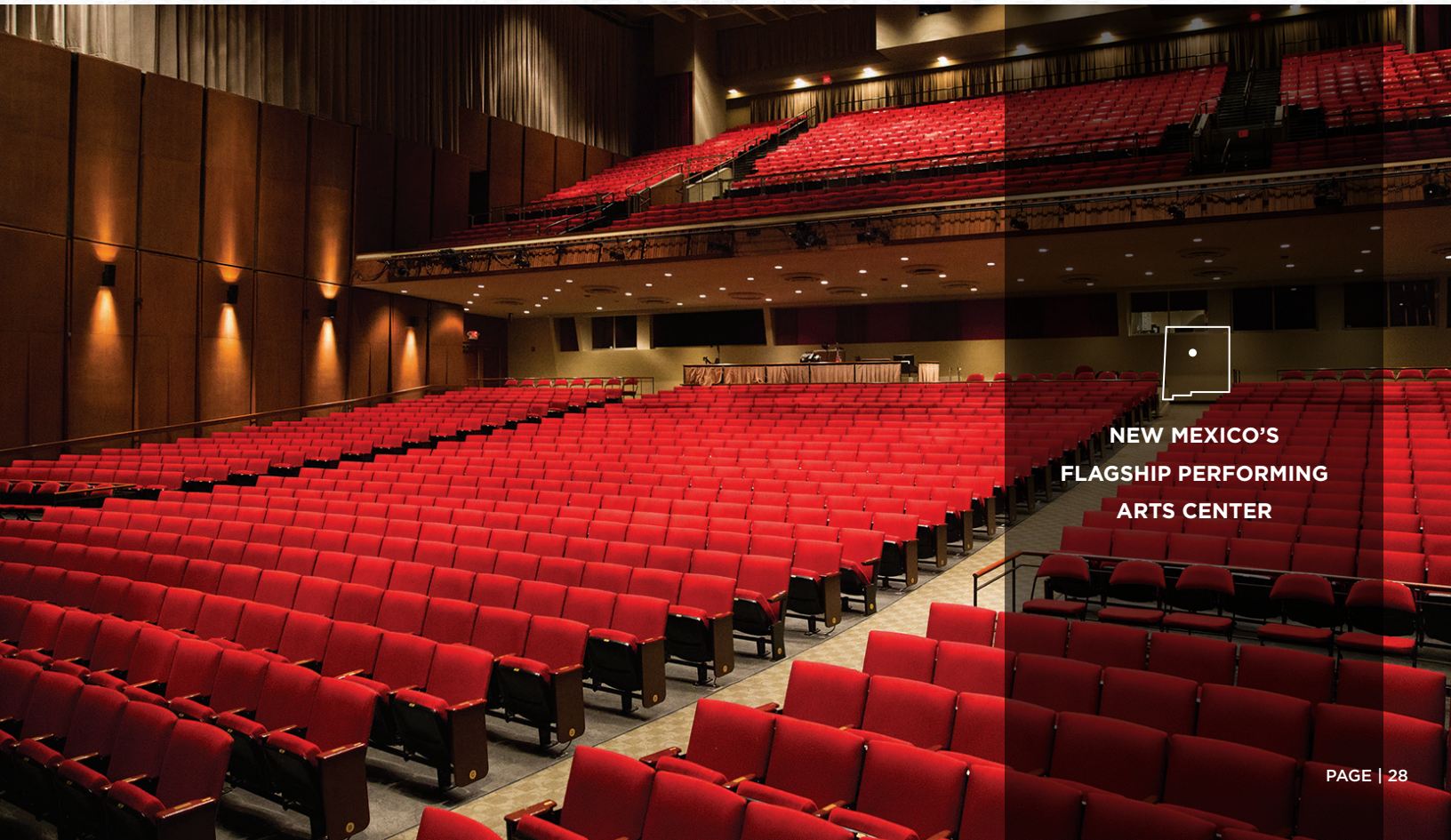


THOMAS TKACH
DIRECTOR, POPEJOY HALL

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.

CONTACT INFORMATION:

505.277.9460 | ttkach@unm.edu



NEW MEXICO'S
FLAGSHIP PERFORMING
ARTS CENTER

PRODUCTIONS & PERFORMANCES

	Productions	Performances
2016-2017 Season	90	178
2017-2018 Season (booked as of 02/15/18)	98	167

SUBSCRIPTIONS

➤ 2016-2017 season | 4,855

➤ 2017-2018 season | 5,943

DONORS THROUGH BENEFACTOR PROGRAM

	FY17	FY18
Benefactor Program		
Chorus Level (\$100+)	198	201
Ensemble Level (\$250+)	94	96
Player Level (\$500+)	47	48
Artists' Circle (\$2,000+)	124	113
Stars' Circle (\$2,500+)	70	82
Directors' Circle (\$5,000+)	9	10
Producers' Circle (\$10,000+)	1	1

DONATIONS IN FY17 & FY18 (AS OF 02/15/18)

	FY17	FY18
Benefactor Program	\$512,800	\$559,100
Popejoy Excellence Fund	\$100,555	\$36,750
Capital Campaign	\$52,299	\$83,588
Major Pledges	\$420,833	\$493,333
Season Sponsorships	\$133,333	\$83,333
Corporate Circle Partners	\$82,500	\$36,500
Other donations	\$68,676	
Total	\$1,370,996	\$1,292,604

SCHOOLTIME PERFORMANCES & ATTENDEES

	Productions	Performances	Attendees
2016-2017 Season	17	32	52,442
2017-2018 Season*	11	21	41,925

*Completed as of 02/15/18; booked events remaining this season include 4 productions and 8 performances



\$6,301,852

ANNUAL BUDGET



31.28 FULL-TIME*

EMPLOYEES

*INCLUDES ON-CALL & STUDENT STAFF



243

VOLUNTEERS

FRONT OF HOUSE USHERS
LOUNGE VOLUNTEERS
AMBASSADORS

2017-2018 ACCOMPLISHMENTS

➤ Construction was completed on the Act I of Popejoy's capital campaign, which included the renovation of Popejoy's lower lobby and restroom facilities and the creation of the Southwest Capital Bank Corporate Lounge. The newly renovated and updated lobby space has been very well received by donors and the public.

CURRENT & FUTURE PROJECTS

➤ Fundraising for Act II of the capital campaign, renovation of the upper lobby and restroom facilities, has been very successful. Plans for renovation have been developed and construction is slated to begin during Summer 2018.



OUR MISSION

To provide access to the performing arts for all New Mexicans

OUR 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.

OUR VALUES

➤ Transparency | ➤ Integrity | ➤ Quality

PHYSICAL PLANT DEPARTMENT

THE PREMIER PERFORMING ARTS CENTER OF NEW MEXICO

The Physical Plant Department (PPD) 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 PPD's goal to provide a safe, beautiful, functional, comfortable, clean, and sustainable environment for the campus community.



ALFRED SENA
DIRECTOR, PHYSICAL PLANT
DEPARTMENT

Al has over 23 years' experience in facilities; 19 of which are educational. During that time, his primary focus has been in 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).

CONTACT INFORMATION:

505.277.6644 | asena5@unm.edu



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

The UNM Physical Plant
Department (PPD)
operates 24/365.



**60,000
WORK ORDERS
EACH YEAR**

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

ANNUAL BUDGET FY18:

Main Campus - Operating Budget				HSC - Operating Budget		
Division	I&G	ISU	Total	I&G	ISU	Total
Finance & Services	\$2,795,930.00	\$1,348,303.00	\$4,144,233.00	\$1,727,903.00	\$0.00	\$1,727,903.00
Environmental Services	\$6,457,745.00	\$2,505,739.00	\$8,963,484.00	\$1,108,186.00	\$0.00	\$1,108,186.00
Utilities	\$0.00	\$25,929,895.00	\$25,929,895.00	\$0.00	\$0.00	\$0.00
Maintenance & Operations	\$5,742,615.00	\$3,072,653.00	\$8,815,268.00	\$1,011,024.00	\$1,176,255.00	\$2,187,279.00
Engineering	\$1,116,912.00	\$3,468,271.00	\$4,585,183.00	\$0.00	\$0.00	\$0.00
Total	\$16,113,202.00	\$36,324,861.00	\$52,438,063.00	\$3,847,113.00	\$1,176,255.00	\$5,023,368.00
Main Campus - I&G Utilities Budget				HSC - I&G Utilities Budget		
I&G Utilities	\$17,184,646.00			\$4,033,087.00		
Total Budgets			\$69,622,709.00			\$9,056,455.00
Total PPD Operating Budgets			\$57,461,431.00			
Total PPD Budgets			\$78,679,164.00			
BR&R	\$5,612,000.00					

DIVISIONS IN PPD

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



\$78,679,164

ANNUAL BUDGET



380 FULL-TIME

EMPLOYEES

*EXCLUDES STUDENT STAFF



OVER 12 MILLION

SQUARE FEET OF
INTERIOR SPACE
MAINTAINED & CLEANED



600 ACRES

OPEN SPACE
MAINTAINED



55,082

WORK ORDERS
COMPLETED IN 2017

2017-2018 ACCOMPLISHMENTS

- Utilities Division increased output from GTG#1 by approximately 10%
- Utilities Division managed natural gas purchases to stabilize prices and reduce costs
- Engineering & Energy Services developed and implemented building HVAC projects that optimized performance and energy conservation
- Engineering & Energy Services replacement whole building control systems has been accomplished by in-house Energy Services staff in conjunction with PPD Area Maintenance
- Maintenance & Planning's water management program committee developed a campus wide water and bottled water dispenser cleaning protocol
- Environmental Services Automotive unit implemented a head light refurbishing program to reduce costs to our customers
- Environmental Services Grounds and Landscaping, in conjunction with PPD Engineering and Energy Services, identified and replaced over twenty storm drain inlets in walkways for ADA compliance and storm water quality
- Environmental Services Sign Shop worked with Parking and Transportation Services (PATs) to update campus directional signage, as well as parking lots.
- Environmental Services Special Activities provided support and equipment to numerous student and academic events on campus including: Spring/Fall Graduation & Convocation Ceremonies, International Fair, Sustainability Fair, Engineering – Annual BBQ, HSC Staff Appreciation luncheon, Hanging of the Greens, Red Rally, PPD United Way BBQ, Welcome Back Days, Freshmen Family Day, HSC Annual Job Fair, New Student Orientation events, March of Dimes
- Environmental Services Custodial department applied new technology, called Hygiena used to verify cleanliness and identify problem areas
- Environmental Services Custodial department purchased Kai Vacs, which is a no touch cleaning system used primarily for public restroom facilities. This allows for increased staff production, while providing better service and healthier environments to the campus community

CURRENT & FUTURE PROJECTS

- Utilities Division will be installing a Very High Pressure (VHP) gas line to Ford Utilities Center gas turbine
- Utilities Division Replacement of CUP absorption chiller
- Engineering & Energy Services continues to systemically upgrade campus lighting systems to LED technologies in both interior and exterior locations
- Engineering & Energy Services is managing the replacement of underground utility systems associated with the Student Resident Center's complex, which consists of 13 buildings
- Maintenance & Planning is to replace the HVAC units on the roof of the Mattox sculpture center
- Maintenance & Planning is to replace the roof over the Johnson Center pool
- Environmental Services is to incorporate trash compactor locations with current building projects to reduce refuse removal
- Environmental Services is planning for the spring maintenance of the Duck Pond, as well as planning for the renovation

OUR MISSION

The Physical Plant Department'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.

OUR VISION

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



REAL ESTATE DEPARTMENT

PROVIDING 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.

Major areas of responsibility include: property management at the Science & Technology Park, leasing, acquisitions, financial and feasibility analysis, internal consulting, and administration. We provide comprehensive real estate services for all entities of the Regents including academic and research units (North, Central, South and Branch Campuses), Health Sciences Center, University of New Mexico Hospitals, UNM Medical Group, and Science and Technology Corporation. In addition, RED provides professional real estate support to Lobo Development.



THOMAS NEALE
DIRECTOR, REAL ESTATE
DEPARTMENT


As Director of Real Estate, Tom supervises a staff of eight 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.

CONTACT INFORMATION:

505.277.4620 | tneale@unm.edu



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

 UNM HUBER HOUSE

Real Estate Department
Lobo Gardens- R.E.D. Garden
2811 Campus Dr NE

REAL ESTATE TRANSACTIONS IN 2017

- New leases
- Amendments/renewals
- Acquisitions
- License agreements
- Oil and gas distribution orders
- **TOTAL REAL ESTATE TRANSACTIONS (2017): 98**

2017-2018 ACCOMPLISHMENTS

- Completion of the \$35 Million Lobo Rainforest Building at InnovateABQ. The six-story building containing 160,000 square feet opened in August 2017
 - Includes 310 bed housing component
 - Ground floor leased to Sandia National Laboratories, Air Force Research Laboratories, General Atomics, Nusenda Credit Union, UNM Innovation Academy, and UNM.STC
 - Real Estate Department has fiscal responsibility of entire project

CURRENT & FUTURE PROJECTS

- Working with City of Albuquerque on the potential for creation of a tax increment development district (TIDD) for UNM's South Campus
 - TIDD is a public finance vehicle that will allow the district to bond new gross receipts to support publicly owned infrastructure
 - TIDD 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 that will be impacted by the proposed new hospital



\$808,000

**ANNUAL
OPERATING BUDGET**



7 FULL-TIME
EMPLOYEES



16 NEW LEASES



1,350,000 SQ FT

CURRENT LEASED SPACE



\$15,000,000

**ANNUAL
RENT OBLIGATIONS**

OUR 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.

OUR VISION

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



RESIDENCE LIFE & STUDENT HOUSING

OFFICIAL STUDENT HOUSING

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, RESIDENCE LIFE
& STUDENT HOUSING

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, marking, recruitment, human resources, and conference guest services.

CONTACT INFORMATION:

505.277.2383 | sullivan@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.

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	\$3,245
Single Room, Traditional Style	\$2,795	2 Bedroom Flat	\$3,895
Double Room, Suite Style	\$2,545	2 Bedroom Townhouse	\$3,970
Single Room, Apartment Style	\$3,195	3 Bedroom Townhouse	\$4,320
Lobo Rainforest Apartments (Downtown)			
Single Room, Apartment Style	\$3,250		

CAMPUS HOUSING BY HALL (FALL 2017 DATA)

Hall (year built)	Total	Room Type	Available Beds	Occupied Beds	Occupancy %
Alvarado (1965)	87	Double, Deluxe Single	137	120	88%
Coronado (1958)	251	Double, Single, Deluxe Single	380	342	90%
Laguna/DeVargas (1969)	187	Double, Single, Suite Single	347	308	89%
Hokona (1957)	176	Double, Single	307	258	84%
Redondo Village (2001)	402	Apartment Style	398	367	92%
Santa Clara (1964)	87	Double, Deluxe Single	138	129	93%
Student Residence Center (1992)	426	Apartment Style	342	316	92%
Lobo Rainforest (2017)	310	Apartment Style	308	91	30%
Residence Hall Totals	1926		2357	1931	82%
Student Family Housing	200	Apartment Style	199	176	88%

CLASS BREAKOUT PER PROPERTY (WITHOUT STUDENT FAMILY HOUSING)

Classification	Res Halls	Rainforest	Casas*	Lobo V*	Total
Freshman	750	10	530	182	1472
Sophomore	508	19	177	282	986
Junior	276	24	78	225	603
Senior	185	17	30	136	368
Graduate	53	17	7	35	112
ND/Other	95	4	0	0	99
Total	1867	91	822	860	3640

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



\$11,228,377
ANNUAL BUDGET



61 FULL-TIME
EMPLOYEES



137 STUDENT
EMPLOYEES

LIVING LEARNING COMMUNITIES

- BA/MD
- Business
- Education
- Engineering
- Fine Arts
- Gender Neutral & Allies
- Global Focus
- Graduate Living
- Honors Wing
- Outdoor Living & Environment Learners
- Pre-Health Professionals
- Science
- Community Service
- Policy and Politics
- Second Year Experience
- **TOTAL LIVING LEARNING COMMUNITIES: 15**



CONFERENCE SERVICES

- Conference Guest Services hosted 40 conferences and camps from May 2017 to August 2017
- 4,132 guests stayed in Residence Life & Student Housing (RLSH) for an average of 10 nights
- 182 Summer Interns stayed in RLSH over the summer months of 2017
- Conference Services employed 8 student Conference Guest Assistants

2017-2018 ACCOMPLISHMENTS

- Completed Phase 1 renovation for Coronado Hall
- Launched new department software system (Symplicity)
- Opened Lobo Rainforest downtown apartment style residence hall with Real Estate Department
- Added Navajo Nation Student Housing Living Area with Real Estate Department

CURRENT & FUTURE PROJECTS

- Replace domestic water distribution system in Student Residence Center
- Phase 2 renovation for Coronado Hall
- Additional Living Learning Community
- Preparing for the Freshman Residence Requirement, starting Fall 2018



RESIDENCE LIFE & STUDENT HOUSING

OUR MISSION

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

OUR VISION

Get connected. Be engaged. Live on campus.

OUR VALUES

- **Quality** - Through continuous evaluation and student feedback, UNM Residence Life and Student Housing seeks to meet a high standard of excellence within our facilities, services and processes.
- **Caring** - UNM Residence Life and Student Housing strives to create an environment of success for every individual resident. All of our student and professional staff are highly trained and compassionate individuals who help residents connect to campus resources, personalize their housing experience, and achieve personal and academic goals.
- **Learning** - The UNM residence halls are an extension of the collegiate academic environment. We believe that by living on campus, residents have the opportunity to learn and grow beyond the classroom. The programs, activities and initiatives within our residence halls aim to develop residents into well-rounded individuals.
- **Community** - UNM Residence Life and Student Housing embraces the idea that communities are comprised of diverse individuals from all walks of life. We nurture healthy, thriving communities that help residents feel connected to each other, as well as the institution. Residents are encouraged to participate as active and engaged citizens within their living areas. Diverse individuals from all walks of life. We nurture healthy, thriving communities that help residents feel connected to each other, as well as the institution. Residents are encouraged to participate as active and engaged citizens within their living areas.

UNM TICKETING SERVICES

FULL-SERVICE TICKETING

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



MARK KOSON
DIRECTOR, UNM
TICKETING SERVICES

Mark began his 36+ year career in ticketing and event management working for the Denver Nuggets, after graduating from Durham College with a degree in Sports and Entertainment Administration. From there, he transitioned to positions with the University of Houston, Bell County Expo Center, and Pittsburgh Cultural Trust, finally landing at UNM in 1993.

CONTACT INFORMATION:

505.925.5638 | tixman@unm.edu



OVER 500 EVENTS ARE
MANAGED ANNUALLY BY
UNM TICKETING SERVICES

SERVICE CHARGEABLE TICKETS

	Ticket Count	Revenue Generated
FY17	128,294	\$800,733
FY18 (as of Jan.'18)	85,477	\$547,684

VENUES/DEPARTMENTS PARTNERED WITH (2017)

Service Chargeable Tickets - By Venue										
	2017-18*	%	2016-17	%	2015-16	%	2014-15	%	2013-14	%
Carlisle	82		77		43		77		56	
Keller	93		470		509		679		680	
Popejoy	45,794	54%	73,235	57%	60,794	47%	73,395	53%	54,877	49%
Rodey	1,191	1%	4,236	3%	5,182	4%	3,899	3%	4,451	4%
SUB	6		11		52		35		77	
X Theatre	499		182		285		294		204	
Woodward Hall	-		-		-		-		-	
Art Museum	-		-		9		19		-	
CFA / misc.	16		-		23		38		-	
The Pit	18,892	22%	24,714	19%	31,186	24%	37,315	27%	29,739	27%
University Stadium	6,909	8%	6,988	5%	16,543	13%	7,486	5%	9,088	8%
Johnson	6		58		51		684		7	
Soccer/Track Stadium	2		447		86		202		1,898	2%
Convention Center	398		925	1%	-		-		2,088	2%
Thomas & Mack	5		-		89		61		-	
Tingley Coliseum	11,584	14%	16,951	13%	14,137	11%	13,814	10%	8,723	8%
Ath - other	-		-		57		29		-	0%
TOTAL	85,477		128,294		129,046		138,027		111,888	
*As of January 31, 2018										

- Dreamstyle Arena - The Pit and Dreamstyle Stadium
- Popejoy Hall, Rodey Theater, and Keller Hall
- Tingley Coliseum
- Albuquerque Convention Center
- **TOTAL VENUES/DEPARTMENT PARTNERS (2017): 16**



\$1,265,295

ANNUAL BUDGET



10.25* FULL-TIME

EMPLOYEES

*EXCLUDES STUDENT STAFF

550

EVENTS

SUPPORTED

(2017)

2017-2018 ACCOMPLISHMENTS

- Third consecutive year Ticketing Services has surpassed \$800,000 in service chargeable revenue
- Partnered with Expo New Mexico on the 2017 State Fair
- New online order forms for Broadway/Ovation subscriptions
- New vouchers now available online for purchase and redemption

CURRENT & FUTURE PROJECTS

- Software upgrade (February 2018)
- Major systems enhancements (March – May 2018)
- Implementation of customized reports for Broadway shows (April 2018)
- Managing State Fair events at Tingley Coliseum for a 6th consecutive year (September 2018)



OUR 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.

OUR VISION

UNM ticketing services strives to be known for its excellence in all facets of customer service, having a knowledgeable staff with friendly and positive attitudes with strong leadership and with an active involvement on campus.

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.

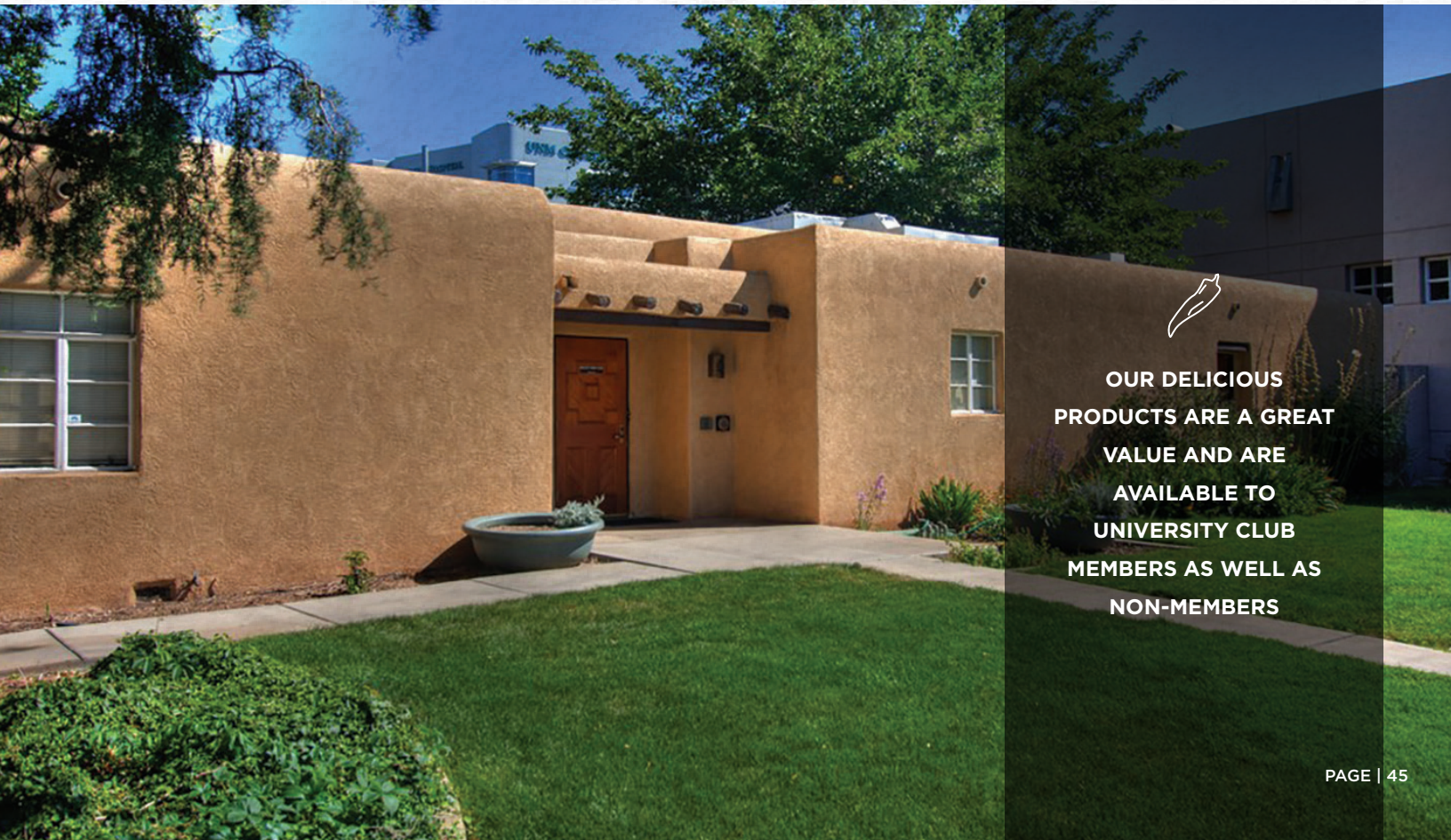


AMANDA GERARD
CLUB MANAGER,
UNIVERSITY CLUB

Managing the University Club allows her the opportunity to combine the diverse skills she has acquired in her career. Her passion for creating outstanding guest experiences through high quality products and services makes the University Club an inviting and relaxing place to be.

CONTACT INFORMATION:

505.639.6993 | agerard@unm.edu




OUR DELICIOUS
PRODUCTS ARE A GREAT
VALUE AND ARE
AVAILABLE TO
UNIVERSITY CLUB
MEMBERS AS WELL AS
NON-MEMBERS

EVENTS HELD AT THE CLUB (2017)

- 30 private events
- 2 member events
- 400+ meetings held by members of the club and campus community
- 15 departmental happy hours

2017-2018 ACCOMPLISHMENTS

- New buffet table to improve food quality, safety, and guest experience
- Improved web and newsletter communications
- Increased private event bookings

CURRENT & FUTURE PROJECTS

- New Member Events for Spring/Summer 2018
 - Wine pairing featuring a local winery
 - Paint night
 - Live music & BBQ
- Implement meal plans to appeal to Faculty and Staff
- Marketing campaign to Anderson School of Management as they move their new space in the McKinnon Center for Management (MCM)



\$68,244

ANNUAL BUDGET



1 FULL-TIME
EMPLOYEE



407

MEMBERS



\$7 (PER MONTH)

MEMBERSHIP DUES



\$10

AVERAGE MEAL PRICE

OUR MISSION

The University Club's mission is to deliver outstanding products, services, and experiences to our members and guests in a relaxing and inviting environment.

OUR VISION

The University Club's vision is to encourage social wellness across campus by providing a comfortable setting to exchange ideas, collaborate, and enhance our campus community.



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)

➤ LOBO ENERGY, INCORPORATED (LEI)



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,
LOBO DEVELOPMENT CORPORATION

CONTACT INFORMATION:

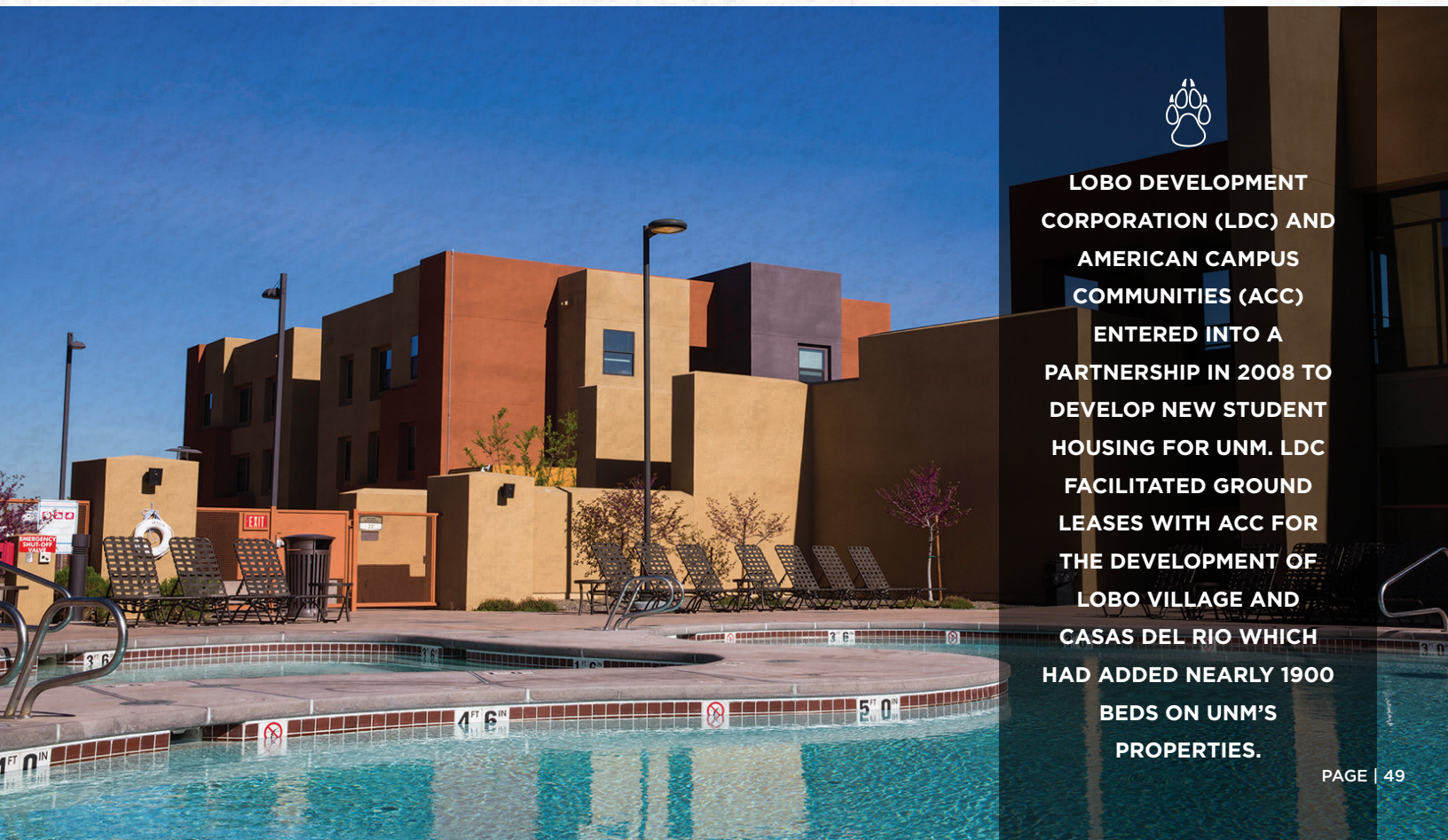
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GLORIA MUNIZ-CHAVARRIA

DEVELOPMENT INTERN,
LOBO DEVELOPMENT CORPORATION

CONTACT INFORMATION:

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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.

2017-2018 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

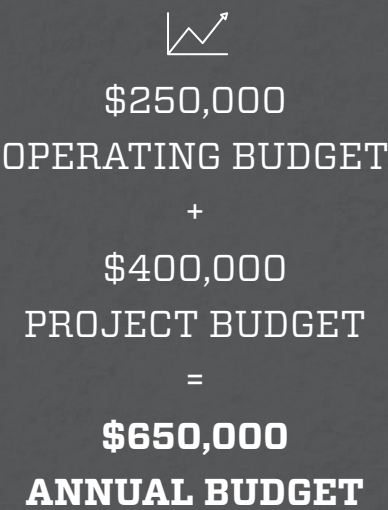
- Continue efforts to market land on South Campus
- Continue with next steps of TIDD

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.

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 UNM Mission and Vision Statements.



2 FULL-TIME
EMPLOYEE

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.



AS THE STATE'S FLAGSHIP INSTITUTION 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 22.1%

JASON STRAUSS

PRESIDENT/CEO,
LOBO ENERGY, INCORPORATED

CONTACT INFORMATION:

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