## Executive Summary

<table>
<thead>
<tr>
<th>Sector</th>
<th>Total Hours of Programming</th>
<th>Total Hours of First Run Programming</th>
<th>Total Hours of Repeat Programming</th>
<th>Total Hours of Programming Submitted but Not Aired</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public</td>
<td>13,891.43</td>
<td>2,810.15</td>
<td>11,081.28</td>
<td>N/A</td>
</tr>
<tr>
<td>Education</td>
<td>12,496.15</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Government</td>
<td>6,673.23</td>
<td>1,449.65</td>
<td>5,223.58</td>
<td>N/A</td>
</tr>
<tr>
<td>Sub-Total</td>
<td>33,060.81</td>
<td>4,259.80</td>
<td>16,304.86</td>
<td>N/A</td>
</tr>
<tr>
<td>Other Sectors</td>
<td>* 10,739.19</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td><strong>43,800.00</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* This programming is not designated P, E or G, and includes overnights, Island Info and other non-PEG programs.

<table>
<thead>
<tr>
<th>Sector</th>
<th>Total Hours of Programming</th>
<th>Total Hours of Locally Produced Programming</th>
<th>Total Hours of Non-Locally Produced Programming</th>
<th>Total Hours of &quot;Bulletin Board&quot; Programming</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public</td>
<td>13,891.43</td>
<td>12,498.52</td>
<td>1,392.92</td>
<td>N/A</td>
</tr>
<tr>
<td>Education</td>
<td>12,496.15</td>
<td>8,753.92</td>
<td>3,742.23</td>
<td>N/A</td>
</tr>
<tr>
<td>Government</td>
<td>6,673.23</td>
<td>6,553.78</td>
<td>119.45</td>
<td>N/A</td>
</tr>
<tr>
<td>Totals</td>
<td><strong>33,060.81</strong></td>
<td><strong>27,806.22</strong></td>
<td><strong>5,254.60</strong></td>
<td>* 1,444.83</td>
</tr>
</tbody>
</table>

* 'Olelo's Island Info and Jobs Info which comprise 'Olelo's "Bulletin Board," are not tracked using the PEG sector designations.

** This does not include "Bulletin Board" hours and other programming not designated P, E or G.

### Note:
The following segment accounts for first run hours only.

<table>
<thead>
<tr>
<th>Sector</th>
<th>Total Hours of Programming &quot;Dropped Off for Play&quot;</th>
<th>Total Hours of Programming Created by PEG Trained and Certified Producers</th>
<th>Total Hours of Programming Created by Open Mic</th>
<th>Total Hours of Programming Created by PEG</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public</td>
<td>1,147.87</td>
<td>1,560.33</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Education</td>
<td>24.48</td>
<td>32.15</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Government</td>
<td>41.41</td>
<td>1,387.07</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Totals</td>
<td><strong>1,213.76</strong></td>
<td><strong>2,979.55</strong></td>
<td>* 42.00</td>
<td><strong>48.86</strong></td>
</tr>
</tbody>
</table>

* These hours are not tracked using the P, E or G designations and Open Mic includes O'ahu Speaks and Capitol Commentary.

** These hours are not tracked using the P, E or G designations.
**VIDEO PRODUCTION TRAINING**
(Māpunapuna Totals)

<table>
<thead>
<tr>
<th>Class Name</th>
<th>Number of Sessions</th>
<th>Total Number of Enrolled Students</th>
<th>Total Number of Students that Completed</th>
<th>Percentage of Students Completing Class</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intro to TV</td>
<td>12</td>
<td>547</td>
<td>547</td>
<td>100%</td>
</tr>
<tr>
<td>PD100</td>
<td>27</td>
<td>203</td>
<td>114</td>
<td>56%</td>
</tr>
<tr>
<td>Field Tech</td>
<td>3</td>
<td>22</td>
<td>22</td>
<td>100%</td>
</tr>
<tr>
<td>Lighting</td>
<td>5</td>
<td>49</td>
<td>49</td>
<td>100%</td>
</tr>
<tr>
<td>Edit Tech</td>
<td>2</td>
<td>7</td>
<td>7</td>
<td>100%</td>
</tr>
<tr>
<td>iMovie</td>
<td>25</td>
<td>207</td>
<td>112</td>
<td>54%</td>
</tr>
<tr>
<td>Final Cut Pro</td>
<td>7</td>
<td>55</td>
<td>17</td>
<td>31%</td>
</tr>
<tr>
<td>Producer</td>
<td>25</td>
<td>188</td>
<td>102</td>
<td>54%</td>
</tr>
<tr>
<td>Director</td>
<td>5</td>
<td>71</td>
<td>71</td>
<td>100%</td>
</tr>
<tr>
<td>Adv. Producer</td>
<td>1</td>
<td>14</td>
<td>14</td>
<td>100%</td>
</tr>
<tr>
<td>AirPak</td>
<td>1</td>
<td>7</td>
<td>7</td>
<td>100%</td>
</tr>
<tr>
<td>EFP/Van</td>
<td>2</td>
<td>31</td>
<td>24</td>
<td>77%</td>
</tr>
<tr>
<td>Studio</td>
<td>8</td>
<td>89</td>
<td>63</td>
<td>69%</td>
</tr>
</tbody>
</table>

**VIDEO PRODUCTION TRAINING**
(Kahuku, Leeward, Palolo, Wa’anae Totals)

<table>
<thead>
<tr>
<th>Class Name</th>
<th>Number of Sessions</th>
<th>Total Number of Enrolled Students</th>
<th>Total Number of Students that Completed</th>
<th>Percentage of Students Completing Class</th>
</tr>
</thead>
<tbody>
<tr>
<td>Producer</td>
<td>20</td>
<td>163</td>
<td>108</td>
<td>66.2%</td>
</tr>
<tr>
<td>Mini Camera</td>
<td>20</td>
<td>172</td>
<td>139</td>
<td>80.8%</td>
</tr>
<tr>
<td>FCP</td>
<td>10</td>
<td>40</td>
<td>38</td>
<td>95%</td>
</tr>
<tr>
<td>Linear Edit</td>
<td>10</td>
<td>52</td>
<td>19</td>
<td>36.5%</td>
</tr>
<tr>
<td>i-Movie</td>
<td>5</td>
<td>79</td>
<td>70</td>
<td>88.6%</td>
</tr>
<tr>
<td>Studio</td>
<td>8</td>
<td>78</td>
<td>64</td>
<td>82%</td>
</tr>
<tr>
<td>DV Cam</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>66.6%</td>
</tr>
<tr>
<td>Feather Pack</td>
<td>3</td>
<td>39</td>
<td>17</td>
<td>43.5%</td>
</tr>
</tbody>
</table>

**VIDEO PRODUCTION TRAINING**
(Māpunapuna Totals)

<table>
<thead>
<tr>
<th></th>
<th>Number of Students Trained &amp; Certified as Producers in 2003</th>
<th>Number of Students Trained &amp; Certified as Producers in 2002</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>102</td>
<td>112</td>
<td>10</td>
</tr>
</tbody>
</table>

**VIDEO PRODUCTION TRAINING**
(Kahuku, Leeward, Palolo, Wa’anae Totals)

<table>
<thead>
<tr>
<th></th>
<th>Number of Students Trained and Certified as Producers in 2003</th>
<th>Number of Students Trained and Certified as Producers in 2002</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>108</td>
<td>**</td>
<td>**</td>
</tr>
</tbody>
</table>

**No data collected at the Satellites in 2002 for this category, tracking began in 2003.**
Complaint Resolution

'Olelo tracks complaints (along with compliments and suggestions). Complaints that warrant tracking are defined as being relevant to the organization and its services and are specific enough to result in some action. Formal complaints are accepted both verbally and in writing. Upon receipt of a complaint, when possible and appropriate, every effort is made to resolve the issue and to communicate the response or outcome with the person who originated the complaint.

Complaints fall into several broad categories and are listed below in alphabetical order with a brief explanation:

- **Access** - To facilities, equipment or staff
- **Board** - Relating to Board of Directors' processes
- **Equipment** - Requests for new or special equipment and equipment malfunction
- **Miscellaneous** - Not specific to other categories here, and not frequent enough to warrant its own category. Examples of issues that fall into the miscellaneous category include: vending machines, web site, aesthetics of the facility and personal views of various aspects of 'Olelo's operations
- **Program Content** - Relating to specific programs
- **Program Requirements** - Relating to 'Olelo requirements to submit programs
- **Program Scheduling** - Relating to program scheduling issues
- **Staff** - Customer service to clients
- **Supplies** - Tape stock, batteries and other production-related supplies
- **Training** - Relating to requests for specific types of training
- **Volunteers** - Relating to acknowledgement of and complaints about volunteers (by volunteers)

<table>
<thead>
<tr>
<th>Issue</th>
<th>Complainants # Received / # of Different Individuals</th>
<th>Action Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>5/5</td>
<td>- Staff notified, staff and client work together to improve communication and access issues</td>
</tr>
<tr>
<td>Board</td>
<td>8/1</td>
<td>- Requests for board-related documentation provided when available, suggestions for how to improve board processes considered and implemented when appropriate</td>
</tr>
<tr>
<td>Equipment</td>
<td>2/2</td>
<td>- Tech staff informed, client kept updated on condition and status of equipment in question</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>13/4</td>
<td>- Issues handled individually (See 2003 Complaint and Compliments section)</td>
</tr>
<tr>
<td>Program Content</td>
<td>17/11</td>
<td>- Producers notified of complaints, staff provides assistance to resolve program content issues. Where appropriate, complainant informed of resolution</td>
</tr>
<tr>
<td>Program Requirements</td>
<td>3/3</td>
<td>- Staff works closely with clients to ensure understanding of program requirements and assist when necessary</td>
</tr>
<tr>
<td>Program Scheduling</td>
<td>1/1</td>
<td>- Staff works closely with clients to explain program scheduling processes and policies</td>
</tr>
<tr>
<td>Staff</td>
<td>2/2</td>
<td>- Appropriate management is informed and counsels employees accordingly</td>
</tr>
<tr>
<td>Supplies</td>
<td>0/0</td>
<td></td>
</tr>
<tr>
<td>Training</td>
<td>0/0</td>
<td></td>
</tr>
<tr>
<td>Volunteers</td>
<td>1/1</td>
<td>- If appropriate, the volunteer being complained about is approached to seek resolution</td>
</tr>
</tbody>
</table>

**TOTALS** 52/30
'OLELO: THE CORPORATION FOR COMMUNITY TELEVISION

2003 Annual Activity Report

2003 HIGHLIGHTS

'Olelo Community Media Centers, formerly known as Satellite Centers, expanded in 2003 with an increase of services and equipment offered at the Leeward Community College site and the addition of a new Community Media Center in the Palolo/Kaimuki community. The Palolo/Kaimuki location opened in October 2003 at Jarrett Middle School with significant community support. The initial success of the Palolo/Kaimuki Community Media Center can be measured by the enthusiastic response area leaders and residents expressed during the center’s grand opening and their continued support of the new facility. An additional success indicator for the Palolo/Kaimuki Community Media Center has been the proportionately large number of programs to come out of the area during its first quarter of operation.

The existing Wai‘anae and Kahuku locations continued to serve their respective rural communities in 2003. A significant change to the Wai‘anae facility has been the relocation of the Wai‘anae High School Media class to their new Media building on the west end of the high school campus. This has resulted in the ability of the Wai‘anae Community Media Center to serve even more community members while maintaining a high level of interaction with and support of student video makers. The Kahuku Community Media Center experienced a similar increase in the number of community members served while the Kahuku High School video program became a reality in 2003. A significant effort to provide these rural communities with Easy Access services also began this year with the premiere of the Wai‘anae Center’s “Aloha ‘o Wai‘anae” and Kahuku’s “Community in Touch” programs. These programs have made it possible for nonprofit agencies in these communities to share their success stories and inform viewers of the services they offer.

'Olelo’s mentoring initiative, now in its second year, has enhanced learning opportunities for newly trained clients. The non-linear edit (NLE) mentoring for iMovie and Final Cut Pro has become a very popular service with NLE client participation doubling from 2002. Another Client Services Department mentoring program, directed toward newly certified producers, was added in July. Beginning with a Crew Call event, where new producers are assisted with finding technicians to work on their projects, the Production Advisor/Client Counselor mentors the producer in storyboarding, makes equipment recommendations, helps with site surveys, and offers other appropriate production assistance upon request.

'Olelo conducted targeted outreach to Filipino and senior communities in an effort to increase the diversity of programming from these under represented communities. Of special note is the facilitated oral history training for the volunteers from the Battleship Missouri Memorial. These volunteers interviewed 117 veterans serving on the U.S.S. Missouri during the signing of the treaty to end World War II. The first “Mighty Moments” program aired on Veterans’ Day. The Filipino Historical Society also participated in a facilitated “Hali’a Aloha” oral history training with their stories slated to air in 2004.

'Olelo provided a volunteer crew to cover the Lt. Governor’s Drug Summit and edited and aired the Drug Summit to coincide with the community awareness around the broadcast of “Ice: Hawai‘i’s Crystal Meth Epidemic” program. Building on that awareness, 'Olelo provided live feeds and web streaming from four locations around O‘ahu to facilitate “Breakin’ the Ice”, a volunteer producer’s coverage of the simultaneous town hall meetings on the “Ice” issue.

'Olelo embarked on a new project to convene students with community leaders in an effort to bring voice to major teen issues identified solely by students. The Youth Xchange Video Competition received 154 submissions from students K through 12 across the state. Community support was shown through enthusiastic sponsorship and partnerships as well as participation from several key community leaders. Mainstream press as well as news stations from all major networks provided coverage. The contest culminated in a gala ceremony sponsored by the Ko‘olina Resort and Spa attended by over 240 students, teachers and administrators.

Overwhelming client and community support and appreciation was evident at a DCCA public comment meeting held on August 25, 2003, to address the proposed Statewide PEG Access Plan. Almost 200 'Olelo clients were present with the majority providing compelling testimony praising 'Olelo’s current services and sharing the importance and impact of PEG
Access services in the community. Almost half of those in attendance were unable to testify due to the overwhelming turnout which resulted in the hearing running approximately two hours over the original scheduled time. Many hearing participants emphasized the importance of community access and were generally supportive of expanding 'Olelo's reach into more under served communities on O'ahu.

PUBLIC, EDUCATIONAL AND GOVERNMENT ACCESS PROGRAMMING

In 2003, the Programming Department evaluated the success of block programming, which was initiated the previous year. Clients found new audiences for their programs since they were preceded and followed by programs with similar subject matter. Viewers were vocal in their enthusiasm.

The Programming Department extended the six-month schedule for series programs to a one-year schedule (July 1, 2003 to June 30, 2004). This news was well received by producers and they were encouraged to create series promos for their program promotion. The response to the call for promos was tremendous and by the end of the year, almost every series program had at least one promo and several had multiple promos.

The Programming Department continues to wrestle with a programming dilemma on Channel 54 VIEWS which is the channel dedicated to social, political, city and state government issues. It provides service not only for governmental institutions, but also for the general public to address community concerns. At maximum, there are 35 hours of available prime time per week. VIEWS currently airs 12 Neighborhood Boards, each program consuming three hours, nearly 36 hours per week. Also, City Council and the State Legislature, each having live programs during daytime hours that average three to five hours each, request cablecast during prime time. Programs submitted by individuals must be given equal opportunity for prime time as well. Programming is exploring options to address this 'limited prime-time' issue in 2004.

Programming made a concerted effort this year to provide timely responses to client inquiries. Viewer concerns about programming information have been addressed by submitting the most current programming information to services providing data to the local media, and by updating 'Olelo’s website daily with the most current programming information.

Following is a breakdown of original and repeat programming by sector (Public, Education and Government). This year, total programming hours do not include overnight programming services. This change in reporting reduced the amount of "Public" programming hours in 2003 compared to 2002. UH and DOE coordinate their own program schedules and are responsible for tracking their own original and repeat hours.

<table>
<thead>
<tr>
<th>Sector</th>
<th>Total Programming Hours</th>
<th>First Run Programming Hours</th>
<th>Repeat Programming Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public</td>
<td>13,891.43</td>
<td>2,810.15</td>
<td>11,081.28</td>
</tr>
<tr>
<td>Educational</td>
<td>12,496.15</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Government</td>
<td>6,673.23</td>
<td>1,449.65</td>
<td>5,223.58</td>
</tr>
<tr>
<td>Sub Total PEG</td>
<td>33,060.81</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sub Totals P&amp;G only</td>
<td>** 4,259.80</td>
<td>** 16,304.86</td>
<td></td>
</tr>
<tr>
<td>Other Sectors</td>
<td>10,739.19</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>43,800.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* This programming is not designated P, E or G, and includes overnights, Island Info and other non-PEG programs.

** UH and DOE provide first run and repeat hours in their own reports.

<table>
<thead>
<tr>
<th>Local Programming</th>
<th>Total Hours</th>
<th>First Run Hours (P &amp; G, less E)</th>
<th>Repeat Hours (P &amp; G, less E)</th>
</tr>
</thead>
<tbody>
<tr>
<td>PEG Total</td>
<td>27,806.22</td>
<td>** 3,503.60</td>
<td>** 15,069.14</td>
</tr>
<tr>
<td>Other Sectors</td>
<td>2,837.59</td>
<td>** 107.66</td>
<td>2,729.93</td>
</tr>
<tr>
<td>Total</td>
<td>30,643.81</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* This programming is not designated P, E or G, and includes overnights, Island Info and other non-PEG programs.

** UH and DOE provide first run and repeat hours in their own reports.
PLAYBACK SUMMARY

In 2003, 'Olelo's Playback center was responsible for cablecasting 43,800 hours of on-air programming. Video streaming continued throughout the year for channels 52, 53 and 54 with live, 24-hour a day video streaming on the internet. The addition of two new web streams brought the total number of web streams to five, which allowed for the streaming of all live programming in both low and high bandwidth formats while still providing 24-7 coverage of channels 52, 53 and 54. Low bandwidth was provided to serve viewers who use dial up modem and high bandwidth was offered to serve those who use cable or DSL hook up, but most importantly it allowed neighbor island access centers to use the feed to broadcast live legislative hearings on their channels.

On-channel errors were evaluated in the following three categories: those caused by technical problems with client program tapes; those resulting from transmission/power problems; and errors caused by 'Olelo equipment or processes.

The table below details the number of errors in each area.

<table>
<thead>
<tr>
<th>Type of Errors</th>
<th>Number of Errors</th>
<th>Percentage of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tape Errors</td>
<td>156</td>
<td>36%</td>
</tr>
<tr>
<td>(Client: bad tape, poor audio, wrong audio track)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Live Feed Errors</td>
<td>148</td>
<td>34%</td>
</tr>
<tr>
<td>(UH, DOE, Legislature, City Council, Traffic Cams, Satellite feeds)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technical</td>
<td>69</td>
<td>16%</td>
</tr>
<tr>
<td>(Equipment)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Processing Errors</td>
<td>42</td>
<td>10%</td>
</tr>
<tr>
<td>(Programming, Playback)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Errors</td>
<td>17</td>
<td>4%</td>
</tr>
<tr>
<td>(Oceanic Cable, Hawaiian Electric power outage)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Errors</td>
<td>432</td>
<td></td>
</tr>
</tbody>
</table>

Client discrepancies dropped dramatically in 2003. Although the Programming Department began logging additional discrepancy items such as improper form submissions, improper end slates, etc., the updated tracking mechanism and process of informing the clients may have curbed the overall number of repeat discrepancies. Clients seem better informed and are turning in programs with proper paperwork, technical compliance, etc. These numbers will continue to be tracked in 2004.

In 2003, there was an increase in the amount of equipment errors that can be attributed to tape formats. 'Olelo began accepting the DVCam videotape format in early 2003 and during the soft launch of the format, clients who tested the new format showed no problems with DVCam. After the format was designated as an acceptable format for general submission, a recurring audio problem was linked to the DVCam decks and has since been resolved by 'Olelo Engineers. Additionally, the DVCPro tape format as a playback source is relatively new and 'Olelo began experiencing deck failures. Research indicated these decks require more frequent maintenance to improve performance.

Summary of all Channel Outages

The 'Olelo Playback Department uses two back-up techniques to minimize channel outages. In the event of a power outage, portable UPS batteries maintain power in the Playback Center, while the back-up generator is powered up. The back-up generator is used until normal power is restored to the Playback Center.

In 2003, 'Olelo Channels were off-air for four hours and 45 minutes due to three incidents listed below:

January 27, 2003 – A power surge at Oceanic's main facility in Mililani knocked out cable service island-wide for 21 minutes.
January 27, 2003 - A second power surge later in the evening, at Oceanic's main facility, knocked out cable service again, island-wide for 24 minutes.

April 14, 2003 - A power outage at approximately 3:00 am knocked out power at the ‘Olelo Playback Center, in Māpunapuna. Because the Playback Center runs solely on computer automation from 12:00 am to 6:30 am, there was no operator in the Center. When the operator arrived at 6:30 am, all channels were fully restored to on-air status by 7:00 am.

**Facility Use**

In 2003, ‘Olelo expanded its Non-Linear Editing (NLE) at the Māpunapuna Media Center. The largest increases in usage came from the Mini Field Units (PD-100), Non-linear Editing Systems (iMovie and Final Cut Pro), and Field Units (DSR-300). There was also a small jump in Mini EFP Unit usage. Media Center operations were affected by a number of factors, including air conditioning malfunctions and equipment repairs.

The Macintosh based non-linear editing systems continue to be the most popular editing systems at the Māpunapuna facility. After assessing the usage of the four linear bays, the total number of bays was reduced to three in the first quarter of 2003. Use of the linear edit systems decreased 2,029 hours compared to 2002. Although this may seem significant, it is consistent with edit usage transitioning to NLE, which increased 4,255 hours from last year.

Another consistent upward trend from 2002 is in Mini Field usage. The Sony PD-100 is the workhorse in production acquisition increasing usage by 6,142 hours. Due to its ease of use and high picture quality, the PD-100 is becoming the clients' camera of choice. Use of the Sony DSR-300 Field Unit increased by 3,260 hours this year. The DSR-300 is still the camera of choice for long format or high quality acquisition.

Mini EFP Unit use increased by 1,374 hours from 2002. Many clients find that the Mini EFP units work well where the use of the EFP Van is unfeasible. Bridging the gap between the EFP Van and multi camera shoots with long edit sessions, the Mini EFP Units have the ability to switch multiple cameras, resulting in reducing editing time required or even eliminating the need for editing altogether.

The Māpunapuna Media Center was closed a total of 23 days for holidays, administrative days, inventory and maintenance. Air conditioning problems caused partial closures of the Media Center totaling nine days. The studio, control room, and linear edit bays were affected. In order to minimize impact on clients, NLE systems were moved to other air-conditioned areas in the facility. Camera reservations were not affected. The EFP Van was also not available for a total of seven days while equipment was repaired.

Mac OS 9, iMovie 2 and Final Cut Pro 2 were phased out by the end of the year. ‘Olelo moved to Apple’s Unix based operating system in early 2004, which boasts faster speeds and less software crashes. ‘Olelo has also moved to iMovie 3 and Final Cut Pro 3.

**Facility Use - Māpunapuna**

<table>
<thead>
<tr>
<th>Equipment Tapes</th>
<th>Total Hours Utilized</th>
<th>Hours Per Session</th>
<th>Estimated Value Per Session</th>
<th>Total Estimated Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mini Field Units</td>
<td>24,212</td>
<td>24</td>
<td>$400.00</td>
<td>$403,533.00</td>
</tr>
<tr>
<td>Field Units</td>
<td>18,724</td>
<td>24</td>
<td>$800.00</td>
<td>$624,133.00</td>
</tr>
<tr>
<td>Linear Edit Bays</td>
<td>8,004</td>
<td>4</td>
<td>$300.00</td>
<td>$600,300.00</td>
</tr>
<tr>
<td>Non-Linear Edit Systems</td>
<td>17,172</td>
<td>6</td>
<td>$300.00</td>
<td>$585,600.00</td>
</tr>
<tr>
<td>Studio</td>
<td>1,670</td>
<td>8</td>
<td>$3,000.00</td>
<td>$626,250.00</td>
</tr>
<tr>
<td>EFP Van</td>
<td>471</td>
<td>8</td>
<td>$4,000.00</td>
<td>$235,500.00</td>
</tr>
<tr>
<td>Mini EFP Systems</td>
<td>1,901</td>
<td>*24</td>
<td>$6,000.00</td>
<td>$475,250.00</td>
</tr>
</tbody>
</table>

Total Estimated Value of Resources Utilized $3,823,566.00

*Mini EFP Systems available for 24 hour check out.
Community Media Center (Satellite) Facility Use

Overall, client interest in using the mini-cameras (PD-100, PD-150, PDx10, consumer cameras) has increased, while interest in the larger, professional DVCam units (listed as “Field Units” in the table below) has decreased. While these larger units are still preferred by those clients who are taping long-format, lecture or meeting type programs (such as neighborhood board meetings), the portability and ease of use of the smaller cameras have increased the demand. A similar increase can be noted in editing where NLE hours for 2003 are more than twice that of linear edit hours.

**Facility Use – Satellite Centers (Kahuku, Leeward Community College, Palolo and Wai’anae)**

<table>
<thead>
<tr>
<th>Equipment Types</th>
<th>Total Hours Utilized</th>
<th>Hours Per Session</th>
<th>Estimated Value Per Session</th>
<th>Total Estimated Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mini Field Units</td>
<td>19,475</td>
<td>24</td>
<td>$400.00</td>
<td>$324,583.00</td>
</tr>
<tr>
<td>Field Units</td>
<td>678</td>
<td>24</td>
<td>$800.00</td>
<td>$22,600.00</td>
</tr>
<tr>
<td>Linear Edit Bays</td>
<td>2,179.5</td>
<td>4</td>
<td>$300.00</td>
<td>$163,463.00</td>
</tr>
<tr>
<td>Non-Linear Edit Systems</td>
<td>4,545</td>
<td>6</td>
<td>$300.00</td>
<td>$227,250.00</td>
</tr>
<tr>
<td>Studio</td>
<td>1,320</td>
<td>4</td>
<td>$1,500.00</td>
<td>$495,000.00</td>
</tr>
<tr>
<td>Consumer Camera</td>
<td>1,826</td>
<td>24</td>
<td>$200.00</td>
<td>$15,217.00</td>
</tr>
<tr>
<td>Feather-Pack</td>
<td>1,646</td>
<td>* 24</td>
<td>$6,000.00</td>
<td>$41,500.00</td>
</tr>
</tbody>
</table>

* Feather-Pack available for 24 hour check out.

| Total Estimated Value of Resources Utilized | $1,659,613.00 |

**All Facility Use**

Māpunapuna and Satellite Centers (Kahuku, Leeward Community College, Palolo and Wai‘anae)

<table>
<thead>
<tr>
<th>Equipment Types</th>
<th>Total Hours Utilized</th>
<th>Hours Per Session</th>
<th>Estimated Value Per Session</th>
<th>Total Estimated Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mini Field Units</td>
<td>43,687</td>
<td>24</td>
<td>$400.00</td>
<td>$728,116.00</td>
</tr>
<tr>
<td>Field Units</td>
<td>19,402</td>
<td>24</td>
<td>$800.00</td>
<td>$646,733.00</td>
</tr>
<tr>
<td>Linear Edit Bays</td>
<td>10,183.5</td>
<td>4</td>
<td>$300.00</td>
<td>$763,763.00</td>
</tr>
<tr>
<td>Non-Linear Edit Systems</td>
<td>21,717</td>
<td>6</td>
<td>$300.00</td>
<td>$1,085,850.00</td>
</tr>
<tr>
<td>Studio – Māpunapuna</td>
<td>1,670</td>
<td>8</td>
<td>$3,000.00</td>
<td>$626,250.00</td>
</tr>
<tr>
<td>Studio – Satellite Centers</td>
<td>1,320</td>
<td>4</td>
<td>$1,500.00</td>
<td>$495,000.00</td>
</tr>
<tr>
<td>Consumer Camera – Satellite Centers</td>
<td>1,826</td>
<td>24</td>
<td>$200.00</td>
<td>$15,217.00</td>
</tr>
<tr>
<td>Feather Pack – Satellite Centers</td>
<td>1,646</td>
<td>24</td>
<td>$6,000.00</td>
<td>$411,500.00</td>
</tr>
<tr>
<td>EFP Van – Māpunapuna</td>
<td>471</td>
<td>8</td>
<td>$4,000.00</td>
<td>$235,500.00</td>
</tr>
<tr>
<td>Mini EFP Systems – Māpunapuna</td>
<td>1,901</td>
<td>24</td>
<td>$6,000.00</td>
<td>$475,250.00</td>
</tr>
</tbody>
</table>

| Total Estimated Value of Resources Utilized | $5,483,179.00 |

**VIDEO PRODUCTION TRAINING**

In response to requests and community needs, the Training Department conducted 13 facilitated classes in Camera, Studio, Producer, Editing and Van. Additionally, ‘Ōlelo began development of the Mini Studio concept as an Easy Access service for 30-minute live-to-tape programs. This involved training Media Center staff to operate the equipment, as well as the development of a Producer Guide. The Mini Studio will launch in first quarter of 2004.

The 2003 focus on new clients saw the advent of ‘Ōlelo’s First Works First Aid consisting of field reference materials for PD-100 cameras and mixers. In addition, the move toward non-linear editing has improved the quality of the First Works. One First Work project won the National Hometown award in the PSA category. Sneak Preview attendance has increased
to become the showcase for newly certified clients in Producing, Camera and Editing. The newly developed First Works critiques distributed at Sneak Previews provide clients with production advice and tips.

More than seventy clients attended five free “ShopTalk” workshops. Topics included: audio theory, keyframing in Final Cut Pro, structuring television programs, producing “must see TV” and low cost pre-production.

Training also developed materials for two new cameras (PD-150 and PDx10) and two new versions of editing software (iMovie3 and FCP3). Seventeen sessions were offered and 76 clients took advantage of the “crossover” class to these new editing systems. Other developments included adding two exercises for various editing classes. All of these materials were distributed to the satellite centers.

The breakdown on basic training activity by category follows:

### Video Production Training - Māpunapuna

<table>
<thead>
<tr>
<th>Class</th>
<th>Sessions Offered</th>
<th>Registered Students</th>
<th>Certified Students</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intro to TV</td>
<td>12</td>
<td>547</td>
<td>547</td>
<td>0</td>
</tr>
<tr>
<td>PD-100</td>
<td>27</td>
<td>203</td>
<td>114</td>
<td>89</td>
</tr>
<tr>
<td>Lighting</td>
<td>5</td>
<td>49</td>
<td>49</td>
<td>0</td>
</tr>
<tr>
<td>Field Tech</td>
<td>3</td>
<td>22</td>
<td>22</td>
<td>0</td>
</tr>
<tr>
<td>Edit Tech</td>
<td>2</td>
<td>7</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>iMovie</td>
<td>25</td>
<td>207</td>
<td>112</td>
<td>95</td>
</tr>
<tr>
<td>Final Cut Pro</td>
<td>7</td>
<td>55</td>
<td>17</td>
<td>38</td>
</tr>
<tr>
<td>Producer</td>
<td>25</td>
<td>188</td>
<td>102</td>
<td>86</td>
</tr>
<tr>
<td>Coffee Talks</td>
<td>8</td>
<td>30</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Director</td>
<td>5</td>
<td>71</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Promotions</td>
<td>3</td>
<td>19</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Adv. Producer</td>
<td>1</td>
<td>14</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Crew Call</td>
<td>3</td>
<td>5</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>AirPak</td>
<td>1</td>
<td>7</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>EFP/Van</td>
<td>2</td>
<td>31</td>
<td>24</td>
<td>7</td>
</tr>
<tr>
<td>Studio</td>
<td>8</td>
<td>89</td>
<td>63</td>
<td>26</td>
</tr>
</tbody>
</table>

### Video Production Training at the Community Media Centers

CMC training continues to serve a very diverse population. Class sizes at the CMCs are typically smaller than those at Māpunapuna, allowing staff to provide a more hands-on approach with a built-in mentoring component. This model has been successful in helping clients gain production confidence, and has increased the certification rate for trainees.

In an effort to increase the community’s access to resources, a new class on using the feather-pack (mini EFP unit) independently was introduced at the Wai'anae Community Media Center during the fourth quarter of 2003. This new certification makes it possible for clients to check out and operate the feather-pack for a community event without requiring a staff technician to be present during the taping. This training has been successful and has empowered those who have been trained to be able to document a greater number of community events. This new model will be adopted by each of the Community Media Centers in 2004.

### Video Production Training - Satellite Centers (Kahuku, Leeward Community College, Palolo and Wai’anae)

<table>
<thead>
<tr>
<th>Class Name</th>
<th>Sessions Offered</th>
<th>Registered Students</th>
<th>Certified Students</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>PD-100</td>
<td>20</td>
<td>172</td>
<td>139</td>
<td>33</td>
</tr>
<tr>
<td>Field Tech</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Linear Edit</td>
<td>10</td>
<td>52</td>
<td>19</td>
<td>33</td>
</tr>
<tr>
<td>I-Movie</td>
<td>5</td>
<td>79</td>
<td>70</td>
<td>9</td>
</tr>
<tr>
<td>FCP</td>
<td>10</td>
<td>40</td>
<td>38</td>
<td>18</td>
</tr>
</tbody>
</table>
### Video Production Training

<table>
<thead>
<tr>
<th>Class</th>
<th>Sessions Offered</th>
<th>Registered Students</th>
<th>Certified Students</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intro to TV</td>
<td>12</td>
<td>547</td>
<td>547</td>
<td>0</td>
</tr>
<tr>
<td>PD-100/Mini Cam</td>
<td>47</td>
<td>375</td>
<td>253</td>
<td>122</td>
</tr>
<tr>
<td>Lighting</td>
<td>5</td>
<td>49</td>
<td>49</td>
<td>0</td>
</tr>
<tr>
<td>Field Tech/DV Cam</td>
<td>5</td>
<td>25</td>
<td>24</td>
<td>1</td>
</tr>
<tr>
<td>Linear Edit</td>
<td>12</td>
<td>59</td>
<td>26</td>
<td>33</td>
</tr>
<tr>
<td>iMovie</td>
<td>30</td>
<td>286</td>
<td>182</td>
<td>104</td>
</tr>
<tr>
<td>Final Cut Pro</td>
<td>17</td>
<td>95</td>
<td>55</td>
<td>40</td>
</tr>
<tr>
<td>Producer</td>
<td>45</td>
<td>351</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Coffee Talks</td>
<td>8</td>
<td>30</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Director</td>
<td>5</td>
<td>71</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Promotions</td>
<td>3</td>
<td>19</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Adv. Producer</td>
<td>1</td>
<td>14</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Crew Call</td>
<td>3</td>
<td>5</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>AirPak</td>
<td>1</td>
<td>7</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>EF/P Van</td>
<td>2</td>
<td>31</td>
<td>24</td>
<td>7</td>
</tr>
<tr>
<td>Studio</td>
<td>16</td>
<td>167</td>
<td>127</td>
<td>40</td>
</tr>
<tr>
<td>Feather Pack – Satellite Centers</td>
<td>3</td>
<td>39</td>
<td>17</td>
<td>22</td>
</tr>
</tbody>
</table>

### Volunteer Activities

This was another active year for volunteers. Clients volunteered 35,495 hours, which were tracked as part of ʻOlelo’s volunteer incentive program. Although an extraordinary number of volunteer hours were recorded, these numbers do not fully represent the volunteer efforts of ʻOlelo’s clients since some volunteers choose not to participate in the incentive program.

There were 33 Executive Productions (EP) completed by volunteers with the assistance of ʻOlelo’s Volunteer Coordinator or from ʻOlelo’s Volunteer Directory database. The Executive Productions gave volunteers the opportunity to gain more production experience, while assisting non-profit organizations with event coverage.

ʻOlelo had eight Interns from Work Hawai’i and the University of Hawai’i system who worked on EP and client productions. This gave them the opportunity to enhance their television production skills, while gaining experience and participating in ʻOlelo’s volunteer initiatives. One Work Hawai’i intern was hired mid-year in ʻOlelo’s Media Resource Center at the Māpunapuna location.

On December 12, 2003, ʻOlelo hosted the fourth annual Volunteer Awards Banquet at Leeward Community College. Over 260 volunteers attended. Michael F. Bowen received recognition and prizes as the Volunteer of the Year, an honor for the individual with the most volunteer hours in 2003. Volunteers David Husted, Rob Kinslow, Mark Heimberger, Nettie Kuwamura, Lillian Hong, Ben Lagud and Bonnie Murakami all logged more than 1,000 volunteer hours in 2003 and were also recognized and received prizes.

This year’s video awards contest was judged by volunteer professionals, including:

Raymond Abregano, Director and Producer of the Annual Miss Hawai’i Pageant.
Muriel Anderson, Product Development Manager for the Hawai’i Tourism Authority
Ben Gutierrez, KITV Weather Anchor
Timothy Los Banos, Chairman of the English Department at Saint Louis High School

<table>
<thead>
<tr>
<th>Winning Producers</th>
<th>Category</th>
<th>Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solomon Alfapada</td>
<td>Compilation</td>
<td>Drinking &amp; Driving</td>
</tr>
<tr>
<td>Julie Callahan</td>
<td>Native Hawaiian</td>
<td>Hau Blossom Tale</td>
</tr>
<tr>
<td>Clifford Inn</td>
<td>Cultural</td>
<td>Na Iwi Kupuna</td>
</tr>
<tr>
<td>Don Kozono</td>
<td>Issues</td>
<td>Hanauma Bay Nature Preserve</td>
</tr>
<tr>
<td>Mark Kurano</td>
<td>Sports</td>
<td>Fighters Club TV, Episode 16</td>
</tr>
<tr>
<td>Steve Meyers</td>
<td>Arts &amp; Entertainment</td>
<td>Point of View</td>
</tr>
<tr>
<td>Sundae Merrick and Sheila Miles</td>
<td>Social/Political</td>
<td>Get Healthy Before You Die</td>
</tr>
<tr>
<td>Nanakuli High A/V Dept</td>
<td>Education</td>
<td>No Child Left Behind</td>
</tr>
<tr>
<td>John Henry Palakiki</td>
<td>Compilation</td>
<td>It All Leads Back to Drugs</td>
</tr>
<tr>
<td>Linda Siu</td>
<td>Compilation</td>
<td>Overweight Teens</td>
</tr>
<tr>
<td>Allen Taylor and Abcdée Callejo</td>
<td>Youth Production</td>
<td>Love of My Life</td>
</tr>
<tr>
<td>Andrew Valentine</td>
<td>Overall Excellence</td>
<td>Iraqi Souls</td>
</tr>
<tr>
<td>Cynthia White</td>
<td>Inspiration</td>
<td>Poil for the Soul</td>
</tr>
<tr>
<td>Michael Winget</td>
<td>Short Take</td>
<td>Breaking Loose</td>
</tr>
</tbody>
</table>

**Mentoring**

The second year of 'Olelo's Non-Linear Edit Mentoring program continues to be a very popular and successful mentoring initiative. In 2003, 96 clients were mentored, involving 49 projects and resulting in 33 completed programs. Although originally created to assist client editors in transitioning from linear editing, this program which totaled 550 mentoring hours, allows clients to learn new techniques in both iMovie and Final Cut Pro and enhance the look of their programs.

Based on the success of the Non-Linear edit Mentoring program, 'Olelo launched the Producer Mentoring Program in July of 2003. This concept was developed in response to the number of producers who complete their certification but do not go on to create an entire program. During the last six months of 2003, 12 new producers were mentored resulting in ten completed programs for cablecast.

Although other types of mentoring were not formally tracked, both the Media Center and Training Department performed one-on-one coaching in audio, lighting, camera techniques, which help the newly trained clients, as well as more seasoned technicians. Studio production mentoring also took place on “Counterpoint” and other client productions. When possible, Executive Productions were used as mentoring opportunities. Staff, interns or seasoned volunteers conducted the mentoring.

**OUTREACH & MARKETING**

The word is out about 'Olelo, and community interest continues to grow. Requests from organizations for additional information about and/or training from 'Olelo dominated outreach activities in 2003. In addition to responding to those interested in 'Olelo, targeted outreach was conducted in the Filipino and Senior communities on O'ahu. Both groups were identified as under represented at the end of 2002. In an effort to ensure 'Olelo's client base and programming reflects the make-up of the island population, 'Olelo made a focused effort to inform these communities about the resources available at all 'Olelo locations. These efforts have been successful in integrating new voices into the existing representation on 'Olelo's channels.

Some of the organizations 'Olelo worked with in 2003 were:
Academy for Lifelong Learning
Adult Mental Health Division Services Research & Evaluation Unit
Ai Pohaku
Ala Wai Elementary
Alu Like
Alzheimer's Association
American Friends Service Committee
American Red Cross
Ark of Safety Christian Church
Assists School
Battleship Missouri
Big Brothers Big Sisters
Bishop Museum
Blood Bank of Hawai'i
Body Boarding Hawai'i
Brigham Young University
Catholic Charities of Hawai'i
Center for Hawaiian Studies
Children's Alliance of Hawai'i
Children's Discovery Center
Center for Native Hawaiian Advancement
Consumer Credit Counseling of Hawai'i
Crossroads
Department of Commerce and Consumer Affairs
Department of Land and Natural Resources
DMZ Hawai'i
Domestic Violence Group
Door of Faith
Earth Justice
Environmental Impact Statement Meetings
Empower North Shore Hawai'i
Farrington High School
Fellows Program
Filipino American Historical Society of Hawai'i
Filipino Chamber of Commerce
Foodbasket
Free Speech TV (Boulder, Co.)
Friends of Malaekahana
Friends of Samoa
Good Beginnings Alliance/Keiki Funders of Hawai'i
Goodwill Industries
Gregory House
Gumil Hawai'i
H'omau Ke Ola
Hakipu'u Ohana Learning Center
Halau Ku Mana New Century Charter School
Hale Kipa: Youth Outreach
Hale Na'au Pono
Hawai'i Cinderella Scholarship Program
Hawai'i Association of Nurse Aides caregivers for the Elderly
Hawai'i Centers For Independent Living
Hawai'i Coalition for Health
Hawai'i Community Services Council
Hawai'i Council on Economic Education
Hawai'i Fi-Do
Hawai'i Foster Youth Coalition
Hawai'i Government Employees Association
Hawai'i International Dyslexia Association
Hawai'i Lupus Foundation
Hawai'i Nature Conservancy
Hawai'i Pacific University
Hawai'i Plantation Village
Hawai'i Primary Care Association
Hawai'i Rugby Association
Hawai'i Wellness Institute
Healthcare for the Homeless
Helping Hands-Retired and Senior Volunteer Program
Ho'owaiwai Na Kamali'i
Hoa Aina o Makaha
Hoala Like
Holimole Productions
Honolulu Advertiser
Honolulu City Council
Honolulu Community Action Program (Wai'anae Unit)
Honolulu Police Department
Honolulu Zoo Society
Honu Project
Information on Fibromyalgia
Ilio'ulaokalani Coalition
Institute for Human Services
Interagency Council
IRS-Hawai'i
Islanders of the Pacific
Japanese Women's Society
Jarrett Intermediate School
Junior Achievement
Junior Life Guards of Hawai'i
Ka'ala Farms
Kahumana
Kailua Historical Society
Kalakaua Middle School
Kaliihi YMCA
Kamehameha Schools
La'iola Senior Residents' Council
Leeward Community College (Pearl City Campus)
Leeward Community College (Wai'anae Campus)
Leeward Community College (Haleiwa Campus)
Legal Aid Society
Legal Services for Children
Leihoku Elementary School
Lions Club
Live & Let Live
Living Nation
Lualualei Ahupua'a Association
Ma'ili Elementary School
Ma'o Farms
Makaha Elementary School
Malama Makua
Marimed
Mayor Wright Housing Board
Melt the ICE
Micronesian Political Awareness Association
Mid-Pacific High School
Military Toxic Project
Moanalua High School
MS Society of Hawai'i
Mutual Housing
Na Imi Wai
Nanakuli Intermediate & High School
National Kidney Foundation
Native Hawaiian leadership Project
North Shore Anti Ice Rally
North West Hawaiian Islands
Nueva Viscaya Association of Hawai'i
Office of Hawaiian Affairs
Ohina Short Film Festival
Outreach for Grieving Youth Alliance
Pa Kui a Lua
Pacific Islanders in Communication
Palolo Housing Tenant Association
Paradise Chapel
Parents without partners
Partners in Care
Pearlridge Rotary Club
Polynesian Voyaging Society
Postman Productions
Protect Kah'o'olawe Ohana
Pu'a Foundation
Queen Lili'uokalani Children's Center (Wai'anae, Punalu'u & Honolulu)
Representative Maile Shimabukuro
Representative Michael Kahikina
River of Life Mission
Rough Cut Film Festival
Sacred Hearts Church
Saint Francis Health Center
Saint Francis Hospice
Salvation Army
Samoa Tokelau SDA Church
Sea of Dreams Foundation
Senator Colleen Hanabusa
Senior Citizen Council East O'ahu
Sierra Club
Special Olympics Hawai'i
St. Rita's Church
Student Future Awareness Program
Susannah Wesley Community Center
Teamsters Union
Tiger Cubs-Moanalua District
Tiger Scout Pack 45 and 105
Time Out Services
Tobacco Free Hawai'i
Toys for Tots
Trinity Christian School
University of Hawai'i, Hawaiian Studies
United Japanese Society
University of Hawai'i School of Social Work
USVETS
Valley of the Rainbows
Vision Improvement Technologies
Visitor Aloha Society of Hawai'i
Voice of the Believers Christian Church
Volunteer Legal Services of Hawai'i
Wai'anae Coast Coalition
Wai'anae Coast Community Health Center
Wai'anae Coast Culture & Arts Society
Wai'anae Coast Republican Party
Wai'anae Community Outreach
Wai'anae Elementary School
Wai'anae High School
Wai'anae Homestead Association
Wai'anae Hongwanji
Wai'anae Intermediate School
Wai'anae Neighborhood Board
Wai'anae Task Force
Waialua Community Association
Waialua High School
Waialua Nui - Hui Kalo
Waipahu Intermediate
Weed and Seed Program
West Side Youth Festival
YMCA

FACILITATED & SPECIAL PRODUCTIONS

Capitol Commentary
Capitol Commentary completed its sixth season at the close of the legislature in Spring of 2003. The program is an "open mic" service for the community to share concerns regarding bills, hearings, or other issues associated with the legislative session. The program is designed as a service for people in the community and legislators who want to share their opinions without having to go through training. It also serves as an outreach tool to raise interest and participation in the democratic process through community television.

'Ōlelo began taping on Opening Day, January 15, 2003 along with students and staff from the Kahuku and Wai‘anae Media Centers. After Opening Day, two 'Ōlelo staff members taped material for the show at the Capitol each Tuesday. Every effort was made to gather diverse viewpoints from both legislators and the general public, with a purposeful attempt to reach new speakers every week. There were 15 days of taping over four months, concluding on April 30, 2003.

A total of 218 speeches (117 legislative speeches and 101 speeches from the general public) were taped. Capitol Commentary aired Sunday evenings at 8:00 pm on channel 54. Every legislator was invited to participate, and 47 legislators, or 62%, participated in Capitol Commentary 2003. Surveys were circulated to the legislators that participated in the service at the end of the legislative session. Of the surveys returned, 100% agreed that Capitol Commentary was valuable, easy to use and professionally conducted. All would like the service to continue and will participate again in 2004.

<table>
<thead>
<tr>
<th>Speeches</th>
<th>218</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legislator Participation</td>
<td>47 with 117 speeches</td>
</tr>
<tr>
<td>General Public Participation</td>
<td>101 speeches</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>2003 Original Program Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programs</td>
</tr>
<tr>
<td>Program Hours</td>
</tr>
</tbody>
</table>

**O'ahu Speaks**

In 2003, O'ahu Speaks continued to provide O'ahu residents without production experience the ability to cablecast a message up to seven-minutes long to the community. From January to December, O'ahu Speaks was used 223 times by 35 different speakers.

<table>
<thead>
<tr>
<th>O'ahu Speaks Programs</th>
<th>48</th>
</tr>
</thead>
<tbody>
<tr>
<td>O'ahu Speaks Program Hours</td>
<td>29.62 hours</td>
</tr>
<tr>
<td>Total Number of Taping Sessions</td>
<td>223</td>
</tr>
<tr>
<td>Number of Different Speakers</td>
<td>35</td>
</tr>
<tr>
<td>Number of New Speakers</td>
<td>11</td>
</tr>
<tr>
<td>Number of Taping Days</td>
<td>83</td>
</tr>
</tbody>
</table>

**Island Info**

Island Info continued to serve a variety of organizations and individuals on O'ahu by posting informational notices on the video bulletin boards. There are five different versions of Island Info (O'ahu Island Info, NATV Island Info, VIEWS Island Info, Teach Island Info and Jobs Info) and notices reflect the content of the channel on which it airs. Each Island Info version airs at different times throughout the day in scheduled slots and as filler where needed.

<table>
<thead>
<tr>
<th>Island Info Notices Posted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Month</td>
</tr>
<tr>
<td>-----------</td>
</tr>
<tr>
<td>January</td>
</tr>
<tr>
<td>February</td>
</tr>
<tr>
<td>March</td>
</tr>
<tr>
<td>April</td>
</tr>
<tr>
<td>May</td>
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<tr>
<td>June</td>
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<tr>
<td>July</td>
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<tr>
<td>August</td>
</tr>
<tr>
<td>September</td>
</tr>
<tr>
<td>October</td>
</tr>
<tr>
<td>November</td>
</tr>
<tr>
<td>December</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
</tr>
</tbody>
</table>

Total Regular Notices Posted for 2003 (all channels) 2,161
Total Neighborhood Board Notices Posted for 2003 (VIEWS) 432
Total Jobs Info Notices Posted for 2003 (on OAHU, NATV and VIEWS) 2,730
Grand Total All Notices (all channels) 5,323

Jobs Info notices are from O'ahu Work Links, an agency that offers no-cost services for job-seekers, including employment-related workshops and training services, and is a partnership that includes the state of Hawai'i's Workforce Development Division, the City and County of Honolulu's Work Hawai'i, Alu Like Inc., and the Honolulu Community Action Program.

Organizations Served Using Island Info:
- American Association of Retired Persons
- Action Line
- Attention Deficit and Hyperactivity Disorder Support Group
- African Black American Education Center of Hawai'i
- Al Anon
- Alcohol and Drug Abuse Prevention and Control Program
- Alcoholics Anonymous
- Aloha Boat Days
- Aloha Festivals
- Aloha Grandmothers Club of Hawai'i
- Aloha United Way
- Alu Like, Inc.
- Alzheimer's Association
- American Box Car Racing International
- American Cancer Society
- American Heart Association
- American Lung Association
- American Mothers, Inc.
- Archaeological Institute of American Hawai'i Society
- Army Community Theatre
- Arthritis Foundation
- Arthritis Support Group
- Artists Showcase 2002

- Beach Cleanup Schedules
- Building Industry Association Hawai'i
- Big Brothers Big Sisters of Hawai'i
- Bishop Museum
- Blood Bank of Hawai'i
- Cancer Research Center of Hawai'i
- Case Management and Information Services
- Casey Family Programs
- Castle Medical Center
- Catholic Charities
- Catholic Women's Guild
- Child and Family Services
- City and County of Honolulu Ethnic Heritage Festival
- Coalition for a Drug Free Hawai'i
- Coast Guard Auxiliary District 14
- Consumer Health Information Service
- Council for Educational Travel USA
- Crimestoppers
- Department of Parks and Recreation
- Department of Customer Services
- Department of Education
- Department of Health
- Department of Land and Natural Resources
- Diamond Head Theatre Art Gallery
Dole Plantation
Domestic Violence Clearinghouse
Downtown Child Care Connection
Drug Addiction Services of Hawai‘i
Drug Policy Forum of Hawai‘i
Dual Recovery Anonymous
Easter Seals
East-West Center
Eating Disorders Family Support Group
Eckankar
Epilepsy Foundation
Essence of Heaven Community Gospel Chorus
Family Literacy
Family Therapy Services
Farrington High School
First Church of Christ
First Circle
First Presbyterian Church of Honolulu
First Samoan Body Christ Church
Foster Botanical Gardens
Foster Grandparent Program
Friendly Hospital Visitors and Talk Story Time Facilitators
Friends of Haunama Bay
Friends of He‘eia State Park
Friends of Honolulu Hale
Friends of Iolani Palace
Friends of Kahana
Friends of Kamaile PTA
Friends of the Pearl Harbor Tug Hoga
Friendship Force of Honolulu
Gallery on the Pali, Unitarian Church
Gay and Lesbian Community Center
GEAR UP
Goodwill Industries
Grow Hawai‘i
Habitat for Humanity
Halawa Xeriscape Garden
Hale Kipa
Hale Nani Rehabilitation & Nursing Center
Hanauma Bay Educational Program
Hawai‘i Academy of Science Educational Program
Hawai‘i Alliance for Arts Education
Hawai‘i Association for College Admission
Hawai‘i Bone Marrow Donor Registry
Hawai‘i Bonsai Association
Hawai‘i Clinical Research Center
Hawai‘i Convention Center
Hawai‘i Counseling and Education Center
Hawai‘i Families as Allies
Hawai‘i Foodbank
Hawai‘i Future Center for Futures Studies
Hawai‘i High School Athletic Assoc.
Hawai‘i Handweavers Hui
Hawai‘i Hispanic Chamber of Commerce
Hawai‘i Homeless Women and Children Crisis Intervention
Hawai‘i Humane Society
Hawai‘i Intergenerational Network
Hawai‘i Library Foundation
Hawai‘i Literary Arts Council
Hawai‘i Lupus Foundation
Hawai‘i Mothers Milk
Hawai‘i Music Teachers Association
Hawai‘i Nature Center
Hawai‘i Opera Theatre Hawai‘i Organ/Tissue Donor Group
Hawai‘i Osteoporosis Foundation
Hawai‘i Pacific University
Hawai‘i Pagan Community Association
Hawai‘i State Judiciary
Hawai‘i State Library
Hawai‘i Stitchery and Fiber Arts Guild
Hawai‘i Theatre Center
Hawai‘i Ultimate League Association
Hawai‘i Womens Business Center
Hawai‘i Youth for Christ
Hawai‘i Youth Services Network Teen Line
Hawaiian Community Assets, Inc.
Hawaiian Historical Society
Hawaiian Humane Society
Hawaiian Kennel Club
Hawaiian Quilting at the Bishop Museum
Hawai‘i’s Plantation Village
Hawai‘i’s Sign Language Festival
Heald College
Health Support for Older Adults
Helping Hands Hawai‘i
Hina Mauka Recovery Center
Holy Warriors at Work
Honolulu Academy of Arts
Honolulu Canoe Club
Honolulu Gay and Lesbian Cultural Foundation
Honolulu Medical Group
Honolulu Men’s Chorus
Honolulu Police Department
Honolulu Symphony Chorus
Honolulu Theatre for Youth
Honolulu Zoo
Hoomau Keola
Hospice Hawai‘i
HUGS
Humanists Hawai‘i
Independent Digital Video Production
Institute for Human Services
International Hospitality Center
Introduction to Ashtango Yoga
Introduction to Reiki Healing
Iolani Palace
Iona Contemporary Dance Theatre
Islamic Information Office
Japanese Cultural Center of Hawai‘i
Joey’s Feline Friends
Joint Action in Community Service
Joints in Motion
Junior League of Honolulu
Juvenile Diabetes Research Foundation
Kahala Hydrogreenery
Kahi Mohala Intensive Chemical Outpatient Services
Kahuku Hospital North Shore Clinic
Kaiser Permanente
Kakoo Ohano Paanao
Kalaeo High School
Kamehameha Schools
Kaneohe Community Family Center
Kapiolani Women’s Center
KCAA Pre-Schools of Hawai‘i
Ke ola Mamo
Keikisaks of Hawai‘i
KHON-TV Action Line
Kilohana United Methodist Church
Know Thyself as Soul Foundation
Kofuku No Kagaku Hawai‘i
Koko Crater Botanical Gardens
Koko Marina Center
Koolaupoko Bahai Community
Kuakini Health System
Kulai Halau
Lanakila Rehabilitation Center
Learn to Meditate
Learn to Meditate
Learning Disabilities Association
Leeward Community College
Leeward Community College Theatre
Legal Aid Society of Hawai‘i
Library for the Blind
Life Foundation
Liliuokalani Botanical Gardens
Long-Term Care Ombudsman Program
Lutheran High School of Hawai‘i
Lyon Arboretum
MADD
Malama Hawai‘i
Malama Hoomaluhia
Manoa Valley Theatre
March of Dimes
Maximus Child Care Connection
Mermaids Hawai‘i
McKinley School
Miracle Ministry Crusade
Mission Houses Museum
Moanalua Gardens Foundation
Monthly Health tips for Honolulu Advertiser
MS Learn Online Program
Muscular Dystrophy Association of Hawai‘i
Music Foundation of Hawai‘i
NAACP Hawai‘i
Narcotics Anonymous
National Depressive & Manic Depressive Association Support Group
National Kidney Foundation of Hawai‘i
National Multiple Sclerosis Society
Native Hawaiian Education Association
Naturally Hawaiian Gallery
Neighborhood Board Meetings
Newcomers Club of Honolulu
Nuuanu Congregational Church
O‘ahu Advisory Council
O‘ahu Head Start
O‘ahu Worklinks
O‘ahu Bookmobile
Ohina Short Film Showcase
Outrigger Waikiki
Pacific Health Foundation
Pacific Health Ministry
Painted Threads
Parent Line
Pearridge Shopping Center
Post Polio Network of Hawai‘i
Princess Kaiulani Historical Tour
Project Kako‘o
Public Schools Graduation Dates
Public Utility Commissions
Qigong International
Queen Liliuokalani Childrens Center
Quantum Energetic Healing
Queen Emma Gallery
Queens Medical Center
Queens Medical Center
Rehab Hospital of the Pacific
Resolve of Hawai‘i
Retired and Senior Volunteer Program
River of Life Mission
Ronald McDonald House Charities
Rotary club of Honolulu
SAGE PLUS
Salt Lake Shopping Center
Salvation Army Addiction Treatment Services
Samba Axe - Brazilian Dance Group
Science of Spirituality
Scrabble Club
Hali’a Aloha Hawai’i (Oral History Training)

In its third year of operation, "Hali’a Aloha Hawai’i" continued to provide training sessions, outreach to underrepresented populations, and diversity of voice. In 2003, three sessions were offered. In total, 22 students registered, and 14 projects were completed, equaling a 64% project completion rate. In addition, a specialized training session was organized for the non-profit U.S.S. Missouri for their massive oral history project in which 117 veterans of the USS Missouri were interviewed and videotaped.

The last training session of the year was a session organized for the Filipino-American Historical Society of Hawai’i as a test to service target groups, as well as non-profit organizations. It proved successful with 5 out of 6 projects completed and a number of participants continuing in their ‘Olelo training. The participants plan to continue doing more oral histories in commemoration of the first group of Filipino plantation workers arriving in the islands 50 years ago.

Talk Story with Your Administration
In an attempt to help the community acquire more information and understanding about the new Administration's plans and leadership, 'Olelo outreached to the Lingle Administration's Senior Advisor Lenny Klompus to educate his team on the resources available to them through 'Olelo. There was a mutual interest in creating an avenue to share more information with the public about new vision and directions.

By March 'Olelo agreed to facilitate a monthly 30-minute discussion program that would allow department heads to share more about their department responsibilities, directions, goals and philosophies with the community on a pilot basis, through the end of the calendar year.

Former Miss America Angela Perez Baraquio volunteered to host the program. A total of ten programs were produced with a minimal crew of five (four volunteers or interns and one 'Olelo staff and one staff member from the Governor's office was also present). Two programs were taped at each taping session to maximize crew and minimize impact on facilities and/or resources. Shows were also taped in the daytime to allow other producers studio usage during the latter afternoon and evenings. The following guests appeared in the following order:

- Governor Linda Lingle
- Lt. Governor Duke Aiona
- Dr. Paul Effler, Department of Health
- Dr. Chiyome Fukino, Department of Health
- Lillian Koller, Department of Human Services
- General Lee, Department of Defense
- Ed Texiera, State Civil Defense
- Mark Bennett, Attorney General
- Russ Saito, Department of Accounting and General Services
- John Payton, Department of Public Safety
- Rod Haraga, Department of Transportation
- Georgina Kawamura, Department of Budget and Finance
- Micah Kane, Department of Hawaiian Home Lands
- Ted Liu, Department of Business, Economic Development and Tourism
- Mark Recktenwald, Department of Commerce and Consumer Affairs
- Marsha Wiener, State Tourism Liaison
- Sandra Kunimoto, Department of Agriculture
- Kathleen Watanabe, Department of Human Resources
- Peter Young, Department of Land and Natural Resources

Counterpoint

Completing its fourth season, "Counterpoint", 'Olelo's public affairs program hosted by Bob Rees, recorded 34 one-hour shows engaging over 70 community leaders and lawmakers in discussion about timely community issues. Three new PSAs were created to promote the service aspect of the program by encouraging viewers to contact Mr. Rees to suggest topics or share feedback. Letters and e-mail from the public are shared on air. For example, Senator Fred Hemmings was invited to appear on Counterpoint after he contacted Mr. Rees to express his views on an issue raised on an earlier show.

Programs were submitted on recycled videotape and shot with a standard shooting crew of five (four volunteers and one staff). There were a total of 474 volunteer hours with a pool of 23 committed volunteers. Bob Rees continues to provide countless volunteer hours preparing for shows, arranging for guests and topics and reviewing email correspondence.

The following guests and topics (listed in order of productions) were featured in 2003:
- Books and Literature - Distinguished visiting writer Sia Figiel, Mark Panek from the UHM English Dept., and Wanda Adams from the Honolulu Advertiser
- Compassion in Dying - Barbara Coombs Lee, President of the National Compassion in Dying Federation
- Nature Conservancy of Hawai‘i - Samuel M. Gon III, their Director of Science, Director of O‘ahu’s Programs
- Pauline Sato, and Executive Director Suzanne Case
Ceded Lands - Lilikala Kame'elehiwa, Director of the UHM Center for Hawaiian Studies, Haunani Apoliona, Office of Hawaiian Affairs Chairperson, attorney William Meheula with Winer, Meheula, Devens and Bush, and Clyde Namu'o, Office of Hawaiian Affairs administrator

Film in Hawai'i - Chuck Boller of the Hawai'i International Film Festival, Georgette Deemer of Becker Communications, Ann Brandman of UH Outreach and Chris Lee of UH's new cinema department

The New Legislative Session - House Speaker Calvin Say


Death with Dignity - Roland Halpern from Compassion in Dying, Andi VanderVoort from Hemlock Hawai'i, HPACC Coordinator Kelly Rosati, and pain specialist James McKoy, MD

Mental Health in Hawai'i - Executive Director of Mental Health Assn., HI Paula Heim, NAMI O'ahu Executive director Marion Poirier, and NAMI Hawai'i State President David Berggren

Civil Liberties - Pam Lichy and Brent White of ACLU of Hawai'i

Disabilities and Society - Wendy Jones on being disabled

Islam - Professor Saleem Ahmed and Hakim Ouansafi on Islam

The Republican Senate - Sam Slom, Gordon Trimble, Fred Hemming

Long Term Care Plus - Vicky Cayetano

Planned Parenthood Hawai'i - Dir. Public Affairs Annelle Amaral, CEO Barry Raff, Board President Sharlene Bliss

Medicine in Hawai'i - Ed Cadman, MD and Dean of John A. Burns School of Medicine, UH

The Kingdom of Humanity - Gene Tamashiro and Dayle Bethel of the Invisible Kingdom of Humanity and Dr. Ha'aeheo Guanson of the Pacific Justice and Reconciliation Center


Non-Killing Global Political Science - UH professor emeritus of political science Glenn Paige and a graduate of Princeton and Harvard, talks about his remarkable transformation from hawk (“An Ollie North with a PhD”) during the Korean War to advocate for what he calls “Nonkilling Global Political Science.”

Public Trust Doctrine - Jonathan Scheuer and attorney Jim Paul on Water and Hawai'i’s Public Trust Doctrine

Provenance and Function of the Law - State Attorney General Mark Bennett

Americans for Democratic Action in Hawai'i - Nancy Bey Little, George Simpson, Chuck Huxel, Juliet Begley, John Bickel

US Supreme Court Decisions on the University of Michigan Cases - Prof. Sylvia Law, NYU and Brent White, Legal Dir. ACLU


Hawai'i Institute for Public Affairs - CEO William Kaneko, E.D. Joan White

The Libertarian Party - Aaron Anderson, Alan Matsuda, John Orendt, Tracy Ryan, Prof. Ken Schoolland

The City Council I - City Council members Charles Djou and Nestor Garcia

The City Council II - City Council members Ann Kobayashi, Gary Okino, Rod Tam and Barbara Marshall

New Update on ACLU of Hawai'i - Brent White and Susan Dorsey of ACLU Hawai'i

University of Hawai'i

UH President Evan Dobelle

Six Republican House Representatives - Mindy Jaffe, Guy Ontai, Charles Djou, Joe Gomes, Corrine Ching, Lynn Finnegan

Arakaki II - Attorneys H. William Burgess and David Rosen, attorneys for the plaintiffs in Arakaki II

Drug Policy Forum - UH Professor Richard Miller, Pam Lichy, Dr. David Firar and Kat Brady

Public Education in Hawai'i - Board of Education members Laura H. Thielen and Laura Brown

Youth Xchange
The YouthXchange Video Competition was created to serve as a catalyst to stimulate dialogue among students and to further convene students, legislators and community experts to address the issues raised by the youth of Hawai’i. Developed in 2003 by a committee consisting of schoolteachers, administrators, legislators and ‘Olelo staff, the contest was structured to give students an opportunity to share their current views and concerns. ‘Olelo partnered with Wai’anae High School’s Searider Productions to present the contest to the schools of Hawai’i and students from kindergarten to grade 12 were encouraged to bring critical community issues to the forefront through the creative use of video.

The contest furthers ‘Olelo’s commitment to providing a forum for a rich mix of voices that celebrate our community’s diverse perspectives. Financial sponsorship was provided by Sony Hawai’i, First Hawaiian Bank and Ko’olina Resort and Spa.

Students were judged within their grade divisions: Elementary School, (K through grade 6) Middle School (grades 7-8) and High School (grades 9-12) and were invited to submit video entries in six different categories: news, public service announcement, mini-documentary, music video, animation, and shorts. Judges included:

- Lyla Berg, Kid’s Voting Hawai’i
- Chuck Boller, Hawai’i Film Festival
- Shawn Ching, KITV News
- Natalie Cross, Hawai’i Student Film Festival
- John DeMello, Mountain Apple Company
- Joy Harjo, writer and musician
- Lurline McGregor, President/CEO

- Mike Nelson, Ko’olina Resort and Spa
- Keali’i Reichel, musician
- Gary Sprinkle, KITV News
- Randy Stone, Filmmaker
- Candy Suiso, Wai’anae High School
- Irene Yamashita, DOE Teleschool

Schools throughout the state submitted more than 150 entries; the top six issues were: drugs, teen suicide, the environment, school values and behavior, health, and drinking and driving. All of the student finalists and their faculty advisors were invited to attend an awards luncheon in January of 2004 at the Ko’olina Resort, which was taped by volunteers. The awards ceremony was hosted by Miss Hawai’i 2003, Kanoelani Gibson. More than 250 people attended the event including the following presenters:

- Lyla Berg, Kid’s Voting Hawai’i
- Chuck Boller, Hawai’i Film Festival
- Juergen Denecke, Na Leo Hawai’i
- Senator Carol Fukunaga
- Rochelle Gregson, ‘Olelo’s Board Chair
- Senator Colleen Hanabusa
- Senator David Ige

- Mike McCartney, PBS Hawai’I
- Lurline McGregor, ‘Olelo President/CEO
- Sean McLaughlin, Akaku Maui Community Television
- Jeff Stone, Ko’olina
- Randy Stone, Academy-Award winning producer

The following is a list of finalists and winners for the First Annual Youth Xchange Competition:

**JUDGES’ CHOICE**

The winning entries from all of the categories competed for the “Judges’ Choice” award for overall excellence and impact.

**Winner:**

“The Love of My Life” - Nanakuli High and Intermediate School
MINI DOCUMENTARY

**Elementary Division**
Finalists:
“Kapunahala’s Values” - Kapunahala Elementary School
“He La Ma Ka Papa Ehaki and Elua” - Kualapu‘u Elementary School

**Winner:**
“Konishiki Story” - Ma‘ili Elementary School

**Intermediate Division**
Finalists:
“Halloween Special” - Mid-Pacific Institute
“Kaua‘i’s Ice Epidemic” - Chiefess Kamakahelei Middle School

**Winner:**
“Gluten - A Healthy Choice for Kids” - Hawaiian Mission Elementary and Intermediate School

**High School Division**
Finalists:
“No Child Left Behind” - Nanakuli High and Intermediate School
“Lawakua ‘O Kalili” - Nanakuli High and Intermediate School

**Winner:**
“Makalapua Hou” - Nanakuli High and Intermediate School

MUSIC VIDEO

**Intermediate Division**
Finalists:
“Be 4 C’s” - Kamaile Elementary School
“Rolling Da Dice” - Konawaena Middle School

**Winner:**
“Drug Anthem” - Kawananakoa Middle School

**High School Division**
Finalists:
“Board” - Kalaheo High School
“Animal Song” - King Kekaulike High School

**Winner:**
“The Love of My Life” - Nanakuli High and Intermediate School

NEWS

**Intermediate Division**
Finalists:
“isafe Internet Safety” - Maryknoll School
“Ewa Beach Cardinals” - Kapolei Middle School
Winner:
“Ready to Learn” - Nanakuli High and Intermediate School

High School Division
Finalists:
“Waialua News Break” - Waialua High School
“isafe Interacts with Maui High” - Maui High School
Winner:
“Reality of the Landfill” - Maui High School

PUBLIC SERVICE ANNOUNCEMENT

Elementary Division
Finalists:
“Get Moving!” - Hanalei Elementary School
“Don’t Smoke” - Maunawili Elementary School
Winner:
“Don’t Drink and Drive” - Maunawili Elementary School

Intermediate Division
Finalists:
“Malama Kekahi I Kekahi” - Wai‘anae Intermediate School
“Bullying” - Kohala Middle School
“Drunk Driving” - Lahaina Intermediate School
Winners:
“Reading” - Chiefess Kamakahelei Middle School
“Suicide I” - Kohala Middle School

High School Division
Finalists:
“What Family?” - Leilehua High School
“Suicide” - James Campbell High School
“Don’t Keep it Inside” - James Campbell High School
“Let Your Voice Be Heard” - James Campbell High School
Winners:
“Drunk Driving” - Moanalua High School
“Fighting” - Nanakuli High and Intermediate School
“Life on Ice” - Leilehua High School

SHORT

Elementary Division
Finalists:
“Super Bees” - Kapolei Elementary School
“Super Action Ninja” - Kapolei Elementary School
Winner:
"Homeless..." - Ahuimanu Elementary School

**Intermediate Division**
Finalists:
"A Tale of 2 Chrises" - Maryknoll School
"Ice on Aisle 13" - Konawaena Middle School
"Tobacco is a Drug Too" - Samuel Wilder King Intermediate School

**Winners:**
"The Good Decision" - Montessori School of Maui
"When She Started to Take Ice" - Kawanakoa Middle School

**High School Division**
Finalists:
"Evolution" - Kalaheo High School
"Ice: The Big Lie" - Kohala High School
"Slipping Through" - St. Anthony High School

**Winners:**
"Braggin Wrongs" - Kalaheo High School
"Permutation" - Moanalua High School

**SUMMARY OF REVENUE FROM SOURCES OTHER THAN FRANCHISE FEES**

The following figures are unaudited. The audited information will be made available in late July, after Board approval of the audit.

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>REVENUE AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Income – Tape Dubbing</td>
<td>$2,459.00</td>
</tr>
<tr>
<td>Training Fees – Fees Charged for Training</td>
<td>$21,598.00</td>
</tr>
<tr>
<td>Tape Sales, Publications and Production Materials</td>
<td>$15,791.86</td>
</tr>
<tr>
<td>Tenant Reimbursement for Janitorial and Maintenance Services</td>
<td>$144,599.97</td>
</tr>
<tr>
<td>Rent Income – Tenant Rental Income</td>
<td>$373,174.99</td>
</tr>
<tr>
<td>Interest Income – Earned Interest from Bank Accounts</td>
<td>$332,358.00</td>
</tr>
<tr>
<td>Insurance Recovery</td>
<td>$624.99</td>
</tr>
<tr>
<td>Miscellaneous Donations – Wai’anae</td>
<td>$119.00</td>
</tr>
<tr>
<td>Miscellaneous Donations – Palolo</td>
<td>$87.32</td>
</tr>
<tr>
<td>Navigating History – Hokule’a</td>
<td>$1,300.00</td>
</tr>
<tr>
<td>Miscellaneous Income – Vending Machine Sales &amp; Nominal Overpayment for Supplies or Services</td>
<td>$530.22</td>
</tr>
<tr>
<td><strong>Total Collected In Addition to Oceanic Franchise Fees</strong></td>
<td><strong>$892,643.35</strong></td>
</tr>
</tbody>
</table>

**SUMMARY OF COMPLAINTS AND COMMENTS**
<table>
<thead>
<tr>
<th>Date</th>
<th>Category</th>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/07/03</td>
<td>ASAC</td>
<td>Equipment</td>
<td>Complaint that Edit Bay #3 has been unusable for 5 months. The bay was closed for three months and during the period it was being repaired, producers were given extra time to edit. Edit bay has since been removed.</td>
</tr>
<tr>
<td>04/15/03</td>
<td>Producers</td>
<td>Program Requirements</td>
<td>Several (6) producers indicated they were not aware of changes being made in scheduling series.</td>
</tr>
<tr>
<td>04/17/03</td>
<td>Lillian Hong, ASAC</td>
<td>Program Scheduling</td>
<td>Concern about how long it takes to get air dates for submitted programs.</td>
</tr>
<tr>
<td>05/02/03</td>
<td>DCCA, Jeff Garland</td>
<td>Board</td>
<td>Request for Board Meeting minutes since Dec '00.</td>
</tr>
<tr>
<td>05/02/03</td>
<td>DCCA, Jeff Garland</td>
<td>Board</td>
<td>Questions activities of the Nominating Committee.</td>
</tr>
<tr>
<td>05/02/03</td>
<td>DCCA, Jeff Garland</td>
<td>Board</td>
<td>Request minutes of meetings made available to him.</td>
</tr>
<tr>
<td>05/02/03</td>
<td>DCCA, Jeff Garland</td>
<td>Board</td>
<td>Questioning/comments on no minutes for Executive Committee.</td>
</tr>
<tr>
<td>05/26/03</td>
<td>DCCA, Jeff Garland</td>
<td>Board</td>
<td>Reminding Dir. Recktenwald no Access user/producer on 'Olelo's BOD.</td>
</tr>
<tr>
<td>06/01/03</td>
<td>Producer</td>
<td>Staff</td>
<td>Complained that studio staff were impolite during his production set up. No contact info left for follow up. However, a staff discussion took place.</td>
</tr>
<tr>
<td>06/02/03</td>
<td>Tracy Arekaki, ASAC</td>
<td>Misc</td>
<td>Personal food storage container stolen from client fridge.</td>
</tr>
<tr>
<td>06/02/03</td>
<td>DCCA, Jeff Garland</td>
<td>Misc</td>
<td>'Olelo's in house production or no in house productions. No agreement reached on issue.</td>
</tr>
<tr>
<td>06/27/03</td>
<td>DCCA, Jeff Garland</td>
<td>Misc</td>
<td>Objects to 'Olelo being a production entity. No agreement reached on issue.</td>
</tr>
<tr>
<td>07/01/03</td>
<td>Viewer</td>
<td>Program Content</td>
<td>Caller complained about commercial programming. Presenter was called to explore whether commercial content existed; presenter agreed to screen future programs for commercial content.</td>
</tr>
<tr>
<td>07/01/03</td>
<td>Producer</td>
<td>Program Requirements</td>
<td>Producer sent a letter disagreeing with 'Olelo's requirement that producers list their contact information at the end of each program. Policy further explained to the client.</td>
</tr>
<tr>
<td>07/01/03</td>
<td>Producer</td>
<td>Program Requirements</td>
<td>Producer felt that not enough time was given to them re: the change in their series timeslots. Staff mediated a resolution between the two producers competing for the same time slot.</td>
</tr>
<tr>
<td>07/01/03</td>
<td>Producer</td>
<td>Staff</td>
<td>Producer called to complain that the programming manager was inconsiderate during a phone conversation; also mentioned that information on block programming changes had not been received. Client counselor spoke with the programming manager and provided the client with information on block programming.</td>
</tr>
<tr>
<td>07/01/03</td>
<td>Producer</td>
<td>Volunteers</td>
<td>A producer called to complain that another producer was covering an event without permission. Complainant was informed that authorization to cover the event was not necessary; information was shared with both producers.</td>
</tr>
<tr>
<td>Date</td>
<td>Subject</td>
<td>Type</td>
<td>Description</td>
</tr>
<tr>
<td>------------</td>
<td>------------------</td>
<td>-----------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>07/06/03</td>
<td>DCCA, Jeff Garland</td>
<td>Misc</td>
<td>Requesting URL web site of series producers</td>
</tr>
<tr>
<td>07/18/03</td>
<td>DCCA, Jeff Garland</td>
<td>Misc</td>
<td>Notify 'Olelo that 12 email addresses are not good</td>
</tr>
<tr>
<td>07/19/03</td>
<td>DCCA, Jeff Garland</td>
<td>Board</td>
<td>Can the board change the name of the corp in by laws.</td>
</tr>
<tr>
<td>07/21/03</td>
<td>DCCA, Jeff Garland</td>
<td>Program Content</td>
<td>Ch 56 Wa'anae advertisement for DVD of the news, music.</td>
</tr>
<tr>
<td>08/05/03</td>
<td>DCCA, Jeff Garland</td>
<td>Misc</td>
<td>Not Equal treatment for ASAC Nominees</td>
</tr>
<tr>
<td>08/14/03</td>
<td>DCCA, Jeff Garland</td>
<td>Misc</td>
<td>Allegation of 'Olelo staff/coaching clients on who to vote for</td>
</tr>
<tr>
<td>08/18/03</td>
<td>DCCA, Jeff Garland</td>
<td>Board</td>
<td>What are the means of timely notification of Meetings.</td>
</tr>
<tr>
<td>08/28/03</td>
<td>DCCA, Jeff Garland</td>
<td>Misc</td>
<td>Wants electronic copy of email to others telling them what to do</td>
</tr>
<tr>
<td>08/28/03</td>
<td>DCCA, Jeff Garland</td>
<td>Program Content</td>
<td>Traffic cams on 53 &amp; 54. How does that benefit the public?</td>
</tr>
<tr>
<td>09/01/03</td>
<td>Viewer</td>
<td>Program Content</td>
<td>Several calls rec'd to complain about three programs by a single presenter</td>
</tr>
<tr>
<td>09/01/03</td>
<td>HPD</td>
<td>Program Content</td>
<td>HPD voiced concern that personal information about officers involved in a specific case were made public</td>
</tr>
<tr>
<td>09/05/03</td>
<td>DCCA, Jeff Garland</td>
<td>Program Content</td>
<td>Show in question to air again &amp; schedule to air once more</td>
</tr>
<tr>
<td>09/09/03</td>
<td>Roman Druker</td>
<td>Misc</td>
<td>Voiced his concern that staff had changed his program color scheme; he also questioned the server load process</td>
</tr>
<tr>
<td>09/15/03</td>
<td>DCCA, Jeff Garland</td>
<td>Misc</td>
<td>Wants any correspondence from 'Olelo which supplies testimony</td>
</tr>
<tr>
<td>09/18/03</td>
<td>James Wellner</td>
<td>Program Content</td>
<td>Complained that a program promoted anti-Semitism</td>
</tr>
<tr>
<td>09/24/03</td>
<td>DCCA, Jeff Garland</td>
<td>Program Content</td>
<td>Nonprofit fundraising and scheduling of programs issue</td>
</tr>
<tr>
<td>09/24/03</td>
<td>DCCA, Jeff Garland</td>
<td>Program Content</td>
<td>Ka Aha Pono is an advertisement for Native Hawaiian Intell Prop</td>
</tr>
<tr>
<td>09/28/03</td>
<td>DCCA, Jeff Garland</td>
<td>Program Content</td>
<td>No crew listed in program credits</td>
</tr>
<tr>
<td>10/16/03</td>
<td>DCCA, Jeff Garland</td>
<td>Misc</td>
<td>Complaint that 'Olelo not posting ASAC Mtg info on Website</td>
</tr>
<tr>
<td>10/21/03</td>
<td>Viewer</td>
<td>Program Content</td>
<td>Viewer called to complain that someone had mooned the camera during a wrestling show</td>
</tr>
<tr>
<td>10/29/03</td>
<td>Viewer</td>
<td>Program Content</td>
<td>Viewer called to complain that Deutsche Welle was not airing</td>
</tr>
<tr>
<td>Date</td>
<td>Name(s)</td>
<td>Type</td>
<td>Content</td>
</tr>
<tr>
<td>-----------</td>
<td>----------------</td>
<td>----------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>11/20/03</td>
<td>Viewer</td>
<td>Program</td>
<td>Viewer was irate that other programming was showing instead of Deutsch Welle</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Content</td>
<td>No contact info left for follow up</td>
</tr>
<tr>
<td>11/25/03</td>
<td>DCCA, Jeff</td>
<td>Board</td>
<td>Wants Finance Committee minutes from Oct. 14 Mtg.</td>
</tr>
<tr>
<td></td>
<td>Garland</td>
<td></td>
<td>Provided to requestor</td>
</tr>
<tr>
<td>11/29/03</td>
<td>Viewer</td>
<td>Program</td>
<td>Viewer called to say she disagreed with the views expressed on Ao Pohaku Ku Speaks</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Content</td>
<td>None required</td>
</tr>
<tr>
<td>11/30/03</td>
<td>HPD</td>
<td>Program</td>
<td>HPD officer requested to view Ao Pohaku Ku</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Content</td>
<td>Tape provided; no action required</td>
</tr>
<tr>
<td>12/03/03</td>
<td>State Tax</td>
<td>Program</td>
<td>Requested we locate programming that featured an individual wanted for tax evasion</td>
</tr>
<tr>
<td></td>
<td>Office</td>
<td>Content</td>
<td>Programs found and information conveyed to the State Tax Office</td>
</tr>
<tr>
<td>12/10/03</td>
<td>Viewer</td>
<td>Misc</td>
<td>Complained about an outdated web link</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Caller informed of the current website URL</td>
</tr>
<tr>
<td>12/23/03</td>
<td>DCCA, Jeff</td>
<td>Misc</td>
<td>Requesting contracts between 'Olelo and Olomana Marketing</td>
</tr>
<tr>
<td></td>
<td>Garland</td>
<td></td>
<td>Provided to requestor</td>
</tr>
<tr>
<td>N/A</td>
<td>Satellite</td>
<td>Access</td>
<td>Hampered by Satellite closure due to schedule</td>
</tr>
<tr>
<td></td>
<td>Clients</td>
<td></td>
<td>Staff better communicates planned closures</td>
</tr>
<tr>
<td>N/A</td>
<td>Satellite</td>
<td>Access</td>
<td>Facilities affected by power outages</td>
</tr>
<tr>
<td></td>
<td>Clients</td>
<td></td>
<td>Power outages are outside of 'Olelo's control</td>
</tr>
<tr>
<td>N/A</td>
<td>Satellite</td>
<td>Access</td>
<td>Single phone line makes reaching satellite staff difficult</td>
</tr>
<tr>
<td></td>
<td>Clients</td>
<td></td>
<td>New/additional phone lines added</td>
</tr>
<tr>
<td>N/A</td>
<td>Satellite</td>
<td>Access</td>
<td>Access hampered during 'Olelo's regularly scheduled year-end closure for inventory and maintenance</td>
</tr>
<tr>
<td></td>
<td>Clients</td>
<td></td>
<td>'Olelo staff will review closure, inventory and maintenance processes to identify ways to minimize client impact</td>
</tr>
<tr>
<td>N/A</td>
<td>Satellite</td>
<td>Equipment</td>
<td>Intermittent complaints regarding malfunctioning equipment</td>
</tr>
<tr>
<td></td>
<td>Clients</td>
<td></td>
<td>Staff being trained to respond to minor technical issues; regular site visits for each satellite planned to conduct routine maintenance</td>
</tr>
</tbody>
</table>
In addition to our day-to-day community building activities, our ongoing commitment to the implementation of our Strategic Plan led to several significant initiatives in 2003. These initiatives included adding additional satellites, the development of a mentorship program and the creation of an annual statewide video competition for Hawaii’s youth. Consistent with ‘Olelo’s strategic direction, these initiatives were intended to increase the diversity of speakers and the diversity of community access programming.

Additional Community Media Centers
The development of Community Media Centers (CMCs), formerly known as satellites, are a critical component in achieving ‘Olelo’s long-term goal of building community. Locating CMCs in underserved communities increases the ability of community members to access our valuable resources. In a visit to ‘Olelo last spring, noted PEG Access advocate Bob Devine provided a national overview when he spoke about how community access organizations are often over-utilized by those who are already familiar with accessing resources and technology. ‘Olelo’s challenge, and responsibility, is to make its resources available to all segments of the community, not just those who are confident and savvy about accessing them. Five years ago, ‘Olelo made a decision to address this issue directly, choosing to locate CMCs in relatively remote and underserved O‘ahu communities. As a result, CMCs have since been established in Wai‘anae, Kahuku, LCC and Palolo.

In the creation stage of new CMCs, a decision was made to build on the diversity of the current ‘Olelo client base. Available census data was used to identify communities with high Filipino, Senior and immigrant populations. After initial outreach to communities meeting the demographic criteria, community members from Palolo, Waimanalo and Waipahu all expressed interest in having an ‘Olelo Community Media Center in their area. Other factors used to identify a specific community’s shared sense of purpose included strong partnering capabilities, commitment to community development, community pride and an understanding and appreciation of how ‘Olelo’s services can benefit their community.

Based on the factors noted above, ‘Olelo opened a new CMC in the Palolo/Kaimuki area at Jarrett Middle School. To better serve the Waipahu community, services were enhanced at the existing ‘Olelo facility at Leeward Community College. The overwhelming interest by Leeward Community College and Jarrett Middle School to partner with ‘Olelo was a key factor in the decision to locate CMCs in these communities. The initial success of the Palolo/Kaimuki Community Media Center can be measured by the enthusiastic response area leaders and residents expressed during the CMC’s grand opening in October of 2003 and their continued support of the new facility. An additional success indicator for the Palolo/Kaimuki Community Media Center has been the large number of programs to come out of the area during its first quarter of operation.
Clients who access production resources through LCC’s Community Media Center have benefited from the equipment and personnel enhancements made in 2003. As a result, more clients are now trained on newer equipment, and programming from the LCC facility has increased. To further develop Waipahu’s access to media resources, ‘Olelo will consider moving the facility to a location more central to Waipahu town and investigate other means of strengthening the connection between Waipahu residents and the LCC center.

Mentorship Program Development
Based on the success of the non-linear editor (NLE) mentor program initiated in 2002, ‘Olelo committed to expanding the program to a full-time service. The goals of the NLE mentor program include successfully enabling client transition from training to post-production, improving editing skills, enabling clients to more effectively manage their NLE projects, and improving the quality of their completed programs. Increasing the transition of editor trainees into post-production is very important, as editing is often the most challenging and time-consuming production phase. The expectation for this initiative was not only to aid in client transition from training to post-production, but to increase the completion rate of programs already in production.

It was initially estimated that over 70 non-linear editors would be mentored annually with the expansion of NLE mentoring. Expectations were surpassed this year with non-linear edit mentoring being provided to 96 clients. This resulted in editors receiving assistance for 49 projects and the successful completion of 33 programs. Based on client feedback, those who have been mentored through this program feel satisfied and confident in their transition from training to post-production.

The success of the NLE program inspired two additional mentoring initiatives developed in 2003: a Producer Mentoring Program and developing mentoring opportunities on ‘Olelo facilitated productions and services.

The Producer Mentoring Program was launched in July of 2003. The need for this type of mentoring was critical since many producers who were certified and developed program ideas did not necessarily complete a program. Client Counselors/Production Advisors successfully mentored 12 newly certified producers, including helping them with storyboarding, obtaining volunteer crews, equipment recommendations and site surveys. Mentored producers completed ten programs in 2003 with others still in production.

“Counterpoint”, with its seasoned volunteer crew, was selected to act as a mentoring outlet. To increase the quality of learning, only one or two volunteers are mentored on each shoot. The initiative was launched in September of 2003 and is still in the evaluation stage.

Though not formally identified in 2003, Executive Productions are also proving to be a valuable mentoring opportunity. Executive Productions are for Non-Profit Organization (NPO) event coverage with certified ‘Olelo volunteer producers and technicians. ‘Olelo
assists the NPO in finding a volunteer producer and crew. Experienced volunteer producers who are willing to use these productions for mentoring purposes are networked with those volunteers who need or want increased experience and mentoring.

Youth Xchange Student Video Competition

'Ôlelo launched a new initiative to convene students, community leaders and experts in an effort to resolve some of the compelling issues and concerns of Hawaii's youth. The Youth Xchange Video Competition was developed in April of 2003 by a committee consisting of schoolteachers and administrators, legislators and 'Ôlelo staff. 'Ôlelo partnered with Waianae High School's Searider Productions to structure and present the competition and its video components, and received financial sponsorship from local businesses such as Sony Hawaii, First Hawaiian Bank and Ko'olina Resort.

The contest received 154 submissions from students across the state. Students were judged within their grade divisions: Elementary School, (Kindergarten - 6th Grade) Middle School (Grades 7-8) and High School (Grades 9-12) and were invited to submit issues-oriented programs in six different categories: news, public service announcement, mini-documentary, music video, animation, and shorts. Celebrities, industry professionals and community leaders made up the panel of judges.

The top six issues were: drugs, teen suicide, the environment, school values and behavior, health, and drinking and driving. The contest culminated in a gala ceremony at the Ihilani Resort and Spa and was attended by over 240 students, teachers, administrators, officials, business executives, and community leaders. The ceremony was hosted by Miss Hawaii 2003, Kanoelani Gibson. Televised discussions based on the issues raised in the program submissions have been taped for airing in 2004 as part of 'Ôlelo's ongoing commitment to addressing the issues important to Hawaii's youth. The competition received broad community support and coverage from mainstream press on O'ahu and the Neighbor Islands. Television news programs from all local stations provided coverage of the competition and the awards ceremony.

The successes and challenges experienced in 2003 have reinforced 'Ôlelo's commitment to expand its resources into under served communities throughout O'ahu. In 2004, this will continue to be our direction as we identify new under served communities in which to launch new Community Media Centers.