

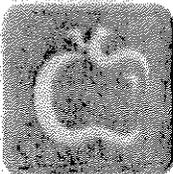
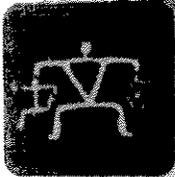


Board of Directors

Marsha Bolson
Chair

Verna Bays
Greg Davis
Koren Dreher
Bennette Evangelista
Robert Filus
John Flanagan
Pat Garvey
Keahi'oliholi Gora
Sharon Namimatsu
Jeff Portnoy
Steve Van Ribbink
Yvonne Yasunaga

Keali'i B. Lopez
President and CEO



February 28, 2008

Mr. Clyde S. Sonobe
Cable Television Administrator
Department of Commerce and Consumer Affairs
335 Merchant Street
P.O. Box 541
Honolulu, Hawaii 96809

CABLE TELEVISION
ADMINISTRATOR AND
CONSUMER AFFAIRS

2008 FEB 29 A 8:18

A _____ S _____
FILE _____

Dear Mr. Sonobe:

Enclosed are 'Olelo Community Television's Annual Activity Report, Executive Summary, and Year End Activity Report for Calendar Year 2007. The section on complaints and compliments is still being tallied and will be forwarded next week.

The reports show a substantial growth in programming because of the many clients and volunteers who worked for thousands of hours to create programs in the Public, Educational and Governmental categories. It would have been difficult for us to accommodate all of that programming without the continued availability of our sixth channel, FOCUS 49.

In the Year End Activity Report, you will find information about achievements other than programming, to include new initiatives and the community building work that 'Olelo has done and will continue to do.

If you have questions on the reports, please contact me.

Mahalo

Gerry Silva
Chief Operating Officer

Enclosures

Annual Activity Report
Executive Summary
Year End Activity Report

ŌLELO COMMUNITY TELEVISION 2007 ANNUAL ACTIVITY REPORT

OVERVIEW

The format of this report has changed to reduce redundancy and to better align it with the Executive Summary and the Year-End Activity Report.

- This report contains information requested by the Department of Commerce and Consumer Affairs (DCCA) that is not contained in the Executive Summary, also required by the DCCA.
- The Executive Summary contains information on programming, training, and complaint resolution. For ease of reading, the table on Total Hours of Programming is contained in both this report and the Executive Summary.
- The Year-End Activity Report provides added narrative information, particularly about those projects that relate to community building. For example, in 2007, `Ōlelo opened a new community media center (CMC) at Waipahu Intermediate School. A new service, archiving and indexing of programs for retrieval over the Internet, was also initiated. Both achievements are described in more detail in the Year-End Activity Report. Community building programs and events, as well as projects that had an impact on `Ōlelo's resources are also discussed.

Together, the three reports provide an overview of `Ōlelo's major efforts in 2007.

PROGRAMMING HIGHLIGHTS

- First run programming hours for 2007 were up by 15 percent. This included a 25 percent increase in government programming.
- In 2007, `Ōlelo cablecast 52,560 hours of on-air programming (shown in the table below), an increase of 960 hours (about 2 percent) over 2006. The increase occurred because the sixth channel (Focus 49) was available to `Ōlelo for the full year. In 2006, Focus 49 was only available from February 10 through the end of the year. Handling the added volume equitably was only possible because `Ōlelo retained Focus 49.

Total Hours of Programming: First Run, Repeat and Submitted but Not Aired

Sector	Total Hours of Programming		Total Hours of First Run Programming		Total Hours of Repeat Programming		Total Hours of Programming Submitted but Not Aired †	
	2006	2007	2006	2007	2006	2007	2006	2007
Public	18,776.87	18,726.12	3,662.00	4,076.45	15,114.87	14,649.67	N/A	N/A
Education	14,649.92	14,420.40	‡	‡	‡	‡	N/A	N/A
Government	6,963.92	7,961.65	1,251.10	1,562.23	5,712.82	6,399.42	N/A	N/A
Sub-Totals	40,390.71	41,108.17	4,913.10	5,638.68	20,827.69	21,049.09	N/A	N/A
Other Sectors §	11,209.29	11,451.83						
Total	51,600.00	52,560.00						

† All programs meeting standard administrative and technical submittal requirements were aired.

‡ UH and DOE programming hours are provided in the HENC reports.

§ This programming is not designated P, E or G, and includes Island Info, overnight satellite feeds and other non-PEG specific programs.

OUTAGE SUMMARY

There were 23 outages in 2007. Fourteen were the result of the loss of an Oceanic feed and nine were caused by power interruptions. Two interruptions, a fire and cutting of a cable by a road repair crew, lasted for several hours. Others were less than 15 minutes. Still others lasted for seconds.

FACILITY USAGE

Ōlelo's overall facility usage increased by seven percent in 2007. Details are shown in the table below. This was a considerable increase in view of the trend toward more affordable consumer cameras and edit systems. This trend allows people to independently create content at home. However, the increase in facility use may be due to the supportive environment, to include individual mentoring, at Ōlelo's centers. Usage reflects a preference (94 percent) for smaller cameras instead of the larger commercial types. There is also a substantial preference (almost 90 percent), for non-linear computer-based editing over the older linear process. The addition of a fully functioning mini studio has also drawn some clients away from the main studio, where a production crew is required. The mini studio service uses robotic cameras and is fully facilitated by staff. Mini studio usage grew by 243 percent last year.

Equipment Type	2006 Total Hours Used	2007 Total Hours Used	% Difference	Hours Per Session	Estimated Value Per Session	2006 Total Estimated Value	2007 Total Estimated Value	% Difference
Studio	3,580	2,395	-33%	8	\$3,000	\$1,342,500	\$898,125	-18%
Feather Pack	4,968	7,653	54%	8	\$2,000	\$1,242,000	\$1,913,250	54%
Non-Linear Editing	38,377	35,030	-9%	6	\$300	\$1,918,850	\$1,751,500	-9%
Linear Editing	5,056	4,321	-15%	4	\$300	\$379,200	\$324,075	-15%
Field (PD 170)	116,285	124,752	7%	24	\$400	\$1,938,083	\$2,079,200	7%
Field (DSR390)	8,557	8,985	5%	24	\$800	\$285,233	\$299,500	5%
Mini Studio Service	452	1,551	243%	2	\$600	\$135,600	\$465,300	243%
EFP Van	321	345	7%	8	\$4,000	\$160,500	\$172,500	7%
Consumer Cams	15,905	14,693	-8%	24	\$200	\$132,542	\$122,442	-8%
Total Estimated Value of Resources Used:						\$7,534,508	\$8,025,892	7%

MARKETING AND ADVERTISING

In addition to ongoing efforts, marketing and graphics support were provided by the Creative Services Department in 2007 for the grand opening of the Waipahu Community Media Center and the new archiving and indexing project with the Honolulu City Council. Efforts began during the latter part of the year to promote awareness and use of PEG access services. Campaigns will begin in mid-February of 2008.

SUMMARY OF REVENUE FROM SOURCES OTHER THAN FRANCHISE FEES

A total of \$1,012,558 was collected in addition to franchise fees. Tenant rental income and reimbursements accounted for \$600,667 of that, and interest income was \$170,638. Youth Xchange donations accounted for \$23,000 and \$22,390 was derived primarily from sales of tape. The rest was primarily miscellaneous income from different CMCs and programs.

‘ŌLELO COMMUNITY TELEVISION 2007 YEAR-END ACTIVITY REPORT

OVERVIEW

This 2007 Year-End Activity Report highlights challenges and accomplishments during the year. This report provides additional information about important operational and administrative achievements and community building efforts which add value to the services offered by ‘Ōlelo. It complements data in the Annual Activity Report and the Executive Summary. Together, the three reports provide an overview of ‘Ōlelo’s major efforts in 2007.

All required information has been provided within these reports, however additional information that might customarily been provided in the past has been limited because of the pending Request for Proposals (RFP) that could require ‘Ōlelo to compete for the contract that it has had since 1990 to provide Public, Educational and Governmental (PEG) Access services on O‘ahu. While ‘Ōlelo has always been very open about its operations, it declines to provide information that might reduce its competitive position within the RFP process.

MAJOR 2007 OPERATIONAL ACHIEVEMENTS

‘Ōlelo continued to operate six cable channels on Oceanic’s system to provide PEG Access services on O‘ahu. However, there were substantial increases in the programming created by clients and cablecast on those channels in 2007. First-run programming hours for 2007 were up by 15 percent. That included a 25 percent increase in government programming. These, as well as other operational matters, are covered in more detail in the Executive Summary and Annual Report.

OPENING OF A NEW COMMUNITY MEDIA CENTER

The year began and ended with ‘Ōlelo operating six community media centers (CMC) that provided services to the public, education and government at different locations on O‘ahu. However ‘Ōlelo relocated its services in the Waipahu/Pearl City area during the latter half of 2007. Operations at the Leeward Community College (LCC) CMC were ended on December 31, 2007 because LCC needed the space occupied by the CMC for its expanding programs. However, ‘Ōlelo was able to find suitable space on the campus of Waipahu Intermediate School to serve its clients in the Waipahu/Pearl City area.

The opening of the Waipahu CMC was the direct result of a successful partnership and several years of planning between ‘Ōlelo, the DOE complex staff and school leadership. The new CMC increased PEG access services to a major O‘ahu population center. Its opening was another example of ‘Ōlelo’s ability to build community and to strengthen and support the public, education and government sectors. The new CMC held its grand opening on August 14, 2007, with accolades from government leaders including: Lieutenant Governor Duke Aiona, Mayor Mufi Hannemann, legislators, Superintendent of Education, Patricia Hamamoto, and leaders of area community associations. The new facility includes classroom space, edit bays and an audio booth, as well as a small studio. Camera and lighting equipment, as well as equipment for multi-camera field productions, is also available.

INTERNET ARCHIVING AND INDEXING

For about five years, 'Ōlelo has concurrently streamed most of the content of its channels over the Internet as those programs have been cablecast. In the fall of 2007, 'Ōlelo took that service to a new level. While Internet streaming of video makes it possible for viewers around the state and beyond to view programming while it airs, archiving of programming makes it possible for them to access programming at any time for up to a year after the program airs. Indexing of some programs—especially lengthy government meetings—allows viewers to jump to a specific point within a meeting. By year's end, the City Council had subscribed to the service, a pilot program for the Legislature had been started, and another pilot program for community clients was also under way. In early 2008, a third pilot program for the Neighborhood Commission was scheduled to be implemented.

ONGOING COMMUNITY-BUILDING PROJECTS

YOUTH XCHANGE

YXC celebrated its fourth year in 2007. It is the only issues-oriented statewide video competition serving students in grades K through 12 from public, private, charter and home schools. The competition again received over 300 entries and increased participation to over 60 schools. Sponsored categories included; Environmental Justice, DARE, and Start Living Healthy. Student finalists, teachers, administrators, officials, business executives and community leaders attended the awards banquet in May of 2007 where the work of elementary, middle and high school students in 10 categories was honored. A summer workshop for teachers was offered to enhance video teaching skills.

CAPITOL COMMENTARY 2007

Capitol Commentary is an on-location, open-mic opportunity held at the State Capitol during the legislative session. The service gives community members and legislators the opportunity to share their views on proposed or recently enacted legislation. Capitol Commentary completed its ninth season in May 2007. From January to May, 176 different speakers, including 63 legislators (83 percent of all legislators) participated. Twenty-one programs were produced.

Youth Capitol Commentary, a component of Capitol Commentary, is structured to civically engage students. It gives them direct access to, and experience with, policymakers who have an impact on their lives, their communities, and their futures. This year's initiative involved 50 students. They represented 14 schools from O'ahu, 1 from Maui, and 2 from Moloka'i. In preparation for Opening Day taping sessions, the students were mentored by 'Ōlelo staff members from community media centers across O'ahu. After completing basic video training, students were taken to the State Capitol on opening day to meet and interview legislators and members of the community. Working together, the students produced six hours of programming. All programs were aired on VIEWS, (channel 54) and distributed to Neighbor Island PEG access organizations for cablecasting throughout the session.

VOLUNTEER ACTIVITY/EXECUTIVE PRODUCTIONS

Video production requires a considerable amount of work, as well as great dedication and the assistance of many volunteers. In 2007, dedicated volunteers provided 42,568 hours of their time to create programs for airing on 'Ōlelo's channels.

Executive Productions (EP) are particularly dependent on volunteers. Through the EP program, not for profit organizations and community groups are able to request coverage of events that they would like to have cablecast on `Ōlelo's channels. `Ōlelo staff work hard to match those requests with volunteer availability and capability. The resulting community programming extends the impact of these events to the broader community. In 2007 there were a total of 96 Executive Productions which resulted in 127 hours of local programming.

OTHER ADMINISTRATIVE EFFORTS

WORK RELATED TO THE REQUEST FOR PROPOSALS

It is worth noting that, in addition to the achievements mentioned above, `Ōlelo invested a significant amount of time and resources in reviewing and responding to the State's Request for Proposals (RFP) to provide PEG access services. That included responding to the State's second Request for Information, developing `Ōlelo's protest to the final RFP and undergoing an external review of the thousands of items in `Ōlelo's inventory by Merina and Company. Although the review was paid for by the DCCA, the preparation, conduct of the inventory and reporting of results consumed substantial amounts of time within the Finance and Engineering Departments, as well as staff time at all CMCs. These efforts would have been better used in support of the community.

**ŌLELO COMMUNITY TELEVISION
2007 Annual Activity Report
EXECUTIVE SUMMARY**

OVERVIEW

This Executive Summary is one of three documents that provide information about Ōlelo's accomplishments in Calendar Year 2007. Additional information requested by the Department of Commerce and Consumer Affairs is included in the 2007 Annual Activity Report. Expanded narrative information is provided in the 2007 Year-End Activity Report. Together, these three documents provide a view of Ōlelo's programs during 2007.

First run programming hours in 2007 were up by 15 percent. That included a 25 percent increase in government programming. During the year, Ōlelo cablecast 52,560 hours of programming (shown in Table 1), an increase of 960 hours (about 2 percent) over 2006. The increase occurred because the sixth channel (Focus 49) was available to Ōlelo for the full year. In 2006, Focus 49 was only available from February 10 through the end of the year. Handling the added volume of programming equitably was possible because Ōlelo retained Focus 49.

In 2007, Ōlelo opened a new community media center (CMC) at Waipahu Intermediate School. A new service, archiving and indexing of programs for retrieval over the Internet, was also initiated. Both achievements are described in more detail in the Year-End Activity Report.

PROGRAMMING

Table 1. Total Hours of Programming: First Run, Repeat and Submitted but Not Aired

Sector	Total Hours of Programming		Total Hours of First Run Programming		Total Hours of Repeat Programming		Total Hours of Programming Submitted but Not Aired †	
	2006	2007	2006	2007	2006	2007	2006	2007
Public	18,776.87	18,726.12	3,662.00	4,076.45	15,114.87	14,649.67	N/A	N/A
Education	14,649.92	14,420.40	‡	‡	‡	‡	N/A	N/A
Government	6,963.92	7,961.65	1,251.10	1,562.23	5,712.82	6,399.42	N/A	N/A
Sub-Totals	40,390.71	41,108.17	4,913.10	5,638.68	20,827.69	21,049.09	N/A	N/A
Other Sectors §	11,209.29	11,451.83						
Total	51,600.00	52,560.00						

† All programs meeting standard administrative and technical submittal requirements were aired.

‡ UH and DOE programming hours are provided in the HENC reports.

§ This programming is not designated P, E or G, and includes Island Info, overnight satellite feeds and other non-PEG specific programs.

Table 2. Programming by Origin: Locally Produced, Non-Locally Produced and Bulletin Board

Sector	Total Hours of Programming		Total Hours of Locally Produced Programming		Total Hours of Non-Locally Produced Programming		Total Hours of Bulletin Board Programming	
	2006	2007	2006	2007	2006	2007	2006	2007
Public	18,776.87	18,726.12	15,952.40	15,889.17	2,824.47	2,836.95	N/A	N/A
Education	14,649.92	14,420.40					N/A	N/A
Government	6,963.92	7,961.65	6,707.08	7,795.12	256.84	166.53	N/A	N/A
Sub-Totals	40,390.71	41,108.17	22,659.48	23,684.29	3,081.31	3,003.48		
Other Sectors §	2,197.90	2,512.93					2,197.9	2,512.93
Total	9,011.39	8,940.85						
Total	51,600.00	52,560.00						

§ This programming is not designated P, E or G, and includes overnight satellite feeds and other non-PEG specific programs.

† UH and DOE programming hours are provided in the HENC reports.

Table 3. Programming By Source: First Run Hours from P, E and G Sectors in the Categories of Dropped off for Play, PEG Trained & Certified Producers & Hours Created by 'Ōlelo (Open Mic and Created by PEG)

Sector	Total Hours of Programming "Dropped Off for Play" *		Total Hours of Programming Created by PEG Trained and Certified Producers		Total Hours of Programming Created by Open Mic †		Total Hours of Programming Created by PEG ‡	
	2006	2007	2006	2007	2006	2007	2006	2007
Public	1,767.87	2,048.03	1,894.10	2,028.42	N/A	N/A	N/A	N/A
Education §	§		§		§	§	N/A	N/A
Government	206.13	124.73	1,044.97	1,437.50	N/A	N/A	N/A	N/A
Totals	1,974.00	2,172.76	2,939.07	3,465.92	19.65	29.00	97.15	62.33

* These hours include 'Ōlelo trained & certified producers who don't use 'Ōlelo facilities for some programs, as well as local & non-local programming.

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

‡ These hours are not tracked using the P, E or G designations.

§ UH and DOE programming hours are provided in the HENC reports.

ISLAND INFO (BULLETIN BOARD)

Island Info (Bulletin Board) is 'Ōlelo's bulletin board service that provides information about community events. In 2007, a total of 2,514 notices were posted from individuals, community organizations and agencies such as Oahu Job Links.

O'AHU SPEAKS (OPEN MIC)

O'ahu Speaks is one of 'Ōlelo's Open Mic services. It provides an opportunity for any speaker from O'ahu to come to the Mapunapuna CMC and to videotape a message of up to seven minutes in length. The programs are cablecast weekly, so they are a convenient way to create messages quickly with minimal turn-around time between taping and cablecasts. In 2007 this service was used 42 times and resulted in almost 10 hours of Open Mic programming. *Capital Commentary*, 'Ōlelo's other Open Mic service, contributed another 19 hours of programming.

TRAINING

VIDEO PRODUCTION TRAINING

In 2007 Producer certification (the primary focus of training), was up by 17 percent. 'Ōlelo awarded community members over 1,000 certifications in various areas of video production. Although, the certification rate for Studio and Featherpack classes was high (at 115 percent and 87 percent respectively) the number of people who enrolled in those classes decreased. This may be attributable to the fact that these types of productions require larger crews. A major reason for this was the shift to use of the Mini Studio. This service increased by 243 percent and doesn't require technical training or a crew. This drove production training in other areas down slightly in 2007. Another factor that contributed to this decrease was the intentional reduction in traditional training at one CMC so that time could be spent on research and development of potential new classes. The balance of the change resulted from a nominal decrease in overall training at another CMC and the halt of training at the Leeward CMC as it closed.

Table 4. Video Production Training: All Locations

Class Name	Number of Sessions		Total Number of Enrolled Students		Total Number of Students that Completed		% of Students Completing Class	
	2006	2007	2006	2007	2006	2007	2006	2007
Mini Camera	77	73	526	521	392	305	75%	59%
Final Cut Pro	50	74	517	530	363	319	70%	60%
Producer	67	64	476	542	281	329	59%	61%
Feather Pack	19	10	203	123	197	106	97%	86%
EFP/Van	1	1	6	12	6	12	100%	100%
Studio	11	5	88	33	99	38	113%	115%
Total Instances	225	227	1,816	1,761	1,338	1,109	74%	63%

*Students may complete or become certified in a different year than the year they take a class. For example, a student who trains in December of 2006 may become certified in 2007. This can, in some instances, create a certification rate of over 100 percent for a particular class type.

Table 5. Number of Students Trained and Certified as Producers: All Locations

2006	2007
281	329

SUMMARY OF COMPLIMENTS, SUGGESTIONS AND COMPLAINTS

I

This section is being tabulated and will be forward within a week.



March 7, 2008

Board of Directors

Marsha Bolton
Chair

Verna Bays
Greg Davis
Karen Dreher
Bernette Evangelista
Robert Filus
John Flanagan
Pat Garvey
Keali'i Okole Gora
Sharon Namatsu
Jeff Portnoy
Steve Van Ribbink
Nivan Yasunaga

Keali'i S. Lopez
President and CEO

Mr. Clyde Sonobe
Cable Television Administrator
Department of Commerce and Consumer Affairs
335 Merchant Street
P.O. Box 541
Honolulu, Hawaii 96809

Dear Mr. Sonobe:

Enclosed is the completed Executive Summary for Calendar Year 2007. The section on complaints and compliments that was in the process of being tabulated has been completed and inserted. Please replace the interim Executive Summary that we sent you on February 28, 2008 with this document.

Mahalo

Keali'i S. Lopez
President and CEO

Enclosure
Executive Summary

**‘ŌLELO COMMUNITY TELEVISION
2007 Annual Activity Report
EXECUTIVE SUMMARY**

OVERVIEW

This Executive Summary is one of three documents that provide information about ‘Ōlelo’s accomplishments in Calendar Year 2007. Additional information requested by the Department of Commerce and Consumer Affairs is included in the 2007 Annual Activity Report. Expanded narrative information is provided in the 2007 Year-End Activity Report. Together, these three documents provide a view of ‘Ōlelo’s programs during 2007.

First run programming hours in 2007 were up by 15 percent. That included a 25 percent increase in government programming. During the year, ‘Ōlelo cablecast 52,560 hours of programming (shown in Table 1), an increase of 960 hours (about 2 percent) over 2006. The increase occurred because the sixth channel (Focus 49) was available to ‘Ōlelo for the full year. In 2006, Focus 49 was only available from February 10 through the end of the year. Handling the added volume of programming equitably was possible because ‘Ōlelo retained Focus 49.

In 2007, ‘Ōlelo opened a new community media center (CMC) at Waipahu Intermediate School. A new service, archiving and indexing of programs for retrieval over the Internet, was also initiated. Both achievements are described in more detail in the Year-End Activity Report.

PROGRAMMING

Table 1. Total Hours of Programming: First Run, Repeat and Submitted but Not Aired

Sector	Total Hours of Programming		Total Hours of First Run Programming		Total Hours of Repeat Programming		Total Hours of Programming Submitted but Not Aired †	
	2006	2007	2006	2007	2006	2007	2006	2007
Public	18,776.87	18,726.12	3,862.00	4,076.45	15,114.87	14,649.67	N/A	N/A
Education	14,649.92	14,420.40	‡	‡	‡	‡	N/A	N/A
Government	6,963.92	7,961.65	1,251.10	1,562.23	5,712.82	6,399.42	N/A	N/A
Sub-Totals	40,390.71	41,108.17	4,913.10	5,638.68	20,827.69	21,049.09	N/A	N/A
Other Sectors §	11,209.29	11,451.83						
Total	51,600.00	52,560.00						

† All programs meeting standard administrative and technical submittal requirements were aired.

‡ UH and DOE programming hours are provided in the HENC reports.

§ This programming is not designated P, E or G, and includes Island Info, overnight satellite feeds and other non-PEG specific programs.

Table 2. Programming by Origin: Locally Produced, Non-Locally Produced and Bulletin Board

Sector	Total Hours of Programming		Total Hours of Locally Produced Programming		Total Hours of Non- Locally Produced Programming		Total Hours of Bulletin Board Programming	
	2006	2007	2006	2007	2006	2007	2006	2007
Public	18,776.87	18,726.12	15,952.40	15,889.17	2,824.47	2,836.95	N/A	N/A
Education	14,649.92	14,420.40					N/A	N/A
Government	6,963.92	7,961.65	6,707.08	7,795.12	256.84	166.53	N/A	N/A
Sub-Totals	40,390.71	41,108.17	22,659.48	23,684.29	3,081.31	3,003.48		
Other Sectors §	2,197.90	2,512.93					2,197.9	2,512.93
Total	9,011.39	8,940.85						
Total	51,600.00	52,560.00						

§ This programming is not designated P, E or G, and includes overnight satellite feeds and other non-PEG specific programs.

† UH and DOE programming hours are provided in the HENC reports.

Table 3. Programming By Source: First Run Hours from P, E and G Sectors in the Categories of Dropped off for Play, PEG Trained & Certified Producers & Hours Created by 'Ōlelo (Open Mic and Created by PEG)

Sector	Total Hours of Programming "Dropped Off for Play"		Total Hours of Programming Created by PEG Trained and Certified Producers		Total Hours of Programming Created by Open Mic †		Total Hours of Programming Created by PEG ‡	
	2006	2007	2006	2007	2006	2007	2006	2007
Public	1,767.87	2,048.03	1,894.10	2,028.42	N/A	N/A	N/A	N/A
Education §	§		§		§	§	N/A	N/A
Government	206.13	124.73	1,044.97	1,437.50	N/A	N/A	N/A	N/A
Totals	1,974.00	2,172.76	2,939.07	3,465.92	19.65	29.00	97.15	62.33

* These hours include 'Ōlelo trained & certified producers who don't use 'Ōlelo facilities for some programs, as well as local & non-local programming.

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

‡ These hours are not tracked using the P, E or G designations.

§ UH and DOE programming hours are provided in the HENC reports.

ISLAND INFO (BULLETIN BOARD)

Island Info (Bulletin Board) is 'Ōlelo's bulletin board service that provides information about community events. In 2007, a total of 2,514 notices were posted from individuals, community organizations and agencies such as Oahu Job Links.

O'AHU SPEAKS (OPEN MIC)

O'ahu Speaks is one of 'Ōlelo's Open Mic services. It provides an opportunity for any speaker from O'ahu to come to the Mapunapuna CMC and to videotape a message of up to seven minutes in length. The programs are cablecast weekly, so they are a convenient way to create messages quickly with minimal turn-around time between taping and cablecasts. In 2007 this service was used 42 times and resulted in almost 10 hours of Open Mic programming. Capitol Commentary, 'Ōlelo's other Open Mic service, contributed another 19 hours of programming.

TRAINING

VIDEO PRODUCTION TRAINING

In 2007 Producer certification (the primary focus of training), was up by 17 percent. 'Ōlelo awarded community members over 1,000 certifications in various areas of video production. Although, the certification rate for Studio and Featherpack classes was high (at 115 percent and 87 percent respectively) the number of people who enrolled in those classes decreased. This may be attributable to the fact that these types of productions require larger crews. A major reason for this was the shift to use of the Mini Studio. This service increased by 243 percent and doesn't require technical training or a crew. This drove production training in other areas down slightly in 2007. Another factor that contributed to this decrease was the intentional reduction in traditional training at one CMC so that time could be spent on research and development of potential new classes. The balance of the change resulted from a nominal decrease in overall training at another CMC and the halt of training at the Leeward CMC as it closed.

Table 4. Video Production Training: All Locations

Class Name	Number of Sessions		Total Number of Enrolled Students		Total Number of Students that Completed		* % of Students Completing Class	
	2006	2007	2006	2007	2006	2007	2006	2007
Mini Camera	77	73	526	521	392	305	75%	59%
Final Cut Pro	50	74	517	530	363	319	70%	60%
Producer	67	64	476	542	281	329	59%	61%
Feather Pack	19	10	203	123	197	106	97%	86%
EFP/Van	1	1	6	12	6	12	100%	100%
Studio	11	5	88	33	99	38	113%	115%
Total Instances	225	227	1,816	1,761	1,338	1,109	74%	63%

*Students may complete or become certified in a different year than the year they take a class. For example, a student who trains in December of 2006 may become certified in 2007. This can, in some instances, create a certification rate of over 100 percent for a particular class type.

Table 5. Number of Students Trained and Certified as Producers: All Locations

2006	2007
281	329

SUMMARY OF COMPLIMENTS, COMPLAINTS AND COMMENTS

In 2007, a total of 447 comments were received by 'Ōlelo. These came via U.S. Mail, email, telephone, and in-person communication. This number is up significantly from the 354 comments received in 2006. The increase this year is due to 'Ōlelo initiating the collection of viewer call data to begin on-going tracking of viewer comments, including requests for information and copies, complaints and technical concerns.

Area	No. of Comments
Negative Program Comments	18
Positive Program Comments	373
On-Channel Audio/Technical Complaints	22
Streaming Web Audio/Technical Complaints	12
Misc (admin, customer service, 'Ōlelo)	22
Total	447

RESOLUTION

'Ōlelo welcomes all comments from clients and viewers. Response to comments that are received varies based on the nature and seriousness of the issue. The following details general 'Ōlelo's responses to compliments, complaints and comments:

- Complaints are investigated as soon as possible during normal business hours and are resolved within ten business days of receipt.
- Negative viewer comments about program content require consultation with 'Ōlelo staff to explain how PEG Access programming is created, to invite viewers to produce programming of their own, and to offer to connect the complainant with the program producer.
- On-channel audio and technical complaints are looked into immediately to determine if the problem stems from the transmission of the cable signal or if the program media itself is flawed. Corrections to feeds are made in-house or with consultation with the cable provider, while corrections to program media are made by the program producer.
- Streaming web audio and technical complaints are resolved in-house or by consultation with web service providers.
- Miscellaneous concerns raised about 'Ōlelo, its customer service and administrative policies are reviewed by 'Ōlelo's executive staff and, where possible, are addressed appropriately.