Facilities and Services

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Sometimes Monday Morning Memo

**Work at NMSU with pride; Aggie pride**
**Perform at the best level that you possibly can**
**Focus on the enterprise: students, faculty, and staff**

- NMSU President Garrey Carruthers, Ph.D.

**An open letter to all Facilities and Services employees from Associate VP Glen Haubold:**

I usually start one of these by looking at a previous newsletter, and I began this one by opening the Monday Morning Memo from last September – and that one was focused on the budget. We made it through that reduction, only to be now discussing perhaps another, permanent reduction later this spring. No doubt many of you are tired of *budget, budget, and more (or less) budget* so please bear with me; while I will discuss the budget, I’ll make sure to get to other items as well.

To repeat something I said in the last memo, rest assured that we know that there is no such thing as *more with less*, it’s usually *less with less* – but it’s important to identify what “less” means so that strategic decisions can be made. All of you have done great with this, and Facilities and Services excels at having identified tasks, benchmarks and standards. For example, we can easily calculate what it costs and what we save by emptying trash cans once per week vs. doing so daily; that one was a reduction that was made in 2010. How easily people can forget sometimes, I receive complaints about this periodically.

On the other hand, there are still a number of areas where we can improve on our service delivery without increasing expenses. Consolidating the plumbing and mechanical shops into a single workgroup was designed, among other things, to reduce the number of times a work order was bounced from one shop to the other, thus allowing for a single trip to provide the same service. We’re working with FSA to improve on tasks that technicians out in the field can do from handheld electronic devices, and we will be having conversations with the warehouse about how to improve the availability of repair parts.

**Budget**

We are pretty conservative with our budget. Every year we ask all of the directors to submit a 3% budget reduction / reallocation so that we can level or “even up” the budgets across departments and adjust our initiatives to match those of the campus. That process will take place again this week.
In recent years, through this process, money and positions were reallocated to Environmental Health and Safety and to the Fire Department because of the increase in requirements in the compliance and regulatory environment. In addition, we employ a 3rd party benchmarking firm to “keep us honest”, and we believe that we have established that Facilities and Services is at or below the staffing levels of our peers in most every category.

Probably the best way to look at this is that we really are faced with a “NEW NORMAL”. It’s critical for us to meet our standards while continuing to look for efficiencies, because they truly are out there.

EMPLOYEE ENGAGEMENT / SATISFACTION / CLIMATE SURVEY AND “A ROSE BY ANY OTHER NAME IS STILL A ROSE”
Two years ago, FS contracted for a Climate Survey / Satisfaction Survey administered by the INSTITUTE FOR ORGANIZATIONAL EXCELLENCE. Thanks to all of the involved employees in FS, our response rate was 70%. The results provided some much needed input; for example, the survey put to the rest the much repeated and vague phrase “morale is bad”. Quite honestly, the survey revealed that the organizational morale was “average” – and as I have said with many of you when discussing this, I know we are better than “average” and we can improve morale and the working environment if we work at it.

The information was so useful that the Administration and Finance conducted the same survey last year, and consequently we are working through the results to see how we can “move the needle” towards organizational excellence. The results of these may be found here:
HTTP://AF-STRATEGIC-PLANNING.NMSU.EDU/EMPLOYEE-ENGAGEMENT-SURVEY/

Along the way, the entire university got on board and conducted an Employee Satisfaction Survey through the Employee Council. That survey will be discussed on February 18th, from 3-5 PM in the Corbett Senate Gallery and we will make sure that you have time to attend if you want to – just let your supervisor know.

The take away from this is that NMSU is very interested in employee satisfaction, and we all should participate and help make these discussions meaningful. We have the AF Voice, the FS Internal Advisory Committee, and the Employee Council – so please get engaged!

As always, I want to thank you for all that you do.

Glen

OUR MISSION IS TO EFFICIENTLY PROVIDE A SAFE, WELL MAINTAINED, AND ENVIRONMENTALLY SUSTAINABLE UNIVERSITY COMMUNITY....AND IT TAKES EVERY ONE OF YOU.

NMSU IS ALL ABOUT DISCOVERY!
PERSONNEL

OUR MOST IMPORTANT RESOURCE..

..This time of year brings many departures and so we say **GOODBYE AND BEST WISHES TO:**

**ALFREDO LAZARIN, HENRY GARCIA, AND MICHAEL ORTEGA**, Grounds Laborers whose term ended in October;

**BART JONES**, Recycling/Solid Waste, Recycling Technician, November 14, 2014;

**JACOB HERRING**, Fire Department, Temporary Firefighter, November 18, 2014;

**RUDY GONZALEZ**, Paint / Mover, Lead, December 12, 2014;

**CHRISTOPHER AERTS**, Fire Department, Fire Protection Shift Captain, November 30, 2014;

**EDUARDO ARMENDARIZ**, Custodial, Custodial Worker, January 1, 2015;

**JAMES NUNEZ**, FS Engineer, Facilities Engineer, February 4, 2015;

**LEO ADAN**, Grounds Laborer, whose term ended in January;

**MARYLOU CARRILLO**, Custodial, Custodial Worker, 2-1-2015;

**ARTURO SALIDO**, Grounds, Student Aide, 1-12-2015;

**WILLIAM GUIN**, Fire Department, Student Aide, 1-15-2015 **Graduated!!**;

**MEGAN FERNANDEZ**, Grounds, Student Assistant, 12-23-2014;

**ALFREDO RODRIGUEZ**, FS Paint, Painter, 2-27-2015;

**RUBEN RENTERIA**, Recycling/Solid Waste, Recycling Technician, 3-1-2015;

**DAVID COON**, Electric, Master Electrician, 3-1-2015;

**DIEGO ADAME**, Sign Shop, Student Aide, 12-31-2014 **Graduated!!**;

**ROBERT DUBOIS**, Mechanical, Plumber, 2-1-2015: and,

**RUDY BACA, JOSE MENDOZA, AND JOSE ULLOA**, Grounds Laborers whose term ended in January.

WELCOME TO:

**RYAN PERAITA**, EH&S, Student Assistant, December 15, 2014;

**JOAQUIN GONZALEZ**, FS Accounting, Preventative Maintenance Coordinator, 3-2-2015;

**JUAN TORRES**, FS Sign Shop, Student Aide, 2-16-2015; and,


INTERNAL PROMOTIONS / TRANSFERS THAT WE’RE ALWAYS HAPPY TO SEE:

**DANIEL CARRERA**, CUP, January 16, 2015;

**RON TARAZOFF**, PDE, Project Manager, 1-5-2015;

**ENRIQUE OROZCO**, CUP; January 16, 2015;

**RICHARD BANA**, Operations Instrument Tech, January 16, 2015;

**MITCHELL McMILLAN**, Fire EMT, Basic; and

**Certified Energy Manager**

Pat Chavez, Facilities Operations Energy Manager (Interim Director), has completed the Certified Energy Manager program that is administered by the Association of Energy Engineers. Participants are required to take a comprehensive exam that covers energy cost comparisons, return on investments, electrical system operation and efficiencies, thermal system operation and efficiencies, building automation systems, governmental policies and energy acts. He passed the certification exam and has received confirmation that he is now a Certified Energy Manager. As a CEM I can tell you that they do not put the score on the certificate which in my case was a good thing – congratulations, Pat!

**Savings through Recycling:**

Environmental Health & Safety shipped (16) cylinders for recycling of the recoverable refrigerant to Hudson Technologies (photo). The waste refrigerant was generated by removing/collecting refrigerant from old equipment on campus-refrigerators, air conditioners, etc. The EPA requires that all refrigerant be collected and sent for special recycling or disposal. Hudson Technologies was selected because they specialize in managing refrigerant, provide a low cost and will also send back cylinders for re-use. EH&S continues to seek out specialized contractors to best manage hazardous waste safely and cost effectively. It is estimated that NMSU saved $4,000 by contracting with Hudson instead of our standard hazardous waste disposal contractor. I would also point out that at present, disposal of hazardous waste is funded centrally – and while that strategy helps preclude people from disposing of unused chemicals by pouring then down the drain, it does not provide much incentive to purchase non-hazardous chemicals where possible in the first place. This may be a budget reduction request item in the future.
UNDERGRADUATE LEARNING CENTER
Concrete formwork for a new classroom in the Undergraduate Learning Center is being installed. The new building surrounds the existing shell of Hardman Hall which contains an Auditorium classroom below and two classrooms above. The Hardman and Jacobs ULC will have a total of (6) classrooms, the Student Success Center, Upward Bound, and a portion of ICT which includes a Drop-in Lab, a computer training lab, offices, and a computer repair shop.

ACCOUNTABILITY AND ATMOSPHERE
Facilities and Services, Administration and Finance, and NMSU all three have a strong desire to foster a positive work environment for every one of our employees; this past year we partnered with the rest of the division on the employee engagement survey to facilitate improvement in the work climate. I have always had an open door policy and personally make sure that any and every suggestion or complaint is followed up on thoroughly; judging from the traffic I receive, many of you know this already, but I wanted to reiterate my personal rule.
ACCOUNTABILITY AND ATMOSPHERE

As the cartoon above says, ethical behavior is the responsibility of all of us. The promotion of a safe and caring environment at NMSU is all of our responsibility as well. We encourage folks to take issues to their supervisor first but realize that this is not always possible for a number of reasons.

My door is always open, however, should you not feel comfortable reporting a concern through the above methods, I want to remind you that NMSU maintains the New Mexico State University Confidential Reporting Line:

New Mexico State University is committed to maintaining the highest standards of ethics and integrity in all of its operations by promoting such standards among members of the NMSU community, and by striving to ensure a level of accountability appropriate for a public institution. To facilitate this objective, the University has selected EthicsPoint to provide employees with a simple, anonymous way to confidentially report activities that may involve criminal conduct or violations of university policies.

Universidad Estatal de Nuevo México se compromete a mantener los más altos estándares de ética e integridad en todas sus operaciones mediante la promoción de esas normas entre los miembros de la comunidad de NMSU, y esforzándose por garantizar un nivel de responsabilidad apropiado para una institución pública. Para facilitar este objetivo, la Universidad ha seleccionado a EthicsPoint para proporcionar a los empleados una forma sencilla y anónima para reportar confidencialmente actividades que pueden implicar una conducta criminal o violaciones de las políticas universitarias.

HTTPS://SECURE.ETHICSPROOF.COM/DOMAIN/MEDIA/EN/GUI/8345/INDEX.HTML

(Note from Glen: the website did not have a Spanish translation so I used Google, I believe it’s accurate though).
RAY MARTINEZ AWARD
Facilities Operations awarded the first annual Ray Martinez Award to the All Stars custodial team. This award was created by the Custodial teams to honor the memory of Ray Martinez who passed away in 2013. He was a 39 year employee who was dedicated to serving NMSU. The award is being presented to the custodial team who has the highest attendance rate for the calendar year. The winning team for this year had an attendance rate of 89%.

CENTRAL UTILITY PLANT GANTRY CRANE INSTALLATION:
ESA Construction is currently installing steel frame members for a permanent gantry crane over one of the chillers at the Central Utility Plant. Construction began 2 Dec and is expected to be completed by 12 Dec. The crane will allow the Central Plant personnel to remove a 1-ton motor from its housing for periodic maintenance. The plans were designed by Stubbs Engineering.
PROJECT DEVELOPMENT AND ENGINEERING
Everyone thinks about restrooms. Beyond the obvious thoughts, do you ever think about special use restrooms? We do! At Project Development and Engineering we love to change old restrooms into new accessible restrooms every chance we get. In fact, we recently answered the question “how many accessible restroom projects have you completed in the last five years?” Project Development and Engineering completed 16 projects at a total construction cost of $1,151,263.

An accessible restroom is one conforming to standards directed by the Americans with Disabilities Act (ADA) passed in 1990. ADA guidelines govern facilities open to the public by dictating all design and construction aspects necessary to insure the facility is accessible to any person with disabilities.

Facilities and Services has two organizations to help you with your accessible restroom needs.
- Project Development and Engineering for architectural and construction remodel services, and
- F&S Operations for repair and maintenance of existing facilities.

Please contact either groups and let us help you think about special use restrooms.
FACILITY OPERATIONS
Carrier completed the scheduled refurbishment of Chiller# 1 at the Central Utility Plant. Performing this maintenance will extend the life of the unit and improve the operational efficiency. During the refurbishment they found a sound attenuator that had broken and the loose pieces could have caused a catastrophic failure of the unit.

PERFORMANCE CONTRACT
Plant Operations and Energy Management personnel have been actively supporting the AMERESCO Performance Contract. This picture is from the installation of a new chilled water meter at the Music Building. This meter will be used for measurement and verification of utility consumption related to the performance contract.
**PREPARATION FOR COOLING SEASON**

Plant Operations personnel are preparing the chilled water production systems for the summer cooling season. In addition to cleaning the chiller tubes to ensure production is maximized, they have inspected the piping in the thermal storage pool and are making the necessary repairs prior to the start of the summer cooling season. These activities will help us to efficiently operate the plant and reduce energy costs.

**WATER SYSTEM MAINTENANCE**

Utilities shop personnel are performing scheduled maintenance on the water distribution system. These activities are being done prior to the start of the irrigation season to minimize impact to the campus.

**TISSUE ISSUE PART II (YOU MUST HAVE READ THE BOOK)**

Facilities & Services Custodial Operations “Kick it Up a Notch” program for 2015 has introduced a new Touch Free Electronic paper towel dispenser for keeping high-traffic areas up and running while reducing maintenance. The Touch Free operation reduces the risk of cross contamination and metered dispensing of one pre-cut, pre-measured towel discourages waste. One full loading of the dispenser offers more than 2,000 11” towels so maintenance visits can be reduced by as much as 50% which gives our cleaning staff more time to perform other needed cleaning tasks. It’s been a great success.
GROUND IMPROVEMENTS
Grounds shop personnel continue to work on the beautification of campus. The priority project for the shop is installing the new landscaping at the corner of Triviz Street and Wells Street. They are also working on a restoration project on the Northwest corner of the Chemistry building.

HAVE A GREAT WEEK!

Glen Haubold

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