Facilities and Services

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Sometimes Monday Morning Memo

From the AVP –

Many of you have expressed concern over the staffing study transformational efforts and the recent news that the university is yet again facing serious budget struggles. I have every confidence in the Transforming NMSU into a 21st Century University process and that the review teams will recognize that we have already implemented a significant number of best practices over these past 7 years.

Of the 10 units that Deloitte reviewed, 8 were identified as having “inverted pyramid” organization charts (upside down). FS was the only unit they noted as having the correct “pyramid” structure (“if you exclude the top layer,” they said, which we are already addressing). The study also mentioned that NMSU’s Facility Services ratio of professional FTEs to support FTEs is 31% lower than the participant average; this was something we expected, as we had made progress on the issue of “too many directors” after the CommTech Transformations report.

These positive findings are not surprising, because Facilities and Services has worked strategically towards an ideal and right-sized organizational structure since 2009. Even before I made New Mexico and Las Cruces my home in 2008, Senior VP Jennifer Taylor emailed the organization chart to me as my #1 assignment. We have used our extensive contacts in APPA, the organization of higher education facilities professionals, as we reviewed and then implemented best-in-class practices.

Along the way, we reduced engineering positions, finding it more efficient to outsource these tasks for individual projects. We reduced a number of journeyman level positions to facility technicians as they became vacant, thus saving salary dollars, increasing the focus on preventative maintenance, and establishing a career progression plan.

Several Project Manager positions were downgraded to assistant project managers in order to accelerate routine transaction processing, and operational positions where we exceeded peer and target staffing levels were transferred to Environmental Health and Safety and the Fire Department where our efforts towards risk management and compliance needed shoring up.

NMSU is all about Discovery!!
A weekend custodial crew was created to better meet customer needs and reduce overtime. The HVAC and Mechanical shops were consolidated under a single supervisor, and the Housing, Athletics, and Corbett custodial and maintenance staff were transferred to Facilities and Services. These moves were made without the added burden of additional managers, directors, or supervisors, thus lowering overhead and widening the span of control. This will ultimately lower the FS shop rates, further reducing costs across the university to all customers.

Consolidation of maintenance and custodial units across campus was the #1 recommendation of the staffing study for FS and Auxiliaries; and we were already well into the implementation!

We have held our own internal budget hearings since 2011, and since 2010 we have annually submitted a Position Management Plan where we request and implement strategic organizational moves. While we know we have work remaining on the organizational structure in a few areas – and we have a plan there, too – our organization has reached the point where our association of higher education facilities professionals has recognized our accomplishments by considering us for the APPA Award for Excellence.

Most importantly of all, the ratings in our annual customer survey have continued to remain high, despite the many budget cuts.

**That is a direct result of your hard work and efforts.**

We can demonstrate our stewardship through detailed metrics that take into account institutional differences, and the reality is that we have implemented many reductions thoughtfully, carefully, and strategically over the last 7 years. We met and exceeded budget reductions in 2010 and 2015 in this manner and see numerous common-sense reasons that this approach should continue to be regarded as the most effective.

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These initiatives have received recognition externally at the national level. As I wrote to you previously, Facilities and Services submitted for the APPA Award for Excellence last fall in order to acknowledge the hard work of everyone in our organization. Each work unit in FS was able to document their significant accomplishments towards this effort.
APPA just notified us that we have advanced to the next step in the process, which is a site visit by an evaluation team consisting of our peers.

**It's a real honor just to make it to this point and be considered.**

We are excited and want as many of you to participate in this evaluation as may want to. I would add that this is somewhat like entertaining company at your house:

**It's motivation to clean the old place up.**

We have guests coming, and we need to get ready with some thorough yard, shop, and office cleaning, as the site visit team will be here on campus on April 10-12. If you want to help with tours or airport transportation, please let me or Olga know. Our submission is available here: NMSU FS Award for Excellence Submission.

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As promised, we have scheduled a workforce meeting for all FS employees and have invited Dario Silva to speak to us on civility. For those of you who may remember the Inspire Coin from 2009, we hope to start that going around again.

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Finally, it is easy to be negative what with all of the stress floating around, and I am particularly proud that the men and women of FS continue to maintain our *git ‘er done*, positive attitude despite everything that comes our way.

Hang in there – NMSU is still a great place to work, and you make a difference!

_Glen_

_Our mission is to efficiently provide a safe, well maintained, and environmentally sustainable university community... ...and it takes each and every one of you._

_NMSU is all about Discovery_
PERSONNEL –

**OUR MOST IMPORTANT ASSET**

We want give a special welcome back to **DAVID APODACA**, a Plumber in the Mechanical Shop who is returning to NMSU. David left us a while back for greener pastures, but on his last day here, he wound up making an emergency repair to a water line when he could have let someone else do it. So when changing circumstances made David available, hiring him was a no-brainer. We’re glad you’re back!

**WELCOME TO THE CARING COMMUNITY:**


**CONGRATULATIONS ON THE PROMOTION/RECLASSIFICATION:**

**SUZANNE MONTES**, moved up to Space Manager; **HEATHER WATENPAUGH**, selected as University Architect; **OLGA HOLGUIN**, advanced Senior Administrative Assistant; and **RUBEN GARCIA**, hired as Custodial Worker.

**BEST WISHES TO AND WE WILL MISS:**

**FABIAN SANCHEZ**, Student Aide, and **CLAUDIA JIMENEZ**, Custodial Worker, Custodial; **THOMAS HOWARD** and **EDUARDO CHAVEZ**, Student Aides in the Fire Department; **WILLIAM VILLINES**, Facilities Tech in Facilities Maintenance; **MARK ROMAN, PAUL GARZA**, and **RUDY BACA**, Laborers in the Grounds Department.
A LITTLE MORE ON STAFF MOVES

ASSISTANT DIRECTOR OF FACILITIES (PDE)

BENJAMIN T. ABYTA has joined us as the ASSISTANT DIRECTOR OF FACILITIES. Previously, he was with CEMEX, Las Cruces, from 2005 to 2015 as the Territory Manager of the New Mexico Region. In that capacity he was responsible for $7.2 Million in annual sales. Prior to that, he was a Project Manager with the city of Las Cruces Public Works department from 2001 to 2005, where he provided construction management oversight for capital improvement projects, commercial building permits, and new phases of subdivisions. He also created project packages to present to the City Council for approval. Benjamin is a proud Aggie with a Bachelor’s degree in civil engineering from NMSU and a Master’s in Business Administration from the University of Phoenix.

SPACE MANAGER

SUZANNE MONTES accepted a promotion to SPACE MANAGER, a position that she previously supported as Facilities Space Planner. Ms. Montes has a Bachelor of Applied Studies with a Minor in Geographic Information Systems and Business Administration from New Mexico State University; Certificates in Geographic Information Systems and in Civil Surveying Drafting and Graphic Technology from NMSU-DACC; and an Associate Degree of Applied Science – Computer Technology and in Secretarial Administration / Microcomputer Bookkeeping, also from NMSU-DACC.

She has more than 8 years of directly related facilities experience at the Physical Science Laboratory while working for Dr. Jay Jordan, and has worked for NMSU for 20 years.
UNIVERSITY ARCHITECT

HEATHER WATENPAUGH came to us as a Project Manager and has accepted the position of University Architect. Ms. Watenpaugh holds a Master of Architecture from the University of Maryland, and a Bachelor of Science in Architecture from the University of Virginia.

In addition to a traditional architectural studio education at the University of Virginia and University of Maryland, she brings to the position an understanding of residential colleges as part of her graduate school travel and study abroad: Illinois Institute of Technology in Chicago, University of Bath, Astor College at University College London, St. John’s College at Oxford University, University of Cambridge, University of Edinburgh, University of Liverpool, and the Glasgow School of Art.

I am most excited about her passion for place-making, which is the continual re-imagining and re-thinking of public spaces for community sharing and creation of gathering hubs.

SENIOR ADMINISTRATIVE ASSISTANT

I am pleased to announce that OLGA HOLGUIN has accepted the position of Senior Administrative Assistant. She was previously with the Fire Department as the Administrative Assistant-Intermediate where she had been since May of 2013. Before that, she was with MASTERWORKS, in Poulsbo, Washington, where she was the Marketing Manager and Executive Assistant. From 2005 to 2012, she managed corporate marketing and communications functions, directed brand management, PR, media relations, corporate positioning, advertising, sales collateral, trade show marketing, and the company website.
CONGRATULATIONS

Congratulations to Student Fire Fighter Layne Southard who acquired his NM Emergency Medical Technician (EMT) – Intermediate license on January 13, 2016. Over 53% of the Fire Department’s 1075 calls for service in 2015 were for medical aid. Student Fire Fighters are required to acquire their NM EMT- Basic license within one year of being hired, and the Intermediate license allows him to deliver a higher level of medical care. Layne also received his Driver Operator certification which qualifies him to drive NMSU’s fire engine and aerial apparatus. Layne is pursuing a degree in Biology and plans on becoming a licensed paramedic.

GROUNDHOG DAY

Punxsutawney Phil did not see his shadow on Groundhog Day, which indicates that spring will arrive before the vernal equinox – which is usually March 20th and is again on that day this year. The findings were independently verified by a groundhog in Canada, where Shubenacadie Sam also saw no shadow.

Facilities and Services has to get the air-conditioning ready.
Ethical behavior is the responsibility of every NMSU employee.

Each one of us has a personal obligation to report any activity that appears to violate applicable laws, regulations, rules, policies, and/or procedures.

We have an OPEN-DOOR policy in FS and encourage you to report inappropriate behavior through established channels whenever possible; however, we recognize that there will also be situations when you may not feel comfortable or secure doing so; Ethicspoint provides a mechanism to report concerns in order to catch problems/issues early, before they grow into large liabilities. Ethicspoint® ensures that your report gets to the appropriate people.

How do I file an Ethicspoint report?

AERIAL LIFT TRAINING

Environmental Health and Safety provides specialized training on safe Aerial Lift operation to NMSU employees. Instructor Jose L. Gamon, EHS Safety Specialist, utilizes a video presentation, classroom lecture, quiz and "hands-on" operation. The course is designed to teach trainees the safe and efficient operation of aerial lift equipment per OSHA regulations, which ultimately reduces hazards and improves safety in the work area.

More than 40 different training opportunities are provided free of charge.

ETHICS AND REPORTING

The start of the 2016 is a good time to remind everyone that NMSU has chosen Ethicspoint® to provide an anonymous and confidential reporting tool to communicate misconduct and promote a positive work environment. Addressing misconduct and other concerns in the workplace early on will help minimize negative morale issues and financial impact to the University and its employees.
**Presley Askew Baseball Stadium Turf Replacement**

Just in time for the start of NMSU Baseball season, Lone Mountain Contracting finished up the installation of synthetic turf in the infield at Presley Askew Baseball Stadium. This undertaking, along with other recent improvements, includes upgrading the bleachers to chairs with backs, overhead shade canopies, dugout renovations, and the addition of fence padding.

New Mexico State University unveiled the new turf in a pregame ceremony Saturday, February 20th, at Presley Askew Field. The Aggies followed by clobbering Towson University 17-3 in the second game of a three-game series.

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**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 Chancellor Garrey Carruthers, Ph.D.
**McFie Circle Renovation Update**

McFie Circle is taking shape along the East side of the Hardman and Jacobs Undergraduate Learning Center. This is the beginning of a park-like green space planned for central campus which will eventually house shade structures along the way that are great for studying or just hanging-out. This portion is due to be completed by the end of March.

**Leyendecker Plant Science Research Center**

Leyendecker personnel purchased a new cotton seed de-linting machine and contacted the Electric Shop for help with the installation. Alfredo Acevedo, Electrician, and Luis Velasco, Facilities Technician, fabricated a motor control center for the new machine. Their commitment to providing a quality product and service was demonstrated in the craftsmanship exhibited by creating the motor control center, and the labeling of wires and components will make it easier to perform maintenance in the future.
NMSU 2015 OSHA 300 LOG

Environmental Health and Safety notes that the annual summary of employee injuries and illnesses is posted on the NMSU safety website (click the NEWS link). This log lists summary information on cases and lost work days or days with restricted work because of a reportable injury or illness by NMSU employees in 2015. The chart shows a continued trend of fewer injury and illness cases over the recent five-year period compared to previous years. Under New Mexico law, the annual OSHA summary log must be posted from February 1 through April 30. Employees are reminded to report work-related injuries and illness to their supervisor, who are obligated to complete a Supervisor Accident Investigation Report to determine the cause of the incident and the mitigation steps that should be taken. EHS also reviews reports and provides recommendations to supervisors.

SISBARRO PARK

Grounds Keeper Ronnie Salinas is stockpiling soil for the next phase of the Sisbarro Park Project. That will get underway in late spring 2016. Irrigation is to be installed and seeded with New Mex-Sahara Bermuda seed, developed by the late Arden Baltensperger, emeritus professor for NMSU.

APPA KPIs AND SIGHTLINES

The most recent APPA Facilities Performance Indicators are out in beta, and the preliminary Sightlines report has been delivered but not reviewed. We should be sending out preliminary data soon. It will be interesting to consider the impact of last year’s reductions to our peer comparisons, we will share that in the next newsletter.
**Electric Shop Supports Athletics Programs**

Frank Diaz, Electrician, performs light fixture cleaning and re-lamping at the softball stadium. This work was part of our preparation for the Women’s Softball opening event on February 12, 2016.

Alfredo Acevedo, Electrician, and Joel Contreras, Facilities Technician, perform maintenance on the lighting system in the Pan American Center.

**NMSU’s Firefighter of the Year**

Angelo Pacheco was awarded the 2015 NMSU Firefighter of the Year on Saturday, December 19. Chief Carrillo cited Angelo’s positive attitude, mentoring abilities and leadership that made him stand out. Some of Angelo’s accomplishments include obtaining his EMT-Intermediate licensure, Driver/Operator certification on both the Engine and the Aerial, and the Fire Fighter II certification. He is currently working on his Lieutenant certification. Angelo is enrolled on NMSU’s main campus and expected to graduate at the end of summer in 2016 with a Bachelor’s in Applied Studies and minor in Geography. His goal is to become a career firefighter.
OUR CARING COMMUNITY IS INCLUSIVE

We are not uncivilized Neanderthals in Facilities and Services, we take our environmental mission seriously and care for all critters in our community, whether they have two legs, four legs, and / or wings.

This is the new swallow community by the duck pond; note that it includes spec nests as well as spaces for design-build. Perhaps in typical FS fashion, the structure cost slightly more than a small human habitat and is built to withstand tornadic winds, but we are hopeful that the swallows will appreciate the effort – so as they make their way back, when you see one at campus, please send them over. We also are trimming the tree by Rentfrow and will be hanging deterrents such as streamers that will encourage the hawk family to seek another address. We hope.

UPCOMING DATES

We want to remind everyone that the next meeting of the Employee Council will be Tuesday, March 8th at 2:30pm in Milton Hall, Rm. 85. Founder’s Day is set for April 15.

Also, water, soil, Mother Earth and a School of Sustainability will be among the topics discussed at the first Discover Sustainability Symposium, hosted by the Office of Sustainability and the Office of the Provost at New Mexico State University. This event is from 3:30-5pm on February 23 in the Yates Auditorium in Domenici Hall.

AS ALWAYS — THANK YOU FOR ALL THAT YOU DO!

NMSU is all about Discovery!

OUR MISSION IS TO EFFICIENTLY PROVIDE A SAFE, WELL MAINTAINED, AND ENVIRONMENTALLY SUSTAINABLE UNIVERSITY COMMUNITY

...AND IT TAKES EVERY ONE OF YOU.