



Facilities and Services

FACILITIES AND SERVICES

DEPARTMENTAL STATEMENTS

PURPOSE STATEMENT

To be the most responsive provider of facilities management services any of our stakeholders have ever experienced. We will provide these services in an efficient and timely manner to ensure a safe, well maintained and environmentally sustainable university.

CORE SERVICES

- ✚ Overall campus safety.
- ✚ Education and safety training.
- ✚ Research and laboratory safety to include radiation safety management and laser safety management.
- ✚ Chemical and hazardous waste management.
- ✚ Occupational safety for office and shops as well as for agricultural academic and research programs.
- ✚ Environmental Compliance.
- ✚ Accident, incident and exposure investigation.
- ✚ Loss prevention and loss control.
- ✚ Emergency Preparedness.

STRATEGIC GOALS

- ✚ Provide unparalleled customer service.
- ✚ Evaluate work and academic environment to include all aspects of safety and compliance.
- ✚ Strive for continuous injury reduction.
- ✚ Retain highly trained employees that exhibit professionalism and respect to our stakeholders.
- ✚ Identify inefficiencies and document new processes to provide service in a timely and efficient manner.

ACHIEVEMENTS

- ✚ 2014 – Facilitated 6 external regulatory compliance inspections with no penalties.
- ✚ 2014 – Safety training was provided to ~4500 people in just over 250 classes.
- ✚ 2014 – The NMSU Type AB Broad-Scope Radioactive Materials License was approved and renewed by the New Mexico Environmental Department for another 5 years.
- ✚ 2014 – The NMSU Title V Air Permit was approved and renewed by the New Mexico Environmental Department for another 5 years.



SUSTAINABILITY

PURPOSE STATEMENT

To be a resource for the NMSU community to develop and promote a common vision of sustainability through innovation, education, and action; reduce the university's ecological footprint

CORE SERVICES

- ✦ Identify and steward sustainability initiatives and act as a university-wide resource that maximizes environmental and financial performance
- ✦ Infuse sustainability principles into new construction, renovations, and building standards
- ✦ Interface with provost and deans to integrate sustainability into curricula and building operations to support student environmental projects and initiatives
- ✦ Assist FS Asst. Vice President, University Architect and Campus Planning Committee on issues of sustainability

STRATEGIC GOALS

- ✦ Establish sustainability as a core element of campus culture
- ✦ Prepare and update sustainability reports (ACUPCC and AASHE STARS)
- ✦ Develop and maintain tools, metrics, and indicators for assessing progress toward sustainability goals
- ✦ Support and align with Vision 2020
- ✦ Use Environmental Education Center as a center for sustainability resources for the campus community and Las Cruces community

ACHIEVEMENTS

- ✦ Completed AASHE STARS (Gold rating), ACUPCC reporting, and Climate Action Plan update
- ✦ Consistently served on and supported the Sustainability Council
- ✦ Developed the 11 Sustainability Initiatives
- ✦ Designed and built Environmental Education Center
- ✦ Managed the communications aspects of the Energy Services Agreement, lowering our energy use on campus by approximately 5%
- ✦ Supported and encouraged the installation of 39 bottle filling stations on campus lowering waste in the landfills
- ✦ Produced the Sustainability Annual Report
- ✦ Designed and maintain the Office of Sustainability and WeCARE (Energy Services Agreement) websites

PURPOSE STATEMENT

To provide the campus community with an attractive, sustainable, safe and well-designed physical environment that enhances and supports the educational objectives of New Mexico State University.

CORE SERVICES

- ✚ To effectively support NMSU’s Board of Regents, Chancellor, and President’s management objectives
- ✚ To develop professional project design, engineering, and construction management solutions to complex problems
- ✚ Act as the client’s project champion
- ✚ Provide master planning and feasibility studies
- ✚ Blend concept and ideas with financial resources
- ✚ Provide conceptual estimating services
- ✚ Be the resource center for architectural, engineering, and construction services

STRATEGIC GOALS

- ✚ Develop intuitive understanding of the relationship between decisions and their effect on the university
- ✚ Become a recognized leader within the university community
- ✚ This allows each member to stay in tune with developments and changes within the university community and higher education industry
- ✚ Place continual improvement at the forefront of life and career
- ✚ Create a stable work environment
- ✚ Place communication at the forefront of each interaction
- ✚ Mature our enterprise through process simplification
- ✚ Make justification the premise of every decision
- ✚ Educate the client in all aspects of project execution
- ✚ Foresee, pre-plan, and consolidate the needs of each university unit

ACHIEVEMENTS

- ✚ Successfully transitioned from separate design and construction operations into concept to completion
- ✚ Completed a two year reorganization of project management from separate project managers of the design and construction phases to a single manager taking projects from concept through completion
- ✚ “Right size” the Project Development and Engineering department from a total number of 23 personnel in Fiscal Year 2012, to 19 for Fiscal Year 2014, down to 16 in Fiscal Year 2015
- ✚ Total Dollar Value of ACTIVE projects in Fiscal Year 2015 was \$152,150,876, up from \$85,465,843 for the previous year
- ✚ Total ACTIVE projects in Fiscal Year 2015 were 124, down from 137 for the previous year
- ✚ Project Development and Engineering produced a total of 109 in-house budgetary estimates with 26% becoming active projects
- ✚ Total number of completed projects in Fiscal Year 2015 was 97 for a total funded amount of \$54,000,000
- ✚ Total number of started projects in Fiscal Year 2015 was 79 for a total funded amount of \$17,000,000
- ✚ Training and employee development is provided through two avenues – the public and private sources providing training on various industry subjects, and in-house bi-weekly sessions dedicated to operation specific subjects
- ✚ Six members of our current staff advanced from previous positions within the Project Development and Engineering department

CRITICAL CURRENT AND FUTURE GOALS

- ✚ Project Development and Engineering is self-funded, therefore, our current KPI tracking focus is on the number of projects started and completed each year, and, the total project funding for that year. This is primarily due to overcoming a history of all projects taking an excessive amount of time between the start and end dates. Our goal is to simply increase the speed of projects by efficiently managing each to decrease the total project duration. The direct result from this insures we remain financially viable and servicing our customer. This focus is expected to diminish over the next three to four years as core job knowledge increases. As the need for procedural focus decreases, our focus on customer satisfaction builds.
- ✚ Customer Satisfaction Surveys tracking the entire organization is our key performance indicator



FACILITIES OPERATIONS

PURPOSE STATEMENT:

Be the service provider of choice by performing effective and efficient maintenance services on the campus facilities and utility systems to meet the current needs and future growth. This includes all Athletic, Auxiliary, Educational, Housing, Agricultural Science Centers, Community College and satellite campus facilities.

CORE SERVICES:

-  Building system operations which includes access control, electrical, mechanical, and structural systems
-  Custodial Services
-  Energy conservation
-  Event support for campus
-  Facilities maintenance which includes scheduled preventive maintenance, corrective maintenance, service calls, and trouble calls
-  Fire detection and suppression system preventive maintenance
-  Grounds maintenance
-  Composting operations
-  Landscaping renovations
-  Moving services
-  Painting
-  Recycling collection and processing
-  Solid waste collection and disposal services
-  Signage
-  Varmint and pest control
-  Provide reliable utilities to the campus
-  Fleet vehicle maintenance and repairs
-  Minor renovations, and remodels

STRATEGIC GOALS:

-  Provide quality, timely, competitive, and value added services to the university.
-  Continuous improvements of the core business plan to identify and implement opportunities that ensure campus systems are available for all customers.
-  Implement innovative and sustainable practices that increase our efficiency and allow us be more effective with limited resources.
-  Provide training and recognition for our employees to build and sustain a high performing team within Facilities Operations. A thank you to a co-worker goes a long way.
-  Respond to all requests in a manner that demonstrates our commitment to the Faculty, Students, Staff, and the campus community.

ACHIEVEMENTS:

Administration

- ✚ Actively participate in the APPA FPI report
- ✚ Actively participate in 3rd party benchmarking with Sightlines
- ✚ Insert Overall KPI data from annual report
- ✚ Reduction of departmental fleet vehicles and developed a comprehensive vehicle replacement plan.

Building Systems

- ✚ Transitioned Athletics facility maintenance into Operations
- ✚ Transitioned Auxiliary Services facility maintenance into Operations
- ✚ Transitioned Housing and Residential Life facility maintenance into Operations
- ✚ Implementation of Project Entry way to improve the appearance of academic building entryways and common areas
- ✚ Activation of Blackboard electronic access systems on the academic building entry doors
- ✚ Implemented a roof coating program to extend the life of our roof assets and gain a 10 – 12 year warranty.
- ✚ Reorganized the shops to put all building related trades shops under the Director of Facilities Maintenance
- ✚ Added monitoring of critical research systems in campus buildings. Examples include RO water in Biology Annex, air in Knox Hall
- ✚ Implemented an Ipad program for work coordination that is utilized by the Supervisors and Leads
- ✚ Installed over 3000 feet of entryway matting in the campus buildings.

Custodial

- ✚ Implemented a green cleaning program for all campus buildings serviced by FS
- ✚ Transitioned Athletics custodial service into Operations
- ✚ Transitioned Auxiliary Services custodial service into Operations
- ✚ Transitioned Housing and Residential Life custodial service into Operations
- ✚ Boots on the ground entry for attendance data – Art
- ✚ Published sustainability initiatives for the NMSU campus
- ✚ Organized custodial department into 6 service zones to cover the campus.
- ✚ Implemented a weekend custodial shift working 4 ten hour days to minimize Custodial Overtime.
- ✚ Placed in the Top 10 in RecycleMania for the last 6 years Transitioning to Millennium in ground waste systems and solar belly collection stations
- ✚ Implemented single stream, curbside recycling in the Housing and Residential life areas on campus.



Grounds

- ✚ Transitioned Auxiliary Services grounds care into Operations
- ✚ Transitioned Housing and Residential Life grounds care into Operations
- ✚ Published a preventive maintenance manual for grounds care for campus
- ✚ Increased Xeriscaping activities on campus,
- ✚ Reorganized the shop into Zone maintenance
- ✚ Installing a computerized irrigation control system for tighter water management controls.

Plant Operations and Utilities

- ✚ Implemented an energy performance contract for the campus.
- ✚ Activated a web based Utility dashboard that is available for campus viewing.
- ✚ Implemented comprehensive preventive maintenance program for utility systems and plants.
- ✚ Reorganized the shops to create a dedicated Utilities crew under the Director of MEP
- ✚ Installed a flood watch system in our mechanical room basements to minimize water intrusion damage.
- ✚ Installed camera monitoring systems in our unmanned water production stations and utility plants.
- ✚ Implemented an iPad program for work coordination that is utilized by the Supervisors and Leads
- ✚ Installing a remote chlorine monitoring points in the Niagara energy management system.
- ✚ Implementing an extensive network based utility meters.
- ✚ Installed monitoring systems for emergency generators on the main campus.
- ✚ Installed monitoring system for the sewer lift stations.

FIRE DEPARTMENT

PURPOSE STATEMENT

It is the mission of the New Mexico State University Fire Department (NMSU-FD) to provide the highest level of emergent and non-emergency response within the New Mexico State University main campus and adjacent community. Our goal is to mitigate and minimize the loss of life, loss due to injury and to protect resources and property.

CORE SERVICES

- ✚ Respond to a variety of emergency incidents to include fire, emergency medical, hazardous materials and technical rescue
- ✚ Plan Review of fire alarm and suppression systems
- ✚ Building Life Safety inspections
- ✚ Fire Investigations
- ✚ Fire Prevention and Public Education training
- ✚ International Fire Code , International Building Code, International Existing Building Code and National Fire Protection Association standards interpretation
- ✚ Training staff to International Fire Service Accreditation Congress and National Fire Protection Association standards
- ✚ Emergency Management
- ✚ Emergency Medical Service coverage for Special Events
- ✚ Emergency and prevention services requiring outside agencies
- ✚ Ensure compliance to all National and State laws, rules and regulations governing fire department standards
- ✚ Established a Mutual Aide Agreement with Las Cruces Fire Department and Doña Ana County Fire and Emergency Services

STRATEGIC GOALS

- ✚ Excellent emergency response operation, and services
- ✚ High level of customer satisfaction
- ✚ Highly motivated, well-trained, and stable workforce
- ✚ Ample financial, material, and safety resources
- ✚ Informed on current trends and practices in the emergency industry
- ✚ A succession plan is in place to ensure continuity of leadership

ACHIEVEMENTS

- ✚ Insurance Service Office Class #3
- ✚ Implemented a Fire Prevention Compliancy standard for NMSU main campus
- ✚ Established a comprehensive Building Inspection Program to promote safety in NMSU facilities
- ✚ Received the New Mexico Fire Protection Grant four years in a row
- ✚ Expanded our Fire Prevention and Safety Outreach Program to include all NMSU Main and Branch communities
- ✚ Converted to paperless process for our inspection programs.

PURPOSE STATEMENT

The NMSU University Architect and Campus Planning Office support the vision of the university through the administration, implementation and enforcement of the Comprehensive Master Plan.

CORE SERVICES

- ✚ Updates and revisions to Master Plan
- ✚ Introduce Capital Outlay projects for approval to governing boards and committees
- ✚ Chair, Campus Planning Committee
- ✚ Chair, Building Committees for new buildings on campus
- ✚ Member of Evaluation Selection Committee for Architects and Engineers
- ✚ Meet with Chancellor, Collage Deans and Presidents of Community Colleges to guide annual requests for capital outlay
- ✚ Champion for Historic Preservation projects on campus
- ✚ Protector of NMSU Heritage Preservation Plan
- ✚ Collaborate with design, construction, and sustainability teams on projects
- ✚ Represent the University for city, county, regional and state planning meetings
- ✚ Member of Space Committee and Space Management team
- ✚ Recommendations for improved space utilization
- ✚ Director of Local Selection Committee for Art in Public Places for all campuses
- ✚ Member of AIPP implementation art distribution group
- ✚ Address American with Disabilities Act (ADA) concerns
- ✚ Monitor Campus Wayfinding and Signage Policy
- ✚ Recommend Campus Beautification projects
- ✚ Identify improvements for enhancement to campus facilities and grounds; opportunities for place-making; connections to city amenities; and guidance for branding design
- ✚ Direction in sustainability for campus and community
- ✚ Involvement in project design and construction
- ✚ Analyze identified areas for development with Aggie Development and Arrowhead Park to guide direction of planning/design consistent with Master Plan



STRATEGIC GOALS

- ✚ Gather information from academic colleges, major administrative units, facilities resources, and concept studies in order to produce the revisions to Master Plan
- ✚ Identify Capital Outlay project needs for each campus in order to obtain approvals for state funding
- ✚ Establish a high level of design excellence on each project
- ✚ Restore historical resources, properties and landscapes to maintain the campus heritage
- ✚ Establish a process for space utilization in each facility and campus-wide
- ✚ Identify, inventory and appraise fine art assets
- ✚ Map ADA deficiencies to remove barriers
- ✚ Unify the campus with compliant signage
- ✚ Unify the campus with standard outdoor furniture and light poles
- ✚ Repair facilities and grounds for campus pride, enrollment, retention and employment
- ✚ Bring state-of-the-art learning opportunities to classrooms
- ✚ Encourage development on University Avenue to support NMSU master planning and city goals

ACHIEVEMENTS

- ✚ Master Planning Process for Ten Year Plan initiated
- ✚ Hired outside resource for Space Utilization Study
- ✚ RFP for ADA Assessment has been published for proposals
- ✚ Submitted budget request for art appraisal, phase 1 of 4
- ✚ Current study of golf course, East Campus and Arrowhead Research Park for potential development
- ✚ Current project to restore roof configuration and replace roof of oldest building on campus
- ✚ First project at Heritage Farm, Walking Ecosystem, initiated
- ✚ Regular monthly meetings with Director of Art Gallery, Art Department Head, and FS to purchase and place new AIPP fine art
- ✚ Design Guidelines to include created standards for outdoor furniture and light poles
- ✚ Most recent completed new building and current renovation, to provide TEAL (Technology Enabled Active Learning) classroom and lab spaces, respectively