FROM THE AVP –

For those who may remember, I made New Mexico my home in 2009. It tickles me when some people occasionally tell me I’m not a native New Mexican, because I came here intentionally while they were simply born here – which wasn’t their choice, I might add.

In the overall scheme of things, and especially considering that NMSU was founded in 1888 – it took a beer to remind us of our founding date – my almost eight years makes me a newbie. Anyone who has worked with me for a while knows that I consistently say that NMSU would benefit by adopting best practices being employed by other institutions in several areas. We have done this consistently in Facilities and Services, are proud of it, and were acknowledged for our efforts when we won the highest possible award in facilities in 2016, the APPA Award for Excellence.

However, in addition to Pistol Pete’s 1888 Ale, there are plenty of customs and traditions that make NMSU special that we should keep for ourselves and not change.

One thing that we can take a pass on: the national mood seems to be, well, just a little on the angry side. On the other hand, we’re known at NMSU for our friendliness and for our respect for one another. We should do our best to remember what Darío Silva told us –

A very simple but hard thing to practice throughout one’s life because we tend to do the opposite are the four agreements by Miguel Ruiz:

1. May your words be impeccable or more simply…Watch your words.
2. Don’t take anything personally
3. Don’t make any assumptions
4. Always do your best.

We (meaning administrators, department heads, supervisors, faculty, staff) are going to have to step up in Courage to become models of Civility and call out any incivility. If we want roses, we have to plant rose bushes.

Darío Silva, Ph.D., LPCC
**Aggie CHAPS**

Courage, Hope, Amiable, Purpose, and Service
Much was made of this study when it came out:

**Rudeness in the workplace isn’t just unpleasant: It’s also contagious.**
Encountering rude behavior at work makes people more likely to perceive rudeness in later interactions, a University of Florida study shows. That perception makes them more likely to be impolite in return, spreading rudeness like a virus.

“When you experience rudeness, it makes rudeness more noticeable,” said lead author Trevor Foulk, a doctoral student in management at UF’s Warrington College of Business Administration. “You’ll see more rudeness even if it’s not there.”

http://news.ufl.edu/archive/2015/07/its-official-workplace-rudeness-is-contagious.html

If rudeness is contagious, so too are civility, kindness, and respect. All departments at NMSU have less staff than they used to, and therefore everything from job postings to purchase orders to responses to temperature complaints takes longer. We can either complain about it or we can use it as an opportunity to demonstrate compassion, understanding, and respect. I would prefer that Facilities be known as the group that knows what its priorities are and does the important things first. People will understand delays if we communicate the expectations. Let’s spread civility like a virus instead of rudeness.

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

- NMSU Chancellor Garrey Carruthers, Ph.D.

While on the subject of keeping things simple, the Chancellor asked everyone to do these three things since the May 10th, 2013 meeting of the Board of Regents. If you’re interested enough to go back to watch this in the archives, it is at the 1:11:01 point.

https://panopto.nmsu.edu/Panopto/Pages/Viewer.aspx?id=40e7dd63-6400-401a-af36-3b9a695cb953

Note that “Always Do Your Best” is in both. Count me in and I hope you’ll join me.
PERSONNEL
OUR MOST IMPORTANT RESOURCE

WELCOME TO:
JEREMY APODACA, Facilities Maintenance, Facilities Technician; DANIEL MUNOZ, Grounds, Groundskeeper and MICHAEL JONES, Grounds, Groundskeeper Supervisor; STEVEN JENSEN, Custodial, Custodial Worker; GEORGE (JERRY) ORR, Accounting, Customer Service Assistant; and ERIKA MORGAN (Temp), EH&S, Customer Service Assistant.

PROMOTION/RECLASSIFICATION:
ROMAN VALENZUELA, CESAR MAURICIO, and MATTHEW SANTISTEVEN, Custodial, Custodial Leads; JOAQUIN BERTOLDO, Grounds, Groundskeeper Supervisor; Michael Lucero, EH&S, Hazardous Materials Specialist; GILBERT PEREZ, CUP, Plant Operator Lead; and YVONNE TELLEZ, PD&E, Assistant Project Manager in PD&E.

RETIRING:
CHRIS HIDALGO and EDDIE MURPHY, Custodial, Custodial Supervisors; LEO NUNEZ and OLGA HERNANDEZ, Custodial, Custodial Workers; SUSAN TEREBENETZ, EH&S Hazardous Material Specialist; BOBBY PARRA Grounds, Groundskeeper; and FERNANDO ORTEGA, Mechanical, Skilled Craft Supervisor.

RESIGNATIONS:
JOSE CANDELA, Facilities Maintenance, Facilities Technician; and ALEX CORDOVA, Fire Department, Student FireFighter.

END OF APPOINTMENT:
MONIQUE MIRABAL, Paint Shop, Painter; and JAMES MUNGUIA, Custodial, Custodial Worker.
**PROFESSIONAL DEVELOPMENT**

I would like to point out that there was a large number of promotions, although not as many as we would like. When we have FS New Employee Orientation, I tell people that I want them to keep 3 things in mind:

1. We provide Personal Protective Equipment (PPE) and safety training, and I expect people to work safely. Despite the hazards of our jobs, I haven’t had a fatality on my watch yet in 40+ years and don’t want to start right here at the end.
   - If it’s unsafe – **STOP** and don’t do it. Report it your supervisor.

2. We operate “above reproach” ethically. We comply with all laws, rules, and guidance documents.
   - Be ethical and if you see wrongdoing – ask them to stop, or report it to me, or to EthicsPoint.

3. We provide Professional Development and strive to promote from within.
   - Advancement is not based on years of service only, however; you must discuss with your supervisor and have a plan.

**I WROTE THIS TWO YEARS AGO BUT IT’S STILL TRUE -**

I want to end with this: Not all of you may realize this, but when we went through the internal FS budget process last February (we put ourselves through a process just like the university), the leadership team decided that the #1 budget item to protect was staff professional development. We strongly believe that professional development for everyone is an investment we simply have to make. We made our “almost 5% cut” without touching professional development.

A very smart friend of mine once was asked, “What if we train our people and they leave?” to which he answered, “What if we don’t and they stay?”

FS strives to promote from within with people who have positioned themselves to do so with professional development but simply having “time in grade” is not enough. I encourage all of you to talk to your supervisor about your professional development action plan and then – act on it.
OPENING DAY ACTIVITIES
Facilities Operations shops completed their summer make ready maintenance and cleaning of the Housing inventory. All shops participated in the NMSU Student Move-In day. Technicians were on hand to help the students load their belongings into their residence. We also had technicians on hand to address any facility issues and help clean up after boxes were unpacked. The Operations Leadership team was available to provide rides to family members and help transport items from the parking lots.

SAFETY GOALS: AN ALLIANCE OF FACULTY & ENVIRONMENTAL HEALTH & SAFETY
Dr. David Rockstraw of Chemical Engineering/Mechanical Engineering (CHME) and Derrick Wootton of Environmental Health & Safety (EH&S) recently presented at the 2017 Campus Safety Health & Environmental Management Association annual conference. Cheri Hildreth, Director for University of Louisville stated in open forum, “NMSU is the envy of every EH&S represented in the room.” The audience asked NMSU to carry the work forward and help show the value of incorporating safety into academic and research activities at universities.

UTILITY LOCATION EQUIPMENT
Facilities Operations personnel attended a demonstration by The City of Las Cruces Utility Locate Department. They demonstrated various types of modern utility locate equipment to NMSU Utilities and Space Management personnel. The demonstration also included a presentation of the Global Information System (GIS) data they have available in the field via laptops. The new information they gather from the jobsite will then be uploaded into the main GIS database for all other utility personnel to access.
‘ROUND AND ‘ROUND WE GO

New Mexico Department of Transportation continues with plans to rework the entrance roads to campus. This will be one of the biggest changes to campus that many will see.

NMSU has established a coordination committee led by University Architect Heather Watenpaugh and University Engineer Dale Harrell that is working on ideas for the entrance, alongside with city leaders and the Chancellor. If you’ve seen those giant boots on the highway by UTEP, you get the idea.

Incidentally, those boots by UTEP reportedly cost $500,000 each.

Ideas that are floating around -
KEY PERFORMANCE INDICATORS (KPIs)
Facilities and Services has a strategic plan and a number of KPIs, I will try to share one or two with every newsletter.

![Appa Facilities Performance Indicators Reports - Fiscal Year 2015-16](image)

FACILITY OPERATIONS KPIs - MAINTENANCE
The APPA data is published; this chart above is maintenance total cost per gross square foot and shows the recent reductions and efficiency gains made possible by the consolidation of Facilities, Housing, and Corbett maintenance groups. The previously mentioned maxim, “You can pay me now or pay me later” is apropos.
**Facility Operations KPIs - Custodial**

The chart above displays the recent reductions in Custodial staffing. However, this also reflects efficiency gains stemming from the consolidation of Athletics, Housing, and Corbett custodial services. We know they are shorthanded and will be making additional investments in improved equipment to help.
LOT #29

We want to thank everyone for asking about the lot #29 maintenance closure, as it provides us with an opportunity to respond to questions from the campus.

Facilities and Services partners with Transportation and Parking each year to formulate, schedule, and complete maintenance repairs and upgrades on parking lots. We plan these projects out as far as possible, with every intention of completing the work during the slow period of summer; however, we should add that Conference Services has been so successful in bringing conferences to campus that summers aren’t so slow any more. In addition, Aggie Welcome Orientation brings many new visitors to campus during this time.

This year, we have been taken to task for removing the small lot #29 by Ed Services from service right as school starts.

As we should be.

We start on these projects immediately after Winter Break, but even so, the simple truth is that we obviously didn’t begin the planning process in time to complete the work over the summer. We apologize for that.

Sometimes, however, a decision is a choice between the lesser of several evils, and that was the case here. As a public entity, NMSU has to comply with numerous procedures for funding, design, engineering, procurement, bidding, construction, wage rates, and environmental protection - and that’s just for starters.

Most every department on this campus is short a number of people, and nearly every task in the NMSU process took longer than we estimated and that it has in the past. In addition, the outside agencies we must obtain approvals from have fewer staff than they used to, and they took longer than they have previously. This accumulation of additional time left us in early August with a “go-no/go” decision as to whether to accept the bids and execute the work or postpone the project.

As there is never any guarantee of decent weather in December and the basketball team plays over Winter Break anyway, because this is a smaller lot impacting under 300 vehicles, since the time frame is a short 4-6 weeks, as other parking is readily available in close proximity, and with the bids being good for only 90 days – we elected to proceed with the project.
Given that we were unable to accomplish the project this last summer, our thought process was that a little inconvenience now was the best option over the others. We still believe that.

There is ample parking available south of the Ed Services building and south of Pan American Center. Parking to the south of the Ed Services building is actually a little shorter walk to the building than from the closed parking lot. The very large free parking lot #30 is literally a walk across the street from Lot #29.

We have already started on next year’s parking lot maintenance to prevent a re-occurrence and plan to execute the work over the summer. As always, we apologize for any inconvenience and very much appreciate those who understand the challenges.

**Centralized Coffee**

As you probably are aware, Facilities and Services (FS) is responsible for energy conservation at NMSU. As with cell phones, travel, and Transforming all facets of our work lives in general, we were tasked with discovering additional ways that NMSU could reduce energy consumption and thus costs.

Our administrative offices are occupied by about 40 people, counting Project Development and Engineering, and when we conducted a survey, we found that 7 people have individual coffee makers.

Walking around campus confirms an abundance of small coffeemakers in existence. Extrapolating our survey numbers to 2,500 faculty and staff (7 coffeemakers per 40 employees), we can therefore assume that there are somewhere around 437 individual coffeemakers in operation on campus.

A Kuerig uses 1,500 watts at startup and another 200-400 watts per cup. Assuming 4 cups per day and 300 watts per cup, a Keurig could use up to 2,700 watts per work day, or 540 kWh per work year.

A Mr. Coffee, according to their website uses up to 730 kWh annually. Let’s just say, then, that average use is 600 kWh per year per coffeemaker. That’s 262,500 kWh annually, or 367 megawatts. By comparison, a small house uses 10 megawatts annually.

Some say that we never consider any new ideas here at NMSU, but the solution to this is to CENTRALIZE COFFEE. As near as we can tell, NMSU will be leaders in this creative initiative. Building monitors will be responsible for identifying a central location in each building for a central coffeemaker.
When rogue coffeemakers are discovered, FS personnel will first ask that the offending device be removed, but if additional infractions occur, they will be instructed to cut off the power cord.

In addition, as with cell phones and travel, the university will only pay a percentage of the true costs associated with operating these centralized coffeemakers; FS will fund up 300 kWh per outlet at the central location and any electrons after that will need to be purchased by providing an index to FS.

JUST KIDDING

NMSU MASTER PLAN
The plan was presented to the Board of Regents and the draft of the text is up on the website. The publisher is still arranging pictures and renderings, but the text is essentially complete. We could still use more feedback!
HTTP://MASTERPLAN.NMSU.EDU/

CHANGES CONTINUE
The only constant in our lives is change, and NMSU is no different. Current searches are underway for the AVP of HR and the VP of Research. A new AVP of Auxiliaries has joined us, and we want to give a warm welcome to STEVEN BETTNER. Kathy Agnew is back in familiar territory in HR as an interim, and JAVIER CORDERO and JASON SANDOVAL are holding down the fort in purchasing. BILL HARTY is like the energizer bunny and is still helping.

As we said when we started, a quick glance at your can of beer will remind you that NMSU started in 1888 and will probably keep going for many more years. Let’s do our best to show civility, respect, and understanding – it’s up to us.

Glen
Associate Vice President for Facilities
One Team / One Goal

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

AND AS ALWAYS — THANK YOU FOR ALL THAT YOU DO!

NMSU IS ALL ABOUT DISCOVERY!