

Facilities and Services



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FACILITIES AND SERVICES

SOMETIMES MONDAY MORNING MEMO

FROM THE AVP –

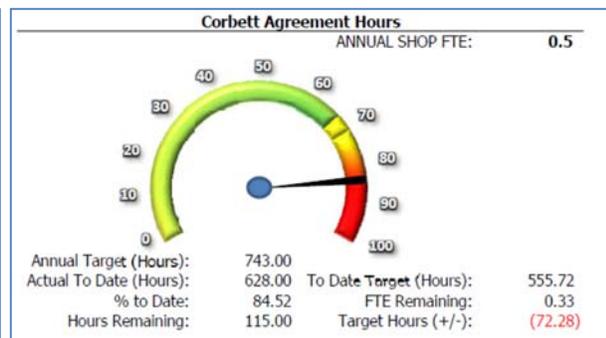
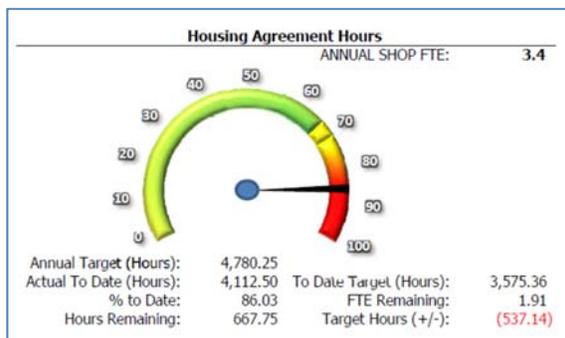
APPA, the higher education facilities organization, has established five standard levels of care for custodial, grounds, and maintenance care. With custodial services, for example, Level 1 is Orderly Spotlessness; Level 2 is titled Ordinary Tidiness; Level 3 is designated Casual Inattention; Level 4 is Moderate Dinginess; and Level 5 is named Unkempt Neglect. Grounds and Maintenance functions each have similar definitions, and each target category has standardized staffing levels along with prescribed tasks.

The custodial standards and tasks are detailed in our recent Custodial Assessment, and writing this led me to realize that we should publish all the APPA standards as well as our targets on our website, which I will do when Olga gets back from a few days off. The custodial assessment is located here:

<https://hr.nmsu.edu/ofs/wp-content/uploads/sites/57/2017/04/NMSU-Custodial-Assessment-Final-Report-Presentation.pdf>

Facilities and Services has a number of service level agreements (SLAs) with Athletics, Corbett, Physical Sciences Laboratory (PSL), USDA, and Residential Living and Housing for maintenance, custodial, and in some cases, services from Environmental Health and Safety. Since these services are specific and paid for, and with the budget cuts of the last two years reducing service in the I&G areas, we have wound up with different levels of service standards in different areas of campus.

Tracking and making sure that we deliver what we are being paid for is something we take very seriously, and I wanted to share how this is managed. Al Flores created these dashboards, and these three are from a Mechanical Shop report last spring that I picked rather arbitrarily:



Notice that at this point in time last spring, for the year, Housing and Corbett had received more than hours from the mechanical shop than their agreement calls for, while the other entities with SLAs had received a little less.

Adjustments in assignments are made from the dashboard to level things out; after all, the whole point of consolidated services is the efficiencies that can be achieved when the workload varies. Summer custodial requirements in academic buildings are less with some classrooms going unused, and that in turn allows custodians to do summer clean for Housing where the workload is high right before the students return.

While the process is fairly complicated, any significant differences would carry forward into the subsequent year.

Now, ***consider for a minute that vacancies take time to fill***. Because we have financial commitments for a given service level with the non-I&G units, all of the lost hours from vacant positions during the “time-to-fill” period wind up being charged against the I&G side of the campus, also ***creating problems for service in academic buildings***.

We are really pleased to say that there have been two recent events that will allow us to improve on our “time-to-fill.” First off, the custodial vacancies have been granted a reprieve from the waiver process, since we have established that we are right-sized through the external Custodial Assessment. Secondly, Megan Shannon has joined our staff as HR Coordinator and is really accelerating and streamlining our hiring process.

It does not matter whether you are talking about the Chancellor or the custodian, when the position is vacant, the work is not being done. As the new custodians complete training, our service will improve.

Speaking of the custodians, they have been working shorthanded for a while. If you see one today, they sure could use a “thank you.”

We just completed a visit by two firms who collaborated to analyze our maintenance operation, Duane Hickling with Hickling and Associates and Ernest Hunter of Hunter Consulting and Training:

<http://www.hicklingassociates.com/about.aspx>

<http://www.hunterconsultrain.com/about-us>

Hunter Consulting and Training previously evaluated the custodial operation. Key questions that they help us with as part of their report:

- Are you receiving full value for the money spent on the facilities portfolio (i.e. operations and maintenance, utilities, capital renewal and replacement, new construction, deferred maintenance)?
- Do you have a reliable set of facilities' performance metrics in place, such as usable space, revenue per net square foot, costs of owning and operating space?
- Do the facilities metrics respond to the needs of key constituencies?

The culture in FS is one of continuous improvement, and we are proud that we can take an objective and critical look at our organization. Hunter Consulting previously evaluated the custodial operation.



As always, we will publish the maintenance report when it is complete, but I think that you would be interested in these three main observations:

1. The NMSU mobile device allowance policy is not conducive to nor supportive of automation;
2. While NMSU makes investments centrally in automation, departments such as FS (and EHS and the Fire Department) could make significant efficiency improvements through better use of technology; and,
3. NMSU would need much less space if we utilized classrooms and other areas more efficiently.

Less space means reduced demand on the maintenance and custodial staff. This can be seen in the metrics that show a reduction in **staff per GSF** and yet an increase in **staff per student**, which happens when **students per GSF** (density) decreases. Of course, we must maintain and clean the buildings regardless of density.

The other item I want to discuss is that **we need to work harder on** finding a balance between clear expectations and **doing those small favors that can mean so much to our customers**. For example, one customer pointed out that they have to pay to have something painted but that, *“If I ask for a little touch up over there in another area, I would have to get a work order and be charged for that, too.”*

This challenge is tough because there have been problems in the past with giving away work indiscriminately, and sometimes it is easier to simply charge for every single thing, particularly in times of tight budgets. I do want all of you to feel empowered to use your own judgment when out in the field and work on improving customer service. Please just be sure to note, **“going the extra distance”** in the work order notes log.

Finally, the consultants pointed out that material management is excessively restrictive and that NMSU thinks nothing of spending \$1,000 in accounting controls to make sure a \$10 part does not walk away. I will write more on that next time after we publish the report.

PERSONNEL

OUR MOST IMPORTANT RESOURCE

WELCOME TO:

Megan Shannon, HR Coordinator; Eddie Salas, Grounds Student Aide; Carla Weaver, Fiscal Assistant, Associate; Arturo Pena, Groundskeeper; Brandon Jaquez, Groundskeeper; Daniel Garcia, Groundskeeper; Karl Dykman, EH&S Hazardous Materials Technician, Senior; Eileen Nevarez, EH&S Customer Service Assistant; Michael Nevarez, EH&S Hazardous Materials Project Manager; Angelica Munoz, Administrative Student Assistant; Chris Madrid, Grounds Student Aide; Guillermo Avitia, Utilities Student Aide; Joseph Montoya, Fire Student Aide; David Silva, Temporary Groundskeeper .

PROMOTION/RECLASSIFICATION:

Julian Perez, Custodial, Lead.

BEST WISHES TO:

Cristina Perez, Custodial Worker, Senior; Robert Velasco, Alarm Technician, Intermediate; Andrew Padilla, Custodial Worker, Senior; Cody De La O, Student Fire Fighter; Jose Luis Talamantes, Mechanical Facilities Technician; Patrick Bencomo; Alarm Technician, Intermediate; Erika Morgan, EH&S Customer Service Assistant; Alex Garcia, Mechanical Student Aide; Theodore Brannan, Material Services Technician, Senior; Leo Lucero, PD&E Project Manager.



MORE ON NEW FOLKS:



MEGAN SHANNON

Facilities and Services Human Resource office welcomed Megan Shannon as our new HR Operations Unit Coordinator. In her 13 years of working at NMSU, she has gained a great deal of experience relevant to her new position. She has a NMSU Bachelor of Arts degree with an emphasis in Educational Psychology and Business Administration. She is currently working towards a Masters of Business Administration. We are thrilled to have her on our team! We found a picture of her receiving the A Mountain Award in October 2015, and while she is hanging out here with some pretty

questionable characters in the picture, we will not hold that against her.

EILEEN NEVAREZ, Customer Service Assistant, most recently worked as office manager for a physician’s office and five years of customer service experience. Eileen earned her Associates Degree in Public Health and currently working on her Bachelor degree in Public Health.



MICHAEL LUCERO was promoted to Hazardous Materials Specialist after having worked in EH&S 4 years as Hazardous Materials Technician Senior. Michael earned his Bachelor degree in Emergency Management and has an Associate degree in Fire Science and previously worked with Physical Science Lab and NMSU Fire Department. Michael took the initiative to learn higher level skills such as chemical analysis hazcat testing and obtained certifications in DOT shipping and RCRA waste management.



KARL DYKMAN, Hazardous Materials Technician Senior, joined EH&S mid-September and previously worked seven years in NMSU College of Engineering as a Technician/Research Assistant/Lab Manager. He obtained an NMSU Bachelor of Individualized Study – Renewable Energy Technologies emphasis, with a minor in Environmental Management.

MICHAEL NEVAREZ, Hazardous Materials Project Manager, worked 11 years in operations managing projects with indoor air quality and hazardous materials abatements and business management experience as previous owner of HHM Horizon Mechanical. Michael has completed three years towards an NMSU Mechanical Engineering degree.



FIRE PREVENTION WEEK

So we're a little late but it's worth repeating:



Fire Prevention Week

In a fire, seconds count. Seconds can mean the difference between residents of our community escaping safely from a fire or having their lives end in tragedy.

That's why this year's Fire Prevention Week theme: "Every Second Counts: Plan 2 Ways Out!" is so important. It reinforces why everyone needs to have an escape plan. Here's this year's key campaign messages:

- Draw a map of your home with all members of your household, marking two exits from each room and a path to the outside from each exit. At NMSU, these maps are located in every building. Take the time to familiarize yourself with the maps and each building you visit.
- Practice your home fire drill twice a year. Conduct one at night and one during the day with everyone in your home, and practice using different ways out. NMSU's Fire Department coordinates fire drills each spring and fall semester in student resident halls and academic buildings on campus.
- Teach children how to escape on their own in case you can't help them.
- Make sure the address number of your home is clearly marked and easy for the fire department to find.
- Close doors behind you as you leave – this may slow the spread of smoke, heat, and fire.
- Don't ignore fire alarms! Evacuate quickly and in a safe manner.
- Once you get outside, stay outside. Never go back inside a burning building.

The NMSU Fire Department is located at the corner of Wells St. and Research Dr, just south of the lower intramural field. Stop by and learn more about our services.

www.fire.nmsu.edu

AGGIE LEADERSHIP TRAINING ACADEMY (ALTA)



Please join us in congratulating Polly Wagner, Program Compliance Specialist, Environmental Health and Safety, and Louis Huber, Deputy Fire Chief at NMSU Fire Department, who both graduated from Aggie Leadership Training Academy program (ALTA) on Friday, October 20, 2017 **(TODAY!)**. This year's ALTA cohort included 16 individuals from the NMSU community who made the year-long training commitment.

The Aggie Leadership Training Academy program is a staff leadership certification program for NMSU personnel currently in supervisory and higher level management positions. The program is managed by the Human Resource Services Center for Learning & Professional Development (CLPD) with advisory oversight by the **ALTA Task Force**.

The Aggie Leadership Training Academy is a unique opportunity for discovering your personal leadership capacities to support the University's strategic priorities and diversity goals. Participants meet monthly. Sessions include facilitated group dialogues, guest speakers, activities, and exercises. The setting is safe and respectful, yet challenging. Those selected for the program will develop their leadership capacities to effectively interact with members of our university community and build open, dynamic, and respectful working and learning environments.

The goal of the Aggie Leadership Training Academy is to build knowledge and skills needed to develop critical leadership competencies required for higher-level leadership positions at NMSU.

AIM 9.X UPGRADE

We are preparing for the AiM 9.X upgrade. ICT has provided the tentative schedule is as follows:

DBAN: Installation Monday, October 30

UBAN: Installation Monday, November 6. Aim/AimIQ down all day.

PBAN: Installation Sunday, November 19

A big thank you to ICT for helping us get this done.

2017-2027 MASTER PLAN

The campus 2017-2027 Master Plan was adopted by the Board of Regents on October 5, 2017. This plan also includes the Arrowhead Master Plan, the Aggie Development Incorporated (ADI) East Campus Master Plan, the Housing Master Plan, and several other supporting plans as appendices.

FS INTERNAL ADVISORY COMMITTEE

The Internal Advisory Committee sponsored a FS NMSU vs UTEP Tailgating Pre-Game Celebration prior to the game, and Athletics helped with a good price on a section of tickets. NMSU even won the game - **Go Aggies!**

CAMPUS TEMPERATURE SETPOINTS

Campus Temperature Standards help us control costs. Our goal is to maintain all spaces within these standards, and while that is a tough one with the aging equipment our team has to deal with, we want to hear from you when we have problems. Space heaters essentially are not allowed for several reasons, but we will always work to get the temperature within these guidelines.







If it looks like I'm favoring Grounds, despite the fact that every person carries a camera on their hip, these are the only pictures that were sent. We will work on that for next time.

Have a great weekend unless you made other plans!

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!

