“Clients do not come first. Employees come first. If you take care of your employees, they will take care of the clients.” — Richard Branson

Sir Richard Charles Nicholas Branson is a business person and investor who founded the Virgin Group, which includes Virgin Galactic. Perhaps that comment may be counterintuitive, but by putting employees first, Branson has built a business empire with 400 companies and a net worth reportedly topping $5 billion.

**METRICS AND ANNUAL REPORTS**

It was suggested to us the other day that it might be good if Facilities and Services (FS) measured how long it took to complete work orders and that we should begin to develop metrics. Since every unit in FS publishes an annual report and since we measure our key results against a standard set of KPIs annually, we were surprised to hear this comment.

Then again, there are many people in new positions, so pardon me if I share information that we have provided before. Here are some of last year’s reports, and each details numerous measures and key results:

**Environmental Health Safety and Risk Management**


**Fire Department**


**Facility Operations**


**Sustainability**


**Project Development and Engineering**

**IT’S A BUSINESS**

Our facilities and infrastructure are conservatively estimated at $1.3 billion – and that’s just for this campus, that number is even higher for the NMSU System. I suspect that our buildings constitute the largest single investment that NMSU has, and we pull out all the stops to manage this investment with excellent stewardship. There are no metrics in the NMSU Strategic Plan about facilities or operational performance, but we do it ourselves, reviewing and publishing a full set of key results measured across industry standards.

**SPEAKING OF PEOPLE, OUR MOST IMPORTANT RESOURCE -**

**WELCOME TO:**

Rolando Gonzales and Jeremy Walter, Facilities Technicians in the Facilities Maintenance Shop.

**CONGRATULATIONS ON THE PROMOTION:**

Ruben Madero, Facilities Technician in the Facilities Maintenance Shop.

**BEST WISHES TO:**

Zelong Jiang, a student aide in the Fire Department.

**TAKE ADVANTAGE OF CHANGE OR CRY ABOUT IT**

I originally wrote some of this in the 2017 Memorial Day newsletter but rephrase it now because of how important and relevant I think it is for all of you.

One sign of intelligence is **THE CONCEPT THAT THE CURRENT STATE IS NOT THE FUTURE STATE.** For example, psychologists will put cameras on dogs at home while the owners are at work and note that the animals become excited as they anticipate the arrival time of their master. It is easy to look a day or two ahead, but as with self-improvement, looking very far down the road takes practice.

Not to speak for anyone else, but Katrina, Alton, and I are all about the same age. There will be many changes over the next few years along with all the exciting initiatives new people at the top bring. Never forget that life happens unexpectedly, too. People find other jobs, fall ill, and/or leave for many unexpected and unanticipated reasons.
YOU WILL HAVE MORE CAREER OPPORTUNITIES IN THE NEXT FEW YEARS THAN USUALLY COMES ALONG IN A LIFETIME OF WORKING IN HIGHER EDUCATION.

TAKE ADVANTAGE OF IT!

I suspect that many people will wish that they had prepared to be able to apply for these openings, by taking more classes, attending advanced training, or volunteering for additional assignments.

I am here at NMSU, quite frankly, because the person ahead of me at the University of North Texas looked like he would be there ten more years, and he was. If you’re looking to advance, then, you can either MAKE IT HAPPEN or HOPE FOR THE BEST – and remember, rule #2 is that “HOPE IS NOT A STRATEGY.”

Here’s what I would do to position myself:

- First and foremost, figure out how to make your boss look good. Work at it. The subordinates who do this are always the first ones considered. While this may sound self-serving, there is no faster way to advancement than to get your boss promoted.

- Consider that the technical skills you have now are not necessarily those that you will need in a position of leadership; find some classes and treat leadership as a skill to develop seriously, as it must be learned and practiced. Leaders are made, not born. The idea that leadership comes naturally is simply BS. If you think that, you have more work to do.

- Volunteer for assignments that stretch you and where you can be visible on campus.

- Find a way to keep up with the latest trends IN YOUR FIELD AND IN HIGHER EDUCATION. Become active in your professional association and/or in APPA. APPA is the Higher Ed facilities organization, and that’s our primary business.

- We all have tasks that we like to do and those that we don’t. If you have tasks you don’t like – and we all do – at least work on them until you get faster, so you can spend less time on them. Nothing causes more problems for you than not taking care of business and becoming the person who takes all the tough and dirty jobs is career enhancing.

- Never miss an opportunity to go out on campus and deal with someone who is mad. Anybody can circulate emails with hollow apologies but handling the screw-ups and making them right is where you can shine. The person you demonstrate service recovery to may be on the search committee for the job you want next year.
Remember these 7 rules:
1) There will always be time to panic later; everything will be okay in the end, if it isn’t okay, it isn’t the end.
2) Hope is not a strategy and denial is not a plan.
3) Any problem can be solved given enough time and money.
4) If it isn’t used, get rid of it.
5) Leave your ego at home each day.
6) Share credit, but accept all responsibility when things go wrong.
7) Follow the golden rule.

I hope this makes you think. My wish for each of you is that you live up to your potential.

CONGRATULATIONS TO
Robert Herrera in Project Development and Engineering took this advice to heart, as he started with us in 2014 and was just promoted to Assistant Director. Robert has a Master’s in Business Administration from NMSU – an Aggie – and is currently studying Civil Engineering. He joined us as an Assistant Project Manager and progressed to Project Manager / Estimator. Herrera has also been a Business Services Analyst and Operations Manager for Utilities with the City of Las Cruces.

We have three assistant directors in Project Development and Engineering, and each leads small teams in order to maintain continuity across our large projects. Congratulations, Robert!

GOOD NEWS BAD NEWS
Al Flores, Jr., Director, Facilities Maintenance tells us that he has accepted a position with Texas Tech University Health Sciences Center El Paso, we wish him well and add his name to the ever-growing list of people who have advanced after working here. Al started with us as a Project Manager in 2012.

That’s BAD NEWS for us and GOOD NEWS for Al of course, but the more exciting news is that I can think of at least three people in-house who we hope will apply for this position.
FROM FIRE CHIEF CARRILLO

As Louis and I were reflecting on our latest state Fire Grant results this morning, and I asked Louis to give me a snapshot of our success with grants to date. As you can see, we have the potential to hit the $500,000 mark this FY if we are successful with the EMS grant.

Since 2013, we’ve made significant advancements in our response capability, firefighting equipment/PPE, and our ability to really contribute to our community by building a very successful fire prevention program. We have worked to prepare our team for the future by looking for and taking advantage of training opportunities as they are presented. Our success was highlighted this year when we earned and were awarded our ISO 2 rating.

As this Thanksgiving season approaches, I have a lot to be appreciative about and I want to express my thanks to you and to my team. Have a safe and happy Thanksgiving Holiday Season!

### NMSU FD Grant History 2014 to ...

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**UP-TO-DATE TOTAL** $443,904.80

**GRANTS OUTSTANDING**

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**TOTAL W/OUTSTANDING GRANTS** $58,420.60
If you think it’s expensive to hire a professional

Wait until you hire an amateur

- Red Adair
THE STORY TREE

Cindy and Randy Farmer donated 12 Cedar of Lebanon trees, telling us that these trees should be planted and named in honor of the great story tellers of the area and the university. They requested that one tree would be named after Jennie Curry and a second for Dr. Cotter, with the rest named after and in honor of the other great story tellers of the area.

This all relates to the original Story Tree, and you can learn more in the Historic Preservation Plan:


Storytellers of Las Cruces Honor their Founder – Jennie George Curry
By EMILY GUERRA • FEB 23, 2017

Las Cruces, NM - Preserving cultural heritage, moral teachings and the history of our ancestors are some of the many benefits of storytelling for present and future generations. When Jennie George Curry founded “Storytellers of Las Cruces” in 1927, she also believed that storytelling was a “service to the community,” and that “stories should be told anywhere and everywhere, to anyone and everyone.”
Cindy Gwalteny Nicholson in the College of ACES, University Architect Heather Watenpaugh, Grounds Manager Bud Jones and the rest of the Grounds Staff made this happen, and I want to say, “THANK YOU” to them as well as to Cindy and Randy Farmer.
Facilities and Services
Story Tree (Unnumbered feature)

Architect: Not applicable
Building Number: none
Date of Construction: 1927
Name Origin: Tree was gathering place for readings by State College Story League, a literary society
Primary Materials: Cedar of Lebanon tree

Figure 42: Story Tree

Description: The Story Tree is located in a tiny park situated between the Las Cruces lateral and the Seed (Nematology) Building (the oldest building on campus). The Cedar of Lebanon tree, which towers over the area and adjacent mulberry trees provide a canopy of shade and shelter from the wind. The tree’s lowest branches are approximately eight feet above the ground; these and the surrounding shrubs lend a feeling of being in a cozy room. The Las Cruces lateral runs just west of the Story Tree and crosses under College Road. Because the lateral (an acequia) is banked up, the Story Tree site is lower than the water level in the ditch and this provides a cooling effect to escape the desert heat.

Major Alterations: None

Heritage Significance: According to university lore, the a campus literary group called the State College Story League gathered to read literature aloud underneath the tree branches in the late 1920s. A commemorative plaque mounted on a rock marks the location.

Character Defining Features:
- Cedar of Lebanon species
- Plaque about literary society

Recommendations: Maintain tree. As it comes to the end of its life, plant a new tree of the same species nearby.
THE SECRET TO LIFE
When I look around, usually without much effort I can find someone who doesn’t seem to work as hard, surely is not as smart, and is paid more than me. Life is anything but fair. It’s not that I should bury my head in the sand, but comparing myself to others is a recipe for unhappiness. I’m going to save you thousands of dollars in counseling fees; we can only control one life – our own. Besides, we can’t compare what we think we see in someone else’s outsides to our insides.

There’s an old saying, “WATER YOUR OWN GRASS.” Some people journal, some have a gratitude jar – there are any number of ways to work on this – but I’m a simple person. Most days I’m glad just to wake up, and happy that the coffee pot came on by itself at 4:30 am. I can be mad about having to go to work, or glad that I have a job to go to. I have a wife and three dogs who generally greet me happily when I get home, and that’s the most important of all.

For today and the rest of this week, I think I’ll GIVE THANKS for the good things I have and be happy with I get. I hope you’ll join me. Life is good, hang in there.

Have a HAPPY THANKSGIVING, unless of course 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!