I’ve told the story many times that I started my career in facilities when I was a student in high school, working summers at Texas Christian University (TCU). In 1971 in Fort Worth, you found a summer job as soon as you turned 16. The college students were back home in the summertime and jobs were plentiful. Minimum wage was $1.65 per hour, but there was an exemption for students. We were paid $1.10.

Students got every dirty job no one else wanted to do, and they put me with the guy who changed air conditioning filters and greased motors, a 25-year-old whose dad also worked on campus in the cafeteria. Even though Ronnie was just 25, he had worked at TCU for a while, knew everyone, and seemingly could fix anything. Not only that, he was always going out with the single women on campus and had a girlfriend in every department. As a high school senior, I looked up to him. Admired him.

That summer and the next, my freshman year in college, we engaged in the kind of hijinks young men were notorious for on a college campus in the 70s. Along the way, we had fun and got more work done than any other three or four employees. Over the years, I eventually worked as a chilled water Plant Operator and as the Energy Manager under Ronnie, and he went on to become the Superintendent of the HVAC Shop and Plant Operations.

I mention this now because I learned a lot from Ronnie that has stuck with me over the years. We would sort the work orders into two piles of “those that pay to be here” and “those that are paid to be here,” and we took care of the students’ work orders before anyone else. **Students first.** We treated every work order as if it were an emergency. **A sense of urgency.** When we finished a project, we picked up after ourselves instead of leaving it for the custodians. **Clean up after yourself.** We were told once that re-tubing a chiller was too expensive, so we just let it sit waiting for funding and moisture ruined the motor, turning a $50k fix into a $500k replacement. After that, we adopted an iron-clad policy of removing anything that wasn’t working or being used and of fixing things immediately before they became more expensive to repair. **If it’s broke, fix it or get rid of it.**

Every pipe, conduit, or wire we installed was plumb and level, at right angles, and looked professional – or we tore it out and re-did it while making fun of each other for being careless. **Your work speaks for your commitment to excellence.** One time, we found ourselves at the bottom of the mechanical pit at the Library needing to operate a valve without a handle with nothing but a crescent wrench. After arguing about who was going to climb out of the 40-foot-deep vault and go to the shop for a box end wrench, we instead used the crescent wrench and stripped the brass stem, causing ourselves many more hours of repairs.

**Use the right tool for the job. No matter how bad you think it is, you can always make it worse. Think.**

From the first day we worked together, like many young men, we would say that when our time came, we hoped we would just croak suddenly from a heart attack instead of becoming old and feeble. In 1999, Ronnie came in from cleaning his swimming pool, grabbed his chest, and dropped dead from a heart attack. He was 53.
Old and feeble suddenly looked a lot better.

We all learn from each other, and perhaps you have had an opportunity to pick up a few things from me over these last ten years even if it’s just what not to do. Please keep these seven rules in mind:

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, you can even send a man to the moon. We can always fix a problem, occasionally we can’t afford to.
4. If it’s broke or not used, fix it or 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.

If nothing else, when you make the inevitable mistake or drop the occasional ball, I hope you think of me and own it, make amends, and do your best to demonstrate service recovery. Robert Fulghum, the author of All I Really Need to Know I Learned in Kindergarten, wrote:

Without realizing it, we fill important places in each other’s lives. It’s that way with a minister and congregation. Or with the guy at the corner grocery, the mechanic at the local garage, the family doctor, teachers, neighbors, co-workers. Good people, who are always “there,” who can be relied upon in small, important ways. People who teach us, bless us, encourage us, support us, uplift us in the dailiness of life. We never tell them. I don’t why, but we don’t.

And, of course, we fill that role ourselves. There are those who depend on us, watch us, learn from us, take from us. And we never know. Don’t sell yourself short. You may never have proof of your importance, but you are more important than you think.

It reminds me of an old Sufi story of a good man who was granted one wish by God. The man said he would like to go about doing good without knowing about it. God granted his wish. And then God decided that it was such a good idea, he would grant that wish to all human beings. And so it has been to this day.

Pictures in this edition
It goes without saying that we will have to change how these newsletters are compiled, but the pictures are great for recognizing the work that people do, and a lot of folks enjoy seeing what’s going on around campus. This week, we asked the staff to send in pictures, and we appreciate those who did.
CENTRAL PLANT - VICTOR

With a busy year ending and new year beginning, inspections at CUP were the highlights. The last of our boiler inspections took place for the year. Here the team has opened up the front and back of unit to inspect the tubes, insulation, and all emergency shut-down devices.

This is for our compliance for air quality and for insurance purposes that is carried out for all units on a yearly basis. The team has also drained the cool-pool to examine all plumbing and structural fixtures. This is the perfect time for maintenance to assure that the unit has another 5 years of service without having major problems during the summer seasons.
CENTRAL PLANT – PAT AND LORRAINE
On Friday, January 11, 2019, the Utilities and Plant Operations group hosted tours of the Charles Strickland Central Utility Plant and the Satellite Chilled Water plant for the Senior Vice President of Administration and Finance, Andy Burke, and the Budget Office staff. Pat Chavez, Director of Utilities and Plant Operations led the group into the campus tunnel system to explain the various utilities that run throughout campus via the tunnels. The group was shown what a chiller looks like when tubes are being punched for routine maintenance. They also saw the inside of the turbine that is used to produce approximately 50% of the campus electricity as well as the ice storage at the Satellite Chilled Water Plant.
PROJECT DEVELOPMENT AND ENGINEERING
(CLOCKWISE FROM TOP LEFT) - OLGA

Pictures of cows on the range at Cox Tank.
Darn, they just wouldn’t move to show you the trough!

New water tank waiting to be hooked up. Yep, just sitting there looking happy. (Did you hear the crickets?)

Alerton door systems (Door 74) – very newsworthy action photo!
**LAND AND SKY — NIVIA AND HEATHER**  
Art in Public Places project at Dona Ana East Mesa will provide a beautiful and relaxing student area.

The Art in Public Places commissioned art project has been completed for NMSU DACC East Mesa campus. Visit the exterior courtyard at DACC East Mesa for Land and Sky by Andy Dufford with Chevo Studios. The craftsmanship and execution of this particular piece is extraordinary; definitely worth a visit. Thank you to FS PDE for project management on this effort.

Looks like a hawk to me
CUSTODIAL - PHILLIP

Not sure I want to know about the dog!
**Project Development and Engineering - Jon**

In the spring of 2018, the baseball stadium shade cover failed. The wind picked up and the turnbuckles used to attach the shade fabric snapped. Ron Tarazoff assisted with the warranty issue. The manufacturer sent a crew to the site and after a late night game they climbed and removed the damaged fabric and associated turnbuckles, and then recently relayed to us that they have had other failures and want to make this right. Their team recently returned to the campus and installed all new fabric that was attached with a clevis in lieu of the turnbuckle. Ron set all of the communication in motion with the contractor and the structural shop assisted the manufacturer with the installation of the new shade. Baseball now has new shade material and connections that hold up to the windy desert weather at no cost.

Also, congratulations to the 2018 New Mexico State baseball team for being selected as the "Team of the Year" by the New Mexico Sports Hall of Fame.

**A little recognition**

Thank you to Board Chair Debra Hicks for the nice words about Facilities and Services and to Justin for taking the picture! Everything we accomplish is as a team, thank you all!

Have a great weekend, 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!**