



Facilities Management CELEBRATION

October 29th, 2015



MATTER

TODAY'S EVENTS

Welcome

Breakfast

New Day

Team Building Activity

1st Quarter Review

Award Ceremony

Closing Remarks



MESSAGE FROM THE DIRECTOR:

This issue of our newsletter begins to bring in the holiday season with U Matter recognitions, staff anniversaries, department accomplishments and new employees.

With summer behind us, the fall semester well underway and midterms now being complete, I want to thank you for the service and dedication you all continuously give. The holiday season is approaching, and our weather will soon begin to change so the number of outside events will begin to pick up. Our upcoming events of the season are Homecoming in November, followed by commencement in December and finally President Frenk's inauguration on January 29, 2016, concluding his first 100 days.

Our purpose in Facilities Management is to create, manage and maintain an environment that sustains teaching, research and service. We strive to maintain safe and efficient building systems by performing quality, cost effective maintenance and repair in a responsible manner. Our goal is to create a culture that values each employee, uses each individual's talents and skills to the fullest potential, and provides opportunities for professional growth and advancement.

In measurable terms, FM strives to maintain our facilities to the Association of Physical Plant Administrators (APPA) level II of "Comprehensive Stewardship". To achieve this we must do all of the following:

- Maintain and repair all interior and exterior building systems efficiently
- Provide solutions for utility, mechanical and electrical systems
- Provide a safe and secure learning environment
- Administer the facility condition assessment database
- Provide recommendations for long range planning and major system replacements
- Manage utility consumption and recommend energy conservation projects
- Develop solutions to facility problems associated with university operations that enhance the customer experience
- Develop budget estimates for contract maintenance and repair services

Since last June, our department has had many accomplishments, such as classroom enhancements, Web TMA upgrades, conducted a Facilities open customer forum, rebranded Facilities Customer Service to Facilities Operations Work Control and many others - all while completing over 20,000 work orders and receiving over 17,000 calls.

With this in mind, I ask that you take the time to enjoy the holiday season with friends and family and also take a minute to reflect on how you matter to the university, fellow employees, customers and the people that visit our campus.

Thank you again for all you are doing to keep the University operating safe and secure. I look forward to seeing you all at our department events over the next few months.

James Sprinkle
Director of Facilities

4TH QUARTER DIRECCT CHAMPS



Tyrone Everett is being recognized for the **Responsibility Award**

Tyrone has exhibited pride and accountability, taking on the goals of the University has his own by personally planning, coordinating, and supervising the successful completion of five projects including sidewalks, pavers, and patio. Tyrone's dedication to long-term success of these projects not only improves our campus aesthetic but mitigated several safety related issues.

Zack Bostick is being recognized for the **Responsibility Award**

Zack has taken responsibility of learning how to maximize the resource of WebTMA to challenge the status quo. He has taken it as his priority to use the resources available to resolve issues with the team, making him dependable and trust worthy.



Ben Hupf is being recognized for the **Excellence Award**

Ben performs each task with the highest level of quality, with multiple customer recognition submissions on his ability to exceed their expectations. Recently throughout the quarter, Ben took it upon himself to enhance multiple projects and provided the customers with assurance that service would be restored as soon as possible.



Trent Williams is being recognized for the **Excellence Award**

Since joining the team, Trent has received recognition submissions for his quality and passion to deliver excellence in the tasks he performs. Recently, Trent proactively supported multiple events on campus, communicating with customers and provided assurance that expectations would be exceeded.



Milton Davis is being recognized for the **Compassion Award**

Milton recently helped resolve and relieve a stressful moment of a fellow team member when he noticed his colleague was not feeling well, took him to the Health clinic where fire rescue was called. Fortunately, the team member was fine, however, Milton's behaviors and actions clearly demonstrated the true meaning of compassion.



Alberto Valdes is being recognized for the **Creativity Award**

Albert is a forward thinking individual that demonstrates creativity by embracing innovation, flexibility and originality on a day to day basis. His recent project of identifying and cataloging mechanical equipment at the University Village has proven to be effective in trouble shooting equipment.



NEW DEPARTMENTAL HIRES:

Michelle Geli - Sr. Administrative Assistant, under the leadership of James Sprinkle and Sonia Baquero.

Sabrina Hoffman - Sr. Facilities Operations Controls Representative supporting Academic zone 3, Auxiliaries, Energy Management, Access Control and Fire & Security under the leaderships of Georgia Norton, Son Vo, Jose Varona and Alex Mac Namara.

Nikki Rodriguez - Data Management Coordinator under the leadership of Sonia Baquero.

Ernesto Alzola - 2nd Shift Licensed Electrician supporting Academic zone 1 under the leadership of Maria Sanchez.

Alonso Gomez - Sr. Energy Technician supporting Energy Management under the leadership of Jose Varona.

Alejandro Cuellar - 3rd Shift GBM under the leadership of Eli Stephan.

1ST QUARTER ANNIVERSARIES

<i>JUNE</i>	<i># of YEARS</i>
Tyrone Everett	17
Norman Castillo	3
Miguel Perona	3
Elias Rivera	2
Humberto Tang	1

<i>JULY</i>	<i># of YEARS</i>
Clifford Benjamin	40
Jose Castellanos	22
Marlon Hogg	10
Leroy Holman	9
Pedro Santiago	9
Ray Santamaria	4

<i>AUGUST</i>	<i># of YEARS</i>
Manuel Figueroa	35
Enrique Blanco	34
Myra Rambo	10
Benjamin Hupf	9
James Sprinkle	7
Fernando Cabrera	7
Craig Cromer	7
Marcelo Rivero	7
Alex Mac Namara	5
Alberto Valdes	3
Tirso Roque	2
Enrique Villa	2
Koko Chin-Fatt	2
Trent Williams	1
Jose Gonzalez	1

Over 260 years of combined experience!

HAVE FUN AND GET FIT WITH CAPTAIN VO!

IN COLLABORATION WITH REAL ESTATE & FACILITIES WEIGHT LOSS CLUB, FACILITIES MANAGEMENT HAS PUT TOGETHER BIWEEKLY WORKOUTS FOR ALL EXERCISE LEVELS. JOIN THE TEAM TUESDAY AND THURSDAYS AT 5PM OUTSIDE FACILITIES (SCHEDULE SUBJECT TO CHANGE). FOR MORE INFORMATION, PLEASE CONTACT SON VO.



DEPARTMENT ACCOMPLISHMENTS

**1st Quarter Stats
June – August 2015**

Type	Totals
Reactive	9592
PM	8923
Projects	1165
M.I.	2300
Total Work Orders	21,980

**Work Control Submissions
June – August 2015**

Type	Totals
iService Requests	8176
Phone Calls Received	17538

WE'VE REBRANDED!!
 FACILITIES CUSTOMER SERVICE
 IS NOW
FACILITIES OPERATIONS WORK CONTROL

OPEN POSITIONS

- Building Systems Manager, Energy
- Energy Technician
- Project Coordinator, Energy
- Licensed HVAC Technician (2)
- Project Coordinator, Operations
- Sr. Facilities Operations Control Rep
- Facilities Operations Control Rep
- Project Coordinator, Access Control
- GBM – Academic Zone 1
- Plumber – Academic Zone 1
- Painter – Academic Zone 3
- GBM – Academic Zone 3
- Painter – Housing



1. What event happens every Wednesday during the academic year on the Foote Green?
2. True or False? The Richter Library has the largest collection of resources documenting the Cuban diaspora.
3. What is the interior of the Shalala Student Center modeled around?
4. The Rathskeller, a popular locale on campus for watching sports and performances, was founded in what year?

1. The Farmer's Market. 2. True. 3. A hurricane. 4. 1973



Use this code to nominate team members who exemplify the DIRECCT behaviors!