

FACILITIES PLANNING & OPERATIONS

Facilities Excellence Quarterly

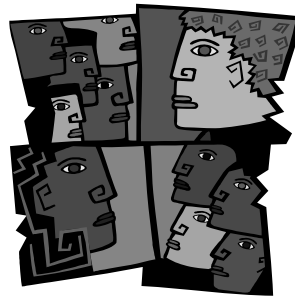
Celebrating Our Diverse Facilities Workforce

Customer service is about delighting our customers and being able to anticipate their needs. Are our customers (internal and external) strangers to us? How have we been taught to treat strangers? If our customers are different from us and they feel unrecognized, we will begin to lose them because our customers will go where they are valued, understood, and well served. We believe a diverse workplace enriches our environment and leads to greater creativity, improved leadership effectiveness, a more fulfilling experience for employees, value to our shareholders, and better external relationships. And we firmly believe our business success is directly related to incorporating the

many facets of our organizational diversity.

We define diversity as the characteristics that make one individual different from another. At BellSouth, diversity is an approach to business that emphasizes the respect for and full use of all employees' talents.

We value and are committed to maintaining a workforce that reflects the diversity of our customers. We believe that the workplace should enable each individual to contribute to the



business, and that our policies and practices should facilitate these contributions. We affirm the commitment to inclusion and affirmative action as strategic imperatives in today's global marketplace. Furthermore, BellSouth believes that diversity within the company helps us achieve a competitive advantage, strong market leadership, and ultimately, better service for our customers.

Our commitment to diversity extends beyond our organization and reaches into the communities we serve. That commitment is reflected in all business activities, including our advertising and marketing, purchasing, deployment of our services, and our philanthropic efforts.

Kudos to CSM Facilities Staff

As we all well know, the beginning of a semester is a very busy time for our department preparing for the return of students and staff.

This year CSM Facilities staff were uniquely challenged as their campus was host to two high profile events

both of which occurred the week before the fall semester began. On Thursday, August 10, the San Mateo Community Colleges Foundation held a reception in our brand new 56,000 square foot Science



Building. Hundreds of members from the design and construction community, along with faculty and staff, attended this event.

There was no rest for the weary as the focus shifted from the Science Building to the Theater, where the Chancellor's fall semester Opening Day Ceremonies were held on Monday, August 14. To spice things up even more, the Science Building, which had been under construction for nearly two years was getting ready for its inaugural semes-

ter. CSM engineers, groundskeepers and custodians all rose to the challenge and worked diligently to ready the campus.

In recognition of their efforts, Chancellor Ron Galatolo, Jose Nuñez, Linda da Silva along with CSM Vice-President Mike Claire, and Virgil Stanford, Dean of Business Services, served ice cream and words of acknowledgment and appreciation to

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August	September	October	November
02 Clifford Heap	19 James Louie	01 Linda da Silva	14 Sheik Hussain
02 Huong Nguyen	23 Brendan O'Brien	03 Robert Spacher	14 Diego Zarco
05 Dien Huynh	25 Carlos Francisco	04 Hugh Wong	
22 Giao Van Bui	26 Richard Inokuchi	07 Harold Turner	
26 Ruben Ortega	30 Danny Glass	15 Jimmy Chan	
29 Frank Allegret, Jr.		22 Terry Tindell	
		24 King Lau	
		31 Eduardo Gonzalez	

Birthdays



Synthetic Turf Athletic Fields – Let's Play Ball!

You have all noticed by now the new state-of-the-art athletic facility upgrades completed at all three colleges. Most notable is that most of the athletic fields have been converted from natural turf to synthetic turf – Cañada’s baseball and soccer fields, CSM’s baseball and football fields, and Skyline’s baseball and two soccer fields. The synthetic turf uses a sand and cryogenic rubber mixture to act like natural soil, and special polypropylene carpet acts as blades of grass.



Synthetic fields mean safer and more accessible outdoor athletic facilities for the colleges and the community with 24/7 availability since it will not be affected by rain outs. For field maintenance,

less work is needed from the groundskeepers since they don’t need to prepare the fields before games as much. This gives groundskeepers more time to spend tender loving care to other areas of the campus.

Dollar-wise, the conversion to synthetic fields makes good economic sense with our budget constraints: we realize annual irrigation savings of \$100,000, supplies savings of \$16,000 and labor savings of \$32,000 districtwide.

Update on Capital Improvement Program

Value of CIP1: \$300,000,000

Value of CIP2: \$500,000,000

Major projects completed or nearly completed:

- ✦ CAN Library & Student Resource Center
- ✦ CSM Science Building (Building 36)
- ✦ CSM Walter H. Moore Regional Public Safety Center (Building 35)
- ✦ SKY Student Support and Community Services Center & Science Annex (Buildings 6 & 7A)
- ✦ SKY Seismic Retrofit and Modernization of Building 8
- ✦ Districtwide Athletic Facilities Upgrades, Phase 1

Major projects ongoing and upcoming:

- ✦ CAN Buildings 16/17/18 Modernization
- ✦ CAN New Facilities Maintenance Center
- ✦ CSM New Student Center
- ✦ CSM New Wellness/ Workforce/ Aquatic Center
- ✦ CSM Faculty Center
- ✦ SKY Multicultural/ Administration/ Instruction Building
- ✦ SKY Cosmetology/ Wellness/ Athletic Center
- ✦ SKY New Automotive Technology Transmission Building
- ✦ SKY Replacement Facilities Maintenance Center
- ✦ Districtwide Landmark Entries, Pedestrian and Vehicular Circulation, and Landscaping Improvements
- ✦ Districtwide Athletic Facilities Upgrades, Phase 2

Value to our students, faculty, staff and community: **PRICELESS**

What is Sick Building Syndrome?

You may have heard the term “Sick Building Syndrome” in the news. You might wonder what this is. Sometimes, building occupants complain about health and comfort effects that seem to be linked to the amount of time they spend in a building but no specific illness or cause can be identified. The complaints usually include headache; eye, nose, or throat irritation; dry cough; nausea or dizziness. The complaints can be about a single room or area or may be about the entire building.

It’s important that we take these complaints about Indoor Environmental Quality (IEQ) seriously. The person complaining is sure there’s a problem, so you never want to brush them off. Listen to the complaints, let the person know you heard them, then pass

them on to your supervisor.

IEQ issues can be solved by increasing ventilation, changing filters, removing accumulated water in ducts, humidifiers and drain pans, repairing water damage to ceiling tiles, carpeting, etc. The most important solution, though, is education and communication. When building occupants and maintenance people talk about and understand the causes and consequences of IEQ problems, they can work together to prevent problems from occurring, or to solve them if they do.

Facilities Planning & Operations has provided several training sessions on resolving IEQ issues that give you tools to help communicate with your customers. A ques-

tionnaire that helps lead you or your supervisor through the right questions will help you find the root cause of the problem so it can be resolved. This is part of how we provide “*Facilities Excellence*”!



This is Not Goodbye!

By now you probably know that my role has changed at SMCCCD. The six years I had as Director of Facilities Maintenance & Operations (and the 3 years I worked in the Department before that, managing construction projects) have been a high point in my career, and I thank all of you in the Facilities Planning & Operations Department who made the experience so enjoyable and rewarding.



For two years within that same period of time, I was an adjunct faculty member at Cañada College. I developed the curricu-

lum, provided instruction, and coordinated guest speakers and field trips for a vocational certification program for facilities maintenance engineers. My time in the classroom helped me understand the faculty perspective, as well as reinforce my passion for facilities maintenance engineering.

In my new role as Executive Director of Construction Planning & Facilities Transition, I am committed to continuing my efforts to ensure that the capital improvement program is well executed, bringing quality and value to our colleges.

We’ve learned some good lessons in the first phase of our capital program. The Construction Planning Department’s efforts in pre-

post-construction transition services will incorporate not only our successful experiences from CIP1, but also our learned lessons. My new role is not about leaving the Facilities Department, from my perspective, my new role will position me to better ensure that the CIP2 projects are complete, the buildings have been fully commissioned, and you will be able to operate and maintain them. Despite my departure from the Facilities Department, we are still coworkers striving for Facilities Excellence!

Linda da Silva
Executive Director

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"Facilities Excellence"

The Facilities team's mantra of "*Facilities Excellence*" is centered on team work and providing first rate quality, professional and responsive engineering, custodial, grounds, facilities planning & construction management services to the college community as well as the visitors to the District.

The *Mission* of the Facilities Planning & Operations Department is to ensure a safe, effective, and inspiring physical environment that supports and enhances the instructional mission of the San Mateo County Community College District.

Our *Vision* is to enhance the existing ethos thereby strengthening a quality & professional facilities team that will continue to provide first rate custodial, grounds, engineering maintenance, facility planning, and construction management services to the college community.

The Facilities team *Goals* are:

- To be the facilities service provider of choice for Cañada College, College of San Mateo and Skyline College
- To be a team of inspired professionals that has attained internal and external distinction
- To earn a facilities achievement award by 2008
- To successfully implement the Capital Improvement Program



Spotlight On

Daniel Salgado - Utilities Engineer

1. What's are your favorite hobbies?

I like to exercise and jog. I also like to practice basketball and soccer with my sons Daniel and Adrian.

2. What are your favorite dishes that you like to cook for your family on the weekends?

I like chile rellenos, enchiladas, chicken and steak tacos. I like any Hispanic foods.

3. What do you do with yourself when you're not at work?

I enjoy fishing with my sons. I enjoy exploring different hiking trails here in the county. I enjoy working in my garden at home and building a studio in my backyard for my sons.

4. What is the best thing about your job?

I enjoy learning new things everyday regarding buildings and maintenance.

5. Tell us about your family?

I have a beautiful family. My wife's name is Maricela, and we have two daughters and two sons. My older daughter's name is Reyna Diana and my younger daughter is Daniela. Daniel is the older son and Adrian is the younger son.

6. You created all the topiary designs as a grounds keeper. Now that you're a Utilities Engineer what do you miss most

about grounds keeping?

I miss being in the garden and creating different topiary designs. I am a very creative and artistic person, and I like to show this in my gardens.

