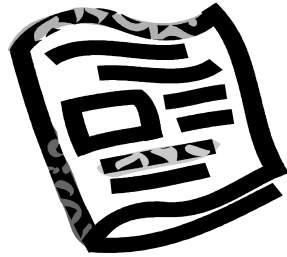


# Facilities Excellence Quarterly

## Inaugural Facilities Excellence Quarterly Newsletter



We are pleased to present this first issue of the **Facilities Excellence Quarterly** newsletter which will serve to keep Facilities employees informed of happenings in and around our Department.

The newsletter will include updates on new and ongoing initiatives, in-depth reports on topics of special interest, updates on the Capital Improvement Program, and a special “*Spotlight On...*” column to get to know a little bit more about a coworker. If you have an idea for a story and are interested

in being a guest contributor to the next issue of Facilities Excellence Quarterly, please

“Don’t hide your strategy under a bushel. Communicate it throughout your company. It’s better today to disclose too much than too little.” (Joel E. Ross)

contact Linda da Silva @ 650-574-6512. Guest columnists whose stories are published will receive Facilities Excellence Rewards Points for their contributions.

## Facilities HelpCenter Keeps us on Track, Keeps our Customers Informed

In response to customer demand and the need to track our workload more effectively, the Facilities HelpCenter and Computerized Maintenance Management System (CMMS) was launched in February 2005.

Customers can place service requests on-line through the internet, receive email notification acknowledging receipt of the request, and then be notified via email when we’ve completed the service request. Prior to the Facilities HelpCenter, customers often didn’t know if we had received or acted upon a work request. The HelpCenter really closes the communication loop, and lets our customers know that we care about their needs and work diligently to address and resolve them.



Programming of the CMMS is currently being expanded to track preventive maintenance (PM) activities. All Engineering PM activities have been entered into the system. Now we can capture data about the time and materials expended on PM work, as well as the PM work that is deferred due to inadequate staffing; we can analyze the data and produce reports. These reports will allow us to better manage our work activities, qualify and

quantify what is – and potentially more importantly, what isn’t – getting done. Eventually, Grounds and Custodial routine activities will also be programmed in for tracking purposes.

This powerful tool allows us to provide informed recommenda-

tions to senior administration and our Board of Trustees, so that strategic decision-making is conducted in an informed environment.

Incidentally, kudos go out to Tatiana Degai and Richard Inokuchi, who came up with the name for our CMMS: “**FEMS**”, for *Facilities Excellence Management System*.

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## Facilities Safety Task Force

“Safety is everybody’s business.” These words ring true in the Facilities Department, where our self-monitoring safety task force helps keep safety on our minds. By conducting quarterly safety inspections of specific Facilities work areas, unsafe working



conditions and behaviors are nipped in the bud, before anyone gets hurt. Last quarter, safety inspections

were focused on Custodial Closets at all three campuses. In addition to conducting safety inspections, Facilities Safety Task Force members also meet quarterly to review safety complaints, the results of our inspections, workplace injury statistics, and other topics related to safety – all in an effort to develop strategic methods to reduce workplace accidents and injuries.

Our efforts are paying off: Facilities Department workplace injuries and accidents have been reduced by 40% over the last few years!

This year’s Safety Task Force members include: Alex Toscano, Al Gotelli, Larisa Cosmineanu, Manny Granillo, and Linda da Silva.

**Safety is  
Everybody’s  
Business**

## Facilities Excellence Rewards Program (FERP) a Success in its First Year

Sometimes a little recognition goes a long way. Each and every day, Facilities Department employees demonstrate their commitment to *Facilities Excellence* by delighting a customer, taking extra effort to help their coworkers, or exhibiting exemplary displays of teamwork.



A little over a year ago, we implemented a formal program to recognize, reward and celebrate these demonstrations of *Excellence*. You’ve probably seen those little green Facilities Excellence Rewards cou-

pons in denominations of 1, 5 10 and 20 points. These points are earned, and they can be redeemed toward individual or group rewards. Over the past year, 1,935 points have been awarded and 1,317 points have been redeemed.

That proves that we are committed to serving our customers in the best possible way.

Ever wonder how this program is funded? Our business partners – the vendors, consultants, contractors and suppliers that each of us interacts with



on a daily basis – contribute generously to this program. That’s right – no general fund monies go into this program. That is a testament to how strongly our business partners believe in and support the good work that we do. To date,

donations in support of this program have amounted to \$18,971. That is a resounding pat on our backs, and our business partners’ way of saying: **“Keep up the good work!”**



## Lots of Construction Activity associated with our Capital Improvement Program (CIP)

Many projects have been completed since November 2001, when the voters of San Mateo County approved our Measure C general obligation bond measure – giving us \$207 Million to renovate our campuses and construct new facilities. We've raised an additional \$90 Million from a variety of fundraising activities, adding to the value of our Capital Improvement Program (CIP). Here's a quick recap of where the dust is currently flying:

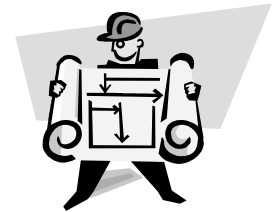
**Our webcams are live! Be sure to check out real-time images of our flagship construction projects on our website.**

- The groundbreaking ceremony for Cañada College's new Library & Student Resource Center (Building 9) is scheduled for August 15<sup>th</sup>.
- Projects this summer at Cañada include renovation of 65 faculty offices, plus remodeling of Building 8's Second Floor.

- Construction of the new CSM Science Building (Building 36) is well underway, and scheduled for completion in Summer 2006.
- Construction of CSM's new Walter H. Moore Regional Public Safety Center (Building 35) is also underway. Training of San Mateo County law enforcement personnel will begin in Spring 2006
- Projects this summer at CSM include renovation of the Mary Meta Lazarus Child Development Center (Building 33) and a facelift of Building 16 (general lecture classroom facility).
- Temporary modular buildings are being installed adjacent to Building 1 at CSM, as swing space for Student Service programs that will be displaced during the seismic

upgrade and renovation of Buildings 5 and 6.

- Skyline's flagship project includes two new buildings: the Student Union (Building 6) and the Science Annex (Building 7A). Construction is underway, and occupancy is scheduled for Spring/Summer 2006.
- Seismic upgrades and full modernizations of Skyline's Gym (Building 3) and primary general lecture instructional facility (Building 8) are currently underway. Both buildings are scheduled to reopen in Spring/Summer 2006.



Upcoming Birthdays	July	August	September
	2 Joel Rivas	2 Clifford Heap	19 James Louie
	8 Anthony Vassalle	2 Huong Nguyen	23 Brendan O'Brien
	16 Luis Carranza	5 Dien Huynh	25 Francisco Carlos
	17 Jose Robledo	22 Giao Van Bui	26 Richard Inokuchi
	25 Timothy Granillo	26 Ruben Ortega	30 Danny Glass
	30 Arlene Calibo	29 Frank Allegret	
	30 Norma Vasquez		
	31 Ignacio Carlos		

## Fleet Replacement Program



Do you remember just a few short years ago when the Department's fleet of vehicles included some relics from the 1980's, 1970's, and even some junkers from the 60's? In the last four years, 30 vehicles were replaced. Our current fleet includes 112 vehicles and pieces of large equipment. Last year, we implemented a new program to replace most of our vehicles every few years. By purchasing vehicles at favorable pric-

ing levels off the State purchasing contract, keeping them in good shape with low mileage, and then selling them at a fair market value several years later, we are able to maintain a relatively new fleet with a self-funding program. This really alleviates the financial burden that fleet replacement had been when we were driving our vehicles into the ground. Most importantly, we're able to keep our staff in newer, safer, more reliable and

professional-looking equipment. But we need your help to make this program work: this replacement program will only succeed if our fleet of vehicles and equipment is well-maintained and cared for. You can contribute to the success of this initiative by driving safely and carefully, and keeping our vehicles and equipment clean and dent-free.

## Facilities Planning & Operations

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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 . . . Bryant Evans (Lead Custodian, CSM)



### What's your astrological sign?

Sagittarius.

### What is your favorite color, and why?

I like all colors. If I had to pick a color, it would be blue. But I don't feel really strongly about blue, it's just the color I'd pick if I had to pick a color. But I'm way into shine: chrome, gold, shiny things.

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

I go bowling every week, every Saturday. I've got a ball, the bag, the shoes, everything. My ball is solid black. I'm in the Reno league. My minimum score is 175; I'll bowl at least a 175.

I also roller skate every Sunday evening – "old school" roller skating, not in-line skates but "old school" skates, with music and dancing – like dancing on skates. It's

for adults, age 25 and up, every Sunday evening from 8:00 to 11:00 pm in Milpitas. It's disco, hip hop, other dance routines – on skates. You'll have 6 people lined up side by side, doing routines, steps, spins.

### If you knew the next meal would be your last, what would it be?

Gumbo. Seafood gumbo. And my sister-in-law's chocolate cake, the moistest chocolate cake in the world!

### Who are your heroes?

In my religion kind of way, Jesus of course. He sacrificed for us. You gotta give Jesus his props. And, of course, Martin Luther King.

### What is the best thing about your job?

I always like to work with people. It's a positive thing to have a job, get up, go somewhere, be able to pay your bills. It provides for my family and helps me with my dreams.

### Any closing thoughts you'd like to share?

I just hope for everyone to stay healthy and think positive!