

# At Your Service



**Message from the  
 Associate Vice President of  
 Facilities Management & Construction,**

**MR. HAROLD D. JOHNSON**

**Still Waiting to Take a Break**

The fiscal year began with the same elevated pace that the previous year ended. Nonetheless, we are taking this opportunity to reintroduce FMC to you, our clients. The magnitude of activity during the past year was simply mind boggling. Major initiatives on the front burner include the solicitation of professional services for the Programming and Design of the Science Building Renovation and Expansion project as well as the new Institute of Health Sciences – Dallas Center. The Old Main Renovation – Phase I Project presses on, hopefully with less disruption. Then there are an untold number of “Small Projects” that few people, except the requestor, actually see and of course, the flood restoration that no one could miss.

As you may surmise, Facilities Management and Construction performs much of its work in a most visible arena. However, the FMC components’

commentary spotlights a few of our less visible but very important functions as well.

There are three items worthy of noting:

1. The State Office of Risk Management will be on the Denton Campus from December 11-14, 2007 for its review of TWU.
2. The University has received another award. The Professional Grounds Management Honor Award was accepted in Kentucky, our thanks to Bob Trevino and the FMC Landscape/Grounds Services unit.
3. We are having an Open House on **December 5, 2007**. Please join us for tours of our facilities, brief operational presentations, and finger foods.

**Facilities Planning and Construction**



**Off to a Great Start**

by Bill Morgan, Director of Facilities Planning and Construction



Starting a new school year has always meant new opportunities. Whether this means meeting new people, learning new subjects, or building on previously gained skills, TWU continues to provide the environment that nourishes this growth.

This summer, I returned home to Texas to begin my new position as the Director of Facilities Planning and Construction in FMC. I look forward to being a part of the team that aligns TWU’s mission with its physical environment.

Since my arrival, FMC has overcome an inordinate amount of rain and flood damage repairs while still managing to complete many of the previously scheduled summer projects. Looking for the silver lining, the flood has given us first hand knowledge of the strengths and weaknesses of the campus and perhaps more importantly the resourcefulness of our Facilities Management and Construction Department. We had already implemented major projects to weatherproof Stoddard Hall; investigate sidewalks and other infrastructure upgrades; subsequent to the flood and we are evaluating several roofs and take a strategic look at the campus’s grading and drainage.

In addition to repairing the campus as a result of the flood, FMC has created new parking, weatherproofed MCL, CFO, and ACT, restored the exterior of Old Main, implemented some first steps to renovate the third floor of DGL, and build out the Legacy Room on the 8<sup>th</sup> floor of the TWU Institute of Health Sciences Building Houston Center. We have also moved forward with programming and design of the new Science Building Renovation and Expansion on the Denton campus and the new Institute of Health Sciences – Dallas Center projects.

None of the repair work or new projects would be possible without the skills and dedication of the team at Facilities Management and Construction; I am proud to serve as a new member. I also look forward to meeting and working with each of you as we progress through the years.

**Physical Plant / Operations**

**Responding to a Disaster**

by Ron Tarbutton, Director of Physical Plant

This summer was a very busy time for the Facilities Management and Construction staff. In addition to our typical very busy summer work period of renovations and maintenance projects, we experienced two major catastrophes that had significant effects on the Denton campus.

The flood and wind driven rain damage caused by an April 24th storm was extensive. Record rainfalls in May and June further exacerbated the problem. Yet, FMC first responders began the recovery efforts immediately. Due to the large magnitude of the damage Restoration Specialists’ was brought in to assist us with the dry out of the buildings, and removal of wet carpeting and drywall. Subsequent to the completion of the damage assessment and documenting the scope of work to restore university facilities we hired two contractors to complete the build back. In order to expedite the recovery in time for the Fall academic year, two contractors, Restoration Specialists and Nouveau Construction were procured to accomplish the build back of campus buildings. The volume of work was substantial enough to be divided between two contractors, Restoration Specialists and Nouveau Construction. Work was prioritized starting with student services, academic and faculty needs and staff then auxiliary services. All work is completed except roofs and the renovation of the Alumni House, Marketing and Communications, and the golf clubhouse (planned for last) remains to be completed. Building roof repairs and some minor interior repairs associated with that work.

The June electrical power and chilled water outage lead to the closure of the Denton campus. The outage was caused by an electrical arc in the high voltage switchgear that feeds the central chilled water and steam plants. Many FMC employees worked tirelessly to restore electrical power, chilled water and steam to the campus. As previously mentioned, this work involved very high voltages. Therefore, Shermco, a specialized electrical contractor, was called in to assist our crews to make the necessary repairs.

These recovery efforts required teams of custodians, grounds, the building trades, and central utility plant employees working together to get the job done. While we hope that we never have to experience catastrophes of this magnitude again, it is comforting to know that we have the skilled, dedicated, and relentless employees as first responders to all campus emergencies.

FMC’s value through its variety of services can be easily overlooked or taken for granted, but if FMC service lags for any reason it certainly gets everyone’s attention. Our grounds crews and custodial staff work very hard to keep the university facilities looking good and ready for use. In addition to the daily responsibilities the employees make certain that “special events” like graduation, camps, orientation day, and many others have functional facilities, equipment, seating, and plants to help make the events special. Every day we have chilled water, steam, air conditioning, working toilets and lights. Yes, most of our work takes place behind the scenes, but without the hard work of the dedicated employees of FMC, the university’s mission could not be accomplished.

**Melba Elvington**

Facilities Management and Construction would like to take a moment to remember one of its own who passed away on September 22, 2007. Melba was 64 years of age when she passed and lived in Krum with her husband. Melba began her employment with TWU in February 2005 and was a custodian in the Bralley Building. Melba will be dearly missed.

## Building Maintenance

### Welcome Back by Kenneth Burt, Supervisor

We are pleased to welcome back our students and faculty. We would like to assist you in getting this new year off to a smooth start.

Several of our facilities suffered water damage during the spring and well into the summer months. We have worked diligently to get all repairs completed and our staff back

into their normal routines so they may better serve the campus community. Please bear with us and “pardon the interruption”. If you should experience any delays do not hesitate to contact FMC Customer Service.

You will be pleased to know that FMC has completed Phase II of the Campus Lighting Project. Walking around campus after dark should be a brighter and safer experience.

## Custodial Services

### Thanks, Administration by Dennis Maddux, Supervisor



For the past several years our leadership has allowed the Custodial Services division of FMC to express concerns when it applies to new construction or renovation of existing facilities. Before it was “Plan ahead, except for housekeeping.”

Our opinions concerning the type of paint used on walls, type and color of carpet for floors, fabrics used on furniture, tile for floors and walls in restrooms, where custodial closets are located, and placement of electrical outlets in hallways and classrooms seem to have made a difference in how things are constructed and maintained. In addition, the importance of cleaning that space has been noted. Whoopee! We are part of the team.

Hats off to the Administration!

## Landscape Services

### The Landscape is Changing by Robert Trevino, Supervisor

Landscape Services is currently working with the Chancellor on the TWU Redbud Revitalization campaign. The campaign has been a success and planting of 225 Redbud trees will take place this fall. Next Spring TWU will have waves of color from these newly planted Redbud trees throughout campus.

In addition, the Landscape staff is currently preparing the soccer and softball fields for their respective seasons. Both fields have been overseeded with winter rye grass to enhance the look during the winter months. A new addition to the Athletic fields is the capability to use stencils on the fields in which the staff can put TWU logos on the fields.

As we approach the upcoming winter months, landscape work can still be done. Even with cold weather approaching now is a good time to plant trees, shrubs, etc. Fall is for planting! In preparation, remember that any type of trimming is strongly recommended during January and February. For example, monkey grass can be cut back to promote new growth, roses, any trimming of trees and shrubs. In preparing for spring, remember that equipment also needs to be serviced before the growing season.

**Congratulations to Becky Chisenhall and Rick Garms for the recognition and receiving the Summer Pioneer Proud staff award!**



## Congratulations, Proud Papa!

**Sophia Joan Sheeder was born on August 31, 2007 to Carolina and Ward Sheeder. Little Miss Sophia weighed 7lbs, 7oz. and was 21 inches long.**

## General Services

### A New Beginning by Christina Williams, Supervisor



An exciting new academic year has begun and this is an opportune time to encourage everyone to visit and explore the FMC website. Synonymous with our name, the FMC website is seemingly always under construction in an effort to improve our client services. Some of the changes you might see include detailed photographs of campus projects and improvements, updated University furniture standards complete with samples and photographs, and an interactive campus map linking to projects for each site. Also available for your use is our online survey or “At Your Service” feature which affords you an opportunity to let us know if the service you are receiving meets your expectations or if there is an area(s) in which we could improve. We encourage constructive criticism.

### General Services at a Glance:

FMC's General Services division includes customer service, the automotive shop, the access control (key) shop, and the administrative support for the department. Customer Service is available to assist you with an array of services such as assistance regarding the placement of online work orders or key requests, locating a supervisor or technician about a specific work order request, or even calling for assistance with occasional elevator difficulties.

The TWU automotive fleet is maintained and scheduled through our knowledgeable and dedicated automotive staff. Vehicle request forms for the vans and busses used by the university to transport students, staff, faculty, and related organizations to various locations or events can be found on the FMC website. The automotive staff also maintains all grounds equipment, emergency generators, and golf carts used on the Denton Campus as well as many other motorized apparatus.

The online key request forms must be accessed via the website as well and are generally self-explanatory. The FMC locksmiths and sign makers work diligently to ensure all campus facilities are secure and wayfinding is simplified.

Last, but certainly not least, is the hard working, seldom-seen, and rarely mentioned clerical/administrative staff in FMC. The staff supports a department of approximately 175 employees, handling everything from travel and personnel to the complex and rigorous task of purchasing all equipment, chemicals, construction and maintenance services, as well as material needs for the entire FMC department. This seemingly tireless crew of approximately five people is always ready to assist anyone with whatever they can.



**Texas State Office of Risk Management**  
by Vicki Byrd, Coordinator

The Texas State Office of Risk Management has scheduled a 3 day audit of the Texas Woman's University **December 11, 12, 13, 2007**. This audit will consist of all areas subject to loss situations including the facilities, occupational, lab safety, environmental, emergency planning, property, insurance and life safety situations. The University is subject to a walk-thru and interviews with employees. This is a great opportunity for us to heighten our sense of awareness of risk management standards in the workplace. Harold Johnson, Risk Manager or Vicki Byrd, Safety Coordinator will be available to assist departments with any questions in this regard.

**How Should You Use Chemicals? Carefully!**

There are close to three-quarters of a million chemical products now in use commercially. No matter what your job is, you probably come into routine contact with at least one or two of these. When you are given a chemical to work with that is new to you, you will be trained in how to use the substance safely if it is at all hazardous.

If you want to find out more about that chemical, ask your supervisor for the Material Safety Data Sheet (MSDS) which will explain any hazards associated with the chemical and what you should do to protect yourself from any risk. Since the chemical you use may be called by its trade name on the label, you may have to read further to find out the chemical name and then be able to find the MSDS. Familiarize yourself before something happens.

**BRAG BOX**



On October 22, 2007 TWU received the Professional Grounds Management Honor Award in the University category, presented by The Professional Grounds Management Society (PGMS).

Landscape Supervisor, Bob Trevino submitted photos of staff working, projects, grounds, etc. He traveled to Louisville, Kentucky accept the award on behalf of the university.

The award is given in recognition of outstanding individual professional accomplishment and excellence in grounds management and as an extension of the mission of the Society to promote well managed landscapes throughout the country by challenging those responsible for the management of grounds to achieve a higher level of excellence.

**Resource Planning and Assets**



**VS.**



**A Lesson in Space:  
What is the difference between  
E&G Space and Auxiliary Space?**  
Bill Beckham, Assistant Director

Every state supported university, including Texas Woman's University, contains two types of space: E&G and Auxiliary. E&G stands for Educational and General and is space used for instruction or to support instruction. This type of space receives funding from the State. Most instruction takes place in classrooms and class laboratories, but instruction can also take place in other areas, e.g. gymnasiums, swimming pools, make up rooms, studios, and other non-class space. E&G support space includes space, e.g. faculty offices, conference rooms, computer support, library, warehouse, and any space that supports instruction.

Auxiliary space is not supported by the State, but is space that generates revenue. Eating facilities, dormitories, and space that is primarily used for intercollegiate athletics are considered auxiliary space. Football stadiums are built and maintained by revenues generated from the sale of tickets, donations, concessions, and other non-state revenue. The recently completed intercollegiate soccer field was constructed with non-state supported funds.

How does the State know how much E&G and auxiliary space an institution owns or controls? All universities are required to maintain a facilities file that is resident on-line at the Texas Higher Education Coordinating Board. To access Texas Woman's University's file go to [www.theccb.state.tx.us](http://www.theccb.state.tx.us), and click on Interactive Tools. Then click on Facilities Inventory and Building Search. The next screen is a pull down to select a university. Click on Texas Woman's University and Search Facilities Inventory. The buildings are listed with the gross square feet, net square feet, and E&G square feet. By clicking on the name of a building, the rooms are shown with the square footage and other building related information.

Can space be E&G and auxiliary? Yes. How does the State differentiate between the two? Magee Arena in Pioneer Hall is a good example of space that is used to teach Kinesiology as well as host intercollegiate basketball. The space is divided on a percentage basis for E&G and auxiliary space use.

So, the more E&G space we have, the more money we receive from the State. No. The State uses a Space Projection Model to predict how much space an institution should have based on credit hours, number of programs, types of programs, and other criteria. To make it simple - if the model projects an institution should have 100 feet, but it actually has 120 feet, it receives money for 100 feet. On the other hand, if the model projects it should have 120 feet, but it actually has 100 feet, it receives money for 120 feet. Maintaining an accurate building file is very important.

Building and room data is my responsibility. Anytime a room or use of a room is changed, go to the FMC web site and complete the "space change request." For example: If a storage room needs to be changed to an office, a form should be completed.



## Congratulations to all FMC

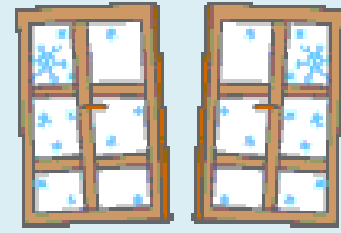
Summer Pioneer Proud!  
Staff Award Recipients:

**Pauline Silva**  
**Larry Shead**  
**Yolanda Vasquez**  
**Ana Fuentes**  
**Erika Quinteros**  
**Robert Farrington**

**Lisa Simpson**  
**David Storrie**  
**Eugene Duperry**  
**Brandon Gipson**  
**Linda Thornton**

**Billy Serren**  
**Charlene Scott**  
**Eva Ford**  
**Ward Sheeder**  
**Lyle Tremmel**

### Central Plant



On a large campus like TWU's Denton campus there are many things that need our attention, but providing a safe and comfortable learning and living environment is essential. The weather and temperature outside varies from day-to-day, but inside our HVAC, Central Plant, and Control Systems Specialists work very hard to keep you feeling comfortable year round. That being said, our number one trouble calls are "hot and cold" calls. Why? Every 98.5°F perceives the environment internally or externally differently.

Did you know that TWU spends over seven million dollars annually on electricity, natural gas, water, and sewer utility bills? That's a lot of money, but it would cost even more if we did not operate an efficient Central Plant to provide for the heating and cooling needs of TWU. Conserving energy benefits the university and we can all pitch in.

### Dallas Campuses



#### Dallas Campuses Shine

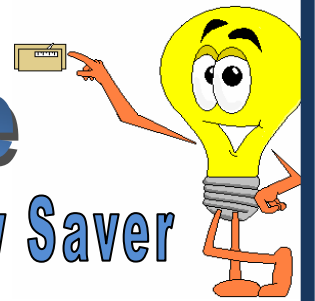
by Ward Sheeder, Supervisor

The Parkland Campus Student Union as well as many of the offices and common areas recently received a fresh coat of paint in preparation for this new semester. Re-commissioning of the HVAC system is also complete and the portable AC unit has been removed from the computer lab. In an effort to improve energy efficiency and uninterrupted service to our clients, we installed and commissioned a new boiler for the building. The parking lot was also repaired this summer in anticipation of the fall semester and additional security lights were installed to improve overall campus safety.

The Presbyterian campus was not forgotten. Its HVAC system was improved as well. New carpet was installed in the Physical Therapy conference room. A few aesthetic improvements including patching and repainting in hallways, offices, the library and classrooms were accomplished as well.

FMC has installed Power Monitoring at both campuses to ensure efficient energy use and a contract for security lighting at both campuses was executed to ensure well-lit parking lots and an overall secure environment.

### Ernie the Energy Saver



Autumn is a good time to continue, or start if you have not, saving on that high utility bill. With nights getting cooler, it's a good time to take advantage of nature's regulatory break?

Lower your utilities by opening a window here or there or by turning your air conditioner up to 80 – 85 degrees when you leave the house for the day either manually or by programming a setback thermostat. It doesn't take long to cool down a house from 80 degrees so try it. Not a computer tech? Fear not, several manufacturers make inexpensive programmable stats that are really simple to set up.

### Houston Campus

#### A New Future

by Bill Bussman, Manager

This outstanding accomplishment continues to draw praise in the Texas Medical Center, the City of Houston, and nationally through architectural design awards. That puts a smile on our faces. We actually turn down many requests for tours of the building.

SAVE THE DATE!

FMC OPEN HOUSE  
WEDNESDAY

DECEMBER 5TH

10:00AM—2:00PM

Watch your email for more details!



If you have comments or questions regarding this newsletter, please contact Christina Williams at [cwilliams@twu.edu](mailto:cwilliams@twu.edu)