

A top-down view of various tools and a recycling bin on a dark wooden surface. The tools include a yellow and black tape measure, a yellow and black power drill, a red and black screwdriver, a red water bottle, several keys, a white paper shredder, and various electrical components like outlets and switches. A blue recycling bin is in the center, filled with crumpled white paper. The bin has the text 'WE RECYCLE' and a recycling symbol on it. The background is a dark wooden plank surface.

FACILITIES IN *REVIEW*

UNIVERSITY of
HOUSTON

FACILITIES/CONSTRUCTION MANAGEMENT

FALL 2015

FS: SHOP TALK



05

FPC: BUILDING BUILDINGS



15

19



STUDENT SPOTLIGHTS

23



EMPLOYEE SPOTLIGHTS

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A LETTER FROM DAVID OLIVER, AVC/AVP, UH FACILITIES 1



NEW NAME, NEW ICON 4



CHANGING THE GAME: FACILITIES GO MOBILE 8



MAYOR'S PROUD PARTNER AWARD 13

FPC LAUNCHES NEW WEBSITE 15



COMMUNICATIONS TEAM - OUT AND ABOUT 25



A LETTER FROM DAVID OLIVER

ASSOCIATE VICE CHANCELLOR/ASSOCIATE VICE PRESIDENT
FOR FACILITIES/CONSTRUCTION MANAGEMENT



In September 2015, I joined the University of Houston System as Associate Vice Chancellor/Associate Vice President for Facilities. The ensuing months have been an exciting time as I have become acquainted with the University of Houston and the System campuses and the many great people that make us successful.

This is a time of change for the Facilities Department. As many are aware, my position is new and was initiated to bring both the Facilities Services (the operational side of the house) and Facilities Planning and Construction (the construction side of the house) together to increase communication and take advantage of the expertise that we have in both groups. Both of these groups play a key role in enhancing the campus experiences for the community of students, faculty, staff and visitors.

During my short time, I've noted we have many challenges in maintaining an aging campus of 156 Buildings with 13.6 million square feet of space. Be assured, that this is a challenge that is achievable and can be done with excellence. My goals to improve our efficiencies, make common sense decisions as to our organizational needs and support the dedicated team members of the Facilities Department is one that I will pursue with zeal.

My philosophy is simple. I have enumerated on several occasions that I expect two things from all of the Facilities Team members, RESPECT and INTEGRITY. Those that operate within the context of those two principles will find that my support will never waiver. This University demands and deserves that level of commitment and our mission cannot advance with anything less.

Again, I'm excited to be with the University of Houston and look forward to the future! Go Coogs!

NEW NAME: FACILITIES SERVICES

Facilities Services is getting back to basics by delivering good, solid service. In order to improve our current service levels, we are focusing on personal accountability. A commitment to personal accountability shared by both staff and management is a giant step towards growing an organization.

As UH grows, its campus and buildings are growing in size and complexity. In order to meet those maintenance needs, we need to be technically savvy and work both effectively and efficiently. We are just beginning to assess and plan to meet these current and future needs. And above all, we need to remind ourselves that first and foremost we are a service organization... therefore, **FACILITIES SERVICES**.

- ✓ We approach our tasks with a Spirit of Service (SOS).
- ✓ Our customers hold us accountable so we hold ourselves accountable.
- ✓ Our response is no longer zone-oriented (north zone, south zone) but by a holistic team approach: all crews and teams partnering together to address campus needs and student success.

- ✓ We use strategic assessment of our overall workforce so that we work in the most efficient manner possible in order to provide Tier One services.

NEW FACILITY REQUEST SELF-SERVICE ICON

The department of Facilities Services continues to provide the campus community easier and more efficient ways to report facilities-related issues through the "4 Ways to FIX-IT" program.

4 Ways to FIX-IT offers faculty, students and staff four unique ways to submit a facilities-related repair. Examples of these issues include but are not limited to reporting a broken window or door, adjustments to the temperature of a room, burned out light bulbs, a leaking pipe or pest control problems.

FIX-IT Icon: One of the four methods a customer may use to self-report a facility issue is by logging in to AccessUH. Previously, the icon was called the FAMIS self-service icon. This icon has recently undergone a remodeling and updating in alignment with UH Branding guidelines. Now when the customer logs in to AccessUH, the user will see the new icon which is referred to as the "FIX-IT icon". While the new FIX-IT icon provides a new look and a new name, everything else regarding the self-service module remains the same for now. We look forward to continually improving the customer experience and efficiency.

UNIVERSITY of
HOUSTON
SERVICIOS DE MANTENIMIENTO

We are one of the first UH departments to implement a Spanish language logo to use in our translated publications.



4 Ways to FIX-IT

1. Click FIX-IT in AccessUH
2. Call F-I-X-I-T (34948)
3. Text fixit@uh.edu
4. Email fixit@uh.edu

ISRAEL GONZALES examines a vehicle in the auto shop.

FACILITIES SERVICES: SHOP TALK

The shops and teams in Facilities Services that keep the University up and running

FIX-IT CUSTOMER SERVICE CENTER

Fall 2015 saw the FIX-It Customer Service Center reinvent itself, relocating its offices, expanding its staff, and processing a record 25,943 work orders. As the first step of customer support on campus, the Call Center answered 18,064 calls during the Fall semester – an average of 150 calls per day. This team of 7 staff members and 3 students serves the campus 365 days a year, 24 hours a day.



CARLA TISBY-RIGGS directs calls in the FIX-IT Customer Service Center.

18,064
FIX-IT CALLS
ANSWERED

25,943
WORK ORDERS PROCESSED

KEY ACCESS SERVICES

Driven by the need for a more comprehensive key control program, Key Access Services (KAS) became its own team during the Fall 2015 semester. Moving beyond simply processing and issuing keys, KAS is responsible for implementing, executing, and enforcing the key control policies and procedures.

KAS also implements keycard activations for Facilities employees and schedules selective access to buildings after hours and on weekends for special events.

Most recently, KAS has rolled out a paperless, tablet-based key issuing system that has improved both accuracy and processing time, with customers now receiving their keys 1-2 days after their request is submitted and with only a 1-2 minute wait time at the KAS window.

KAS is excited to announce that a new online key request process is currently being piloted in three departments (Math, Music, and a portion of Natural Sciences and Mathematics). It is expected to roll out campus-wide in April 2016. This new process will eliminate the paper form and automate the approval process.

2,763 KEYS ISSUED

Between September 1 and January 16, 2016

TECHNOLOGY

The Information Technology team initiated a number of collaborations in 2015 to help streamline the workflows and increase the efficiency of Facilities Services. Recognizing an opportunity to improve the initial stages of a customer service request, IT supported the FIX-IT Customer Service Center by developing a custom web-based Service Request Workbench that gives dispatchers the ability to create and process service requests quickly and accurately. This interface color-codes service requests that require special attention, tracks requests that have been processed in order to eliminate redundant efforts by the dispatchers, and allows dispatchers to monitor approvals and follow up with customers. With the introduction of the Service Request Workbench, dispatchers now have a single, centralized tool that allows them to perform all their tasks.

Another current effort is the creation of an online self-service key request interface that will eliminate paper forms and automate the key request process for Key Access Services. With this new system, a customer's key request will be automatically routed to all the appropriate parties for approval and forwarded to the Lock Shop. The customer will be notified when the key is ready.

Finally, in an effort to help monitor and improve service, a quality of service survey was created and is sent to customers when their work order is completed. This survey information is used to help identify both strengths and areas of potential improvement. Building on quantifiable improvements in the accuracy and speed of the work order and key-issuing process in 2015, the IT team continues to look for areas to improve Facilities customer service.



KEVIN SHIN, a student worker on the IT team, troubleshoots from his desk.

CUSTODIAL

The winter holidays are a busy time for Custodial Services. Like clockwork, they were diligently involved in their semi-annual deep cleaning. While students and faculty take a break, the crew services areas that would otherwise be difficult to access without interfering with regular activities. They examined the buildings and passed their quality assurance inspections.

Scheduling these cleanings was challenging because the crew had to work around protocols for restricted labs and areas, some classrooms that were in use,



and scheduled power outages. Custodial Services Manager Liliana Simmonds commented about the tricky scheduling, "Bottom line, I know it sounds crazy, but we are used to it. It is nothing new, and we don't mind as long as the work gets done." The custodial team services approximately 100 buildings with a combination of classrooms, offices, labs, and libraries.

MARIA ELIZA PEREZ maintains the General Services Building.

"I know it sounds crazy, but we are used to it. It is nothing new, and we don't mind as long as the work gets done."

-Liliana Simmonds, Custodial Services Manager on scheduling holiday cleanings

demolition in which an estimated 5 tons of debris was moved from the basement area. Additionally, the team also assisted Gregg Hanley's crew in replacing marred tablet arm chairs in several classrooms at Engineering 2. The Moves and Events crew just keeps moving along.

LOCK SHOP

The Lock Shop has been instrumental in updating the new key module system within FAMIS. The team has worked many hours inventorying and updating



the data files with regard to every door on campus. The Lock Shop has upgraded more than 80% of the campus door hardware and key data. This data was captured and merged into the FAMIS Key Module. These steps have improved the accountability of the campus by streamlining the key approval process and

tracking keys on campus.

Recently, the Lock Shop has been involved with the campus security program. The addition of card readers to a majority of the campus buildings allows for the automation of locking building entrance doors remotely or automatically at the end of the day. This provides the Police Department a greater ability to monitor the campus and increase overall security.

THE LOCK SHOP
COMPLETED

2,133

KEY REQUESTS AND

1,586

WORK ORDERS
IN FALL 2015

MOVES AND EVENTS

The cycle from summer to fall has come and gone and the Moves and Events crew has been busy. During Fall 2015, they completed over 450 work orders and added one new staff member who is currently in a training period. The team also worked on several major projects, such as Cougar First Impressions and Moody Towers dining area carpet removal.

They also assisted MIC, in ground floor



MOVES AND EVENTS CREW prepares for an event in the Cullen College of Engineering Bay entrance.



CHANGING THE GAME

Facilities crews go mobile.

As part of a major effort to increase efficiency, the Facilities Information Technology team has distributed 70 iPads to shop personnel, enabling technicians to provide real-time updates from the field. This initiative included the development of the mobile work order app, a simple and user-friendly application that allows technicians to access the work order module while away from their desktops. Technicians can now immediately find assigned work orders, update tickets, add notes, attach photos, and close or reassign tickets while in the field. Previously closing or reassigning a ticket meant they had to return to their desks or contact their supervisor. This new process has eliminated the data entry required of a paper-based system and provides for quicker, more accurate work order processing, immediate gains in productivity, and cost savings for Facilities Services.

AUTO FLEET

The Auto Fleet team stays busy servicing campus vehicles including 151 licensed vehicles and 221 unlicensed utility vehicles, of which, 102 are electric. For every vehicle, they run three service checks per year. The first is a complete service job including brake checks and oil changes. The next two services are preventive maintenance checks in order to catch problems before they can impact productivity or safety.

The crew is made up of 6 workers of various skill levels. Fleet Manager Neal Smith explained that the shop technician assists in multiple in-house trainings. In addition, the shop subscribes to training courses from outside vendors.

Centralizing the purchasing and maintenance of all campus vehicles to the Auto Fleet team has been one change over the last few years that has helped the shop improve the quality of service they provide. Smith remarked proudly and sincerely, "No vehicles on campus are purchased without my signature."

The "Right Sizing" initiative began in September 2013. The fleet began replacing campus vehicles with the objective to reduce greenhouse emissions, fuel consumption, and repair costs. After reviewing log sheets, it was discovered that many licensed vehicles were not leaving campus and could be replaced with more efficient, campus bound utility carts. The initiative consists of a two part plan for acquiring more fuel efficient and campus friendly vehicles.

As Part One comes to a close, the plan for Part Two will be discussed. "It has been an evolution", expressed Smith. The cart and vehicle replacement has been essential for efficiency, safety, and a reduced environmental impact.

ELEVATOR

The UH Elevator shop has replaced all proprietary elevator equipment on campus, reducing maintenance costs and making the quality of performance safer and more efficient. The new system has a remote monitoring system that notifies the department of elevator malfunctions so that they are able to respond immediately to problems.

The elevator shop has saved thousands of dollars yearly for the University by doing in-house repairs. For example, the MDA Library Elevator Machines project, finished in May 2015, would have cost a minimum of \$100,000 to repair had we used an outside contractor, but the Elevator Shop accomplished it at half the cost.

Training and improvement remains a priority for the shop. Facilities Services enrolled all elevator shop employees to a 10-hour OSHA course to help with their continuing education. Additionally, there is a 4 year program for the elevator apprentices to become Certified Elevator Technicians by the National Association of Elevator Contractors. This year, the elevator shop has 4 candidates for the certification.

"IT HAS BEEN AN EVOLUTION."

-Neal Smith,
Fleet manager

PART I: UTILITY CARTS

- Fall 2013 - 20 vehicles were approved
- Fall 2014 - eliminated 25 carts which were over 25 years old
- Fall 2015 - replacing 22 carts which were 16 years or older
- Fall 2016 - plan to replace 14 carts

PART II - LICENSED VEHICLES To Be Determined

ELECTRIC

The Electrical Shop is continuing a preventative maintenance program (PM) for all equipment located campus-wide. The program has already shown to have improved reliability through summer and winter electrical outages. "We are like fire-fighters out here," electric shop supervisor Karl Keilbach said about the team's busy schedule. The electric shop has also partnered with FPC for the design and project planning for the Cougar Sub-Station expansion.

Another project that the team is working on is installing LED lights in multiple campus locations, decreasing energy costs and being more safe. Some locations include: Lynn Eusan Park, Kiva room in Farish Hall, General Services Building exterior lighting, Moody Dining Hall, the Student Center, and the Hilton entryway. These new LED bulbs not only use 1/10th of the energy that we were using before, but they have also saved UH up to \$180,000 a year.

The Electrical team is crucial to the success of the Facilities department and they are not only dealing with general campus improvements but also campus-wide emergencies.

SOLID WASTE & RECYCLING MANAGEMENT

The Solid Waste & Recycling crew recycles everything including paper, cardboard, plastic, aluminum, stainless steel and glass, all collected in a single stream. The crew is made up of ten people and while some members have been UH employees for nearly 25 years, most of them have been here five to six years.

Daily they collect trash from every building on campus. Recycling on the other hand gets picked up every day but it alternates between the east and west sides of campus. Solid Waste shop is self sufficient -- it uses its own compactors, which increases efficiency and which also saves money for the University.

The Big Belly recycle bins on campus have built-in compactors which allow them to be emptied less often. Emptying a recycle bin with more materials inside allows for less fuel to be used in the recycling process. The bins use wifi sensors to send a message when the bin is full or the battery needs to be changed

The team also participated in the Sustainability Fest held in November 2015. The department hosted a contest in which students would guess the amount of cardboard in the displayed bale. The student who won was excited to have the closest guess but was even more pleased to get a quick tour of the General Services Building where the cardboard baling takes place.

THESE NEW LED BULBS NOT ONLY USE 1/10TH OF THE ENERGY THAT WE WERE USING BEFORE, BUT THEY HAVE ALSO SAVED UH UP TO \$180,000 A YEAR.



THE ELECTRIC CREW rennovates THE HILTON ONYX WALL with new LED lights.



ADAM RODRIGUEZ touches up a wall in the Student Center.

MINOR IN-HOUSE CONSTRUCTION

Minor In-House Construction (MIC) provides a full range of construction services to the entire campus. During the 2015 academic year, this team of 13 completed a total of 285 work orders on campus. Some of the responsibilities the team facilitates campus wide include but are not limited to painting, overseeing abatements, flooring and glazing projects, touch-ups, window replacements, building out an entire office or suite and renovations. The MIC staff is dedicated and proud of completing year-round planned refurbishments and renovations across UH in order to make each student, faculty and staff's time on campus as memorable and comfortable as possible. The MIC team takes pride in each project and looks forward to 2016 and the new projects that come their way. MIC is a desired team offering a wide range of services, saving customers cost by performing projects with a UH in-house construction team.

GROUNDS

Recent changes to the Grounds department have allowed the team to set their sights higher in improving the landscaping at the University. Regular maintenance of the turf areas has been contracted out to a company called GCA which began work on February 1st, 2015. GCA is now in charge of mowing, edging and blowing of all turf areas on campus.

This restructuring of labor allows our UH Grounds crew to concentrate on the much needed upkeep of all flower beds throughout campus. These areas have been put on the back burner for quite some time due to the lack of manpower. It can be expected to see the beds being cleaned and mulched and beds with dead plants will begin to be replaced. Additionally the team can now take proper care of the turf areas, encompassing much needed weed and disease control, aeration, and fertilization.



Some recently completed landscape projects include the renovation of the front of the Hilton and the back courtyard. They have also re-landscaped the granite wall/monument area at the entrance to Cullen Performance Hall. This area is an iconic place for people to take photos, so Grounds has made the area more “user friendly” for picture taking by adding a gravel walkway.

There will be other landscape renovations in the near future since regular grounds maintenance (mowing and edging) has been contracted. The new vision of the Grounds shop is to landscape a campus in-line with the expectations of a Tier One school and so that students and staff can enjoy and be proud of their campus.



FIRE ALARM

The Fire Alarm Shop, consisting of 7 members, has been continuing the upkeep of annual fire alarm and sprinkler inspections throughout campus. Preventative maintenance continues to be a priority for the team, as they have cut down on false alarms with the fire alarm systems. Safety and efficiency are the key motivators for keeping up with inspections and neutralizing problems that occur. The team also supports various shops and contractors such as Minor In-House Construction. Annual inspections for all fire alarm systems and sprinklers are conducted along with monthly inspections on fire pumps across campus. The crew makes sure the preventative maintenance is done on all smoke detectors and duct detectors which keeps the sensing chamber clear of dust particles thereby cutting down on alarms caused by dirty detectors.



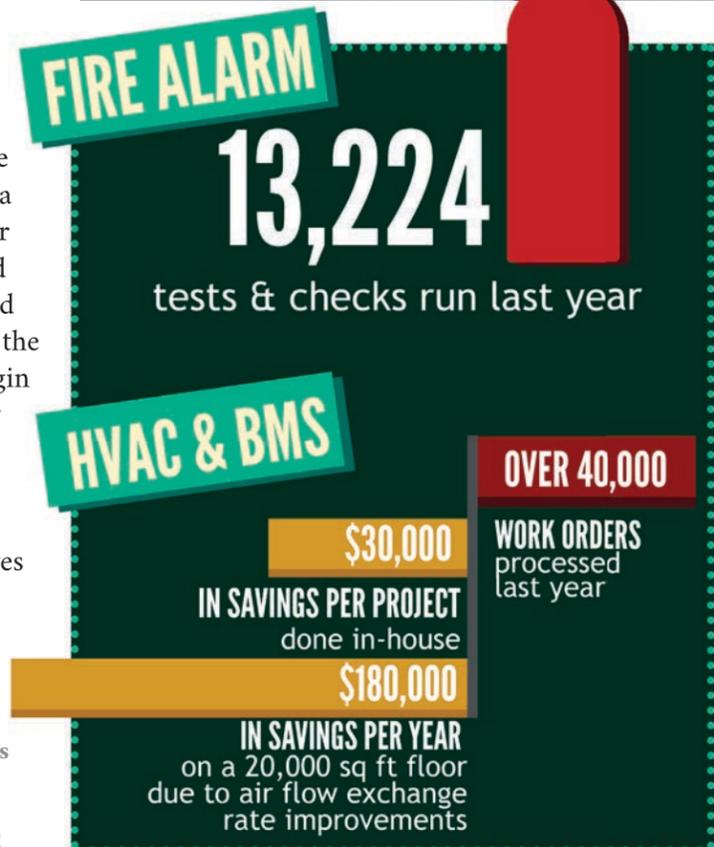
HEATING, VENTILATING, & AIR CONDITIONING & BUILDING MANAGEMENT SYSTEMS

Three shops were combined for more efficient operations – HVAC, BMS, and Fire Alarm. A fourth shop, Lab Services, was later created to control the very sensitive lab and research buildings here at UH. They have started a preventative maintenance program (PM) for all equipment located campus-wide. As of last year, the HVAC and BMS shops alone combined to process over 40,000 work orders. Furthermore to help with the daily operations, the departments have added a Service Coordinator position to quarterback each and every call that comes in to these four shops.

The shop is proud of many of their projects including upgrading all the hot water pumps at the Bayou Oaks Apartments by adding a new boiler system for the facility. In addition, they have also installed new domestic water heat exchangers at the Wortham Theater, Student Center Satellite and Lamar Fleming buildings. By doing these jobs in-house, the departments are saving the University at least \$30,000 per project.

With all the improvements happening around campus, the shops decided to do a little upgrading of their own. They have enhanced all the heating, ventilation and AC systems for their own shops in the General Services building and they are gearing up to begin these same upgrades on the administrative sections very soon. They have also upgraded their building automation systems front end that allows for a more seamless user interface. This upgraded system tracks and lowers the air exchange rate in the vivariums, which in turn saves \$180,000 per year on a 20,000 square foot floor.

1. ALFREDO ALVAREZ and MICHAEL CARTER replace grass near Moores School of Music.
2. ENTRANCE 1 MONUMENT updated by Grounds.
3. THOMAS BAILEY and ERIN LIVINGSTON maintain the AC filters on the roof of the M.D. Anderson Library.

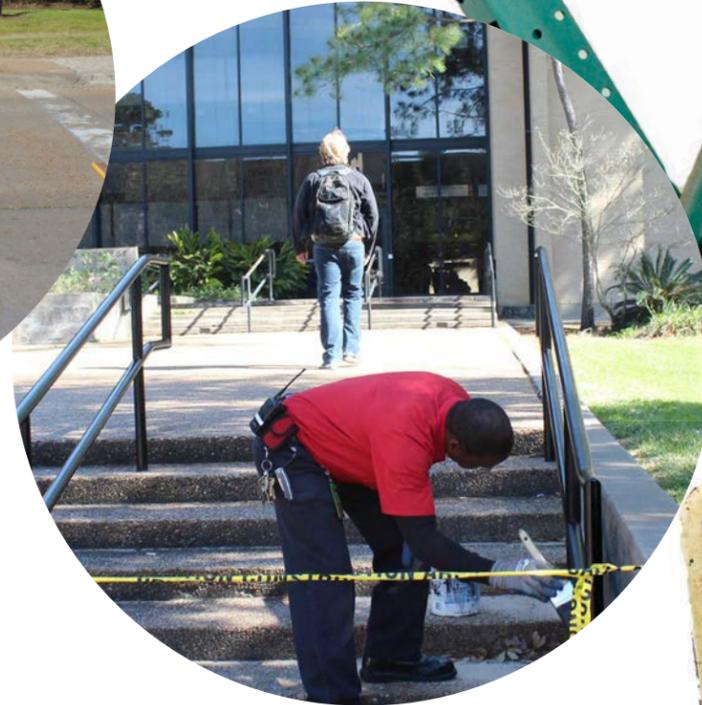


GENERAL MAINTENANCE

The General Maintenance crew had a successful Fall semester. They worked on merging their teams into a unified group and reviewed their employees' annual performance evaluations through the manager level, and focused on providing more fairness in staff evaluations. Additionally, they have requested and set up a 'hot shot' service through Fastenal, to reduce employee time spent on parts pickup. During winter break they worked on make readies and SHRL maintenance projects. Progress was also made on an indoor shop space, where various maintenance projects can be worked on in a safe and clean environment, without disturbing building occupants.



(Left to Right) LARRY WILLIAMS and RICKEY LEE refresh campus exteriors.



(Top to Bottom)
Items repurposed by the program include metal shelving, a 1963 refrigerator, and a vintage piano.

RECYCLE, REPURPOSE, REWARD

General Maintenance Receives The Mayor's Proud Partner Award

The team won a Mayor's Proud Partner Award for their activities in the Repurposing Program in association with Keep Houston Beautiful. This program identifies the waste heading towards disposal or recycling, and selects some of the waste material to use it for other purposes. This not only keeps the scrap away from the disposal but also identifies items that could be of some use to other departments and colleges. This lowers the University's disposal costs and offers useful materials to groups that would otherwise have to purchase them. Some examples are a 1963 refrigerator that was used as a theatre prop, miscellaneous paint used for art projects, and broken shelving and old floor gates used for making a sculpture. All these materials were repurposed at the University of Houston instead of being sent into the waste stream, and saved the School of Theater and the School of Art \$12,600 in total. This project is under the supervision of Facilities Services General Maintenance Manager, Craig Whitfield.

discussions with a professor in the School of Art to see if they can develop an entire course to educate students on the endless possibilities of utilizing these repurposed materials in their art projects. He volunteered to give them a tour of the buildings. "I want to help open up the students' eyes on possible material ideas," stated an enthusiastic Whitfield. "I know that there are more materials that are on campus that we can repurpose. Hopefully we can get more departments on board and therefore even more helpers to see the possibilities." ■

Whitfield has also had

BENITO BARRERA paints the intersection in front of the Hines College of Architecture and Design.

"I know that there are more materials that are on campus that we can repurpose. Hopefully we can get more departments on board and therefore even more helpers to see the possibilities."

- Craig Whitfield, General Maintenance Manager



Houston Mayor Annise Parker and Craig Whitfield.

The Mission of Facilities Planning and Construction is to deliver exceptional and enduring projects that maximize value and support the University's Tier One strategic initiatives through superior facilities planning and project management services. This mission is being carried out in the multiple projects that FPC completes each year. Fall 2015 highlights include the Multidisciplinary Research and Engineering Building, Health & Biomedical Sciences II and the Innovation Center at ERP. Along with these building projects, FPC renovated their website.

FACILITIES PLANNING AND CONSTRUCTION: BUILDING BUILDINGS

Projects in Planning

Family Housing at UH
Central Campus

Projects in Design

Cougar Electrical Substation
and Feeder
Cullen Family Plaza - Fountain
Renovation

Under Construction

Campus Wayfinding
Energy Research Park Bldg 1A
Regional Center for Economic
Development
Health & Biomedical Sciences II
Basketball Practice Facility
UHD Girard Street Garage/
Welcome Center



FPC Launches New Website

Facilities Planning and Construction has launched a new website in September 2015 with up-to-date information about major construction projects going on throughout the University of Houston campus.

The website was created to better reflect the services offered by Facilities Planning and Construction. All FP&C content from the original Plant Ops web domain has been migrated over to the new FP&C website, including more than 1,000 web links and images. Facilities Services (formerly Facilities Management) will maintain control of the Plant Ops domain and redesign it into their own unique website.

"Our hope with this website is to create relevant, current and exciting pages that use multimedia and up-to-date images and information for the campus community," said Chad Thome, senior IT business analyst, whose team worked on the new FP&C website.

The new website contains news and information about

ongoing campus construction projects, including the new basketball training facility, which is in the final stages of construction, and the Health and Biomedical Sciences Building 2, which broke ground in July.

The site also contains resource links for vendors and FP&C staff. It also has links for the campus community to campus maps and information about the Capital Improvement Plan. In the coming months, Thome also hopes to do a complete revamp of the campus project pages.

"The projects administered by FP&C are vital to the University, and I want our web presence to reflect that," Thome said. ■

Written by Kristina Michel, Communications
Coordinator for Auxiliary Services Operations

Visit the new site at
www.uh.edu/facilities-planning-construction/

Innovation Center at ERP Celebrates One Year

In September 2015, the Innovation Center at UH Energy Research Park (ERP) celebrated its first full year of occupancy. This unique Facilities Planning and Construction project began in November 2013. According to Principal Project Manager Joujou Zebdaoui, the scope of the project did not vary much because the Division of Research (DOR) knew exactly what they wanted. This space was to be utilized as collaborative workspace for start up companies. They gave very clear directions from the get go on their vision of purposing the space to be used and designed for intellectual individuals in the realm of entrepreneurship. Zebdaoui was assigned this particular project since the location was at ERP, her project domain. She said that if not given to her, she would have fought for it because it was such a fascinating project. "Working with DOR was an incredible experience. It is always refreshing to work with clients that know what they want and have great taste in aesthetic! It was a tremendous team effort."

The 5,782 square feet of space, made into an area for start-up companies to begin, was completed September 2014. A year later a proud smile still glowed on Zebdaoui's face as she explained, "It is a state of the art facility in terms of elegance and architecture." The space

is elegantly designed to provide offices, one conference room, two meeting rooms and flexible open floor plan using the Dirtt Wall system on a raised floor to maximize flexibility for future use. This space allows those companies a place to grow without worrying about many of the concerns most start-ups face.

The Innovation Center was featured in a UH Moment video in March 2015 which included the following statements.

"Physically I don't think this space has any parallel," said Wolff Center Director for Entrepreneurship Ken Jones. "We now have a wonderful opportunity for anyone that comes to UH to not only look at the idea, monetize the idea, but now have a home in which to make that idea work," added Jones.

Dr. Mark Clarke, the Associate Vice President for Technology Transfer, explains that the need was definitely there. "We didn't build it with the hopes that they would come, we built it because they were already here." He continued to state that the Innovation Center is "a landing pad for the steam of entrepreneurial teams that we are creating internally so they can come and mature into successful companies." ■

UNIVERSITY of
HOUSTON

FACILITIES PLANNING AND CONSTRUCTION

MREB Progress

The Multidisciplinary Research and Engineering Building will provide a state-of-the-art infrastructure to support the educational experience of undergraduate and graduate students by enhancing their hands-on experience in a research laboratory setting. The building will also help the University compete for top-rated students and faculty, and will foster collaboration across the campus by minimizing investments in multiple and redundant instrumentation facilities by housing these core functions in a neutral location while sustaining and enhancing research growth. The new facility will include a research core that houses major core facilities that serve the critical needs of the University's research foci, both in energy and health.

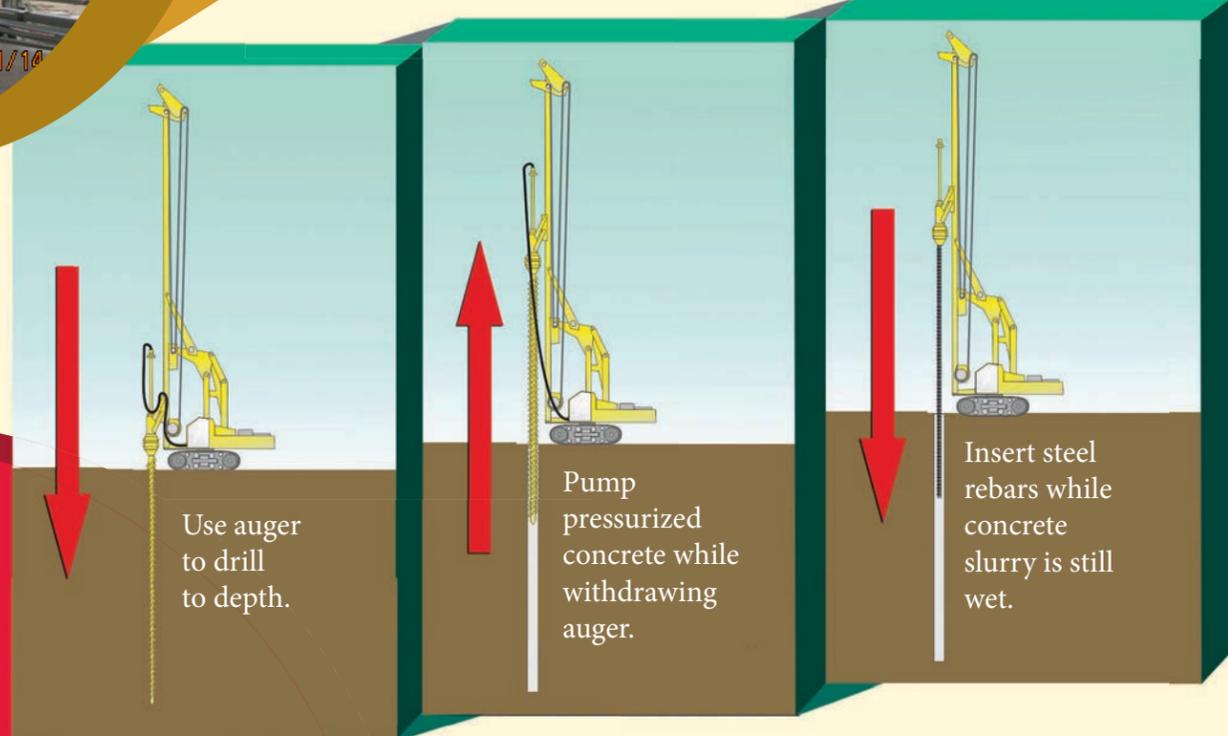
By the end of January 2016, the exterior of the building was near completion. The interior walls are framed and being completed. Interior finishes will start next.

The 4th floor shell space will start construction soon as well. It's a floor of ten research labs.

The base scope of the project will complete in Fall 2016 and the 4th floor will finish up in spring 2017. ■



Auger in Action!



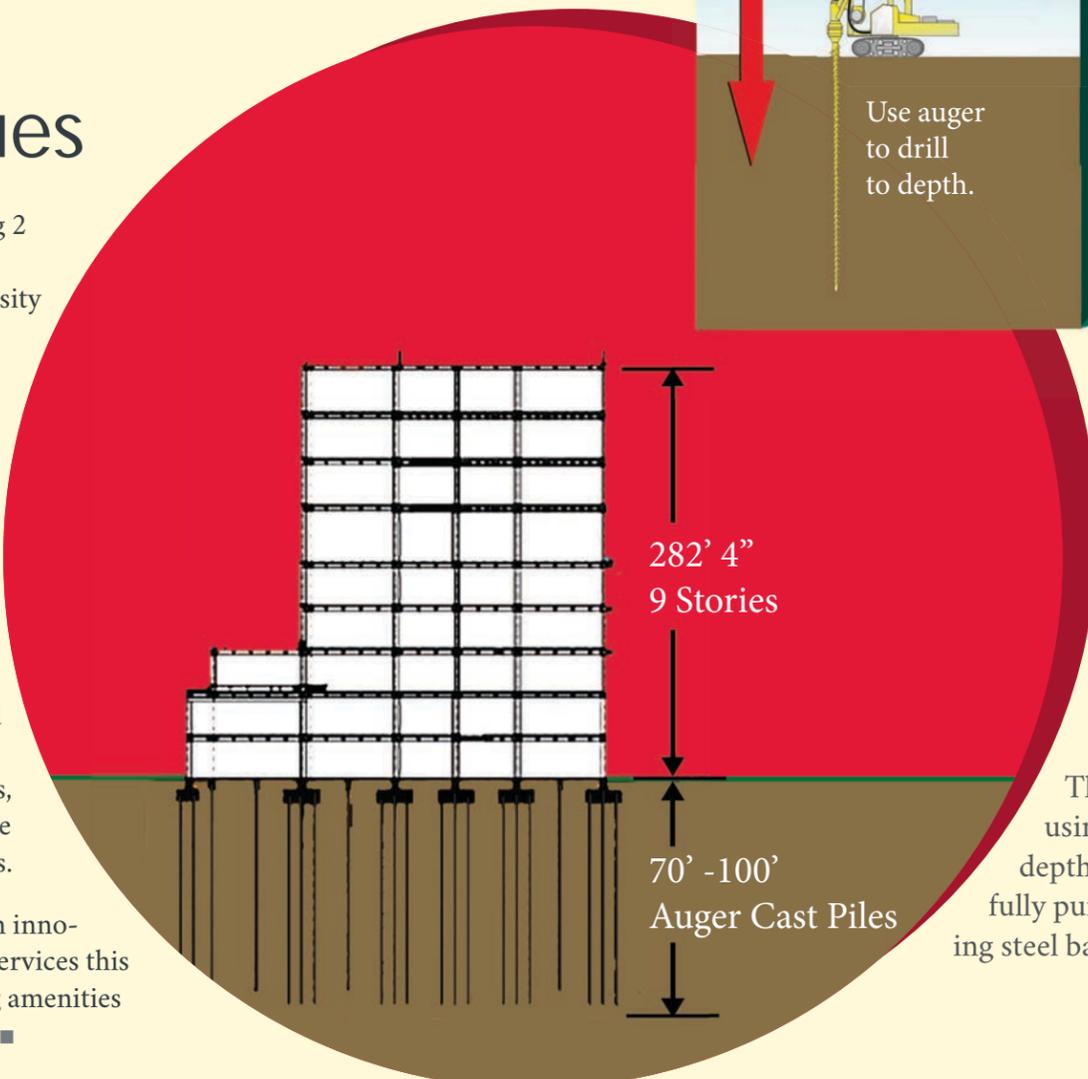
HBSB 2 Construction Continues

Ground was broken on July 10, 2015 for the Health and Biomedical Sciences Building 2 (HBSB 2). Scheduled for completion in July of 2017, HBSB 2 will integrate teaching, research, and clinical programs in the second phase of the development of the University of Houston's biomedical campus.

The foundation work for Health & Biomedical Sciences Building 2 is definitely underway. In late September 2015, auger cast piles were put in place. Seven hundred (700) piles have been installed and drilled to a depth of 70 to 100 feet. The auger cast pile technique will ensure the strength and stability of this nine-story building while offering minimal noise and vibration disturbances to the nearby buildings during installation.

The nine-story facility provides a new home for the College of Pharmacy and expanded research space for the university-wide Division of Research. These consolidated lab facilities will promote critical workforce training in the pharmaceutical and biomedical sectors and will support translational research and collaboration among pharmacological research groups. They include specialized research and teaching labs, faculty offices, an expanded Health Sciences Library and a mix of teaching spaces. The facility offers direct connections to adjoining Health Sciences buildings on four floors.

The first and second floors consolidate clinical and clinical teaching programs into an innovative care environment. With primary care, physical therapy and behavioral health services this new model of integrated care focuses on whole-family health and wellness, providing amenities such as a community kitchen that promotes healthy and nutritious eating behaviors. ■



Auger cast in place grouted piles are installed by rotating a continuous flight hollow shaft auger into the soil to a specified depth or to refusal. High strength sand cement grout is pumped through the hollow shaft as the auger is slowly withdrawn while turning slowly in a clockwise direction. The pile top is cleared of drill spoil, an 18 inch deep galvanized metal "can" is placed around the top of the pile and the pile is screened to remove contaminants.

The auger cast pile method of construction is achieved by using a hollowed stemmed auger. Once drilled to a specified depth, the auger is slowly removed while concrete slurry is carefully pumped into the void. Before the concrete has cured, reinforcing steel bars are set into the pile. ■

STUDENT SPOTLIGHT

UH Facilities employs approximately 17 student workers, enriching their college years and providing valuable experience that they can take with them when they graduate.



In turn, UH Facilities gains a portfolio of the most current skills from both their college curriculum and the relevant information to which the students are exposed.



Oluseyi Fatayi-Williams

Pursuing a Master of Science
Spring 2016

Facilities Planning and
Construction
Supervisor Eva Lyon

Favorite thing about working for
Facilities: The people I interact with

Since working for Facilities, one
project you are proud of: 3D
modeling of the UH Campuses

Real work experience gained since
working in Facilities: Real world
usage of computer software

Plans after graduation: To continue
my education and become a
licensed Architect



Karen Hernandez

Pursuing a Dual Degree
in English Literature and
Digital Media with a Minor in
Organizational Leadership
& Supervision
May 2016

Facilities Services
Supervisor Jacquie Vargas

Favorite thing about working for
Facilities : The swag and events

Since working for Facilities, one
project you are proud of: I enjoyed
helping the communication team
with projects and seeing how it has
developed.

Real work experience gained since
working in Facilities: Learning how
working with clients gives variation
to the final design of an item.

Plans after graduation: After
graduation I plan to look for a
career in Motion Media. My dream
career would be to become a Game
Designer.



Yvonne Hernandez

Pursuing a Dual Degree in
Public Relations Organizational
Leadership & Supervision
Summer 2016

Facilities Services
Supervisor Jacquie Vargas

Favorite thing about working for
Facilities: The freedom I have to be
creative

Since working for Facilities,
one project you are proud of:
Since working with Facilities
Communications, I have had many
fun projects. The project that I
am most proud of is working on
C.L.I.C.K. This project was my
first project and with the guidance
of Jacquie and the C.L.I.C.K.
Committee I was able to construct
learning materials, lead meetings,
and be an instructor.

Real work experience gained since
working in Facilities: I have gained
leadership skills, being able to work
with teams, and communication
skills in a professional environment.

Plans after graduation: After
graduation I hope to do an
internship and then focus on
getting a full time job in either of
my fields.



Mukundkumar Kacha

Pursuing a Masters of Science
in Mechanical Engineering
December 2016

Facilities Services
Supervisor Carla Tisby-Riggs

Favorite thing about working for
Facilities: Great team effort

Since working for Facilities, one
project you are proud of: Not one
particular project but everything

Real work experience gained since
working in Facilities: Interpersonal
communication, work ethics

Plans after graduation: Getting a
job in my field for more technical
insight

“The project that
I am most proud
of is working on
C.L.I.C.K.*”

-Yvonne Hernandez

*read about C.L.I.C.K. on page 25



Sydnie Mares

Pursuing a Bachelors in
Communications-Media
Production
May 2017

Facilities Services
Supervisor Jacquie Vargas

Favorite thing about working for
Facilities: The communications
department allows me to be
creative and also gain real work
experience that I can showcase on
my portfolio. Facilities makes staff
development a priority so we are
always learning new things both on
the job and in the trainings that the
university offers.

Since working for Facilities, what
is one project you are proud of:
I have created many graphics for
the Facilities Services website and
social media that I am very proud
of.

Real work experience gained since
working in Facilities: Working in
Facilities Communications I have
learned that deadlines are critical.

Plans after graduation: After
I graduate, I hope to continue
working and learning in the world
of communications in video or
graphic production.



Hitesh Narsing

Pursuing a Master of Electrical Engineering
May 2016

Facilities Services
Supervisor Carla Tisby-Riggs

Favorite thing about working for Facilities: The office environment is really fun to work in. The day goes by with calls, work and music.

Since working for Facilities, one project you are proud of: I feel that the work we do is helping people to solve their problems throughout the University. So I feel proud and happy of the work I do all day, every day.

Real work experience gained since working in Facilities: After I started working here I began to know a lot about how an institution or organization works. Even little things which we take for granted happens in an orderly manner whether it is a change of a light bulb or a major power outage and obviously the importance of customer service.

Plans after graduation: I like to travel, so I would love to work in my field of specialization i.e. Power and Controls which allows me to travel the world.



Chelsea Neille

Pursuing a degree in Biotechnology with two minors, Organizational Leadership & Supervision, and Biology
May 2016

Facilities Services
Supervisor Carla Tisby-Riggs

Favorite thing about working for Facilities: Having a good time with coworkers in the call center as well as talking over the radios

Since working for Facilities, one project you are proud of: Completing projects with the knowledge from the day to day operations and with the help of my coworkers. I feel proud of the accomplishments I have made here!

Real work experience gained since working in Facilities: Being able to interact with personnel more experienced than me with a professional demeanor. Maintaining my composure when dealing with a flustered customer or technician.

Plans after graduation: My plans are to get a great entry level job within the field of biotechnology and begin to travel while I'm young and have nothing holding me back!

"I developed an application to obtain feedback for completed work orders."
- Linh Tong



Constanza Peña

Pursuing a degree in Architecture Communications
2019

Facilities Planning and Construction
Supervisor Eva Lyon

Favorite thing about working for Facilities: The schedule is really good

Since working for Facilities, one project you are proud of: University maps

Real work experience gained since working in Facilities: I am learning how to work with programs that I didn't know much about.

Plans after graduation: I want to go to graduate school



Harischandra Bhanu Tadikonda

Pursuing a Master of Science in Civil Engineering
December 2016

Facilities Planning and Construction
Supervisor Eva Lyon

Favorite thing about working for Facilities: The opportunity to learn the work culture has helped me adapt to future work environments.

Since working for Facilities, one project you are proud of: Working with 3D modeling of the campus map using Revit software.

Real work experience gained since working in Facilities: I gained working knowledge in Autocad, Civil 3D and Revit.

Plans after graduation: To seek a full time job in Civil Engineering

STUDENT SPOTLIGHT



Linh Tong

Pursuing a degree in Computer Science
May 2016

Facilities Services
Supervisor Khanh Hodges

Favorite thing about working for Facilities: My favorite thing about working here is the people. Everyone here is friendly and very helpful.

Since working for Facilities, one project you are proud of: I developed an application to obtain feedback for completed work orders.

Real work experience gained since working in Facilities: I learned a new web development language and was able to develop web applications for Facilities Services.

Plans after graduation: I want to pursue a job as a web developer.



Kriti Wadhwa

Pursuing a degree in Advertising
December 2017

Facilities Services
Supervisor Jacquie Vargas

Favorite thing about working for Facilities: That I have creative freedom, it reminds me that I'm trusted and increases my growth potential.

Since working for Facilities, one project you are proud of: Yet to come.

Real work experience gained since working in Facilities: After I started working here, I have realized how important it is to work closely with a team and meet deadlines. Our weekly team meetings enforce accountability and provide a platform to interact and brainstorm with the team.

Plans after graduation: Would love to work for a magazine or do SEM.

EMPLOYEE SPOTLIGHT

Get to know some of our Facilities employees.



CRAIG WHITFIELD, FACILITIES MANAGER, GENERAL MAINTENANCE TEAM

UH Start Date: February 2012
 Favorite radio station: Beirut Nights in Lebanon
 Favorite food: Sashimi
 Always want to do, but have no natural ability: sing
 Vacations in 2015: Chile, Argentina, San Marcos, San Antonio, Las Vegas, Death Valley, Korea, New York City, Budapest, Vienna, and Vietnam for Christmas.
 Least favorite household chore: laundry



LILIANA SIMMONDS, FACILITIES MANAGER, CUSODIAL TEAM

UH Start Date: July 2009
 What I like best about working for UH: Working in a multicultural environment
 Personal Motto: "What doesn't kill you makes you stronger."
 I'm proudest of: I came to the USA 3 months before 9/11, people thought I would be back - I didn't. I'm proud I didn't and proud of all my 14 years of accomplishments, professional and personal.



RAY MOSLEY, FACILITIES MANAGER, CONTRACTED SERVICES/INSPECTION TEAM

UH Start Date: February 2007
 What I like best about working for UH: The different challenges that each day brings.
 Personal Motto: In life you can't always control the cards you are dealt, but you can always control how you play these cards.
 I'm proudest of: My children getting advanced degrees.
 Name something on your buckets list: parachuting
 Favorite Memory: As a youth listening to the sound that the rain made as it hit the awnings that were attached to my grandmother's house.



CARLOS LUIS, HR BUSINESS PARTNER, FACILITIES SERVICES

UH Start Date: August 2014
 What I like best about UH: Great coworkers and community involvement.
 Personal Motto: You can only control your own actions.
 People would be surprised to know: I enjoy listening to music from different genres.
 Pet Peeves: dysfunctional traffic lights
 I'm Happiest When: Attending family reunions and celebrations

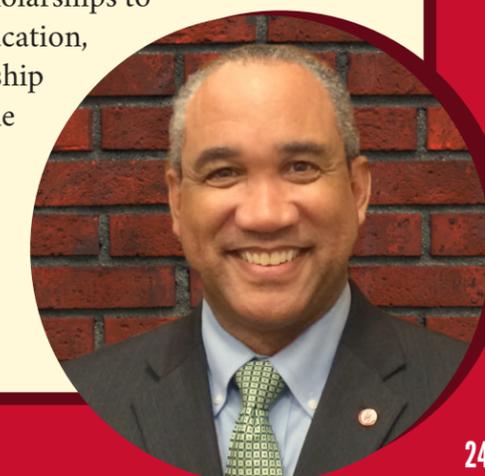


JERRY BOGNA, SR. PROJECT MANAGER, AUXILIARY SERVICES LIAISON

UH Start Date: March 2012
 What I like best about UH: The amazing diversity of people.
 Personal Motto: Attitude is everything!
 Proudest of: Helping people to build their dreams.
 Bucket List: Visit all the continents at least once.
 Favorite Memory: The smell of nitro-methane at the drag races.

JIM NORCOM BECOMES PRESIDENT OF TAPPA

Jim Norcom, principal construction project manager for Facilities Planning & Construction at the University of Houston became the president of the Texas Association for Physical Plant Administrators in May 2015. TAPPA is a non-profit organization representing Texas educational facilities. We facilitate industry knowledge, education and networking to enhance campus leadership, development, maintenance and operations. TAPPA's mission is to foster professional development and best practices among Texas facilities members. The association's prime task is to organize and conduct an annual conference and business partner fair. The conference consists of certification classes, career building workshops, providing scholarships to staff members, etc. Because of his conviction and passion for education, Jim Norcom volunteered his time, serving TAPPA as the scholarship chair for six years and vice-president 2014-15. While serving the University of Houston's Facilities Planning and Construction department, he became the president of this great organization. He encourages other facilities staff to consider getting involved and join this organization.



STAFF EXCELLENCE AWARDS 2015

A select group of UH employees is honored each year through the Staff Excellence Awards. Congratulations to Martin Valles (MIC) and Leticia Rivera (Custodian) on receiving 2015 Staff Excellence Awards. Only eight Staff Excellence Awards were awarded in 2015 by the Staff Excellence Award Selection Committee.

To view the list of past winners starting from 1974 or nominate a staff member:
<http://www.uh.edu/human-resources/employee-recognition/staff-excellence/>

AUGUST

August proved to be a busy month with three opportunities for campus outreach and education. The Auxiliary Services Fair was hosted by the Administration and Finance Division to showcase services on campus.

The Facilities Communications team booth explained the wonderful work that the Facilities staff completes on a daily basis to keep this campus running. Each person was offered a "4 Ways to FIX-IT" cup. Facilities also brought a door prize to share with a lucky winner.

The Facilities Communications team participated in the resident advisor training. They presented the "4 Ways to FIX-IT" to make sure that the RAs know exactly how to report any facility issues with the residential buildings and could then pass that information along to the residents in their hall. They were extremely thankful to receive the printed cups and the FIX-IT flyers to post on their floor bulletin boards. In order to reiterate the "4 Ways to FIX-IT", during Move-In each resident was also given a cup. Over 6,200 cups were distributed.

The final August event was the Faculty Orientation held at the campus Hilton Hotel and Conference Center. Each new faculty member who came by the Facilities Services table was offered the red cup with the "4 Ways to FIX-IT" listed. If they were able to list all four ways, they were given a free tool (while supplies lasted!)

Facilities also sponsored a door prize for the orientation to show our support of faculty.

The Communications team seeks opportunities to promote the work of the Facilities employees and looks forward to future events to showcase the work done throughout the campus.

COMMUNICATIONS OUT & ABOUT



The fall semester of 2015 was busy with excitement and many opportunities for the Facilities Communication team to promote the "4 Ways to FIX-IT".



The Cougar Resource Fair was held in Lynn Eusan Park and this time the team had to bring an interactive game for students. The "4 Ways to FIX-IT" ring toss made its debut. Students lined up to try their hand at ringing one of ten cups mounted to our black wooden "4". Just for trying, a red cup was given. If one ringer was made, a jar opener was given. The jar opener is eco-friendly -- it is made out of recycled tires and lists the "4 Ways to FIX-IT" on an iconic paw. If two ringers were made, a hand-crank flashlight was given. These handy battery-free flashlights were popular. If three ringers were made a Facilities Services umbrella was the prize - another eco-friendly item. Many students were determined to win and would get back in line over and over again.



SEPTEMBER

In September, Facilities was represented during Weeks of Welcome. Over 250 cups were distributed along with key fobs to promote the "4 Ways to FIX-IT". Although the rain poured that day, Facilities remained the last tent standing. Everyone who wanted one received their free cup.



JENNIFER REA and JACQUIE VARGAS interact with students at Sustainability Fest.

OCTOBER

NOVEMBER

In November, the annual Sustainability Fest was scheduled in Lynn Eusan Park and UH Facilities was scheduled to have multiple tables focusing on the Mayor's Proud Partner award-winning Repurpose Program, Green Cleaning products used by the custodial staff, Facilities Planning and Construction projects, Recycling Cardboard, and the "4 Ways to FIX-IT", to conserve our natural resources. Unfortunately, the weather did not permit this event to occur in the park so instead was held in Rockwell Pavilion in the library. The information had to be consolidated to one table. Although this was a challenge, the team was still able to distribute cups, hand sanitizer, earth shaped stress balls, eco-friendly cardboard pens, and jar openers. Participants learned about each of these highlights along with being able to guess the weight of the cardboard bale. The winner of that contest was happy to get a quick tour of the General Services building bay and was amazed at all that was happening behind the scenes of Facilities.

