



SPRING 2010

FACILITIES NEWS

SCIENCE CENTER

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A NOTE OF THANKS

As we prepare to close out the fiscal year and review the departments goals for this past year and prepare goals for next year, I am reminded that the enormous amount of work that staff have accomplished as well as our charitable effort is undeniably deserving of admiration. Thank you all.

Knowing that many staff were impacted by the recent flooding, please be reminded that [Support Services](http://www.brown.edu/Administration/Human_Resources/downloads/SupportServices.pdf) for staff are available (http://www.brown.edu/Administration/Human_Resources/downloads/SupportServices.pdf). If you are in need of assistance, please review the list of services that are available or let your super-

visor know.

Knowing the difficulties faced by many, I continued to be encouraged by Facilities' staff willingness to help others in need. Whether it's the tremendous response that was received when the university called upon Custodial staff (as a result of a request from [Serve Rhode Island](#)) to assist last Saturday with the clean up of basements of elderly Providence residents or the simple request for tree trimmings (as noted in the email below from senior Daria Marinelli), Facilities' staff are prepared to lend a hand to those in need. Thank you.

In this issue of [Facilities News](#) you will find a variety of interesting articles, ranging from the impact the recent changes to FAMIS have had on the Business Support group to Lawn Care Tips from Grounds Superintendent Pat Vetere.

Lastly, best wishes to our many friends in Facilities Management who will retire either on April 15 or June 30. (See the list on Pages 7 and 8.) We wish you all the very best!

Sincerely,

Vice President

Facilities Management

EMAIL TO FM STAFF FROM DARIA MARINELLI '10

The following note was sent to Facilities Management regarding the support received from Facilities staff. Thank you for performing your duties in a manner that would prompt our customers to write a letter of thanks.

"My name is Daria Marinelli and I'm currently a senior at Brown University. I'm also currently directing a show at Production Workshop that is in

need of tree branches and trimmings.

In my search for branches on Monday, I ran into Dave, part of the Grounds Crew, Division 5, who was incredibly helpful and gracious in letting me take some trimmings and even helping me transport them to T. F. Green Hall.

I write this comment to thank both Dave and the Facilities crew in general, here at Brown.

I've learned that one of Brown's core values is community, and one of the ways I have felt most supported and most part of the community is through the wonderful work that Facilities does to empower and support us, as students, in all that we endeavor to do. Thank you so much for your tireless work day in and day out.

All my best,

Daria Marinelli"

Science Center opens at Sci Li



FAMIS RE-IMPLEMENTATION IMPACT ON BUSINESS SUPPORT

The re-implementation of FAMIS has had an all-encompassing effect on the operation of the Business Support group, changing virtually every aspect of our daily business, including most notably the areas of procurement of materials and services, as well as interdepartmental (sold service) billing. After spending several months and countless hours of careful and detailed planning, process mapping, and testing, processes have been completely revamped, achieving not only administrative savings but significantly improved availability of information for performance measurement. **As the old adage goes, “you can’t manage what you can’t measure.” The best example of where we have added measurement is in the area of work order costing, allowing for the proper assignment of materials and contracted services costs to individual work orders,** in addition to the labor costs which we added to work orders in the previous implementation of FAMIS on April 4, 2004. This will in turn enable Facilities Management to measure our efficiency and effectiveness in the performance of our daily services, routine maintenance, preventative maintenance, etc.

With the recent implementation of the inventory module of FAMIS, Facilities Management was able to eliminate Wordstock, an outdated, materials management system, which was copied from the Brown Bookstore’s operation when Stores fell under that auxiliary. This eliminated the need for CIS and our own Systems & Services’ staff to support this stand-alone system, as well as eliminating a myriad of production jobs, reports, and interfaces that went along with it. (We also realized a cost savings from the annual software licensing and support associated with Wordstock.)

With the implementation of the billing module of FAMIS, we were able to eliminate the previous Facilities Management interdepartmental billing system (affectionately referred to as “POP”), which was designed in the early 1990’s by a student working for the then Plant Operations department (thus the name POP). This system also required a good deal of CIS and Facilities’ Systems & Services support (including several production jobs, reports, and interfaces), and an even greater amount of manual data entry, all of which was duplication of information from our other systems. The elimination of POP has resulted in significant administrative savings, IT support, and operational redundancy. By using the FAMIS customer billing option, Facilities Management is able to grant departments the ability to view their invoices and work order details

online in greater detail, saving time, effort, and paper by eliminating monthly mailings of hard copy bills.

Perhaps the most innovative aspect of the recent re-implementation, as it relates to Business Support, is the interface between FAMIS and the University’s financial records system (FRS) for the procurement of materials and services. In the area of procuring services, we were able to eliminate yet another stand-alone system for recording purchase requisitions, that being the Filemaker PREQs system. Instead of requestors inputting information into Filemaker, printing out hard copies and forwarding them to Business Support for re-keying into FRS, the process has been streamlined whereby

requestors input their requests directly into FAMIS, which then interfaces with FRS to pass this information on automatically, eliminating more double-entry. More exciting still, Facilities Management is the first department at Brown that the university has allowed to input invoices locally for payment through the same

interface with FRS. This eliminated the need for forwarding our invoices to the university’s central Accounts Payable Office, saving paper, time, interdepartmental mail, and follow-up. Although most of that time savings was actually realized by the Accounts Payable Office (estimated at one-half of an FTE), it was still well worth it for Facilities Management in other savings we achieved, and in the improved availability of information by having these invoices in FAMIS.

The real benefit of all of this is that we now have available a full range of cost information associated with each work order and process in one place, which will assist us in analyzing our operation to identify inefficiencies and other areas for improvement in ways that are limited only by our creativity and imagination in the use of this information. It will also help us to more accurately track costs by individual facility to further identify areas of potential savings, and help us to improve our requests for funding to maintain future facilities at an appropriate level.

Although we have come a long way, there is still much more we can do with FAMIS; and over the coming months, we will be introducing more operational improvements through automation and elimination of paper-based and redundant processes. We look forward to working with you on more exciting improvements made possible through FAMIS!

Do you know what the acronym “FAMIS” stands for? (answer at the end of this article)

LAWN CARE TIPS FROM GROUNDS



The following tips were compiled from a variety of sources by Grounds Superintendent Pat Vetere. [Click here for the full text on the following sections:](#)

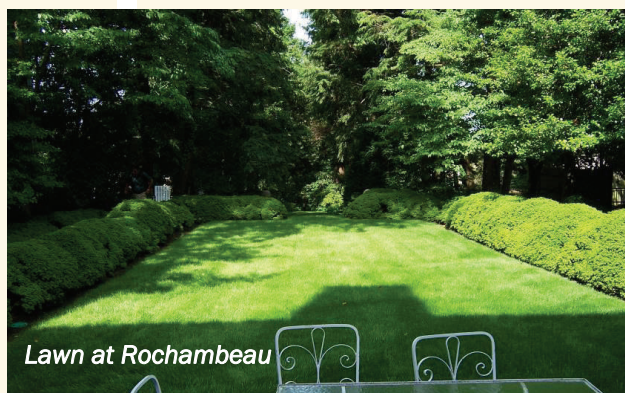
History, Environmental Benefits, Plant Growth, Fertilize, Lime, Mowing, Watering, Aeration, Weeds, and Insects .

History—Historians have written about the lawns which appeared in Persian, Greek, and Roman gardens before the birth of Christ. A form of soccer was played on public greens in England during the 16th century and grasses were cultured for use in lawn gardens, flower gardens, pleasure gardens, and greens during the 16th and 17th centuries throughout Europe. The main green of Brown was laid out during the early 1800's and the first formal research on turf grasses and their culture were initiated in the United States in Michigan, New Haven, Connecticut, and Kingston, RI around 1890.

Fertilize—Why Fertilize?? We fertilize to improve color, density, texture, and uniformity. It also means a better resistance to weeds, insects, disease, drought, cold, and wear. Usually fertilizer contains one or more of the three primary plant nutrients—Nitrogen (N), Phosphate (P2O5), and Potash (K2O). This is true of both organic and commercial fertilizers. Fertilizers are refined or upgraded products of nature and contain nothing that is not already present in productive soil. [Click here](#) or go to http://www.brown.edu/Facilities/Facilities_Management/docs/newsletter/FM_News_Spring_2010_LawnCalendar.pdf for a chart of what and when to apply. Always apply fertilizers with a rotary spreader and just before it is going to rain or your able to thoroughly water.

Mowing—Perhaps the single most important cul-

tural practice associated with lawn maintenance is mowing. It also requires the most time and labor. When considering the possible effects mowing may have on the turf grass plant, remember that the plant is designed by nature to grow and mature at a height far in excess of selected mowing heights. Mowing is critical to lawn success because it is not natural and upsets natural growth patterns in the plant. The most apparent effect is reduced leaf surface which manufactures and supplies the plant with food, both usable and stored. During periods of stress, the plant draws on these reserves in order to survive. Therefore the big-



gest cause for lawn problems can be attributed to mowing height and frequency. Mowing at lower than optimum heights seriously impairs the plants ability to function, especially during periods of stress. The resulting death may be falsely attributed to insects, disease, cold, heat or drought, when in fact the food reserves were not high enough to carry it through the period. In short, do not mow low. Mowers should be set at no lower than 2.5 inches.

Aeration—Growing plants need plenty of air and water. Certain soils become compacted and seal out these essential elements. Thatch or decomposing organic matter may also accumulate decreasing infiltration and movement of nutrients, water and air into the soil.

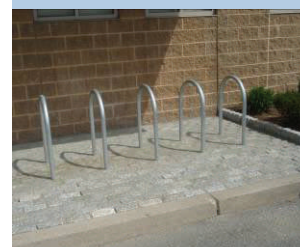
For the full article, go to http://www.brown.edu/Facilities/Facilities_Management/docs/newsletter/FM_News_Spring_2010_LawnCare.pdf

FACILITIES MANAGEMENT MISSION

The mission of Facilities Management is to support the University by enhancing the quality of physical facilities. We do this through planning, designing, engineering, constructing, and maintaining in a responsive, service-oriented, effective, and environmentally-conscious manner.

SUGGESTION BOXES

Suggestion boxes can be found in the break rooms at 295 Lloyd and in the Custodial Key Stations. We encourage you to continue to submit your suggestions. Since being installed, more than 150 suggestions have been received, with many being implemented, including the suggestion to install a bike rack at 295 Lloyd for staff and customer use.



Ride your bike to work!
Check out the new bike rack at 295 Lloyd.

FILEMAKER UPDATE

Brown University
Department of Facilities Management
Planning, Design & Construction
Engineering Information

Project Name: [Field]
Project Category: [Field]
Project Dates: [Field]
Project Description: [Field]

WALKTHROUGH DATES

Drawn	Tracked	Turnover
Drawn 1	<input type="checkbox"/>	<input type="checkbox"/>
Drawn 2	<input type="checkbox"/>	<input type="checkbox"/>
Drawn 3	<input type="checkbox"/>	<input type="checkbox"/>
Drawn 4	<input type="checkbox"/>	<input type="checkbox"/>
Drawn 5	<input type="checkbox"/>	<input type="checkbox"/>
Drawn 6	<input type="checkbox"/>	<input type="checkbox"/>
Drawn 7	<input type="checkbox"/>	<input type="checkbox"/>
Drawn 8	<input type="checkbox"/>	<input type="checkbox"/>
Drawn 9	<input type="checkbox"/>	<input type="checkbox"/>
Drawn 10	<input type="checkbox"/>	<input type="checkbox"/>

ACCEPTANCE DATES

Drawn	Accepted	Turnover
Drawn 1	<input type="checkbox"/>	<input type="checkbox"/>
Drawn 2	<input type="checkbox"/>	<input type="checkbox"/>
Drawn 3	<input type="checkbox"/>	<input type="checkbox"/>
Drawn 4	<input type="checkbox"/>	<input type="checkbox"/>
Drawn 5	<input type="checkbox"/>	<input type="checkbox"/>
Drawn 6	<input type="checkbox"/>	<input type="checkbox"/>
Drawn 7	<input type="checkbox"/>	<input type="checkbox"/>
Drawn 8	<input type="checkbox"/>	<input type="checkbox"/>
Drawn 9	<input type="checkbox"/>	<input type="checkbox"/>
Drawn 10	<input type="checkbox"/>	<input type="checkbox"/>

MEP SYSTEMS ENGINEERING TURNOVER

MEP System: [Field]
MEP System Description: [Field]
MEP System Turnover Date: [Field]

PROJECT ACCEPTANCE

Acceptance Date: [Field]
Acceptance Comments: [Field]

CAD - 3D/4D/5D/6D/7D/8D/9D/10D

Model Name: [Field]
Model Description: [Field]
Model Date: [Field]
Model Version: [Field]

Planning Design & Construction has been maintaining and developing a FileMaker database of construction project information since the early 90's. Information available in this peer-to-peer database includes project description, schedules, staffing and budget information—information that is used in various ways, including reporting, work load determination, tracking project costs, etc. and includes some data that dates back to 1984.

The database is used as a

working “dashboard” (control panel so to speak) for project managers to manage and disseminate project information and has recently been expanded to include Engineering, CAD and Preventative Maintenance data.

The expanded Filemaker database allows the project engineer to anticipate turnover of the project, log information and schedule walkthroughs, training and turnover dates.

Facilities' CAD staff developed a *Document Inventory* component to the database

for the plan/specification and submittal review process. By clicking a link on the overview page, within FileMaker, the user is provided with the current status of project drawings, specifications and submittals that have been sent for review.

Preventative Maintenance staff can now easily access a project and find the status of deliverables. A preventative maintenance schedule can then be generated in FAMIS after reviewing the documents.

This additional input of data from engineering, CAD, and preventative maintenance, with the support of project managers, will help facilitate communication between Facilities Management offices and review of documents relating to project turnover and more.

BIM MODELING FOR THE CAC



BROWN WELCOMES

Wings and Things

If wings are your thing the Real Estate office is pleased to announce an agreement has been reached for Wings & Things to open later this summer at the Brook Street Mini-Mall located at 250 Brook Street. Wings & Things will offer a wide variety of sandwiches as well as several entrée items, from fish & chips to clam cakes and chowder. But, wings are the specialty every day. Patrons will be able to choose from

21 flavors of delicious sauces, which range from mild to atomic, for those of you who like to “eat” on the edge!

Wings & Things is leasing the end unit of the Brook Street mini-mall from Farview, Inc., Brown's real estate subsidiary. This space was formerly occupied by University Laundromat and has been vacant for over a year. Construction, of the improvements, is well

underway under the careful oversight of Project Manager Bill Gaudet. *(There is no truth to the rumor that Bill has negotiated a special wings deal for the annual Facilities Management Tailgate outing.)*

This location (owned and operated by the owners of the Riverside, Rhode Island Wings & Things) is expected to be open in the very near future.

SPRING ENERGY TIP - WATER CONSERVATION

Although the northeast had more than its fair share of water (in the form of rain and flooding) in March, the energy tip for April is none other than water conservation. So far this year, Brown has reduced its water consumption by more than 10 percent.

There are many tried and true water savings opportunities that can help you reduce your energy consumption and conserve water at home. Consider the following:

Check for toilet tank leaks by adding food coloring to the tank. If the toilet is leaking, color will appear in the toilet bowl within 30 minutes. (Flush as soon as test is done, since food coloring may stain tank.) Usually, the culprit is the flapper valve in the tank, which is relatively easy to replace and available at hardware stores.

Repair dripping faucets by re-

placing washers. If your faucet is dripping at a rate of one drop per second, you can expect to waste 2,700 gallons per year.

On average, a fifth of household water use is used for showering. Install low-flow shower heads. Shower heads can use as much as five to six gallons of water per minute. Low-flow shower heads are available as low as 1/2 a gallon per minute up to 2.5 gallons per minute, saving water and the energy to heat the water. For as little as \$20, you can save as much as \$200 per year in water and energy costs.

Think about replacing those bulky storage water heaters with an instant (tank-less) water heater. These units heat water directly without the use of a storage tank, avoiding the standby heat loss associated with storage-type water heaters.

When replacing your washing machine, purchase a washing machine with an Energy Star logo and compare energy and water use ratings before making your purchase. Front-loading washing machines use on average half the energy, water, and detergent of most conventional top-loading washing machines.

If you water your lawn, put it on a timer. The best time to water a lawn is between 4:00 AM and 6:00 AM to minimize evaporation. Putting mulch around plants and shrubs is always a good way to minimize watering requirements.

Don't allow the water to run when brushing your teeth. This can waste 2 to 3 gallons of [water per brushing](#)! Instead, wet your toothbrush, brush your teeth, and then turn the water on again to rinse.

METCALF RENOVATION PROJECT TO BEGIN CONSTRUCTION IN JUNE



Brown University will renovate approximately 74,000 gsf within the existing Metcalf Chemistry Laboratory and Metcalf Research Laboratory which are part of the larger Metcalf Complex. The renovation will provide a new home for the recently merged Departments of Cognitive and Linguistic Sciences and the Department of Psychology. The overall scope of the project includes complete interior and exterior renovation of the buildings.

FREE SECURITY SCAN SCAM

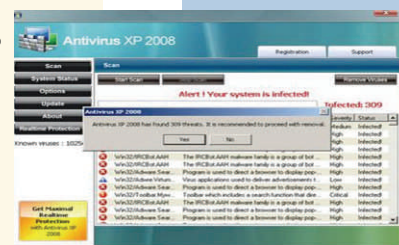
Facilities' IT staff has been receiving an increase in the number of reports concerning "Free Security Scans." Please read the following to learn what to be aware of and what you should do to minimize your risk.

Messages telling you to install and update security software for your computer seem to be everywhere. So you might be tempted by an offer

of a "free security scan," especially when faced with a pop-up, an email, or an ad that claims "malicious software" has already been found on your machine. Unfortunately, it's likely that the scary message is a come-on for a rip-off.

The free scan claims to find a host of problems, and within seconds, you're getting urgent pop-ups to buy security

software. After you agree to spend \$40 or more on the software, the program tells you that your problems are fixed. The reality: **there was nothing to fix.** And what's worse, the program now installed on your computer could be harmful.



For more information go to: http://www.brown.edu/Facilities/Facilities_Management/docs/newsletter/FM_News_Spring_2010_SecScan.pdf



TRASH REMOVAL HAS BEEN REDUCED? I DIDN'T EVEN NOTICE...

Have you noticed lately that your desk-side trash and recycling is no longer picked up on a daily basis? If not, you're among the majority of Brown staff who haven't noticed the change in services.

In an effort to improve efficiency and reduce cost, the Custodial Division began a pilot program to reduce trash and recycling pickup service. In March of 2009, the pilot program was introduced at the Facilities Management building and expanded in June to include the Brown Office Building. Last August the program was expanded to include 21 additional buildings who have administrative support space.

During the pilot program,



desk-side trash removal was reduced to twice per week, recycling was reduced to being collected once per week, and office cleaning was reduced to once per week. The results were not only effective they were transparent to most, if not all, building occupants.



As recommended by the Organizational Review Committee's

Facilities and Facilities Utilization Team, the pilot program (modeled after similar programs at the University of Minnesota and the University of Vermont) was greeted with success and was subsequently approved by the Corporation at their last meeting in February.

Beginning April 15, 2010,

this small program that began as a bright idea will be implemented campus-wide, with the exception of classrooms and research spaces, which are not impacted by the change.

As a reminder, food waste should be disposed of in centralized trash and recycling areas, as kitchen and restroom trash will continue to be removed daily.

Custodial hopes to gradually incorporate other seamless and environmentally-conscious measures into their services, which will result in additional savings to the University. Those measures include installing hand dryers in bathrooms and using Green-Certified foam hand soap. Look for news regarding these changes soon.



SAVE THE DATE DORM INSPECTIONS!



With Commencement just a little more than a month

away, Facilities' annual dorm inspection will take place on Monday, May 24, 2010.

In adhering to past practice (one that was established two years ago) of utilizing only Facilities' staff for the inspections, more than 3,000 rooms will be inspected by experienced staff who have an understanding of our campus facilities. Utilizing Facilities' staff will ensure that accurate and necessary data is collected.

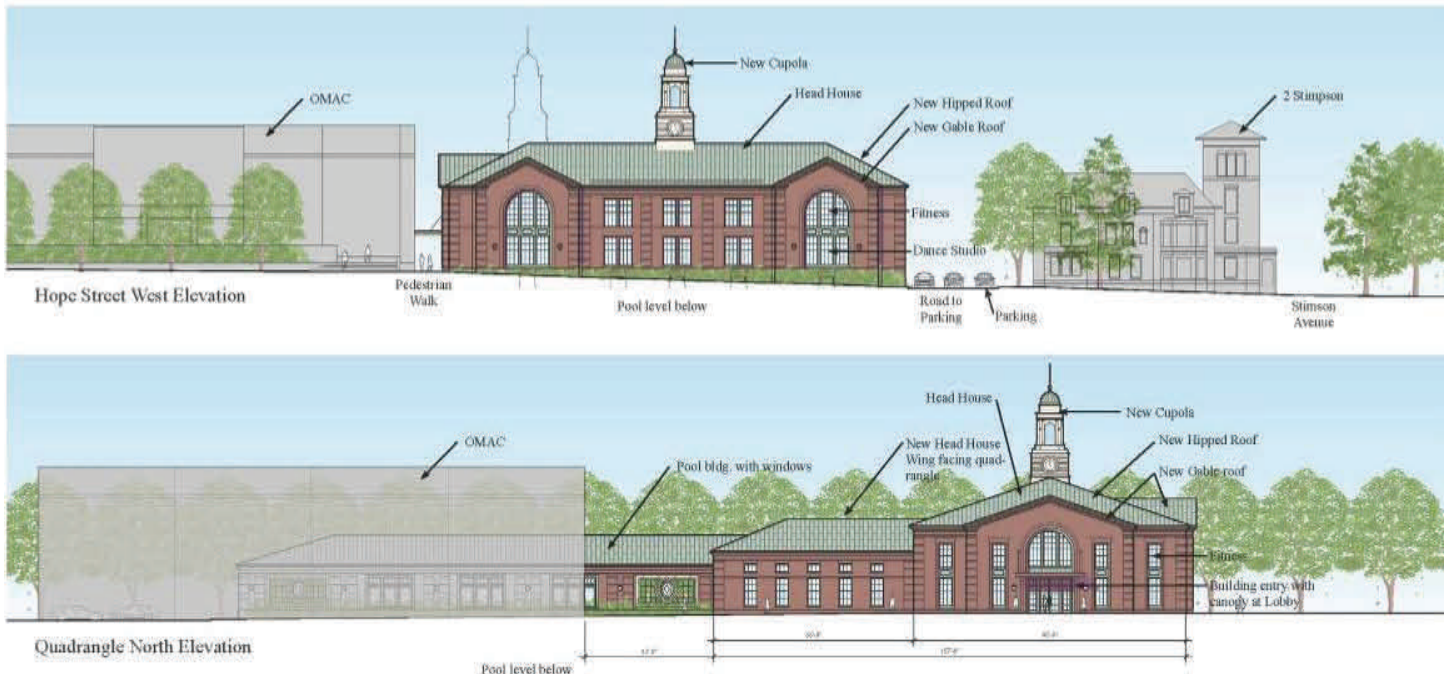
Staff will be asked to attend a training/overview session and to commit up to four hours on inspection day. The dates for the training/overview sessions will be announced in April.



The Alpert Medical School will be moving into the heart of Providence's historic Jewelry District at 222 Richmond Street, a 134,000 gsf building. The building interior will be completely renovated into a

Rendering of Richmond street based on area master plan developed by Kliment + Halsband.

FITNESS AND AQUATICS CENTER



RETIREES

With a total of 26 staff retiring between April 15 and June 30, with them will go a total of 340 years of years of service, with the number of years at the university ranging from 11 years to 44 years.

Please join me in wishing each of them best wishes in their retirement and thanking them for their many years of outstanding service to the university and the Department of Facilities Management.

To you all, "To all the days here and after may they be filled with fond memories, happiness, and laughter."

We wish you all the best!

April 15

Peter Barchi, Custodial Shift Assistant
 Fred Barra, Plumbing Supervisor
 Alcina Carvalho Lopes, Custodian II
 Manual DaRosa, Custodian II
 Leonel Delgado, Custodian II
 Maria Francisco, Custodian II
 John Furtado, Equipment Mechanic
 Acrisio Marques, Custodial Shift Asst.
 Noe Rocha, Custodian II

June 30

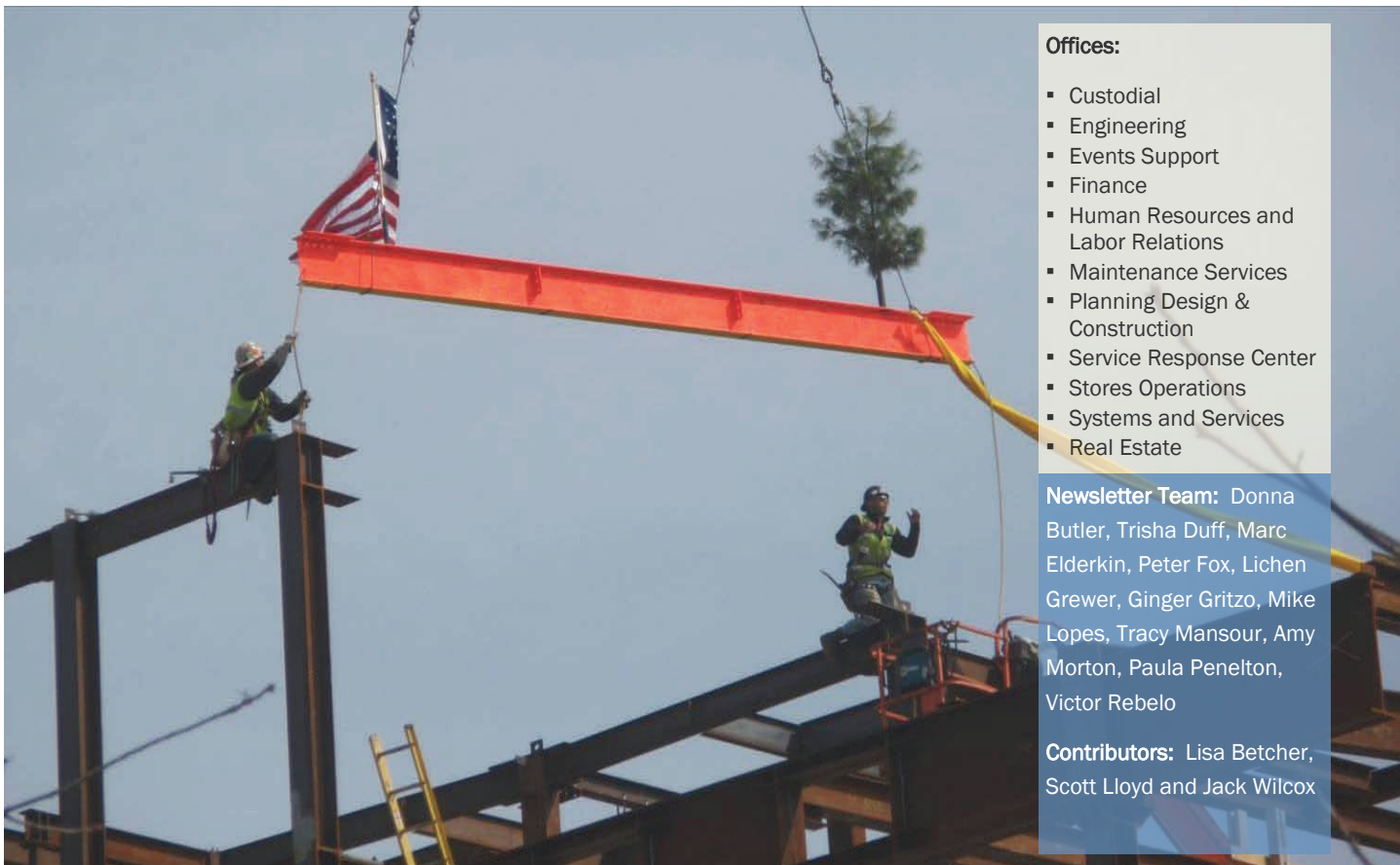
Joel Arnold, Custodial Shift Assistant
 Myles Beese, Stationary Eng. Operator
 Gerald Belton, Service Response Coordinator
 Anette Costa, Custodian II
 Joao DeLima, Custodian II

Years of Service

27
 44
 12
 40
 20
 22
 12
 22
 22
 37
 20
 12
 11
 13

Nelson Fitness Center and Katherine Moran Coleman Aquatics Center

A new 87,000 sf fitness and aquatics center is being designed and built by the design-build team of Shawmut and Robert A.M. Stern Architects, with Todd Rader + Amy Crews Landscape Architecture, LLC designing the landscape. This project will include a 10,000 sf fitness loft, 3 exercise/dance studios, a cafe/lobby, approximately 10,000 sf of lockers, support, and administration space, a 12,000 sf strength and conditioning facility for varsity athletes, and a new quadrangle as art of the athletics complex.



Offices:

- Custodial
- Engineering
- Events Support
- Finance
- Human Resources and Labor Relations
- Maintenance Services
- Planning Design & Construction
- Service Response Center
- Stores Operations
- Systems and Services
- Real Estate

Newsletter Team: Donna Butler, Trisha Duff, Marc Elderkin, Peter Fox, Lichen Grewer, Ginger Gritzko, Mike Lopes, Tracy Mansour, Amy Morton, Paula Penelton, Victor Rebelo

Contributors: Lisa Betcher, Scott Lloyd and Jack Wilcox

COMINGS & GOINGS

CONTINUED FROM PAGE 7

Years of Service

June 30

Marc Elderkin, Information Systems Technician	11
Jose Fortes, Custodian II	23
Linda Laferriere, Executive Assistant	20
Daniel Lapolla, Stationary Engineer Mechanic	20
Manual Lopes, Custodian II	21
Sahadeo Maraj, Water Treatment Technician	13
Gonsalo Moreira, Custodian II	25
Souvanna Nanthavongsa, Custodian II	29
John Osei, Custodial Supervisor	27
Robert Raposa, Custodian II	20
Adelina Soares, Custodian II	22
Christine Smith, Administrative Assistant	16

Position Vacancies—We are recruiting for several positions. [Click Here](#) or go to <https://careers.brown.edu/applicants/jsp/shared/frameSet/FrameSet.jsp?time=1271103822494> for a list of vacancies.

REMINDERS

Gaspar/Arzoomanian Award—Nominations due by April 23

Have a question about your **uniforms or safety goggles**? Contact Stores Operations at x3-2734.

Continue to submit your **Facilities Management suggestions**. Suggestion boxes are located at 295 Lloyd and at the various key stations.

SAVE THE DATE

Staff Development Day—Thursday, June 3rd.

Dorm Inspections -Monday, May 24th

Stewards' Meeting — 1st Wed. of each month.

CONTRIBUTING TO THE NEWSLETTER

This edition of *Facilities News* includes information regarding many of our efforts underway. It has been written to provide all Facilities Management employees with information regarding Department activities across the various offices. If you have any suggestions for articles or would like to contribute to *Facilities News* please contact FM_Newsletter@Brown.edu.