

# FACILITIES NEWS

We Care

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Above and below: Ship Street Park, corner of Richmond and Ship Streets

## A NOTE OF THANKS

This edition of *Facilities News* highlights staff recognition, recently completed projects, and ongoing continuous improvement.

What a great way to start the year, earlier this month, 59 Facilities Management employees were recognized at B.E.A.R. Day for milestone years of service ranging from 5 years to 30+ years. Joe Ferreira, Jeff Fugere, Nick Golato, Steve Lavoie, John Leca, Gary McDole, Pat Mooney, Rick Reed, Ron Southiere, and Matt Troy, all with 30+ years of service led the pack; they have a combined 327 years of service! Also recognized were Facilities

Excellence Award recipients—Steamfitter Mark Gardiner, Director of Project Management Paul Dietel, and Custodian Maria Araujo. And, Grounds Fleet Mechanic George Bell received Facilities Management’s Gaspar/Arzoomanian Outstanding Union Employee Award. Congratulations to all of the recipients as well as to those who were nominated. Keep up the great work.

Read about recently completed projects in Metcalf Chem, 200 Dyer Street, and the soon to be completed Fitness Center project.

As we continue to focus on our

core values, staff are working to enhance the services that we provide and preparing for changes coming our way—FM Partnership program expansion, FAMIS support for Event & Conference Services, and the utility module installation; Workday; and fleet management enhancements.

Please continue to use the suggestion boxes to share your ideas; they are important.

Sincerely,



Vice President  
Facilities Management

## GEORGE BELL RECEIVES GASPAR/ARZOOMANIAN AWARD

In 1997, at the retirement celebration of two long-time Facilities Management employees, who each worked for 27 years at the University, the late Raul

Gaspar (plumber) and the late Lenzy Arzoomanian (steamfitter), then President Gregorian announced that each year a Facilities’ employee

would be honored in recognition of excellent service to the University. To that end, annually this award attempts to recognize a Facilities employee by acknowledging his or her outstanding performance, service and contribution to the University. Without commitment to quality service, the campus could not be maintained without staff like this year’s *Gaspar/Arzoomanian Outstanding Union Employee Award* recipient—

**Grounds Fleet Mechanic George Bell.**

When the words dedication, commitment, quality, and service are mentioned, the name of this employee always stands out. According to George’s supervisor, “the campus grounds and athletic fields would not be in the present condition they are in if it were not for the hard work,

**CONTINUED ON PAGE 2**



### ...GASPAR/ARZOMANIAN CON'T FROM PAGE 1

knowledge and commitment of staff like George Bell.”

An immense amount of equipment is assembled and disassembled, serviced and stored, according to the spring and summer growing season, fall leaf season and winter. Some of this vast array of equipment includes four pick-up trucks, three dump trucks, one transport van, 14 plows, five sand and salt spreaders, a backhoe, a front end loader, six tractors, three utility trucks, pumps, sprayers, five chain saws, 12 string trimmers, 11 leaf blowers, 14 hand mowers, eight gas and electric shrub pruner's, six ride mowers, two generators, four athletic field paint machines, leaf vacuums, two

Zamboni's, two ice edgers, and much more. George is responsible for the maintenance and repair of up to three quarters of a million dollars of University-owned grounds equipment. He maintains and repairs it all. According to Pat, “if he can't get a replacement for a broken part, he's always attempting to fabricate his own so that equipment downtime is minimal. On any given day, you can walk into the grounds shop and see sparks flying and George lying under some piece of equipment welding a new piece on.”

George is a master of his trade and very highly respected by not only his coworkers but by all who know him. According to one Facilities' coworker, “George appears to fly

under the radar, because he does things above and beyond what is necessary without the need for constant gratification. He always treats everyone with respect and is always willing to help in any way with his vast knowledge anyone who has questions or concerns about what is needed to help grounds fulfill their needs and goals.”

Congratulations George on your well-deserved recognition!



### TRANSFORMATION AT METCALF



*Remember the lecture hall...?*

Be prepared to feel a great swell of pride as you enter the [newly renovated Metcalf Labs](#) on your next visit. The transformation of this early 20<sup>th</sup> century lab space, into a modern research facility, reveals the great purpose and potential of our combined work. Originally dedicated in 1923 by Jesse Houghton Metcalf as a memorial to this father, this project represents the best in adaptive reuse. Utilizing 21st century construction materials and technics, the project team completely modernized the facili-

ty, providing the grand shell space a new slate roof, repointed masonry, and new copper downspouts. The courtyard has been completely landscaped with new public art and a comfortable seating area.

Inside, the past speaks to the future as the intimate spaces and high-tech offices and meeting areas provide a stylish home to researchers peering

deep into the complexities of the human mind. Home to the virtual reality lab as well as cognitive researcher lab, this space will provide Brown University a link between the oldest part of the campus and some of its most futuristic research. The construction team has successfully met the goals and requirements of the project in a sustainable and environmentally conscious

manner. The project achieved LEED silver status, further demonstrating the University's commitment to sustainability while providing occupants a safe and comfortable work environment.

Metcalf has been given new life, from the auditorium to the dome room, from conference spaces to modern conveniences, visitors will be pleasantly surprised by the new colors and textures in this familiar space.

The new windows present this familiar space in a new light and this space is rededicated to the sciences. This building is poised to serve Brown University well into the next century when perhaps our future counterparts will also see what great pride there is in the Metcalf labs.



*Serene Courtyard*



## FM PARTNERSHIP EXPANDING

Launched in 2009, the FM Partnership Program is Facilities Management's vehicle to improve two-way communication, between various University departments and Facilities Management, in order to identify and reduce facilities-related issues.

Phase 1 of the program included seven large customer groups determined by building portfolio. Since the formation of the seven groups, 457 issues have been identified, with 370 of those issues resolved.

In an effort to increase satisfaction with building occupants, Phase 2 of the program was recently launched, which includes mid-size groups, specifically the Departments of Public Safety, Environmental Health & Safety, and Computing & Information Services. "We are excited to have the opportunity to work with our University partners to resolve service and building-related matters", said Director of Facilities Services Deb Dunphy.

According to Dunphy, "With individual building visits ongoing, we continue to make progress while working with building managers to proactively identify and rectify existing building concerns."

A customer satisfaction survey is in the process of being developed with a goal of distributing it to Facilities Management customers this spring.



**MEEHAN IS 50!** Dedicated in 1962, the George V. Meehan Auditorium "was the first building of the athletic plant at Aldrich-Dexter Field." Its 208-foot diameter steel Schwedler dome covers an ice area of 200 by 85 feet, the maximum size for intercollegiate hockey. There are 2100 permanent seats painted brown, red, and yellow, the colors in the Brown coat of arms.

## YEARS OF SERVICE



30+

Joseph Ferreira  
 Jeffrey Fugere  
 Nicholas Golato  
 Steven Lavoie  
 John Leca  
 Gary McDole  
 Patrick Mooney  
 Richard Reed  
 Ronald Southiere  
 Matthew Troy

25

Larry Allen  
 James Gonsalves  
 Frederick Howard  
 David Lithgoe  
 Wayne Pereno

20

Margaret Perron  
 Derek Henriès

15

William Brazil Jr  
 Carlos Fernandez  
 Ines Lopes  
 Stephen Maiorisi  
 Joseph McDevitt  
 Ollie Montgomery  
 Steven Rocha

## EXCELLENCE AWARDS



Service: Steamfitter  
 Mark Gardiner

Managing for Excellence:  
 Director of Project Mgmt.  
 Paul Dietel

Service: Custodian  
 Maria Araujo

## 200 DYER, HOME OF CONTINUING EDUCATION IN THE KNOWLEDGE DISTRICT



Photo Credit: Heidi Gumula, Durkee Brown Viveiros Werenfels Architects

### CONTINUOUS IMPROVEMENT

Staff have been working on a number of initiatives to improve the quality, efficiency, and effectiveness of services provided by Facilities Management.

Preparing for the University's implementation of the new Workday system, which will affect us in the areas of human resources and payroll as early as July 2012, requires a great deal of planning, expertise, and coordination with Facilities' Business Support, Systems and Services (IT), and Human Resources/Labor staff along with the University's Workday planning group, to ensure that FAMIS interfaces are updated and all existing processes remain intact to ensure the uninterrupted quality and range of payroll and human resources services that we provide.

In coordination with Facilities' University Event and Conference Services office, Business Support staff have been busy ensuring that all campus events planning, management, and interdepartmental billing are

incorporated into FAMIS, giving customers online, real-time access to their event data, including cost, status, etc.

Business Support staff continue to work on ways to improve service to our campus customers, including efforts to standardize billing, and to provide services in the most cost-effective, efficient way possible.

In an effort to improve utility expenditures, the FAMIS utility module has been kicked off. This will allow more control over the payment of invoices, based on provider due dates; make bill payment more efficient, including eliminating both double-entry and paper copies of invoices; and allow efficient reporting of related expenses.

In Stores Operations plans are underway to implement a new, automated custodial supply-ordering program using FAMIS to replace the existing order forms, which are currently entered in Excel and then re-input into FAMIS. Not only will time and effort savings be realized, this system will also

provide more up-to-date information on supply usage, allowing further improvements to our processes to be made, including improvements in regard to what we store and how we purchase and negotiate pricing.

Other enhancements in Stores Operations include the area of vehicle fleet management and employee uniforms.

Fleet management improvements include vehicle upgrades and enhanced review and reporting of monthly gas usage and vehicle maintenance. In the past six months ten vehicles have been upgraded.

The uniform rental contract has been put out to bid, to ensure that the University receives the best pricing possible; and a formal Uniform Program has been implemented, which included upgrading some staff gear and implementing a tracking system to improve safety and to ensure equity and cost control in the provision of this service.

## FM PARTICIPATES IN LABS 21 CONFERENCE



Photo Credit: Frank Giuliani

700 architects, engineers, federal employees, laboratory owners, facility managers, and other laboratory professionals gathered, in September, to discuss the latest in sustainable high-technology facility design and construction at the Labs21 2011 Annual Conference in Providence.

On the eve of the conference opening, Director of Project Management Paul Dietel moderated an opening reception held at the Life

Sciences Building hosted by University Vice President of Research Clyde Briant, who was joined by the project team. Those attending and leading tours included representatives from the architect (Ballinger) and construction and engineering companies (Gilbane Building Company and Phoenix Controls) along with Facilities' Planning Design & Construction and Engineering staff (Steve Phillips, Peter Fox, Chris Cherau, Rick Kasper and John King). During his address, Vice President Briant discussed the need for sustainable design in complex buildings, such as the LSB, at Brown. He also spoke about the University's commitment to meet its responsibility not only in designing but also operating "high use" util-

"Each year, the event highlights recent advancements in laboratory efficiency and performance, providing the laboratory and high-performance facility community with a unique forum for information exchange and education." The conference features workshops, technical presentations, symposia, roundtable discussions, exhibits, and local tours highlighting the latest in sustainable laboratory, data center, hospital, and related high-tech facility innovations."

ity facilities with a focus and respect for the environment.

During the conference, Facilities Management's Manager of HVAC and Controls Larry Hicks and Controls Mechanic Dennis McDavitt participated in an open panel discussion regarding the challenges and issues facing today's facilities operations when it comes to new, high-tech research buildings. The discussion was centered on the demand for skilled building operators and engineers and training required to realize the associated energy savings and the positive impact on an organization's bottom

line trained personnel can bring. Also discussed was whether or not current training frameworks have performance specifications that identify the knowledge, skills, and abilities operations and maintenance (O&M) staff need to implement effective, high-tech facility management.

The event is the largest gathering of sustainable laboratory professionals in the nation. The International Institute for Sustainable Laboratories (I<sup>2</sup>SL), in partnership with the U.S. Department of Energy (DOE) and the U.S. Environmental Protection Agency (EPA), sponsor the event.



Attendees mingled and networked during the Sidney E. Frank Hall for Life Science at Brown University reception.

## YEARS OF SERVICE

### 10

Carmen Araujo  
George Bell  
Ronald Cabral  
Alice Chin  
Barry Cooks  
Maria Fontes  
Dolly Gaulin  
Maria Lima  
Germana Lopes  
Joseph Marshall  
Victor Rebelo  
Maria Rodrigues  
Karen Passeroni  
Lawrence Sample  
Zelia Silveira

### 5

Kerri Anderson  
Jamie Angell  
David Anthony  
Joao DaCruz  
Alain DeSousa  
Michael Duffie  
Gertrudes Faial  
Daniel Garcia  
Robert Garvey  
Franco Gianfrancesco  
Angela Gibau  
Ernest Harris  
Richard Kasper  
Karen Maldonado  
Rosa Paiva  
Paul Pelletier  
Chris Powell  
Michael Ruggiero  
Edgar Salazar  
Lucia Tavares



## CUSTODIAL ADAPTS TO SUPPORT FACILITIES AS THEY COME ONLINE

Custodial Services has been busy filling new positions, providing services to newly renovated buildings (Metcalf Chemistry and Research Laboratory and 200 Dyer Street), and preparing for the opening of the Fitness Center.

With the addition of a custodial shift assistant, re-assignment of supervisory positions, and the restructuring of coverage for dining, overnight, and off-campus coverage, Custodial Services now has a supervisory presence on campus seven days a week, during the overnight hours.

Metcalf Chemistry and Research Laboratory, which underwent a \$42 million renovation over the past year and a half, is now home to Department of Cognitive, Linguistic and Psychological Sciences. The 74,187 square-foot building is fully operational with all three Custodial Services shifts covering the newly renovated space. The building contains a variety of rooms to facilitate teaching, research, and academic interaction: Five classrooms including an auditorium that can seat 210; 12 conference

rooms and informal interaction spaces; 32 labs (clustered around similar academic interests); faculty and administrative offices (randomly arranged by academic interest); and a library.

Occupying 22,000 square feet on the first floor of 200 Dyer Street, Continuing Education's presence will bring liveliness and increased academic opportunities and new growth to downtown Providence. The educational space includes seminar classrooms and meeting rooms, some with multimedia and lecture-capture capabilities; and the administrative side of the building contains offices, conference rooms, and breakout areas for Continuing



Education faculty and staff. There is a multi-media studio, control room, and editing suite, along with a lounge and café area.

Custodial services are provided by the overnight custodial shift.

With the Littleton Quadrangle complete and the exterior of the building finished, the Nelson Fitness Center/Katherine Moran Coleman Aquatics

Center/Zucconi Varsity Center will have a vivid effect on the complex and surrounding neighborhood. With an anticipated project finish and building opening in April, Custodial Services is excited to add the space to the inventory of buildings it maintains.

## KATHERINE MORAN COLEMAN AQUATICS CENTER



The 168 rectangular panels on the roof of the Katherine Moran Coleman Aquatics Center will generate enough power to keep the lights on and enough thermal energy to heat the million-gallon pool.

The center is expected to open for students on April 13. When it does, the solar panels will generate enough power — 160,944 total watts — to keep the lights on and enough thermal energy to heat the center's million-gallon pool.

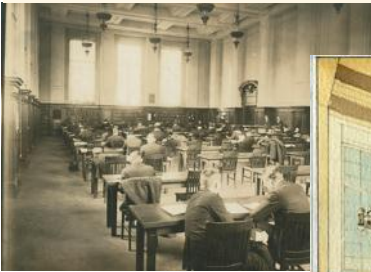
"This system is a great demonstration project of how renewable energy can be utilized in a city environment and provides a living lab for students," said Chris Powell, director of sustainable energy and environmental initiatives at Brown. <http://news.brown.edu/features/2012/02/solar>

## TECH TIP: FINDING EMAILS WITH SEARCH OPERATORS

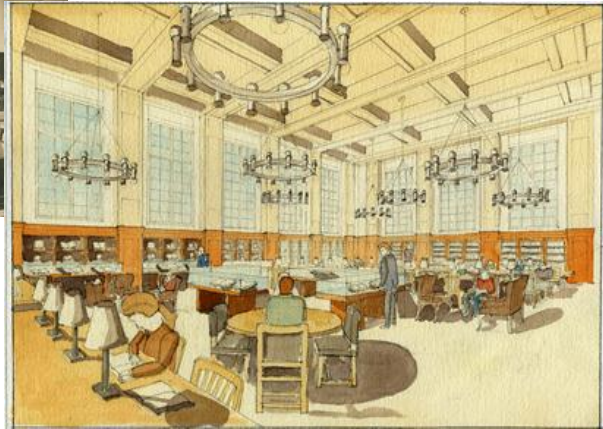
**Advanced search operators** are query words or symbols that perform special actions in Gmail search. These operators allow you to find what you're looking for quickly and accurately. They can also be used to [set up filters](#) so you can organize your inbox automatically. You can view a list of Gmail's search operators at the following link: <https://support.google.com/mail/bin/answer.py?hl=en&answer=7190>

Operator	Definition	Example(s)
<b>from:</b>	Used to specify the sender	Example: <b>from: amy</b> Meaning: Messages from Amy
<b>to:</b>	Used to specify a recipient	Example: <b>to: david</b> Meaning: All messages that were sent to David (by you or someone else)
<b>subject:</b>	Search for words in the subject line	Example: <b>subject: dinner</b> Meaning: Messages that have the word "dinner" in the subject

**ON THE BOARDS**



Historic photo of John Hay reading room



Conceptual rendering of restoration



Andrews dining hall conversion to 1st year commons



Hunter Lab renovation for environmental and engineering research and teaching

**REAL ESTATE GIFT PROPERTIES**

What do the following properties have in common: Approximately 500 acres of farmland in Minnesota and Iowa, an undeveloped lot in the Bahamas, 23 Nectarine Lane in Liverpool, New York? They are all examples of property that have been generously donated to the University by some of the many friends and alumni of Brown.



For donors, a gift of real estate is similar to the gift of cash to the University. The donor is provided with recognition

of a charitable gift, equal to the market value of the real estate. In addition to the income tax benefit that a donor realizes, the donor does not incur the cost or time associated with the sale of the real estate. The donor usually allows the University to immediately sell the property after the gift is made and the donor typically provides instruction to Brown with regard to how the future sale proceeds should be used in support of Brown's mission. Occasionally, the real estate is donated for a specific

use, for example, land in Foster, RI was donated in 1954 to Brown for the express purpose of being used by the Physics Department to conduct astronomical studies.

However, for Brown, real estate may not be as welcome a gift as cash. In order to avoid gifts of real estate that may not be all they seem, it is the responsibility of Facilities Management's Real Estate office to work with Brown's Advancement office to assess potential gifts of real estate to the University before the gift is accepted.

Before a gift is accepted, the donor must provide a qualified appraisal of the property to the University for review by the Real Estate office, who determines if it is feasible that the property can be sold for the appraised value within a reasonable period of time. Assuming that this first test is passed, the gift is accepted by the University, contingent upon a review of the physical and environmental condition of the property. It is imperative that the real estate have no hidden costs associated with unknown code issues or environmental problems, which would detract from the

value of the gift.

Once the gift is formerly approved by the Advancement Gift committee, the title is transferred to the University.

If the donor requested that the property be sold, Facilities Management's Real Estate office then assumes the responsibility for selling the property as quickly as possible....and in case you're wondering 500 acres of farm land in Iowa and Minnesota is worth about \$2,500,000.



FM Mission and Values. Look for the posters around the office. *We Care!*





Facilities' fall/winter events.

**Newsletter Team:** Donna Butler, Jim DeVona, Patricia Duff, Peter Fox, Lichen Grewer, Ginger Gritz, Mike Lopes, Tracy Mansour, Amy Morton, Paula Penelton, and Victor Rebelo **Contributors:** Jack Wilcox, David Woodward, John Luipold

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](mailto:FM_Newsletter@Brown.edu).

## REMINDERS

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

## SAVE THE DATE

Stewards' Meeting—1st Wednesday of each month.

Labor/Management Meeting—2nd Wednesday of each month.

## COMINGS & GOINGS

### NEW HIRES

Brian Amadon	Burner Technician
William Bowen	Project Manager
Ana Correia	Custodian II
Thomas Cousineau	Project Manager
Thomas Demanche	Chief Engineer
Michael DiChiara	Custodian II
Edward Esposito	Custodian II
James Henry	HVAC Refrigeration Mechanic
Edward Lindstrom	Custodian II
Maria Lopes	Custodian II
Leah McCue	Project Coordinator
Allison Richards	Project Coordinator
Elizabeth Sandberg	Executive Assistant
Thomas Shelton	Custodian II
Wesley Warren	Manager of Structural Trades

### PROMOTIONS

Alfred Lienczewski	Stationary Engineer Lead
Norman Gonsalves	Controls Mechanic Lead

### RETIRES

Ronald Maguire	Mason/Plasterer
Luminada Monteiro	Custodian II
Webster (Sandy) Payne	Stationary Engineer Lead
Roland Riel	Custodian II
Frederick Schultz	Equipment Mechanic