From the Director

Spring has arrived; it has been a busy three months since the turn into the New Year. Facilities Operations continues to improve its efficiencies, buildings improved, teams grown, and evaluations have come and gone. Most of you have taken the FO Supervisor Survey in February, where you had a chance to evaluate your supervisor or anyone that is in a supervisory role. This anonymous survey is going to be very helpful to my leadership team, to help guide and reflect on how we manage people, from the frontline supervisor up to me, the Director. I appreciate your input, I continue to review the comments made. It is valuable feedback, and I appreciate you taking the time to do it. We will try to do this survey every year as it is a valuable tool for us to use.

There have been many new faces add to the team in the past three months as we continue to grow and fill positions. There is a new Attendance Policy that will be coming out in the next couple of weeks. This policy is for Facilities & Safety so please make sure you read and understand it and if you have any questions regarding the policy, please bring them to your supervisor.

The spring semester is almost over, this month will see us full speed into summer. Keep communicating with your team; I look forward to seeing you soon!

From Dr. Farina on Thursday, March 17, 2016:

When I took a look around the classroom today, I realized that every single student was completely immersed, enthusiastic, and relaxed with their iTouches. It was pretty cool! Pics are attached.

Thanks, Karlene, for agreeing to set us all up with a practice work order weekly, starting next Tuesday. I’ll keep an eye out for the logins, too. Thanks again for coming to sort out one of our devices today.

Have a good weekend everyone,

mf
Housekeeping AM Shift—Amy Childs

Since our last newsletter, many fun things have happened with the morning Housekeeping & Recycling teams at UCF: The Housekeeping team from UCF has returned to the Rosen college campus. The servicing of the Rosen college was being pursued by outside influences, however in the end, it was decided that the UCF team can best serve our customers’ needs at this campus. UCF returned in December 2015.

UCF was recently recognized by INSIGHT Into Diversity Magazine as one of seven Diversity Champions nationwide. (Central Florida Future, March 21, 2016) One of the five visionary goals of UCF is to become more inclusive and diverse, something which the university strives to accomplish every day. In supporting the university’s diversity goal, the Housekeeping & Recycling team recently went through a dedicated Diversity series, conducted by Barbara Thompson, UCF Office of Diversity. The team attended a graduation ceremony in February of this year.

Strength lies in differences, not in similarities. -Stephen R. Covey

As we grow, it becomes more crucial that we continue to support each other and assist in all ways possible. To further that initiative, “Quick Stations” were installed in all 1st floor custodial closets to facilitate teamwork between Maintenance and Housekeeping. Microfiber blue mops were put in place for “quick” clean-ups by maintenance and plungers were placed for “quick” fixes of commode issues. In addition to teamwork, it is also important that we set ourselves on a path of development. Every month, Lee Williams, the F&S Training Manager sends out the training agenda. There are many training opportunities for the team to take advantage of to establish a plan of growth within the university. Classes ranging from Supervisory Skills Series, Customer Service, CPR, and much more. Please see your immediate supervisor to schedule time off for these training opportunities.
Hello everyone, my name is Dan Sinay and I am the manager of the roofing and building envelopes unit for Facilities Operations. Many of you already know Scott Wiles, and together we are developing a strategy to improve our roof systems and correct moisture intrusion issues at UCF. Currently we are involved in twenty-seven projects that are coordinated through Facilities Operations, Facilities Planning and Construction, and customer-funded clients. I would like to thank the zone superintendents, planners, and project managers for helping us get started and making our transition much smoother. We have completed several projects and with your help we were able to minimize costs and improve project efficiency at many levels. We have been working diligently with product manufacturers and contractors to correct identified roof deficiencies through their warranty programs. Lucas Coatings has stepped up to the plate and performed many repairs on the Wayne Dench Center at no cost to UCF. Fibertite is performing warranty work at the Student Housing Towers 1-4, and Derbigum is handling repairs at the Visual Arts Building. Facilities Planning and Construction has several roof projects in the works which include the Venue Building, Education Building, Library expansion, Health Center Expansion, John T. Washington Center, Ferrell Commons, Storm Water Treatment Building, Engineering I, Creole, and Sumter Hall. We are currently working on window sealing projects at the Teaching Academy, Millican Hall, Technology Commons I & II, Visual Arts Building, Partnership I, and College of Sciences. As our unit grows we are looking forward to working with all of you to improve our campus buildings. A huge thanks to everyone for being so helpful in our efforts.
No task that we set out to accomplish can be done alone. We must rely on our leaders, our co-workers, and our students to come together to reach our goals. To do this, we must support and respect each other.

During the 1st quarter of 2016, we have accomplished several items at the satellite campuses. The BSL3 lab at Lake Nona completed a decontamination process to allow for some routine maintenance by Facilities Operations and the lab occupants along with several upgrades done in the lab. This was a well thought out process that took extensive planning by EH&S, lab personnel, Facilities Operations Maintenance, and several additional teams. The process went very smoothly and everything that the team set out to accomplish was achieved.

At the Rosen College, we have a large portion of our housekeeping team assembled and actively working their positions. Along with learning the layout of the facility, job tasks, SOPs, and their customers’ expectations...they have been trained on the technology of the AiM system and the Itouch. The team is diligently working hard to learn the system and utilizing it daily to gather the data and gain the efficiencies we have set out to accomplish.
2nd & 3rd Shift Perspective
Alex Fountain

This quarter we have begun to steadily move towards our increased presence on 3rd shift. Some of these new hires will be replacing vacant positions and some will be cleaning buildings moving to 3rd shift. Once this transition is complete, 2nd shift will see some stabilization due to the offset of employees coming from those buildings moving to 3rd shift. The team has worked very hard to maintain the high expectations set forth in front of them during this beneficial transition period. The 2nd shift has taken on two new buildings this quarter. BPW House and Partnership IV. When it opens, 3rd shift will begin cleaning the beautiful new building, Global UCF.

We welcome all the new employees who will be joining the team, helping us to reach our cleanliness and service-related goals.

Reliability Group

We have paired up with the Department of Modern Languages & Literatures to offer a semester-long class for Workplace English at UCF. This class has been ongoing since January and includes curriculum designed around the job plans for Housekeeping employees. The attendees have been learning proper pronunciation, listening skills, and writing skills for the English language specifically focused on workplace terminology. In addition, the training includes the AiM system and use of the iTouches to increase productivity in daily activities. While there has been significant progress in understanding and speaking the workplace jargon in English, the technology continues to be a challenge.AiM and iTouches will be a focus to allow employees to become more comfortable with the system in the coming months as more job plans are rolled out into the field for Housekeeping employees.

Three team members from FO recently traveled to Colorado Springs to attend the annual Assetworks (AiM) Conference. The team gave a presentation on current reliability efforts within FO at UCF. The presentation was extremely well received, as UCF is a leader in the education industry with these efforts. The team also learned of many enhancements being built into the AiM system in the coming year that will allow us to become more effective. Specific improvements will be communicated as upgrades to the system are tested and implemented.

Changes to Preventive Maintenance checkpoints are ongoing as requests are received. If you see errors or areas that need improvement, please communicate the necessary changes to your supervisor as you identify them. If you identify equipment that is not being inspected regularly, communicate that as well. We need your help to ensure the preventive checks are accurate and complete. Thank you in advance!

Would you like to contribute to the next Facilities Operations Newsletter? If you are interested, please get in touch with Brian Wormwood at brian.wormwood@ucf.edu or call 407-823-4853 and become part of the summer edition!
UCF Facilities Operations
Facilities & Safety, Building 16A
3528 North Perseus Loop
Orlando, Florida 32816

UCF Facilities Operations
Our goal is simple: to support University initiatives and to keep things at UCF running smoothly. We do that by maintaining and repairing building equipment to minimize interruptions and create a safe and comfortable environment for our students and faculty.

Please visit our website at www.fo.ucf.edu

Facilities Operations-Housekeeping & Recycling Services is proud to again participate in RecycleMania. This event runs from February to April. This is an opportunity for us to promote awareness of recycling with our campus community.

Information – What is RecycleMania?
RecycleMania is a friendly competition and benchmarking tool for college and university recycling programs to promote waste reduction activities to their campus communities. Over an 8-week period each spring, colleges across the United States and Canada report the amount of recycling and trash collected each week and are in turn ranked in various categories based on who recycles the most on a per capita basis, as well as which schools have the best recycling rate as a percentage of total waste and which schools generate the least amount of combined trash and recycling. With each week’s updated ranking, participating schools follow their performance against other colleges and use the results to rally their campus to reduce and recycle more. National recognition is provided to the winning school in each category on the RecycleMania website (www.recyclemania.org) and in a national press release. Winning schools receive an award made out of recyclable materials, and win the right to host that category’s special traveling trophy for the coming year.

RecycleMania 2016 UCF Results:
Grand Champion—UCF ranked 146 out of 207 schools with a 25.92% recycling rate.
Per Capita Classic—UCF ranked 246 out of 269 schools with 2.9 pounds per person recycled.
Gorilla Category—UCF ranked 111 out of 276 schools with a total of 167,575 pounds recycled.

Please Welcome Our New Facilities Operations Team Members!

New Employees:
Noel Roque—Housing Maintenance Mechanic/Painter, transfer from HK
Leonardo Pascua—Housing Maintenance, Zone 8, transfer from HK
Gregory Pryor—Locksmith, Zone 6
Steven Martz—Plumber, Zone 5
Jonathan Vinson—Electrician, Zone 7
Gary Gentile—Fire Alarm Group
Rafael Sanchez Perez—Maintenance, Zone 1
Katherine Lopez—Rosen Housing Housekeeping
Gina Rubio—Rosen Housing Housekeeping
Jackson Thevenin—Rosen Housing Housekeeping

Michael Rife—Housekeeping, Zone 8
Nancy Baez—Housekeeping, Zone 8 transfer from Lake Nona
Josephine Curioso—Housekeeping, Zone 1
Diana Restrepo—Supervisor, Housing Housekeeping, Zone 1
Leo Agustin—Housing Housekeeping, Zone 3
Mamie Nyenkan—Housing Housekeeping, Zone 3
Marlou Packer—Housing Housekeeping, Zone 3
Joel Arriaga—Maintenance, Lake Nona
Miguel Compres—Storekeeper, Lake Nona
Jeffery Roe—Maintenance, Rosen
Randall Stone—Zone Supervisor, Lake Nona

Andres Saavedra—Housekeeper, Lake Nona, transfer from main campus
Orlando Marin Bautista—Housekeeper, Rosen
Danilo Canlas—Housekeeper, Rosen
Paola Rodriguez—Housekeeper, Rosen
Wilson Martinez Jr.—Housekeeper, Rosen
Ryan Delft—Housekeeper, Rosen
Dominique Frank—Housekeeper Zone 7
Jeffery Martin—Housekeeper Zone 7
Rachel Kelly—Planner/Scheduler
Curtis Gathers—(OPS Pressure Washer), Zone 7
Carlos Rodriguez—(OPS Pressure Washer), Zone 7
Jennifer Carney—Housing Housekeeper, Zone 2
Chantelle Bryant—HKA Zone 7
David Pena—HKA Zone 7