



UNIVERSITY of  
ROCHESTER

# Facilities & Services

In Review

FY 2014

Learn, Discover, Heal, Create - and Make the World Ever Better.

# University of Rochester

## Facilities & Services



**Associate Vice  
President  
Bruce Bashwiner**

**Administrator  
Marie Torrens**



- Financial Management and Analysis
- Human Resource Services
- Staff Development

- Medical Center and River Campus Parking Administration
- University Parking Policy Enforcement
- Transportation Management
- Special Events Support

- Utilities Production: steam and chilled water
- Operations and Maintenance of Utilities Distribution System: steam, chilled water, electric, water, sewer (storm and sanitary)
- Cogeneration
- Infrastructure Analysis
- Building Automation Controls/Energy Operations

- Building Maintenance: secondary electric, plumbing, finishes, HVAC, equipment repair, preventive maintenance
- Custodial Services
- Refuse and Sanitation
- Conveyance/Equipment Repair
- Minor Construction Services

- Customer Service Center
- Facilities Computer Services
- Horticulture and Grounds
- Snow Removal
- Mail and Courier Services
- Campus Post Office
- Materials Management
- Auto Shop
- Fleet Services
- Recycling Coordinator

- Building Maintenance: secondary electric, plumbing, finishes, HVAC, equipment repair, preventive maintenance
- Custodial Services
- Refuse and Sanitation
- Moving Services
- Graduate Housing
- Property Management
- Special Events Services
- Memorial Art Gallery Facilities
- Eastman School of Music Facilities
- Mees Observatory
- Minor Construction Services



## Employee Spotlight....

# Alex Gales

**Organization: University HR**

**Job Title: HR Business Partner**

Alex has a strong 24-year background in facilities, plant operation, maintenance, and management. In his eight years at the University of Rochester, Alex spent time in Medical Center Facilities Operations as Facility Condition Assessment Program Manager, Trades Supervisor/Area Manager, and then Operations Manager before moving into a Human Resources role as a Business Partner in February of 2013.

Alex has a special place in his heart for University of Rochester Facilities and Services and feels extremely fortunate to be assigned, as a Business Partner, to our organization where he already has strong relationships and the business and operational knowledge to quickly understand and provide solutions to typical issues that arise within our working environment. This also allows him to focus his efforts on mastering his base knowledge and experience as an HR Business Partner.

His responsibilities include partnering with managers and employees, within his assigned area, to support labor relations issues and to improve culture through performance management and employee engagement. He also works to maintain compensation structure and address compensation challenges. These responsibilities require him to have a sound understanding of staffing and its impact on operations.

When Alex isn't at work, he enjoys four-wheeling, camping, hunting, and spending time with his wife and two teenage daughters.

Alex's favorite thing about working at the University is having the opportunity to learn as much as he can about our business and the organization.

# Central Utilities





Director's Message  
Steve Mischissin

Central Utilities is committed to reliable and efficient service to the River Campus and Medical Center areas, serving approximately 10M gross square feet of building space.

We run 24 hours a day, 7 days a week, 365 days a year. We meter energy use in every building we serve and provide this data to our customers. We strive to provide the lowest cost utilities with the highest reliability by keeping our systems in good working order and by upgrading our older equipment with new, more efficient equipment.

We also try to minimize utility fuel and power costs with prudent procurement strategies. We generate about a third of the campus's electric

*Safely and efficiently providing steam, chilled water, domestic water, hot water, natural gas, and electricity to the University community on a continuous basis in the most cost effective way*

power with our cogeneration plant. In 2014, we added 8,000 tons of additional chiller capacity to serve our customers. We ensure indoor building conditions are comfortable for our faculty, students, and staff, while striving to keep energy use down. We do this by maintaining and programming modern, electronic building HVAC controls.

All that we do is based on the hard work and dedication of our staff of over 50 employees. Many work weekends and holidays to keep these utility services available. They also respond any hour of the day or night to emergencies and quickly make repairs to keep utility and building automation systems up and running. Since most customers do not know our staff, they might be considered the 'unsung heroes' of the University. But they are here, working 24/7,

365 days a year, in support of the University's mission.

- Steve Mischissin, P.E.

## By the Numbers

Headcount: 58

Budget: \$53,237,000

## FY 14 Major Accomplishments

- Chiller Two- converted to environmentally friendly R-134a refrigerant, installed new copper tubes and an upgraded steam turbine drive, increased to a 4,500 ton capacity
- Construction of the expanded mid-campus chiller plant, adding 8,000 tons of additional cooling capacity
- Replaced three condensate make-up pumps in the plant
- Completed sanitary sewer study of the River Campus
- Installed a third, 100 million BTU/hour steam to hot water heat exchanger in the central plant
- Began construction on the new electrical duct banks for the south and mid-campus substations
- Upgraded the oil system for the plant steam boilers and added propane ignition for the burners
- Continued rehabilitation of 1,500 linear feet of old cast iron water mains on the River Campus and added 800 linear feet of new mains

**FY15 Improvement Goals:** In FY15, Central Utilities will analyze the efficiency of our nine chillers and optimize operation of these chillers to provide efficient and reliable operation of our chilled water system. CU will also establish a web-based energy dashboard for customers to see actual energy and water consumption in campus buildings.



UR Central Utilities							
Cogen Hot Water Production and Power Production FY08 - FY14							
Fiscal Year	Cogen Hot Water Use -RC (MMBTU)	Cogen Hot Water Use-MC (MMBTU)	Total Hot Water MMBTU	Heating Degree Days	Total Nat Gas Consumption, dtherms	Cogen Production (KWHRs)	Total Electric Consumption (KWHRs)
FY 08	166,880	190,446	357,325	6,170		35,237,042	165,106,362
FY 09	164,148	222,911	387,059	6,636	1,888,842	36,326,690	164,348,795
FY 10	148,188	211,414	359,601	6,293	1,914,209	35,367,143	161,239,393
FY 11	161,325	230,525	391,850	6,774	2,051,066	33,332,989	161,877,801
FY 12	163,227	239,791	403,018	5,336	2,189,518	44,327,700	162,527,098
FY13	164,546	289,958	454,504	6,119	2,444,298	48,216,985	163,938,844
FY14	211,567	309,537	521,104	7,018	2,461,824	51,239,564	166,019,943
S. Mischissin							

## GIS Mapping System Useful for Utilities

A GIS Database links a location with information about that location in a GEOSpatial format. “It’s a smart map.”

This is incredibly useful in the operation and management of utility systems because we can preserve and record underground location information in an easily-editable format with important operational information about that utility.

The University recently reached an agreement to purchase ESRI – Arch GIS desktop and is distributing the software to University departments. The University is developing a dedicated Arch GIS server for rollout of Enterprise GIS to which all users’ data can be migrated. This capability would be for all flavors of GIS work beyond just utility information.

Currently we are using record-drawing information that is in a hard copy form but prepared from a digital record. It’s fairly current but incredibly bulky and not very portable.

Recognizing the arrival of the GIS Desktop and the existence of digital mapping, we teamed with Bergman Associates on a very small scale pilot project to jump start Utility GIS in an effort to more efficiently operate and maintain our underground.

The ultimate goal of our project is a portable digital mapset of current utility mapping. This includes:

- Showing connectivity – live with gaps that exist in the hardcopy mapping
- Mapping incidents of utility failure and measuring costs
- Providing existing record information about pipe size, depth, and material in a linked database



*Scott DeHollander-Utility Systems Manager, new to the University as of November 2013, is working on a new GIS Mapping system*

## A Day in the Life of an Electrician at the Power Plant

- Responsible for making sure the devices that run and monitor the chillers/boilers are in working order at all times; this includes motors, pumps, oil pressures, control valves, control panels, variable frequency drives
- Monitor refrigerant system to ensure there are no leaks
- Check one service tunnel per month, both on campus and in the hospital, for lighting issues and leaks
- Fix or replace safety control valves affiliated with gas train to the burners on the boilers
- Maintain plant lighting
- Monitor the ABB System that helps to keep production running, maximize system lifecycle, optimize processes, and deliver operational excellence
- Replace pumps, motors, variable frequency drives, and control wiring for the chilled-water distribution job
- Complete Control Logics upgrade to Chillers Two and Three
- Maintain boilers operating on fuel oil in an emergency (loss of plant electricity)
- Install new water monitoring system to ensure accurate water level display in the steam drums
- Replace surface condenser pumps for Chillers Two, Three, and Four
- Shut down Chiller One and Boiler Three - take electric off all equipment and then reroute existing power and controls in the area of demolition
- Maintain Cooling Tower operations for winter use



*Electricians: Bob Faulkner and Mark LePore*



### **Employee Spotlight...**

## **Richard Sterling**

**Organization: Central Utilities**

**Department: Energy Operations Group**

**Job Title: Automation Mechanic**

Richard works with the Building Automation Systems in the University and the Hospital, but his main focus is utility metering and monitoring throughout all of the campus properties. During his career, he has worked with many different distributed control systems (Reliance, Westinghouse, Emerson, and Rockwell) and has become an expert on most of them over the years.

Rick is currently an Automation Technician with our Energy Operations Group and has been a major contributor in the campus energy metering. His troubleshooting of existing meters and assistance in the installation of new meters is very much appreciated and critical to our operations. Rick is part of a monthly team that focuses on the reliability and accuracy of our energy metering system. He has excellent knowledge of metering and has brought many improvements to how we meter energy on campus. He is dedicated to the university and a very good communicator.

When not at work, he enjoys riding his motorcycle, playing guitar, and hunting. When asked about how the transition to the University of Rochester has been, he responded, "I do enjoy coming to work. This is a much different environment than what I am used to."

Way to go, Rick!



### **Employee Spotlight...**

## **William “Ringo” Czudak**

**Organization: Central Utilities**

**Department: Central Utilities**

**Job Title: Lead Operation Engineer**

Bill “Ringo” is a long-time Lead Engineer in the Central Utility Plant. He is responsible for overseeing the day-to-day operations of the power plant. Ringo is fully licensed with the City of Rochester and has all six relevant licenses along with his CFC Certification. He also brings to the table 22 years of experience operating the plant. He enjoys the challenges of the job as well as the responsibility that comes with the importance of their functions.

Ringo was nominated for the Employee Spotlight because he takes pride in his job and frequently has submitted ideas and suggestions for improved operations. He also assists in start-up of new equipment. Bill is dedicated to his job and enjoys giving tours of the plant to students and visitors. His passion clearly shows, and we are thankful for his many years of service and dedication.

When not overseeing the operations at the power plant, Ringo’s hobbies include numerous outdoor activities such as hunting, fishing, and working in his garden. He also enjoys riding his Harley.

Thanks for your effort and keep up the good work!

# Finance & Human Resources





***Supporting our customers in the consistent application of processes and procedures involving human resource, financial and budget applications, payroll process, and training needs***

Director's Message  
William Radel

It has been another productive year for the University Finance and HR group as we support the UF&S organization for financial, human resources, and staff development activities.

The first stage of a leadership program was implemented during FY14. Crucial Conversations and DISC training for UF&S management personnel has been completed by approximately 140 supervisors and working leaders. In addition, last fall a training catalog listing various training opportunities for UF&S personnel was published. This catalog outlined classes for employees to enhance their technical and inter-

personal skills and also included safety related courses.

Our group implemented revised processes to increase the diversity of candidates for selecting and hiring new employees. Several forms developed for this process by our team have been recognized as "best in class," and are now being utilized on a University-wide basis. During 2013, the HR staff in our group completed the HR Business Partner training classes and throughout the year coordinated activities with the new Business Partners.

From a financial perspective, our group helped support the review and financial reporting for over 500 operating budgets which in total are in excess of \$100M. Since a new financial sys-

tem (Workday) is scheduled to be implemented on January 1, 2015, existing internal systems were analyzed to ensure a smooth integration. Other efforts to streamline operations included the implementation of electronic payroll forms in several areas and the completion of internal controls reviews. The purpose of these reviews is to improve existing process and procedures and ensure compliance with University guidelines. Effective controls reduce the risk of asset loss and help ensure that University financial information is complete and accurate.

-William Radel



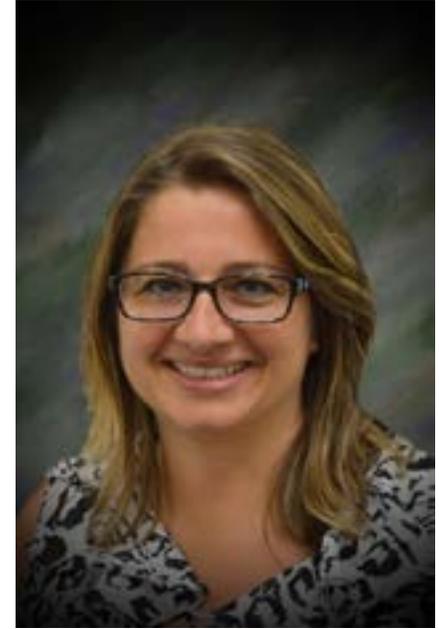
Colleen Williams



Matthew Parr



Michelle Lewis



Semra Mooney



Karen Smith



Joanne Conlon



Larry Boykins



Sandy Foote

2014 Facilities Finane & Human Resource Team

## Primary Functions

The Finance Department is responsible for preparing, compiling, analyzing and presenting the annual operating and capital budgets to University senior management. Some other related activities include:

- Monthly analysis and reporting of financial activity for each area in UF&S
- Preparation of reports, forecasts, and recommendations for management
- Research, data collection, and statistical analysis
- Development of financial analysis for capital expenditures
- Assistance with the reviews for major processes in each UF&S organization and the assessment of the associated internal controls
- Interpretation, communication, and training staff for applicable rules, regulations, policies, and procedures
- Special projects

The HR Representatives strive to assist the UF&S community professionally in a timely, responsive manner. Our staff members bring a wealth of experience to their responsibilities and pride themselves in providing excellent customer service. Although “every day is different,” listed below are some of the key activities of Facilities Human Resources.

- Coordinating hiring activities for full-time and temporary staff
- Supporting UF&S management and staff with HR activities
- Counseling and coaching employees
- Interpreting, communicating, and training staff for applicable rules, regulations, policies, and procedures
- Researching, data collection, and statistical analysis of HR data and metrics
- Maintenance of HR files and employee records

The Staff Development Office continues to work toward the vision of creating a Facilities-wide staff development program to include all aspects of training. This includes onboarding and annual training for all levels of staff in job-related skills, safety, HR policies, interpersonal competencies, and any other development needs. The primary functions of the Staff Development Office are listed below.

- Analyzing training needs and coordination of corresponding training activities
- Tracking training instances



# FY 2014 Accomplishments Summary

## Human Resources:

- All HR Representatives completed the HR Business Partner training class during April and May 2013
- Our group implemented revised processes to encourage increased diversity for the new employee selection process
  - several forms developed for this process have been recognized as “best in class” and are now being utilized on a University-wide basis
- Completed root-cause analysis concerning “no call, no show” behavior for SMH Environmental Services
  - recommended and implemented solution which was endorsed by management and union personnel
- Developed attendance recognition program for Environmental Service workers

## Staff Development Office:

- 5,631 courses logged for Facilities employees in FY14
- 154 employees took DDC in FY14 - this is 37% higher than in FY13 and 65% higher than in FY12
- Michelle Lewis was certified to teach Defensive Driving this year bringing it back in-house and lowering the cost per employee
- 445 employees took SMH Mandatories online
- Rolled-out Crucial Conversations and DISC Behavioral Styles training to over 130 employees in a Phase I implementation plan
- The Staff Development Office introduced the Fall Course Catalog – offered 23 different courses from September to December of 2013

## Financial:

- Coordinated departmental data and systems integrations for new financial system implementation (Workday) for four different functions:
  - Mail Service entries
  - Central Utilities billings to customers
  - FAMIS labor and material transactions
  - UF&S monthly Journal Entry activity
- Implemented enhanced monthly cost review process which increased participation for business managers in each organization resulting in greater accountability and improved year-end forecasting process



*The Learning and Development Center, located at 271 E. River Road, underwent an upgrade including new glass boards, a new counter with storage, plumbed water and coffee, and a beverage cooler - with a new projector, projection screen, and control pad on the way. Thank you RCFO.*

# Financial System Replacement Project – Workday

Over the past two years, members of the University’s financial staff have been working on a project to replace the University’s existing financial system (FRS). Effective 1/1/15, the University will “go live” with a new financial management system developed by Workday, Inc.

The Workday software is an on demand (cloud-based) financial management software product. It is anticipated that Workday will change the way the University of Rochester conducts business by automating, streamlining, and standardizing current business processes in financial management. Its “cloud” solution meets the University's 21<sup>st</sup> century operating requirements and mitigates the risks of system failure, security breaches, and regulatory violations.

Workday's software products are currently used by more than 200 clients including Georgetown, Cornell, Carnegie Mellon, and USC. Compared with conventional Enterprise Resource Planning (ERP) solutions, Workday delivers more than 200 best practices to its clients and is the least costly to implement.

***What does this mean for the University of Rochester?*** By replacing its aging computer systems that are becoming more costly and increasingly difficult to support, Workday will enable the University to improve the way it administers and delivers key financial services to faculty and staff. Many paper-driven, labor-intensive business processes will now be automated, making it easier and faster to submit and process information. In addition, policies and processes will be built into the new system to ensure consistency and transparency.

***What does this mean for you?*** Workday will impact all members of the University community, enabling offices and individuals to better manage their financial information. With 24/7 access from any computer or mobile device with Internet capability, University personnel will have greater access to timely information. Some advantages of the Workday software include:

- Insight into the best use of institutional budget and resources to manage costs
- Improved administrative operations
- Increased visibility into activities and projects





### **Employee Spotlight...**

## **Matthew Parr**

**Organization: Finance and Human Resources**

**Department: Finance**

**Job Title: Sr. Information Analyst**

After achieving his BS in Accounting from SUNY Geneseo, Matt came to work at the University of Rochester. He began as a Staff Accountant in the Office of Research Accounting and Costing Standards before moving to the Medical Center as a Senior Accountant for the Biochemistry and Biophysics department and then finally joining Facilities in 2013.

His current job requires him to work with the different areas within Facilities and assist them with financial related matters which can be anything from Work Order and Overtime Analysis reports to financial summaries. He is also working with several areas to assist with internal controls.

With the upcoming conversion to Workday, Matt is involved in testing to ensure successful expense uploads for key areas such as FAMIS and Mail Services.

When not at work, Matt enjoys playing softball and tennis. He is also a big fan of the Buffalo Bills and Sabres.



### **Employee Spotlight...**

## **Sandra Foote**

**Organization: Finance & Human Resources**

**Department: Human Resources**

**Job Title: HR Administrator**

Sandy is one of four Human Resource Administrators in UF&S and focuses mostly on River Campus activity. She works on everything from employee relations, new hire processing, terminations, compensation reviews, and disciplinary actions.

Sandy's educational experience brought her from elementary education to nursing and finally to business. She began her career at the University of Rochester in 1996 in the Benefits department. From there, she moved on to Employment with Strong Staffing and then to Highland Hospital as the Volunteer Manager before coming to Facilities and Services in 2008.

Her current position in Finance & Human Resources has been a continual learning experience and, though challenging at times, extremely rewarding as well.

When not working, Sandy spends her time gardening, camping, hiking- basically anything outdoors. She is also very involved in the community as a Girl Scout Leader, Softball Coach, Cub Scout Leader, and volunteer at her kids' school.

# Medical Center Facilities Operations





Director's Message  
Mark Schwartz

The Medical Center Facilities Operations department supports the entire Medical Center and several off-site campuses. Strong Memorial Hospital turns 40-years-old this fiscal year while the Golisano Children's hospital opens as a brand new 245,000 gross square foot, eight-floor addition. Also included in the Medical Center is an Ambulatory Care Center, School of Medicine and Dentistry, School of Nursing, inpatient psychiatric wing, and numerous science, education, and research buildings.

Our staff, who are some of the best and most talented in the business of facilities, also oversee consultants, contractors, vendors, safety and environmental management, planning, design,

## ***Operating and maintaining the physical plant of the Medical Center in such a manner as to provide the optimum environment for patient care, teaching, and research***

construction, capital budgets, operating budgets, program development, staff training, safety programs and energy management. Specially trained maintenance technicians also deal with such items as specialty lab water, R.O. systems, medical air, medical oxygen, medical vacuum, ACCO transport system, pneumatic tube system, bed maintenance, on-site medical waste processing, and material recycling - among others.

Over the past 12 months, we have been heavily involved in transforming Strong West into an Ambulatory Surgical Center and free standing Emergency Department. Our staff have split their time between the Medical Center and Strong West and are providing professional expertise to the restoration of the Brockport facilities.

Over the past year, the MCFO team has worked diligently identifying five major strategic opportunities within the department. These five areas will be our focus over the next two years and include: Financial Stewardship, Employee Development, Enhanced Communications,

Process Improvement, and Customer Value / Building Alliances.

In order to meet its regulatory mandates, the Medical Center employs a number of trained professionals and engineers who are dedicated to patient safety and providing a safe environment. There are roughly 28 specialized disciplines in our department including licensed and certified staff as well as a registered architect.

In the final analysis, our success at the Medical Center and its substantial growth over the past decade has been, in part, due to the dedication of our staff who make continuous improvements with the goal of being a world class organization while supporting the tens of thousands of patients, visitors, and staff that pass through our doors each year. Reliable infrastructure, clean buildings, immaculate grounds, and safe and reliable surroundings are why we come to work every day and why all the employees who work so hard to support the Medical Center and its mission are to be congratulated.

-Mark Schwartz

## By the Numbers

223 O&M Employees

403 Environmental Services

Total Budget: \$75,000,000

## FY14 Accomplishments

- Implemented a customer service survey tool where all non-Facilities customers are provided an electronic survey after each work order is completed
- Over 97.72% of all customers responding to the survey rated their satisfaction as satisfied or higher
- Organized the 11<sup>th</sup> annual Golisano Ski Fundraiser - raising \$76,000 for the Children's Hospital in one day
- Continue to work with project architects, engineers, and the construction managers on supporting all the associated relocations of spaces, utilities, and systems that are effected by the Golisano Children's Hospital and other major projects
- Continued support of internal and external commissioning programs and training
- Involved in the evaluation of facility issues and on-going support at the Highlands of Pittsford and Highlands of Brighton
- Supported the evaluation of the Pluta Cancer Center/Lakeside Hospital
- Involved in the successful opening of the new Wilmot Cancer Center Vertical Expansion
- Efforts included directly supporting the construction project as well as establishing a commissioning team to improve the integral processes required to assure safety, quality, performance, and life-cycle costs



## FY14 Focused Objectives

- Support the continued construction of the GCHaS Project (Golisano Children's Hospital at Strong)
- Continued support for the SMH transformer replacement project
- Continue construction of B-Side PDC project with successful commissioning of that project
- Continue to develop the commissioning program highlighting staff training as a major component
- Provide support for the design and construction of the new imaging building on East River Road, including a facilities management plan
- Continue with ICare behaviors initiative through ongoing staff training

# Strong Memorial Transformer Project

The objective was to replace three existing liquid-filled, electrical sub-stations housed deep in the heart of Strong Memorial Hospital. The sub-stations had been in service for over 37 years and near the end of their useful life. Hospital growth had exceeded the capacity of the three systems, and no redundancy would be available if we were to experience a failure with any of the units.

On October 7, 2011, Ballinger Engineering provided a basis of design for the transformer replacement project. We sought and were approved for \$6.5 million dollars. Upon approval we assembled a team that would embark on one of the most difficult and ambitious construction projects the Medical Center had ever undergone. The plan was to replace the hospital's three main transformers without causing interruption to daily operations. It has been quoted by many as performing a "Heart Transplant to the Hospital." Our team was comprised of Campus Planning, Design and Construction Management, Facilities MCFO, Central Utilities, Pike Construction, Schuler-Haas Electric, and Ballinger Engineering. Construction documents and over 100 milestone events were put into motion to begin the first of a many phased construction process. The first phase was to off load all of the power systems that supplied radiology in order to remove the first of the obsolete equipment, install the new equipment, test the newly assembled equipment and then move all of the power systems back onto the new equipment. Along with this process, switching gear and automatic transfer switches needed to be changed out. This procedure would be repeated for every transformer and associated switching gear being replaced. We also replaced the incoming 11,500 volt feeders that supplied power to the new transformers.

Because of hallway and elevator size limitations, old equipment was dismantled in place and removed during night-time hours. New equipment was shipped in pieces and assembled in the same fashion, during night-time hours. Every normal and emergency circuit in the hospital would be affected by this project. Over 100 milestone events and 37 utility shutdowns were successfully completed without interruption to hospital operations.

By October 16 we will have removed the last transformer from our building and bring to a close one of the most successful projects that will allow us to continue providing "Medicine of the Highest Order" for many years to come. I want to thank the hospital staff for their cooperation and the efforts of the "Electrical" team for their devoted efforts in making this a successful and electrifying experience!



# Celebrating Success

*Captions in order: left to right, top to bottom*



Steve Leslie, Tony Decarlis, and Bryan Johnson attending the MCFO summer picnic.

Bill Saunders, Rick Shepard, Tico Pringle, and Sam Ilardo working on a transformer switchover.



Mike Santini, James Wasilewski, Steve Holohan, and Dan Moore celebrating Facilities Week at the luncheon.

Recognition Committee Awardees - These employees were nominated by their peers and won awards for Customer Satisfaction, Energy Resource Savings, Supervisor of the Year, Shop of the Year, MVP, Support Staff of the Year, Quality Workmanship, and Safety.



John Guarrera and Sam Paolini enjoying some sunshine at the MCFO summer picnic.

John Habetts and Ulysses Holmes attending the Facilities Week breakfast bright and early.

# All Smiles in MCFO

*Captions in order: left to right, top to bottom*

Ron Marcello and father George (retired employee) join the group at the MCFO summer picnic.



Mike Hauck and Steve Teugeman get their hands dirty serving ice cream at the Facilities Week Ice Cream Social.



Mike Carlotta and Jim Fitch get their coffee fix at the Facilities Week breakfast.



Ron Routly, Tony Mitrovoits, and Dan Antonetty break out the smiles at the MCFO summer picnic.



Martin English and Rasheed Muhammad enjoy some dessert at the MCFO summer picnic.



Dan Long and Dave Featherman collaborating at the MCFO Facilities Week luncheon.





## **Employee Spotlight...**

# **Bob Hamm**

**Organization: MCFO**

**Department: HVAC**

**Job Title: Air Balance Mechanic**

Bob is responsible for taking care of negative and positive pressure rooms in the hospital operating rooms and patient rooms. Bob enjoys the position, especially the opportunity to move from area to area and not be in the same place all the time.

During the past several months, Bob completed the seven required classes leading to becoming a Certified Lean Practitioner. He is now completing his practical application piece for final certification. His first attempt at implementing Lean is being applied to the Smoke/Duct Detectors and Fire Damper PM program which will help his team overcome some challenges with meeting the 100% on-time rate for PMs. Once Bob completes this last program requirement, he will officially become the MCFO Lean Practitioner. Bob had expressed a desire, based on his prior experience, to continue on to become a Lean Expert, and his management team is happy to provide him with this growth opportunity.

When Bob is not excelling at work, he enjoys walking his dog along the canal, playing music, and doing whatever necessary to keep his wife happy. He is also a certified blackbelt.

Thank you, Bob, for your seven years of unwavering dedication to the University of Rochester.



## **Employee Spotlight...**

# **Robert Panik**

**Organization: MCFO**

**Department: Data Center**

**Job Title: Trades Supervisor/ Offsite Area Manager**

Rob came from Kodak to the University of Rochester Facilities team in 2008 as a Maintenance Specialist supporting the Data Center and Medical Center during the off-shifts. In 2012, he was promoted to Trades Supervisor/Offsite Area Manager for the Data Center where he is responsible for the day-to-day operations.

Recently, Rob has been leading the Data Center team in a major construction project that has enhanced its operational reliability by installing a second electrical distribution system, which is automated and provides a fully redundant path for electricity in the event of a major component failure. This also helps to complete preventive maintenance work without disrupting any computer applications.

Rob credits his team with the success he shares in his position. “No one person ever takes credit for the successes or failures we face on a daily basis. We truly function as a team and share in all of our accomplishments together. The dedication of my team, leadership’s support, and the continued effort to constantly improve are what I enjoy the most.”

When not at work Rob enjoys hunting and spending time with his daughter.

Thank you Rob for the dedication to your team. Your consistent effort and hard work are noticed by all.

# Parking & Transportation





Director's Message  
Hugh Kierig

Welcome to the Department of Parking and Transportation Services. On behalf of the over 100 employees that strive to provide excellent parking management and transportation to support the University's mission, I welcome you to our Annual Report.

This past year our employees worked diligently to craft a Department-Wide Strategic Plan. This Plan offered the opportunity for all employees to identify the direction that our department should take in order to meet our Mission - Moving People To Their Healing, Learning, Discovery, Creating Destinations. We will be spending

## *Helping students, staff, faculty, and visitors travel between the University and the City of Rochester as efficiently as possible*

the next five years in implementing our Plan to provide service to our customers and to our departmental staff.

With our future clearly defined, we are excited to launch two major initiatives for Fiscal Year 2015 - the offering of our new alternative transportation program, UR Connections, and the opening of a major parking resource, the College Town Garage. UR Connections represents the University's campaign to promote the use of transportation alternatives that assist in reducing commuting costs for employees, reducing campus congestion, and promoting the sustainability efforts for the University of Rochester and our community.

The opening of the College Town Garage will provide the University much needed additional parking for employees and in support of

the College Town district. These 1,159 parking spaces will additionally assist in providing needed parking for patients and their families and guests.

As always, the great work that we do would not be possible without the dedication of outstanding employees that work every day to provide excellent service to our customers. I am and always will be thankful and appreciative of their commitment to our customers and their needs. This attitude is embodied in our collective vision - Committed to Service of the Highest Order for Ourselves and Our Customers!

- Hugh Kierig

## Primary Functions

Visitor and Employee Parking • Student and Employee Shuttles •  
Event Parking and Transportation • Information • Patron Assistance •  
Alternative Transportation • Valet Parking

## By the Numbers

- FY 14 Budget: \$17,705,000
- FY 14 Headcount: 101
- Medical Campus Parking Spaces: 9,229
- River Campus Parking Spaces: 4,795
- VIP Transports Provided: 200



## Department Overview

- Buses and shuttles are free to UR and RIT ID card holders
- Throughout the past four decades the University has expanded from two to 19 shuttle buses
- You can track UR Shuttle locations online using a map

# History of University Parking and Transportation Services

University of Rochester Security and Traffic, as it was previously called, was initially one group managed by Pinkerton, Inc. Medical Center parking was separate from this group. In 1966, the University hired John Powell, then Security Director for Yale University, as a consultant to survey the University's program for the purpose of evaluating and making recommendations toward its improvement.

In 1966, Nancy Dailey was also hired as the one and only parking employee. The first step in creating the Security and Traffic Department occurred in October of 1967, when the University appointed its first Director, Mr. James Evangelos. He was a full-time liaison to Pinkerton and provided the University time to further study developing a full-time, in-house security and traffic program.

In 1968, Evangelos recommended that the University develop its own department, replacing the services of Pinkerton over a three-year period. By fall of 1968, personnel were hired, thus beginning the phasing out of Pinkerton. By the end of 1970, Pinkerton ended its daily management; however, the University retained the relationship to utilize their services periodically when critical functions or special events required security forces greater than could be provided by the University's Security and Traffic Department. River Campus Parking was managed within Security, while Medical Center Parking reported to the business operations for the Medical Center. From 1968 to 1992, Thomas Cellura, Rocco Madelina, Christopher Sly, Jerry Rauber, and Ty Dibble from Security oversaw RC Parking. Tracey Leverton and Sally Palermo oversaw MC Parking.

In the summer of 1975, Mr. Evangelos left the University and John Schwartz was appointed Director. In May 1977, Andrew Meloni was appointed, serving until the fall 1980. Walter Mauldin became Director of the Security and Traffic Division in July 1980, where he served until December 2013.

Between July and December 1992, Parking became a single organization. Final ties were cut as of January 1993 when Diane Dimitroff, Director of Support Services, took over the RC part of the organization. In 1986, Glen

Sicard began working as a parking services representative in Parking and Transportation Services and was promoted to General Manager in 1997, serving there until his promotion to Director in 2006. In 2006, Nancy Dailey became the manager of River Campus operations, and George Guider succeeded her after her retirement in 2009. In 2013, George became the Operations Manager for both River Campus and Medical Center parking. Hugh Kierig assumed the role of Director in May 2013.

University Parking & Transportation currently manages 12,309 spaces in surface parking lots, 4,870 on the River Campus and 7,439 at the Medical Center as well as 1,859 spaces in the Hospital Garage. In addition, we offer Campus and Medical Center shuttle and bus services for the University. Parking services are provided to students, faculty, staff and visitors to the University.

Parking and Transportation is also involved with special event and project coordination, as well as emergency situation response. Parking Representatives patrol the campus 24 hours a day, enforcing parking regulations and providing assistance as needed. Some of the services that Parking provides are vehicle jump starts, tire inflation, and lock de-icer in the winter months. Transportation services provides busing throughout the River Campus and to/from the downtown Rochester area. Other areas of interest that Transportation Services provide are Marketplace Mall, Pittsford Plaza, Public Market, Wal-Mart, Target, and Regal Henrietta. Late-night shuttling programs are provided for those working or studying into the evening and night hours. Charter Services are available for those organizing special events. Transportation Services works closely with local transportation agencies in order to provide more options for those desiring alternate means of travel.

Today Parking and Transportation employs 101 people. Fauver Stadium houses the River Campus office and the Medical Center Parking offices are located in the ramp garage and in the Medical Center. In addition to managing University lots and the ramp garage, Parking and Transportation runs transportation demand services (TDM) which currently include: Shuttle services, bus chartering, car sharing, and other Go Green Programs.



Members of Medical Center Parking



### **Employee Spotlight...**

## **Lylace Keeman**

**Organization: Parking and Transportation**

**Department: Parking**

**Job Title: Parking Representative**

Lylace has been a dedicated employee in Parking and Transportation Services at the University of Rochester for seven years. Working in all manner of greeter duties, whether assisting patrons, cleaning the garage, or simply filling-in for others, she loves helping people in any way she can. Aside from being a long-term employee, she is also a trainer for new employees to her department.

Lylace is extraordinarily helpful, knowledgeable, and always demonstrates ICARE values in every aspect of her job. She has been awarded several Strong Stars from various patients and staff members. While her regular duties pertain to the parking garage, she always seems to be available to help lost patrons find their way to wherever they are trying to go.

Although she is certified as a teacher, she sticks with UR Parking because she loves it. “I could not ask for a better job or better bosses. This is, to me, more than work. It’s my way of life. My experiences as a greeter have taught me that life is to live for now. Seeing and speaking with patients who may be ill, but have such positive outlooks, makes me proud and happy to assist them.” She is a true champion of the Parking department and we are lucky to have her.

Thank you, Lylace, for leading by example and always going the extra mile.



Employee Spotlight....

## Jake Letourneau

**Organization: Parking and Transportation**

**Department: Parking**

**Job Title: Parking Representative**

Jake is relatively new to the University of Rochester, having started in 2013. Since he joined the Parking team, he has embraced the concept of Meliora. His current responsibilities include helping employee parkers in Lot 1 and ensuring their safety while getting them in and out of 3D parking spots.

Every day, he looks forward to assisting and enhancing patrons' parking experiences and interactions. Despite the fact that Jake came on board during one of the worst winters Rochester has seen in decades, he has always shown a willingness to serve customers, regardless of the weather. He has received several strong stars and is always willing to stay past his time to help patrons find their vehicle or where they are going.

When he is not working, Jake enjoys spending time with friends and family. He also likes to scuba dive and ride his motorcycle. Welcome to the team Jake and keep up the good work.

River Campus Facilities Operations



UNIVERSITY  
of  
ROCHESTER



Director's Message  
Jeff Foster

As I look back to this last year, I'm reminded of how fortunate we all are to be part of the University of Rochester.

As the area's largest employer, the hard work of our dedicated staff allows the University to remain a large, vibrant, and continuously renewing cornerstone of our community.

Supporting the missions of the River Campus, Eastman School of Music, Memorial Art Gallery, the Mt. Hope Campus, South Campus, and University Properties, our staff of over 250 maintains over 5,000,000 square feet to a very high standard.

## *Providing maintenance and upkeep on all River Campus Buildings, Mt. Hope Campus Buildings, and University Properties*

Over 4,000 students call the University "home" for eight months of the year. It's a high priority for our staff to make them feel as comfortable as if they were living at home, while ensuring the safety of their surroundings. This last school year, we also added the operations and maintenance of the fraternity houses to our list of responsibilities. We are stewards of buildings on River Campus ranging in age from 1 to 85 years old, each offering its own challenges for our staff to solve. We also take care of the beautiful mansions that line Mt. Hope Avenue from Linden St. to Menlo Park.

Another 350 students live and study on our Eastman School of Music Campus. In this area, Facilities is responsible for the stunning Eastman Theater, Kodak Hall, Messinger Hall, The Miller Center, and Eastman Commons. The Eastman Theater, opening in 1922, and recently renovated, plays host to hundreds of events each year, all of which Facilities supports in many different ways.

At the Memorial Art Gallery, our Facilities staff is responsible for the environment that houses a

\$350M art collection. In addition to maintaining the buildings and grounds, our staff builds and assembles the platforms and vitrines needed for many of the shows that are brought in.

Our Properties group operates the non-Medical-Center-owned properties. Along with that goes the responsibility for all the real estate tax accounts attributed to the University. The Mees Observatory on Gannett Hill in Bristol is also maintained by this group.

Our Division provides expert service to an ever-growing academic and research community that works 24/7, 365 days a year. Although our Campus' needs vary drastically, our Facilities staff is there to support whatever needs the program has.

I'm extremely grateful to have such a talented staff and would like to thank each and every one of them for making the University of Rochester the first class place that it is.

-Jeff Foster



**Fun Fact:** Total number of staff members' years of service totals over 3,331 years!

## Kurt Holmes and the Mees Observatory

Drive down Route 64, four miles past Bristol Mountain, and you will find a hidden gem of the University of Rochester along with its caretaker, Kurt Holmes. The C.E. Kenneth Mees Observatory lies atop Gannett Hill in Canandaigua, nestled between Ontario County Park and Canandaigua Lake. At an elevation of 2,260 feet, it is the highest point in Ontario County. The Observatory houses a 61cm Boller and Chivens Cassegrain reflector and a computer control center. Gannett Hill, named after Frank Gannett, was purchased by his wife in consolation after a failed Republican nomination run and a 20<sup>th</sup> anniversary gift. After Mr. Gannett's death, Ontario County offered to purchase the land to merge it with Ontario Park. Mrs. Gannett, fearing for the property upkeep, donated the 46 acre property to the University of Rochester after being approached with plans for an observatory. Another 23 acres was ceded to the University by Ontario County, this is the summit area where the telescope sits. The last 10 acres was donated by neighbors impressed with the idea of supporting education. The land was originally maintained by the Gannett family caretaker, Durfee Short. The University retained his services until his retirement. After Mr. Short retired, Gene Holmes served as caretaker for 25 years, until his death in 1989. Then his son, Kurt Holmes, stepped in to continue the upkeep of the 79 acres of wooded land.

Kurt began working with the University as a summer job with his father in 1963. During those summers, he did lawn work, grounds, housekeeping, and minor maintenance. Kurt remembers raking the 0.75 mile stone drive by hand in the summer and shoveling by hand in the winter. He also recalls that the lawns took a week to mow. Kurt's official tenure as a full-time mechanic started April 18, 1983. During that time, there have been several updates to the Gannett House that he either helped his father with or headed himself. In 1966, the exterior porch was enclosed and converted into a library complete with astronomy, physics, and astronomical journals. The original siding now adorns the interior side of the room with picture windows making up the exterior wall giving students and professors a beautiful view of the observatory settled within the trees. In 1973, Kurt and his father undertook a 3-year project to dig out the original foundation by hand and installed I-beams and a block wall foundation to the Gannett House. On the lake side of the house, a slate patio took the place of the original log patio. In 1997, the interior main rooms were re-stained to update Mrs. Gannett's original purple-hued stain. In 1980, a small area was dedicated to the Anatomical Gift Program in the Medical Center and is used for those who have donated their body to science. In 1995, the Gannett House windows were replaced and the Dome was repainted and re-caulked.

Kurt began his work experience with welding and cement mixing, even working in an automotive company taking cars apart. That on-the-job training was not just useful in his work as a mechanic, it prepared him for the variety of work he'd be doing at the University. Through years of on-the-job experience, research, and taking classes and online courses, Kurt has learned how to maintain the observatory and telescope. His father learned the early processes from the professors who knew the systems. He taught Kurt everything he knew. Kurt added to his knowledge from other professors who taught him upgrades and how to remove, repair, and replace the mirror in the telescope. To add to his expertise, Kurt has taken classes in the field of soil and microbiology to aid him in his care of the lands.



*Shawn Casey congratulates Kurt Holmes on 31 years of service to the University of Rochester.*

Some of Kurt's responsibilities at Mees are maintaining the Anatomical Gift Site, being a liaison to the University and professors, support the physics and astronomy departments, maintain the observatory and telescope, plow the driveway, maintain the pond to avoid fungal growths, and housecleaning and house maintenance for work retreats. He is indeed a "jack of all trades." But if you ask him, he will humbly tell you, "I find the work interesting, and I like to be a part of a field and with individuals who contribute so much to science."



## By the Numbers

<b>Total Budget</b>	<b>\$38,201,061</b>
• Division 10_20 (River Campus)	\$24,689,096
• Residential Life	\$5,415,315
• Fraternities	\$495,314
• Mt Hope Campus	\$578,143
• Properties	\$309,485
• Construction Group	\$1,111,466
• Events	\$325,532
• Memorial Art Gallery	\$1,431,682
• Eastman School Of Music	\$3,845,028
<b>Total Positions</b>	<b>259</b>
• Director	1
• Managers	13
• Support Staff	10
• Supervisors	16
• Environmental Service Workers	145
• Trades	74
<b>Square Footage</b>	
• Elmwood	1,518,693
• Riverside	1,173,693
• Res Life	806,000
• Fraternities	94,638
• Mt. Hope Campus	56,752
• Properties, Construction Group, MAG	134,047
• Eastman School of Music	706,567
<b>River Campus</b>	<b>3,592,952</b>

## FY14 Achievements and FY15 Goals

- Funding secured for additional deferred maintenance items equals 15 million over five years for campus elevator upgrades and window replacements
- Improvements made to VFA deferred maintenance reports
- CHA Energy Advisor program initiated to identify energy reduction projects in all areas under our purview
- Continual development of our staff as part of our established succession plan
- Continue to analyze our business practices to ensure efficiency
- Development of a five-year strategic plan
- Development of a departmental mission statement



*Toney Williams prepares Gilbert Hall for move-in.*



Paul Harris, Greg D'Hont, and Darrin Meszler prepare to greet visitors to the 2014 University of Rochester Commencement Ceremony. Facilities' staff spends the day walking the campus prepared to welcome and give aid to any of the guests celebrating at the campus.

Ken Domalski repairs the threshold outside of Hoyt auditorium in preparation for Commencement 2014. It took Ken a full day to fabricate and install a stainless steel threshold across a 40 foot span to alleviate possible trip hazard to guests.

Dave Love assists in setting up for a private graduation ceremony for the Physics and Astronomy Department in the Cherry Blossom Garden during Commencement 2014. It took 20 managers, supervisors, and mechanics a half hour to set up 30 tables and accompanying chairs for about 2000 guests.



Completion of the graduation ceremony set up in the Cherry Blossom Garden. Dominic Sanzotta, Chris Harvey, Barry Mchugh, Robert Faulds, Ben Rodriguez, Mike Castro, Dorrene London, and Benjamin Beback slip away before students and families arrive for the Physics and Astronomy Graduation Ceremony.

# Commencement 2014

# Lighting Upgrades



Residential Life undertook an initiative to change all the CircLine Fluorescent light bulbs in the Susan B. Anthony stairwells to LED. To date, it was a total of 17 lights. Old lighting that was being used was 55 watts; the new lights are 17 watts. This means that not only will the quality of lighting improve, but it will save energy and cost since the lights won't need to be changed for almost ten years. Future plans are to switch over all lighting in the dormitory stairwell within the next year. The picture above demonstrates the difference in quality.

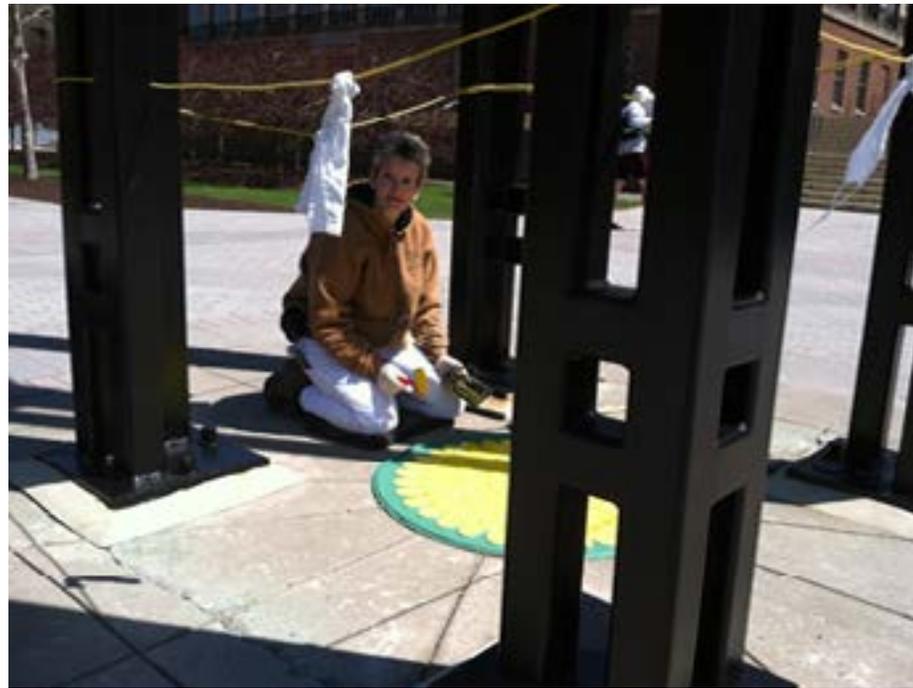


Trevor Weekes re-lamps the classrooms in Schlegel Hall Simon School. Scheduling a re-lamping reduces the need for service calls and inconveniencing people who would be using the classrooms. There are eight classrooms in Schlegel with 80 lamps per room.

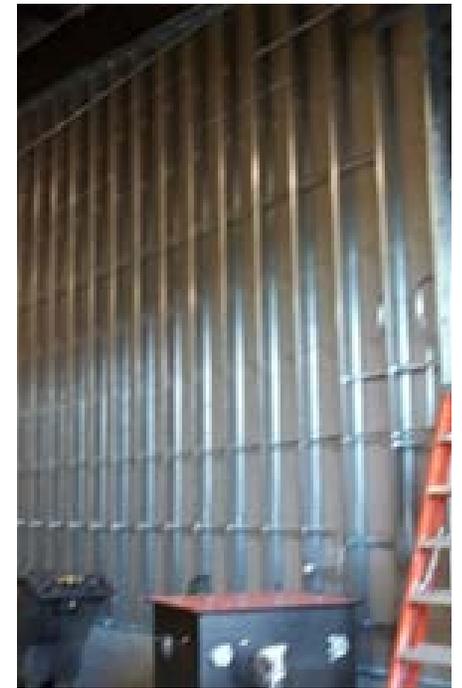


Pat Persikini climbs scaffolding while John Wasnock supports. This project is a retrofitting of the old in Todd Theatre to more efficient T-8 fixtures. This is part of Facilities Operations energy initiative to reduce electric consumption throughout the University campus.

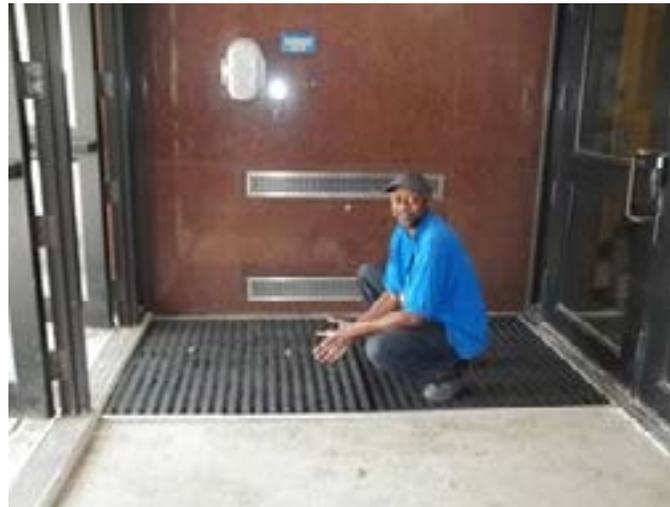
Marcia Noble repaints the dandelion in Dandelion Square.



The reconfiguration of 612 Wilson Blvd. RC Construction assisted in a six-week project of remodeling the service bay garage into office space for three separate departments to make space for an enlarged Public Safety Department.



Ron Tisdale lays new mats down in the entrance way to Susan B. Anthony during the summer shutdown in preparation of students returning.



Brian Snyder sands down the new table for UFC Conference Room 229.



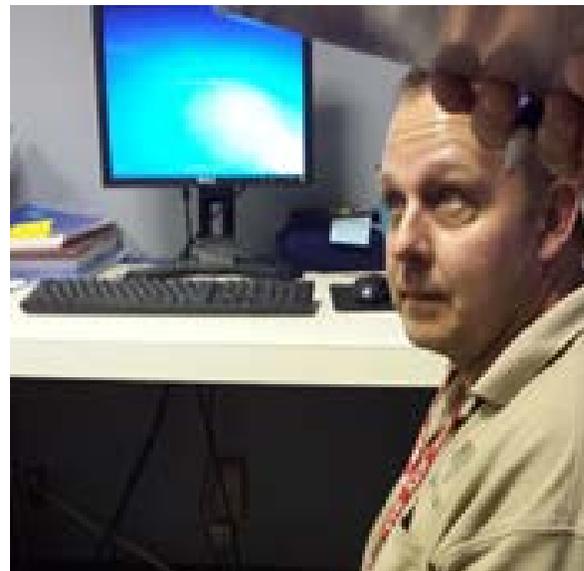
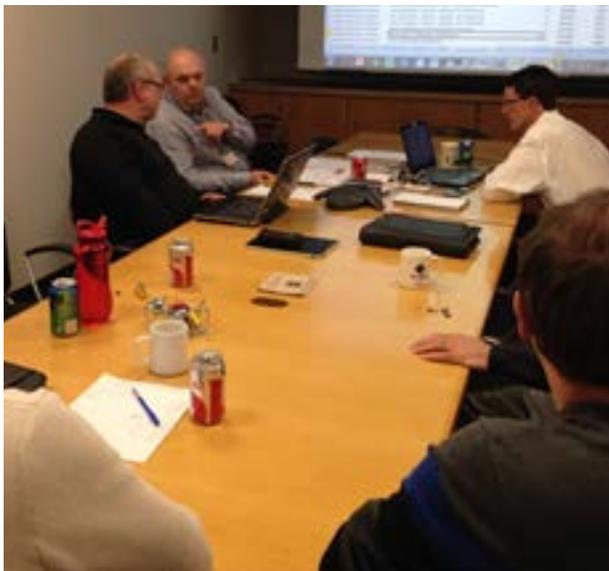
# Additional Projects

# Additional Projects



Josh Walters, Andrew Willert, Sam Sunseri, Lanny Hunsinger, Dominic Sanzotta, and Norm Rhow put in night hours doing a Hutchison Hall 480V feeder project. This picture commemorates the shutdown and final power turnover marking project completion.

One of the ways Facilities is attempting to make our customer service better is finding ways to fix building issues before they actually become an issue. New technology, like the VFA database, is helping us track building structure and machine integrity. It also keeps mechanic notes, warranties, and age of everything within each building. Our hope is that if we maintain the database with as much precision as possible, we can prevent any problem from arising and getting in the way of student and faculty life. Barry Mchugh, Mark Englerth, Joe Viterna, and Darrin Meszler work with a VFA representative to learn finer details of the database.



Mike Doktor assists with the Fire Marshal walk-through. The building mechanic accompanies every walk-through to answer questions and listen to the Fire Marshal's recommendations.

Preventive Maintenance Manager, Paul Harris, escorts the Fire Marshal through the University campus. It is part of the PM Program to correct any issues throughout the campus before the Fire Marshal's visit.



Employee Spotlight...

## Efrain “Frankie” Cosme

**Organization:** RCFUP

**Department:** RCFO

**Job Title:** Work Leader

Efrain “Frankie” Cosme has been a dedicated employee with the University of Rochester for 25 years and has been a Working Leader in Environmental Services for six years. Frankie has worn many hats over the years and has a great wealth of knowledge about the University. He is regarded as dependable by customers, supervisors, and teammates alike and is said to have a calm demeanor which is contagious.

Frankie maintains a wide range of responsibilities including ensuring coverage for daily work schedules, completing daily floor care, managing supplies, and meeting with vendors when preparing for commencement. A strong commitment to his work helps him to keep operations running smoothly. And even though, after 25 years, Frankie is still waiting for that one perfect day with a fully-staffed shift and no surprises, he is able to maintain a positive attitude and have a positive impact on those around him.

Frankie shares this sense of commitment outside of work as well, spreading his time between his family, including his five grandchildren. He also enjoys cooking on the grill, even in the rain! Thank you, Frankie, for helping the University shine.



### **Employee Spotlight...**

## **Dorrene London**

**Organization: RCFUP**

**Department: RCFO**

**Job Title: Supervisor**

Dorrene has been an employee with the University of Rochester for ten years. For the past three years, she has been the supervisor to a team that services eight different locations on campus. From dining areas and athletics to student activities, her group is responsible for a clean environment and building safety.

A lot of what she and her team does is “behind the scenes,” but their efforts are visible everywhere. Whenever a visitor comments on the cleanliness of the buildings, or a student enjoys studying in a well-maintained and safe environment, Dorrene is part of the machine that makes it happen. U of R has not only seen an impact from Dorrene’s efforts, but has impacted her as well. She states that her greatest learning experience has been learning to value the diversity of people within the University. She enjoys having the opportunity to interact with many different people with various talents.

Dorrene is currently pursuing professional development through the APPA program. When she is not working, she enjoys camping and snowmobiling with family and friends.

Thank you, Dorrene, for your dedication to our campus.

# Support Operations





Director's Message  
Patricia Beaumont

Thanks to our talented and dedicated staff, the Support Operations team is known as a first-in-class quality service organization. We take pride in being there when the customer needs us, providing helpful, friendly service and being experts in each of our distinct areas of operation.

We take pride in having high expectations of ourselves and our co-workers. We enjoy meeting the challenges of our changing environment, and we recognize each other through our SOAR program. Through this we have made excellent strides in meeting our individual goals this year.

Significant accomplishments were made this past year. The Campus Mail Center was transformed

from a US Postal Service Contract Station to an independent entity resulting in decreased labor cost and enhanced customer service by offering rate shopping and delivery options through four major carriers. Courier Services delivered an average of 984 items per month through on demand requests. Mail Services inserted over 250,000 pieces into envelopes monthly. Campus Mail Center processed a record 100,423 packages. Horticulture and Grounds managed snow removal through a severe winter which included 70 distinct events and the first blizzard since 1999. The Customer Service Center recorded 84,392 work orders. Materials Management active stock inventory of \$900,000 had an average turnover rate of 4 times per year and reported less than 1% in shrinkage. Computer Services managed 3,315 work orders with an average work order age of 4.25 days. Year-end recycling waste diversion rate including construction material was 37.9%, with a rate of 46.3% for River Campus and 23.6% for the Medical Center, surpassing last year's results.

Support Operations ensures the University receives recognition for being best in class: the University of Rochester was designated as Tree Campus USA by the National Arbor Day Foundation for a 4<sup>th</sup> consecutive year, received the Grand Award in the College/University cate-

## *Supporting University operations through innovative solutions and expertise*

gory of the American School and University Green Cleaning award, was awarded a bin grant through Keep America Beautiful and Coca-Cola, and was awarded a Green Star Award by the Professional Grounds Management Society.

The SOAR (Support Operations Achievement Recognition) Program completed its 6<sup>th</sup> year in operation. Please join me in recognizing Employee of the Year, Will Frye, for his quality work and dedication throughout the year. Monthly recipients included Dave Munnings, Dale Robinson, Heather Ladue, Brenda Pitoni, Bruce Kinnaird, Ron Lalik, Tania Fonte, Mike Hendricks, LaTeshia McCloud, Latoya Bollar, Ron Crandall, and Amy Mirabella. This year, 23 people received a spot or SOAR award. Congratulations to everyone who received SOAR recognitions.

Thanks to the Support Operations Team for your hard work and dedication in making this a year of progress. I am looking forward to continued success and advancement in supporting University operations through innovative solutions and expertise.

-Pat Beaumont

# 2014 Support Operations Team



# Horticulture & Grounds

One service provided by the Horticulture & Grounds department is snow removal. Snow removal of paved surfaces at Medical Center, River Campus and South Campus is well in excess of 6 million square feet. The 112.7 inches of snow received in the winter of 2013/14 would fill 10 cu ft dump trucks parked bumper to bumper stretching 1,042 miles, or from Rochester, NY to Orlando, FL.

The history of the “penguin” as our official winter safety monitor began during a lunch between Anne Schmidlin (EH&S) and Dan Schied (UF&S SO Grounds). The purpose of the lunch was to brainstorm ways to reduce winter slip and falls. As education, footwear, and safe walking dominated the discussion, Anne said she had some ideas that included a furry critter from the frozen tundra. “Walk like a Penguin” was born and has developed quite a life since. With numerous educational pieces and posters prepared, posted and delivered, our University penguin now has a name, “Shuffles.” Posters and more information can be found on the EH&S website or the UF&S snow pages. Enjoy, be careful, and don’t forget to “Walk like a Penguin.”



## HOW TO WALK ON ICE



## Mail Services

### University Courier Services:

- Made an average of 413 deliveries per day
- Delivered a monthly average of 1,009 items through On-Demand requests



*Above: Dan Frank, Jim Bartle, Bob Brown, Bill Orel, Marco Sierra.  
(Not pictured: Roger Sutton)*

### Campus Mail Center:

- Processed over 104,000 packages for student and private box holders in FY14 (beating last year's record by more than 8,000 packages)



*Above: Bruce Kinnaird, Peter Lootens, Amy Mirabella, Mike Preston, Steve Erickson, Lisa Brongo*

## Auto Shop

The University of Rochester Auto Shop is staffed by two ASE certified mechanics. The facility has two work bays each equipped with a hydraulic lift. It also has a wash station that University departments may use. The shop is open to any department with University owned vehicles and offers a wide range of services including:

- Annual NYS inspections
- Routine oil changes
- Preventative maintenance service
- Diagnostic and repair service
- Tire repair and replacement
- Fabrication and welding of parts
- Forklift and aerial lift training

In FY14 the Auto Shop serviced 1,340 vehicles ranging from golf carts to dump trucks.



## Materials Management

Materials Management is responsible for the procurement of services and materials used by the Facilities organization in the operations and maintenance of the University's physical plant. This is accomplished through sourcing and stocking materials, bidding, auditing, and managing vendors to ensure the University is being provided a quality product for the best price. There are three warehouse and procurement locations to help support University Facilities and Services: on River Campus, at the Medical Center, and in the Central Utilities plant.



Left: David Munnings, Above: Jeffery Coley

## Computer Services Undertakes Critical Upgrade

Facilities Computer Services undertook a major project this past winter and spring. Microsoft had previously announced that they would no longer be supporting Windows XP after April 8, 2014. That meant that no more bug fixes or critical security updates would be provided for the 13-year-old operating system, and we would need to upgrade any machines still running Windows XP to Windows 7. Of the approximately 600 Windows desktops and laptops that we support, 144 were still running Windows XP at the start of our upgrade project, and another 39 machines were either already in the process of being upgraded, replaced, or removed from service. With nearly 25% of our supported machines needing upgrading, it was not an easy undertaking.

Upgrades began in earnest at the beginning of January, giving us roughly four months to make the deadline. In order to finish on time, we would need to keep a pace of 7 to 8 upgrades per week. It doesn't sound like a lot at first, but there were many complicating factors. First, the upgrades were in addition to the normal daily work load that we process, and strong time management was a must in order to keep up with the daily stream of work orders without falling behind schedule. Even when using prebuilt drive images with the most recent system updates, it can take several hours to install additional software, system configurations, and to transfer the user's profile. Some machines requiring upgrades were either out of warranty or so old they couldn't support Windows 7, so many new PCs were also purchased. We do have a small standing stock of



desktops at RC and MC Materials Management, but with the volume of computers we ended up replacing, it wasn't nearly enough. We ended up doubling our standing order size for the duration and still were going through them as quickly as they arrived.

As it takes approximately two weeks for a new order to arrive, this created a bottleneck for many upgrades, as well as other work orders that required new computers. Other challenges included coordinating with users' schedules to minimize downtime, maintaining all profiles getting transferred for shared computers such as those in the shops, and configuring special-purpose PCs and software that may have had compatibility issues with Windows 7.

As of this writing, only ten upgrades remain to be done, and most of them are special-purpose PCs waiting on the purchase of newer or alternative versions of software that work with Windows 7. Given that the vast majority of the upgrades were completed by only four team members with already full workloads, the turn-around time was very good. Not only did the upgrade project serve to move all of our computers to a more modern, secure, and supported operating system, it allowed us to fine-tune our other processes such as inventory management and customer signoff on PC configuration. Most of all, we appreciate the patience and understanding that our customers have shown us throughout the entire upgrade process. Without you, we wouldn't be here.

*At Facilities Computer Services we support:*

- *Over 600 computers*
- *More than 800 users*
- *13 Servers*
- *2 Databases*
- *5 Building Automation Systems*

*An average of \$6.1 million flows through FAMIS (our maintenance management program) each month.*

## New Hires

Brandon Guerrero (Right) started working with the Grounds Department on December 30, 2013. Brandon is working as a groundskeeper. Dan Schied, his Manager, has said, “Brandon is a very quick study! He has grabbed on to each opportunity presented with determination and vigor.”

Dave Munnings (Bottom) started January 7, 2013, as an Automotive Mechanic. Helping to service the University Fleet of vehicles, he has proved himself to be a vital member of the automotive team.

Axel Colon (Bottom) started September 2013. He is currently working as the Stock Keeper for Materials Management. He is a valued member of the Team.

Jefvern White (Bottom), Administrative Assistant for Pat Beaumont, began in July 2013. Jefvern is responsible for managing the administrative operation for Support Operations division. Pat Beaumont says, “Jefvern is the glue that holds our team together; she assures that we are productive while making sure we have fun at work!”

Kim Taylor (Bottom) was hired as a Purchasing Sourcer in September 2013. She is a welcome addition to the Materials Management Team.





### **Employee Spotlight....**

## **William Frye**

**Organization: Support Operations**

**Department: Mail Services**

**Job Title: Mail Clerk**

Will handles many different aspects of mail services at the University of Rochester including metering, foreign certified mail, and service calls for machines. Will has been a model employee over the past year, fully embracing the department's Revitalization Plan and was also awarded Support Operations' Employee-of-the-Year.

When the Mail Center was dealing with staffing challenges, Will took the initiative to fulfill most of the Working Leader's duties, as the WL was on assignment at the Campus Post Office for several months. In addition, with the absence of a Mail Center Supervisor for the first part of the year, Will ensured that his area ran smoothly and efficiently. In the presort mail area, which is responsible for posting/metering over 160,000 pieces of departmental mail per month, Will has been 100% error-free not only through this past year, but for the past five years!

Will maintains an outstanding attitude and is always willing to assist others whenever needed. Will has had perfect attendance in FY14 without any unscheduled absences and not one incident of being late to work. Will's dedication and positive attitude reflects greatly on University Mail Services and exemplifies the Support Operations' values.

When Will is not at work, he enjoys spending time with his children and fiancé. Thank you, Will, for going the extra mile and helping to keep this place running.



### Employee Spotlight...

## John “Ty” Dibble

**Organization: Support Operations**

**Department: Facilities Computer Services**

**Job Title: Sr. Programmer/Analyst**

Ty started at the University of Rochester on June 4, 1973. Ty exemplifies the University’s motto of Meliora, consistently looking for improvements in processes. Ty manages the FAMIS database and runs billing every month. He is well-known for his terrific recipes and for bringing in treats to share with his coworkers: some healthy and some not, but always delicious! Ty is consistently smiling and is a true pleasure to work with.

Ty’s job responsibilities include analysis, drafting programs and protocols to implement changes, and testing. He has worked in numerous fields including Security where he moved from Patrolman to Captain. He also has managed the RC Parking Office and helped write the first computer programs. During his time working at the University of Rochester Ty, has furthered his education by taking classes in Computer Science as well as studying in the non-matriculated MBA program.

When he isn’t at the U of R, Ty enjoys developing his hidden talent in acting. He is increasing his participation in Rochester Movie Makers and has already been in three movies and worked crew for another. He is also a title holder in the home spud trials and enjoys visiting the Public Market with his wife. Ty is the type of guy you can count on for anything. He loves solving puzzles, helping people, and finding elegant solutions to problems. When asked what he looks forward to every day, Ty responded, “working with good people! I am lucky to have many here!” A genuine and honest guy, you can tell he means every word of it. Nobody should ever hesitate to approach Ty with a problem. Oh, and feel free to contact him for a link to his videos!

Thank you, Ty, for over forty years of dedication to the University of Rochester! It truly is a better place because of you.

# FY14 Facilities Team

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Andy Springer  
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