

Facilities & Capital Planning Facilities Connects!

A Newsletter for our Community of Learners and Workers

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The Facilities & Capital Planning is the department charged with creating, maintaining and enhancing the physical environment of Rutgers, The State University.

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Editor
 Ghislaine Darden

Accomplishments of 05-06

We made it through another academic year, and as the Class of 2006 prepares for the final act of their collegiate career we at Facilities are faced with similar uncertainties as many of these graduates will be faced with. With the largest budget cut ever imposed by the state, it is understandable why we might be worried about our futures and what may happen in the coming weeks. I wish I had the answers or a magic wand that would make our problems go away.

This past year has seen our organization reach some milestone accomplishments. We completed the restructuring of the Facilities organization and put in place the final pieces of the puzzle. We authored the Facilities Strategic Plan that will guide us in the next few years. We finalized the Building Aesthetics and Environmental Design Guidelines and Standards

which will guide the future development of all our buildings and grounds. We also effectively completed a highly publicized design competition for the transformation of the College Avenue campus involving some of the finest architects and landscape architects in the world.

The university also completed its transformation of undergraduate education when the Board of Governors accepted the president's recommendation to implement sweeping changes to how undergraduate education is delivered at Rutgers. While the implementation committees work hard to put into motion the plan over the next 4 years, we must be poised and prepared to continue our service to the university no matter what form the final outcome will be. We still have much that we haven't accomplished but will get to in the coming months.

Summer is always a busy time for us as we accomplish numerous tasks in preparation of another academic year. It is also a time for rest and relaxation as many families go on vacation and outdoor activities abound. Find the time to enjoy summer, whether you are down at the shore, working at home, or flying off to some exotic location. I don't know what the future will bring but I know that you have all stepped up to each and every challenge that came your way and I have no doubt that we will continue to meet whatever the next few months will bring. Thank you for all your hard work and without all of you our campuses will not be as nice as it is today. Have a safe summer. Sincerely,

Kyu-Jung Whang
 Vice President, Facilities and Capital Planning

SERVICE CALL CENTER RELOCATES!

For those who have not yet heard, the Service Call Center has moved to 6 Berrue Circle on the Livingston Campus. The Call Center is staffed by T'Wana Grant, Janice Eato-Griffin and Michelle Ratliff and is supervised by Susan Anlas, who joined Rutgers in January.

The move took place to centralize operations in order to improve the consistency and quality of service to all New Brunswick campuses. The new number for the Service Call Center is

(732) 445-1234, however, the Call Center may still temporarily be reached by using the previous Service Call numbers assigned to each of your individual campuses.

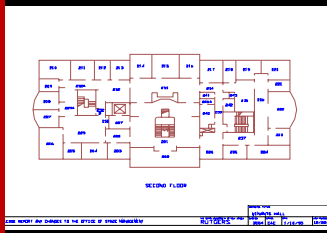
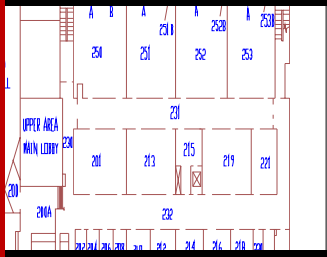
The Service Call Center gang appreciate your patience and understanding as they each learn the new buildings and staff associated with this campus-wide service improvement endeavor!

Helen McCloskey
 Director, Mechanical Maintenance & Planning

Service Center Renovation Photos:



On-Line Plan Room Debuts



Facilities Business Administration and Facilities Project Administration are working jointly on a new project entitled, **The On-Line Plan Room**, which is a new web based software application for distributing construction blueprints. The On Line Plan Room was developed by TRIANGLE (www.trianglear.com), our digital print service provider. The first project being tested is the Camden Law School where building drawings are displayed electronically via the web. Authorized parties using pre-approved password security features are allowed to view specific projects residing on the TRIANGLE website.

The web site will enable general

contractors to access construction projects online, review blueprint drawings and request hardcopy blueprints should they elect to bid on a Rutgers University construction project. Requests for prints & delivery (including addenda when applicable), are processed on-line directly to our reprographic firm-TRIANGLE. The system acknowledges the requests & generates transaction reports documenting website visits and information requests. TRIANGLE invoices the contractor based on number of blueprints ordered and sends the prints directly to the contractor.

The new Online Plan Room represents a major process

change from our existing procedures of reproducing thousands of costly hard copy blueprints for contractor and subcontractor use. Aside from reductions in printing and distribution costs, improvement is expected in project management efficiencies and communications. The On-Line Plan Room will also be linked to and complement the Xerox DocuShare.

On-Line Plan Room project details are being finalized and full system implementation is targeted for May 2006.

*Bob Fanucci,
Coordinator, Technical Services
FBA*

University Transportation Master Plan Update

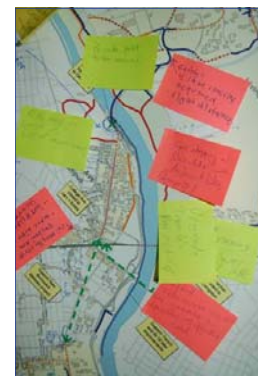
Facilities Planning and Development has been working with Parking and Transportation Services to develop the University Transportation Master Plan. The purpose of the transportation master plan is to comprehensively examine all aspects of the Rutgers University – New Brunswick/Piscataway Campus' transportation system and determine a vision and goals for the network.

As part of the Transportation Master Plan effort, two open houses were held on March 27th, 2006 from 1-5pm at the Rutgers College Student Center and March 28th, 2006 from 7-9pm at the Douglass Campus Center. At the open houses, members of the Rutgers University community viewed initial findings and potential proposals for the transportation master plan as well as asked questions and provided feedback on the existing transportation system.

Ultimately, the Transportation Master Plan will serve as a companion piece to the 2003 Rutgers University Physical Master Plan document and will outline sustainable strategies for addressing

the current and future transportation needs. The effort is expected to be completed summer 2006. If you have any questions or would like more information on the Transportation Master Plan effort, please contact Jennifer Lane at jlane@facilities.rutgers.edu.

*Frank Wong,
Executive Director,
University Planning & Development*



Do you have questions for the Editor?

Email me:
Ghislaine Darden at

gdarden@facilities.rutgers.edu

Human Resource News!

Administrative Professionals Day

Administrative Professionals Day was celebrated by 35 staff members on April 26, 2006 with a luncheon, cooking demonstration and seminar on nutrition.

Peggy Policastro, a Nutritionist with Dining Services, presented facts about nutrition and diet in a common-sense, yet amusing session. Chef Peter Blake of Dining Services then took the podium with a presentation on *Garde Manger*, cold food preparation. Using volunteers from the audience, two different wraps, a Waldorf salad, and a fresh fruit terrine were demonstrated, prepared and distributed for tasting. A “delicious” time was had by all.

Training Initiatives

Several training initiatives have started in Facilities & Capital Planning. “*Making Service Interactions Count in Facilities*”, a customer –focused seminar has

been presented to Area Managers, Planner/Estimators, and several zones. Aligning with the University’s goals and objectives, attendees learn the importance of communications and working with the customer (within Facilities and the University) to provide superior service. Additional zones will be receiving the training throughout the summer.

All Facilities & Capital Planning employees will have the opportunity to attend the “Respectful Workplace” Seminar. Expertly facilitated by Andrae Monroe-Green, UHR Employment Equity Manager, the session combines group discussion with segments on the history of equal opportunity and anti-harassment and anti-discrimination laws. Facilities Business Administration and Grounds staff and management have attended the class so far. Additional sessions are scheduled.

Facilities Leadership Challenge

Congratulations to members of Facilities & Capital Planning Senior Staff for successfully completing the Advanced Leadership Seminar Series. The seminars covered such topics as Communication Planning, Negotiating Skills, Problem Solving, and Communication in stand-alone sessions facilitated by University experts in the field.

Also, Congratulations are in order to Facilities & Capital Planning Forepersons, who are nearing completion of the second Facilities Leadership Challenge Seminar Series. This years’ series consists of five sessions incorporating skills application, case studies, and practice in such areas as conflict management, delegation and follow through, performance management, and dealing with change, and more!

*Deborah Lewitter,
Training Coordinator*

Facilities Business Administration Welcomes Back Project Rise

Peek into a classroom on Busch/Livingston, College Avenue, or Cook/Douglass campuses on a given day and you will see an industrious group of custodial employees studying English. There is so much to do:

- New vocabulary to master...
- How can we remember those past tense verbs?
- Let’s read with better understanding...
- Conversations/dialogues with our partners build confidence in speaking with our supervisors, co-workers, staff and students...
- We practice writing memos, giving and receiving instructions, reporting emergencies...

As we progress, our pronunciation improves!



Fifty-six custodians are currently studying workplace English. In addition to basic ESL/Literacy instruction, many custodians are working on Citizenship preparation. Their effort is coordinated in the RISE program. A Reading class was recently started.

Barbara Meyer is the proud teacher of these classes. She represents Facilities Business Administrations effort to fulfill its mission to afford each employee an

opportunity for individual development and personal growth. Presently, custodians volunteer to participate in the RISE program, but as an enthusiastic custodial student recently exclaimed, “This class is **MANDATORY** for me!”



*Barbara Meyer,
ESL Teacher, Project Rise*