As the year draws to a close, I look back on all of our accomplishments with much respect and appreciation. On behalf of the entire Senior Leadership Team I would like to take a moment to thank you for a year of excellent work, and for the enthusiasm you demonstrate as you carry out your work. It is an honor to work alongside dedicated working professionals who make such excellent contributions to our university. I encourage you to take note of your own achievements this past year and really take time to celebrate them. Look for specific information in January regarding our accomplishments.

**Door Hanger Program**

FMS reintroduced The Door Hanger Program in 2009 to maintain a quick and effective way to gain feedback from our customers. Since then, we reviewed the number of door hangers sent out, returned, and comments included. This process has helped with customer communication, and has led to improved ongoing communication between Zones, managers and supervisors, and CRC. Now FMS is extending this customer-based communication to all shops and technicians, and we want to reach 100% survey participation.

A new electronic survey application will replace our paper Door Hanger. We are excited to combine innovation with our ongoing efforts to prioritize customer feedback! Be on the look-out for updates.

**New Winter Projects**

As you know, our work doesn’t stop when the university takes an academic winter break. Instead we take that time to implement major projects that have been planned for months. This winter many projects involve various chiller plants and cooling towers across both campuses, including major regular maintenance for chillers at Center for Health Professions, and Health Care Consultation Center II. Also, the new chilled water plant at Parking Structure A will be connected to the campus Thermal Energy Storage water system.

Please refer to the detailed list to the right for all of our important upcoming winter projects.

- Hughes Aircraft Electrical Engineering Center (EEB) – Replacement of rooftop air handler
- Frank R. Seaver Science Center (SSC) – Replacement of chiller
- Center for Health Professions (CHP) – 10 year tear down major regular maintenance on chiller
- Health Care Consultation Center II (HCT) – 10 year tear down major regular maintenance on chiller
- Eileen and Kenneth T. Norris Dental Science Center (DEN) – Replacement of the building electrical service
- Waite Phillips Hall of Education (WPH) – Replacement of the building electrical service
- Ethel Percy Andrus Gerontology Center (GER) – Refurbishment of the basement building air handlers
- Annual cooling tower cleaning/refurbishing (about 15 cooling towers on both campuses)
- Utility Projects (All on McClintock Avenue):
  - Rebuild electrical manhole number 35
  - Connect the new chilled water plant (PSA) to the campus Thermal Energy Storage chilled water system
  - Extend the steam loop across McClintock for the new CMSE building
  - Install new 16” chilled water lines under the existing storm drain culvert in McClintock
The fall 2013 FMS Steven B. Sample awards were handed out at the All-Staff meeting that took place on October 10th. This award was created in 2010 in recognition of USC’s former President Dr. Steven B. Sample’s legacy of leadership, and is meant to encourage excellence among all FMS staff. The awards were open to any staff member that successfully lead a team on a job or project in 2013 while applying some of the following qualities:

- Leadership
- FMS Values
- A Positive Attitude
- Accountability
- Creativity
- Learning and Coaching
- Has a personnel file free of disciplinary action over the previous 12 months

OUR WINNERS WERE

JOSE MIRANDA - FMS Fleet Management
Jose was given the challenge of figuring out how to repair bollards in-house. He developed an innovative solution that was stronger and significantly less expensive than the repair company’s work. He then trained others on how to do it and together they repaired 15 bollards saving USC thousands of dollars for repair and $17,000 to replace them. Even more impressive, Jose works for FMS Fleet Management, and this work is outside of his responsibilities at USC.

Congratulations to our winners, they have truly displayed our FMS values in their work!

DAVID FIRNER - HSC Zone Maintenance
Right before a building was ready to be occupied, its water main broke, and subsequently another problem came to light, the water pressure to the building was low due to old rusted pipes. This leader took ownership of the issues and lead the team that replaced all of the piping so that the new occupants would have proper water pressure without compromising move-in.

Norris Cancer Hospital Survey
A mid-cycle accreditation survey was conducted by The Joint Commission, JCAHO, at Norris Cancer Hospital with one minor recommendation regarding eyewash stations. Overall the hospital did quite well. The surveyor was very impressed with the high standards in the hospital’s appearance. Congratulations to all our Norris Cancer Hospital personnel for a job well done!
November 24th marked the start of our Kronos v7.0 software update. This upgrade involves two phases. Phase I was implemented on November 24th, wherein all of the data in the Kronos system was migrated to the upgraded version. While we didn’t experience any functional changes, the program did take on a new look. Phase II will be implemented in the coming weeks, and the new daily approval process will be deployed to all FMS users.

- Please note that the Kronos link on the FMS website has been updated, under My FMS, but any shortcuts located on your desktops should be updated to reflect the new URL, which is http://usc.kronos.net.

- Training for Phase II of the Kronos system upgrade will begin soon, more updates will be sent shortly. Facilities Financial Services thanks you for your patience during the completion of this upgrade. If you have questions, please contact Frank Parra, Payroll/Personnel Coordinator of Facilities Financial Services, at (213) 740-3177 or frankpar@usc.edu.

This quarter the Organizational and Professional Development (OPD) team rolled out the new RSVP Confirmation System, an online scheduling system for trainings and events. The RSVP system allows managers to have more oversight over training scheduling. The process was designed to be easy; managers can log into the system, view upcoming trainings, and schedule their staff. As of now the new system has been used in the recent FMS Safety Training Day scheduling, and so far so good! Supervisors and managers learned about this new scheduling system during our Leadership Forum and provided valuable feedback which has already been incorporated into the software. More features are being added to the system along the way, in which case managers will be kept informed.

**Good Neighbor Campaign**

Thank you for participating in our annual Good Neighbor Campaign! We kicked off our FMS participation by holding our Open House on October 15th, at UPC, followed the next day by presentations in FPM to Landscape and Grounds, as well as Zones. At HSC our major meeting was October 16th, and custodians were given a presentation October 19th. Many of you signed up at these events, and the numbers are good! As of now 51% percent of FMS staff have either made a donation, or are actively donating at each pay check. A few of you have even committed to donating one percent or more of your salary! These 1% members will be invited to attend a dinner at USC President C. L. Max Nikias and Mrs. Nikias’ home next fall. This year our $25.00 gift card winners were: Denise Conine, Monica Dodd, Joel Enriquez, Paul Flores, Zenaida Flores, Derek Lemon, Ralph Lopez, and Rick Parker. There is still time to donate and to get a ticket for the raffle to be held in December for the $250.00 gift card – donations are accepted until the end of the year!

For more information please contact our Campaign Coordinator, Marian Purcell, at goodneighbors@usc.edu.
As you know, this quarter kept us busy, but nevertheless we made time to come together to reflect, communicate, and celebrate our accomplishments. Two major events included our All-Staff meeting and our Leadership Forum.

We held our All-Staff meeting on October 10th at Town and Gown. The All-Staff Meeting began with departmental table top displays from all FMS administrative units. In addition to John Welsh’s welcome and updates, Lloyd Silberstein walked us through the USC Construction Master Plan. We were also honored to have guest speaker, USC Men’s Basketball Coach Andy Enfield. Coach Enfield thanked FMS for a great job in keeping USC beautiful, which helps influence his potential recruits to come to USC. Coach Enfield also expressed how impressed he was with the level of service and quick response from FMS, and joked about having told his personal contractor to follow more in our footsteps.

The All-Staff Meeting also included the celebration of the successes of the FMS Steven B. Sample Award winners Jose Miranda and David Firner.

The fall 2013 Leadership Forum for all FMS managers and supervisors happened in September, and focused on wider system changes. Updates were given about the completed transition to Office365, the Kronos software update, and USC’s system switch to Workday. Participants also learned about the new RSVP Confirmation System and provided feedback that has been incorporated into the software development.

New Leader Training

Five of our new supervisors have successfully completed an extensive New Leader Training course designed by FMS Organizational and Development Department’s Donna Buchanan and Brittany Lichtig. The training happened over the span of six weeks and included a variety of supervisory management courses, taught by FMS “faculty” and outside trainers. The courses included HR practices, The University/FMS Budget process, Responsive Management, Customer Service, Time Management, Writing Effective Emails, Harassment Prevention, and Effective Communication. A special thank you to, outside trainers Dick Baron and Pearl Hilliard, as well as our FMS Faculty, Donna Buchanan, Ruth Fajardo, Paul Flores, Frank Parra, Chris McCann, Kwok Ng, and Ana Zavaleta for providing the courses. The training program ended with a graduation ceremony during which the students spoke about what they learned, as well as their goals as new supervisors. Congratulations to the class of 2013, Ramon Carrillo, Andrea Escalante, Ed Fournier, Judith Mass and Jerry Webb.

Safety Training Day

Once again, FMS partnered with Career and Protective Services (CAPS) Environmental Health and Safety (EH&S) Department to successfully launch our 3rd annual Safety Training Day. Training activities included an orientation for all managers and supervisors, as well as instruction on regulatory requirements for all Operations and all Maintenance staff at UPC and HSC.

We are very grateful to CAPS EH&S team, Ed Becker, Director, and Itzel Molina, a lead coordinator in the Safety Training Day program, as well as Tamara Casebolt, Fabian Castro, Angela Christopher, Vivek Dharne, Erick Guandique, Thomas Haley, Antonio Ruiz, and Vickie Trejo for providing our trainings. Lastly, a special thanks to Brittany Lichtig, from our FMS Organizational and Professional Development Department (OPD), for all her hard work and long hours coordinating this important program.

As always, FMS will be working hard to follow-up on the great safety suggestions discussed during Safety Training Day. Our ongoing monthly Safety Meetings, held between managers/supervisors and their staff throughout the year, are also part of our safety training efforts.

Thank you for all your ongoing participation in keeping our workplace safe! Keep up the good work and BE SAFE OUT THERE!
California Shakeout

On October 17th FMS joined all USC staff, faculty and students in an earthquake preparedness practice by participating in The Great California Shakeout. We dropped, covered and held, and then gathered at pre-assigned meeting locations to ensure everyone made it through our mock earthquake. Our goal was to role play all the steps we need to take if the “big one” hits, and we did a pretty good job! Thanks to everyone for participating, and for demonstrating that preparation is the best way to ensure safety.

Many thanks to our FMS Building Emergency Response Team members Antonio Atilano, Dahiana Arditto, Denise Conine, Ohgie Grape, Mike Guzman, Daniel Neri, Kwok Ng, Frank Parra, Benito Ramos, Margaret Turner, and Travis Tyler for doing a great job in guiding us through our drill.

For more information on USC’s Emergency Response plan please visit http://emergencyprep.usc.edu/emergency/.

Veteran’s Day

On November 11th we held our 5th annual Veteran’s Day celebration for all veterans from FMS, CCD and CAPS (Career and Protective Services). Much like in previous years, our luncheon was full of recognition and appreciation. John Harmer, Associate Vice President of CCD, and Charlie Lane, Associate Senior Vice President of CAPS, gave special remarks throughout the luncheon and invited our veterans to speak. Corporal Mike Malan, who served in the United States Marine Corps and works in our Central Shop Services, Lt Colonel John Morrill, who served in the U.S. Air Force and works in CCD, and Sergeant First Class (SFC) Anthony M. Bailey, who served in the U.S. Army and works in CAPS, all shared their stories. “It instilled a sense of pride and humility, to be able to give back to a country for which I am proud to be a citizen of,” said Mike Malan, before describing his experiences during his two tours in Vietnam. Thank you to all of our veterans for sharing their stories, and for their service and perseverance. We learned of their tours, their time away from home, and their courage out in the fields. We are forever grateful.

A special thanks to Dahiana Arditto for coordinating this event.

"When our perils are past, shall our gratitude sleep?"
-George Canning

OUR VETERANS

Jesse Alvarez
Steve Back
Casey Catuna
Joseph Coleman
Peter Covarrubias
John Cresswell
Shane Daywalt
Ian Derzanovich
George Dixon
George Huber
Patrick Hughes
Roger Lane
Mike Malan
Walter Martin
Michael McGerr
Vernon Nieva
Robert Reed
Robert Richter
Kevin Rust
Richard Snouffer
Lar Veals
Rudy Vera
Jerrald Webb
Gary Wood

US Marine Corps
US Air Force
US Army
US Army
US Air Force
US Marine Corps
US Navy
US Army
US Marine Corps
US Marine Corps
US Air Force
US Marine Corps
US Navy
US Navy
US Marine Corps
US Air Force
US Marine Corps
US Army
US Navy
US Marine Corps
6/10/13

Bob (Cuthill), I wanted to point out how instrumental it was for Pete (Hernandez) and Cande (Lopez) to work on the problem we were having with the urinals. And with their expertise and knowledge of all the other types of flush valve sensors out there they were able to find an option that would work with what we have as far as urinals, and make these new ones work and solve our problem. Which we have had for a very long time. I would also like to point out that Pete and Cande are both very knowledgeable and very supportive of Cinematic Arts needs, and are appreciated.

Steven Olson, Building Systems Manager
School of Cinematic Arts

6/12/13

Hi Ron (Cote), Fred (Holguin), Randy (Bergdahl)

I just wanted to take this moment to thank you for all your hard work on the Sacramento Center (SCA) tile floor project. Everything looks 100% better!

Also a big thank you to our SCA Aramark crew for taking care of SCI, the building looks great.

Gerry Ozawa, Assistant Manager,
Operations, School of Cinematic Arts

6/12/13

Denise (Conine),

I want to sincerely thank you for facilitating the purchase and installation of the new door at University Parking Center (UPX). I can now see clearly to the other side! Joining me, most assuredly, in singing your praises are the countless people that use that egress every day - especially those who experienced firsthand the old door’s unforgiving nature. Thank You!

Regards,
Brian J Drewelow, Industrial Hygienist / Health and Safety Specialist, Environmental Health and Safety

6/17/13

Frank (Soria),

Everything was terrific, and went even better than expected. Thanks for all your help. We really appreciate it!!

Best,
Apryl Lundsten, Director, Digital Projects

7/03/13

Hi Randy Bergdahl,

I wanted to let you know that Carlos (Gomez), who was recently assigned to Edward L. Doheny JR. Memorial Library, has done a fantastic job this week down in the Dean’s suite area. He has gone above and beyond in cleaning one of our vacant offices as well as a refrigerator, which was emptied out in anticipation of a planned power outage this holiday weekend. Thank you!

Sincerely,
Tom Goller, Facilities Manager, USC Libraries

7/15/13

Dear Mr. (Fred) Holguin,

I wanted to send you a brief note regarding two of your employees: Dora Alfaro and Ana Martir. I have had the opportunity to meet these two women, and over the past year that I have been working for the Department of Athletics, have found them to be extremely dedicated to their jobs and wonderfully helpful to all of our staff and more importantly, to our students.

They always greet me with a smile in the mornings, and offer their assistance when they are here. They are friendly faces that many of us have come to know around the office, and I did not want that to go unnoticed. Their work is very much appreciated.

Sincerely,
Martin Jauregui, Ed.D., Learning Specialist
Student Athlete Academic Services

7/16/13

Dear Randy (Bergdahl) and Guillermo (Soto),

The Drama Center linoleum floors, including the restrooms, and Massman dressing room, were cleaned up beautifully. Please send along the message to your FMS team for a job well done!

With gratitude,
Helga (Matthews), Director of Development and Community Relations, USC Norris Comprehensive Cancer Center

7/23/13

Good Morning Santiago (Arreadondo)

I just wanted to personally thank you for all your support and cooperation as always. Your crew continues to come through in assisting us in keeping our complex in great shape during all of our special events. Once again thanks so much for your efforts, they are truly appreciated.

Gerry Ozawa, Assistant Manager, Operations
School of Cinematic Arts

8/27/13

Hello Vilma (Rivera),

I work in the IT department at USC School of Social Work. I noticed the markings on the wall in that room last week and thought we had to repaint the entire wall.

However, Shenya Amaya and Angel Mancillas were able to clean the wall after several attempts by others to remove the marks from the wall. They did a fantastic job. It is so clean I may not need to repaint the wall after all. Please thank them for me when you get a chance. I really appreciate it.

Jason Chan, Distance Education Supervisor
School of Social Work

8/23/13

Hi Barbara (Sussoev),

I want to give a huge kudos to Calo (Tisci) for all of her help in planning our new student welcome event, which took place yesterday. As always, she did a great job with planning, follow-up and responding to all of my MANY emails!!

Thank you Calo for a job well done :)

Angela Turk, USC Health Promotion and Disease Prevention Studies

8/23/13

John (Welsh),

I want to bring to your attention the exceptional customer service we have received from George Huber over the last few days. He has worked tirelessly to ensure we are ready for classes on Monday. He even assisted us in getting our beautiful new fountain working in time for Dean Yortso’s student welcoming speech. Please join us in thanking George for his dedication and selflessness in ensuring second to none deliverance of customer service.

Best regards,
Jeff Wiginton, Director of Facilities,
Viterbi Business Affairs

9/19/13

Hi Bob (Cuthill),

I would like to let you know that Walter (Martin) and Pete (Hernandez) have gone above & beyond in helping the Cinematic Arts department. We needed to have all the lighting reworked and rewired in our screening room. I had asked Walter if he could look at this so I could get a quote. Walter and Pete were able to do everything needed by reprogramming the zones in the LC&D panel.

This is very much appreciated by me personally as well as the Cinematic Arts department. This has saved our department substantial amounts of time and money.

Steve Olson, Building Systems Manager
School of Cinematic Arts

9/19/13

Debbie (Agular),

HSC FMS is very fortunate to have people like Renee (Arredondo) and Jessica (Oliver) working at their customer service. They both are very cheerful and polite when answering the phone and assisting with resolving issues.

Jackie Mardirossian, Director of Continuing Education, Occupational Therapy
New Friends!

STAFF

Joseph Acosta
HSC Preventative Maint
Engineer- Module C Mastery,
6/6/13

Casey Catuna
HSC Norris Hospital
Engineer- Module C Mastery,
6/6/23

Carlos Colorado Rivas
Utilities Preventative Maint
Engineer- Module C Mastery,
6/6/13

David Caceres
Zone 4
Maintenance Technician- Entry,
6/23/13

George Dixon
Customer Resource Center
Customer Service Coordinator
7/18/13

Florentino Arreola
Fleet Services/Waste Mgmt
General Services, 7/18/13

Sergio Pena Flores
Athletic Fields
Athletic Fields Groundskeeper-
Entry, 7/18/13

Ana Barajas
O&M Administration
Resource Employee, 8/19/13

Adriana Payan
HSC Custodial
Custodian- Entry, 8/26/13

Aimee Benitez
HSC Custodial
Custodian- Entry, 8/26/13

Greg Claborn
CSS Lock Shop
Locksmith- Module C Mastery,
8/29/13

Jerrald Webb
UPM Shops
Trades Supervisor, 9/3/13

Catalina Vazquez
Org. & Professional Dev.
Communications Coordinator,
9/12/13

Humbelinda Flores
Engineering Services
Commissioning Project Specialist, 9/12/13

Hilda Garcia
HSC Custodial
Custodian- Entry, 9/19/13

Timothy Jr. Johnson
HSC Custodial
Custodian- Entry, 9/26/13

Nelson Sanchez
HSC Custodial
Custodian- Entry, 9/26/13

Heidy Pineda
HSC Custodial
Custodian- Entry, 9/26/13

Francisco Guardado Vanegas
Athletic Fields
Athletic Fields Groundskeeper-
Entry, 9/26/13

Eric Duran
Special Services
Special Services Supervisor,
10/1/13

Steven Dugas
Irrigation Shop
Irrigation/Athletic Fields
Supervisor, 10/14/13

Connie Park
Facilities Human Resources
HD Payroll/ Personnel Tech,
10/24/13

STUDENTS

Danielle Salazar
CRC, 4/26/13

Patsy Teoh
MIS, 5/11/13

Arya Dinyari
CAD Services, 5/14/13

Harsh Desai
CAD Services, 5/23/13

Hardikkumar Patel
CAD Services, 5/23/13

Ina Zhao
CAD Services, 5/28/13

Nishesh Guptha
CAD Services, 6/3/13

Adrian Hwang
CAD Services, 6/7/13

Santiago Zuniga
Org. & Professional Dev., 6/20/13

Jueyu Wang
Events, 6/20/13

Christopher Hong
Engineering Services, 6/20/13

Joshua Hung
Engineering Services, 6/20/13

Alexandra Reinholdt
Customer Resource Center,
7/9/13

Ryan Taketomo
Events, 7/15/13

Xuewen Quan
Cad Services, 7/18/13

Anurag Peter
Network Services, 7/18/13

Fnu Lakshitha Kaushik
Events, 8/20/13

Katherine Christian
Engineering Services, 8/29/13

Gouthsmti Kondakindi
Network Services, 9/12/13

Suraj Kadam
Events, 9/12/13

Connie Jung
Human Resources, 9/12/13

Vishal Biradi
Events, 9/12/13

Xia Li
Financial Services, 9/16/13

Newton Garner
Events, 9/16/13

Pavan Shivareddy
Network Services, 9/26/13

Bharat Shinde
MIS, 9/26/13

Anjuli Ayesa Roces
Office of the AVP, 9/27/13

Published by
Facilities Management Services,
University of Southern California
3434 S. Grand Ave.
Los Angeles, California
90007-3161
213.740.3056

Editor: Catalina Vazquez
Associate Editor: Donna Buchanan
Layout: Dahiana Arditto
Contributors: HR Staff
Photographers: Dahiana Arditto, HR Staff
Research: FMS Human Resources Staff, OPD Staff