EXCAVATION AND FOUNDATIONS COMPLETE AT NORTHWEST CORNER

The new Interdisciplinary Science Building will soon rise from this 40-foot deep hole at 120th and Broadway. Story on page 4.

CUSTODIAN AMONG HONOREES AT PUBLIC SAFETY AWARDS CEREMONY

Richard Rodriguez of Custodial Services was honored with an outstanding service award for spotting someone stealing items in Fayerweather Hall and alerting Public Safety officers in time to catch the thief. Find out more about the ceremony and other Public Safety news on page 9.
Dear Don [Schlosser] and Boubacar [Maiga],

Thank you very, very much to Christine, Lucien & Yolanda for the excellent clean up job in 750 last Friday after the poor woman took ill. The occupant of the desk involved was able to take it all in stride thanks in large part to the quick and thorough cleaning you were able to do. I was grateful to be able to concentrate on helping the ill visitor knowing you would take care of the aftermath. Thank you so very much!

Also last week, you did a great job with the carpets in the offices in the new suite 507. They look great and really, like new. Thanks again!

How fortunate we are to have you working with us to keep Butler looking her [best].

Aline Locascio
Coordinator
Butler Renovation

Dear Anthony [Nasser],

Thank you for your help resolving a student’s concerns about the work being done in her apartment. She e-mailed me just now to let me know that not only did you already come by the apartment to see what is going on, but you also resolved the issue and made her feel very reassured.

This is by no means the first time that you have responded to a student’s concern very quickly and made the student feel listened-to and supported; I am consistently impressed by the level of service you provide to our students, and your genuine concern for their well-being. I know we’re more likely to hear complaints than thanks, so I just wanted to make sure you know that your work is appreciated by the students, even if they don’t always say so, and definitely by me.

Elizabeth Grainger
Assistant Director of Student Services
Columbia Law School

Dear Cathy [Ryder],

I commend you and Catherine Sanders for your professional excellence regarding 400 West 119th Street. The physical and administrative changes implemented have made a tremendous difference, executed with extraordinary attention to detail and concern for tenants.

Words cannot adequately express my sentiments: I am particularly grateful to both of you for your prompt attention to my myriad requests.

Harriette Weisman
Resident
400 West 119th Street

Dear Anthony Nasser,

My name is Woranoot Kongtanakomtunyakit. I had lived in UAH housing at 121st Street for a year and a half before I left the US last December. Columbia apartment housing, especially my building at 501 West 121st is marvellous. My superintendent, Eddie, works so hard to keep the building as a home for residences. The hallway and basement were always clean, even on weekends and holidays. Eddie familiarized me with all the things I need to use, including the washing machine and how to use the keys for the apartment.

It would have been harder to accustom myself to the new surroundings without his suggestions, since my country is totally different from NYC lifestyle. I and my roommates who are foreigners felt comfortable and got the kindly advice of living in NYC from the first day we started our lives in Morningside Heights. All requests we made of Eddie were always taken care of promptly.

Woranoot K.
Resident
501 West 121st Street

Dear Nelson [Falcon],

The wondrous glass canopy over the entrance to 410 Riverside Drive has now been repaired and re-installed. We owe the beautification of this building all to you and we, the residents of 410, thank you resoundingly.

Gloria Deak
Resident
410 Riverside Drive

Dear [Facilities],

Since I am so quick to tell you what you do wrong, let me now balance it by telling you that the lighting installation in our 200-level stacks was done *right!* I was away during the process, but my staff tells me that the work was done efficiently: quietly, neatly, on time, and on track. Staff using the stacks tells me it is much easier to work in those stacks shelving books because they can see what they are doing. When you get off the elevator, it is possible to look down that corridor and see the doorway at the far end, something we never were able to do before.

So now people can find our Kress room more easily.

Thank you all for a good piece of work, with wonderful results. It was a wonderful beginning to the new year; thank you on behalf of us all.

Dr. Amy V. Heinrich
Director
C. V. Starr East Asian Library

Dear Bob [Bullock],

Just wanted to take a moment to let you know that Chris Donatelli did an extraordinary job on the steam pipe repair in 110 Low Memorial Library this past weekend. The response by your team was excellent. The job required the rug to be pulled up, pipe repaired and then the floor restored. On Monday morning, I had no idea what I would find. The office was neat and clean, the carpet reset. Chris stopped by to let me know that the trim and painters would be there to “clean” up as needed. Thank you so much for allowing this job to be done in such a timely factor. As you are aware, space is tight, and it was great to not have to relocate someone for even one day.

I know that it is easy for people to complain about what doesn’t get done, but I wanted you to know that I, for one, really appreciate prompt response, and a job well done, by the facilities groups.

Helene J. Newman
Director of Budget & Human Resources
Office of the General Counsel
Before celebrating the start of the spring season, let's take a moment to look back at a few of our achievements this winter.

We're making great strides with many of our construction projects, including our work on the Interdisciplinary Science Building (ISB), formerly known as the Northwest Science Building. As highlighted on page 4, development on the ISB is progressing smoothly. Steel is being erected to form the skeleton of the building, and by April, the steel will reach the campus level, an achievement that will be commemorated during an upcoming ceremony. Upon its completion, the ISB will add approximately 188,000 gross square feet of space including approximately 50,000 square feet of laboratory space to the Morningside Campus. From erecting steel to accommodating departmental space changes, our collaborative effort has greatly advanced this project and has been a tremendous help in keeping the ISB on schedule.

While we successfully moved ahead with construction, we have remained committed to our minority, women-owned, and locally-based business (MWLs) initiatives. The new year found us celebrating the launch of our unique mentorship program, in which 21 certified MWL businesses are taking part in a series of courses to learn about managing a full project life cycle. As members of the one-year pilot program, MWLs will have the opportunity to bid on designated Columbia projects (read more on page 5). In addition, we will continue to hold opportunity forums to promote our projects to MWL. Our work will greatly help these businesses to succeed in a highly competitive market and increase our diversity of staff, background, ideas, and creation.

We are equally committed to our green initiatives. Residential Operations has been working with the Manhattan Borough President’s office to design Go Green East Harlem (featured on page 7), a series of free seminars for superintendents in East Harlem. In our work, we will help to provide environmentally friendly techniques for use in maintaining East Harlem’s buildings. In the maintenance of our own buildings, credit must be given to Operations as well as Exteriors and Historic Preservation (EHP). Through its production meetings (highlighted on page 8), Operations has been paying close attention to clients’ needs and concerns, which has improved overall communications and follow-up on service requests. EHP, a division of Capital Project Management (profiled on page 6/7), has beautifully restored many of the University buildings. Like skilled artisans, EHP pays close attention to a building’s details during the restoration process. With their help, we’ve been able to preserve our buildings’ façade as well as the campus’ character.

Of course, our campus could not function efficiently without the tremendous help of Public Safety. In fact, Columbia has been recognized by Reader’s Digest as being among the nation’s leading schools in providing students with a safe environment. Columbia received an “A” grade and No. 21 national ranking (page 9), and I would like to give each of you an “A” for making our campus praiseworthy. You keep our campus safe, functional, and attractive—all of which can not be done without your hard work and because of this I thank you.

Joe Ienuso
One Year into Construction, Interdisciplinary Science Building Taking Shape

April Ceremony will Mark Milestone as Steel Reaches Campus Level

Walk by the northwest corner of campus at 120th Street and Broadway and you will see an enormous 40-foot deep hole. It isn't a meteor – and no, aliens haven’t attacked – but it does in fact have something to do with science: rising up from this hole is a new interdisciplinary science building that will create opportunities for collaborative research and help ease the space crunch across campus.

Great progress has been made since the beginning of construction on the Interdisciplinary Science Building (formerly known as the Northwest Science Building) one year ago. The project is running on schedule, and in addition to the 40-foot excavation, walls that create the foundation for the building have been built. Currently, steel is being erected to form the skeleton of the building, and a large crane is on site to set the “column members” (think of them as the legs of a table) which will hold up the trusses, or large pieces of steel that support the weight of everything above them (think of them as the table).

In April, the project team will reach a significant milestone: the erection of steel will reach the campus-level. This achievement will be commemorated at a “groundbreaking” ceremony with President Bollinger.

“It’s not really a groundbreaking since we’ve already broken ground,” said Joe Mannino, Director of Programs at Capital Project Management. “But it’s significant in that the campus will be able to actually see the University’s tangible commitment to creating space for science instruction and academic research.”

Steel erection will continue through October 2008, with façade work commencing in September 2008. The interior fit-out will start in early 2009, and the building is on track to open in the fall of 2010.

“When we start to build the exterior envelope of the building, which includes the extruded aluminum façade and the glass at the street, café and plaza levels, that’s when you’ll really get to see what the building looks like,” said Mannino.

Laboratories for the 21st Century

The new science building has features that are specially designed for collaborative research and future growth. Cross bracings and the diagonal steel façade will help support a low-vibration environment, critical to the performance of sensitive research.

In addition, since science research is changing all the time, the labs will be designed to enable change within the building. According to the Whole Building Design Guide, most academic institutions annually change the layout of 5-10% of their labs. The new science building is designed with flexibility and expansion in mind. This means making sure that there is capacity in systems (heating, ventilation, air conditioning, power) to meet future research needs and having a modular, open plan to ensure that departments will be able to adapt easily to new types of research. A typical lab floor and mezzanine has a range of 9,200 to 10,000 total net assignable square feet (NASF) and can accommodate three distinct labs, offices and core lab. Once completed, the new science building will add approximately 50,000 square feet of lab space to the Morningside Campus.

A Collaborative Effort

As is true with most Facilities projects, the Interdisciplinary Science Building is a collaborative effort, involving not only Capital Project Management, which manages the project, but many other groups within CUE. For example, Planning and Space Management works with departments across campus to accommodate changes in their spaces as a result of the new building (such as the need to build connecting bridges to Pupin, which affects Pupin’s existing corridor space). Operations handles the relocation of utilities needed to power the new building. Construction Coordination hosts meetings with key constituents in the community during construction. Finance deals with budgetary issues. Public Safety ensures a safe and secure project site.

Mannino said that all members of the project team work well together, noting that lead architect Rafael Moneo – whose design is intended to complement, not follow, the existing architecture of the campus – and Davis Brody Bond, the NYC Administrative Architect, have been “great partners in dealing with our needs.”

Mannino also commended Turner, the project construction manager known for their vast lab construction experience, for keeping the project on schedule.

BUILDING STATS
- 188,000 gross square feet
- 14 Stories
- 7 Research Lab Floors
- Science Library
- Registrar Lecture Hall with 170 Seats
- Café
- Entrance at street level and plaza level
- New plaza level access from 120th Street
- Project Team: Karri Rivera, Gary Hyer, Debbie Addison, David Carlson, Irwin Lefkowitz

Rendering of the new Interdisciplinary Science Building by famed architect Rafael Moneo
Columbia University and New York City Launch Innovative Program for Minority, Women and Locally Owned Small Businesses

First of its kind pilot program between New York City and a university will provide training, assistance, and access to Columbia contracting opportunities

Columbia University and the New York City Department of Small Business Services (SBS) launched a pioneering mentorship program Jan. 10 to help minority, women-owned and local businesses build capacity and earn contracting opportunities at the University.

The one-year pilot program will provide 21 businesses currently certified with the City as minority or woman-owned with a series of courses to learn about managing the full project life cycle. Upon completion of the first set of courses, Columbia will designate a series of University projects on which the participants will bid, with guidance in bidding and meeting contract requirements.

“The University is pleased to partner with Small Business Services in furthering our continued commitment to the growth of the City’s minority, women-owned and locally-based businesses,” said Joe Ienuso, executive vice president of Columbia University Facilities.

“We already have a strong record of providing opportunities for MWL firms. This program’s unique combination of classroom training, one-on-one mentoring with University project managers, and contracting opportunities will help more of these businesses achieve success in bidding and performing on larger, more complex projects.”

Columbia University consistently surpasses its goal of 25 percent minority, women-owned and locally based (MWL) on all construction contracts. From 2002 to 2005, more than $112 million – about 36 percent – of Columbia’s major construction contracts went to MWL firms. In 2006, Columbia contracted for more than $65 million in small construction projects, repair and maintenance services with MWL firms – more than one-third of the total spending for these purposes.

“This innovative program marks the first time the City has partnered with a private university to give minority and women-owned businesses a complete program of education, assistance, and access to help them realize their full potential,” said Robert Walsh, commissioner of the Department of Small Business Services. “Each of the participating firms was selected because they have the resources and performance history to do this type of work. With the right tools and relationships, we believe they will succeed.”

The SBS Mentorship 1-Year Program at Columbia University will begin with Fundamental of Construction Management, a series of free courses that include such topics as: Construction Law; Blue-Print Reading and Construction Cost Estimating; Project Planning, Scheduling, and Control; Risk Management and Project Closeout. All classes will take place on Columbia’s Morningside campus.

Raffle Held to Support Local Charities

On Friday, February 15, Residential and Commercial Operations held its seventh annual Columbia Cares Raffle. Monica Kuth, Acting Director of Leasing Services, spearheaded the event with exemplary help from Cathleen Ryder, Residential Director; Catherine Sanders, Assistant Director of Residential Operations; Chad Hardaway, Manager of Residential Operations; and Sorayda Jermyn, Administrative Assistant. Kareem Smith from Harlem Live, Harlem’s youth internet publication, was the guest speaker. Five hundred and sixty-three raffle tickets were sold totaling $1,419 in donations! The proceeds will benefit the many local non-profit organizations funded by Columbia Community Service (CCS). Along with Harlem Live, CCS supports such diverse community efforts as the West Side Campaign against Hunger, Vertitas Therapeutic Community, Legal Outreach, Inc., Harlem Hospital Injury Prevention Program, the Bloomingdale School of Music and many others.

Raffle prize winners included Building Superintendent Alex Figuero, who won an iPod, and Director of Physical Plant David Forbes, who won a digital picture frame. Rosa Vasquez, Residential Operations Administrative Assistant, won the grand prize—a digital camera. Kudos to all of the people from Residential and Commercial Operations who donated the gifts that made the raffle possible and to our friends in Housing and Dining who helped with the food. Congratulations to all the winners and generous donors! If you missed the raffle, it’s not too late to donate to CCS! You can make a contribution through their Web site at www.columbia.edu/cu/annualappeal/, where you can watch a short video about the people who benefit from all of your contributions.
Exteriors and Historic Preservation
CUF’s Team Maintains the Campus’ and Neighborhood’s Character

This past January marked the two-year anniversary of Facilities’ Exteriors and Historic Preservation (EHP) division. Organized within Capital Project Management (CPM), Exteriors and Historic Preservation works to improve Columbia’s sense of place on campus and in the Morningside Heights neighborhood by repairing and restoring its building fabric.

For EHP, restoration often involves the replacement of damaged and missing building elements and the cleaning of building façades. By restoring or “recycling” existing buildings instead of demolishing and building new ones, EHP helps the University to reduce its carbon footprint and embodied energy—the quantity of energy required to manufacture a product, material or service or to supply it to the point of use.

When repairing building materials, EHP pays critical attention to a building’s details—color, texture, coursing, etc. “We have a unique opportunity to slowly restore a neighborhood and a campus,” says Sarah Kloze, Associate Director of Exteriors and Historic Preservation, describing EHP’s work. “It’s important that we consider the affect of each repair, large and small, on the appearance of the façades and the streetscapes.”

Sarah’s team of five project managers (architects, conservators and engineers) has worked on an assortment of projects for the University, operating as project managers and internal consultants in conjunction with other CUF teams. All team members are experienced in the repair and restoration of historic structures, which is essential as they maintain a portfolio of more than 250 buildings, an overwhelming majority of which were built in the late 1890s and 1900s.

To capture the original architectural design of each building, Sarah noted the importance of referencing historic images of each structure. A majority of these images are tax photographs taken between 1939 and 1941 by the local government to document the buildings. They now serve as useful resources when designing and selecting materials for replacement and repair, such as entrance doors, exterior lights, ornamentation, and storefronts.

In addition to photos, EHP uses other buildings within the campus and neighborhood as inspiration, particularly since many of these buildings were designed by the same architects with similar materials and details.

Since its inception, Exteriors and Historic Preservation has made significant contributions to the campus and neighborhood. While the team was under Institutional Real Estate (before settling within CPM), the buildings on the east side of campus (Amsterdam Avenue and Morningside Drive) saw marked improvements. 44 Morningside Drive, located on the southwest corner of 115th Street and Morningside Drive, went through a significant transformation after the completion of two projects in 2003 and 2005. The six-story building now boasts a new cornice, parapets, granite planters, entrance doors, and decorative metalwork.

To be counted among these improvements are the ongoing upgrades to “frat row” on West 114th Street between Amsterdam and Broadway, and the installation of “green roofs”—lush vegetative roof tops—at 423 West 118th Street (above Radio Perfecto) and 635 West 155th Street, where the Office of Environmental Stewardship is located. Additionally, the façades of 435 West 119th and 434 West 120th (both on Amsterdam Avenue) were cleaned, after which a surprising variety of color in the brickwork was uncovered beneath the 100 years worth of dirt. In addition to the cleaning, the storefronts were replaced to create a more uniform appearance.
Ornamentation that has been missing for decades is being replaced on many buildings. Two of the more noteworthy examples are the replacement of large projecting, decorative bands at 500 West 122nd and 438 West 116th. The EHP team also completed a significant façade project at 410 Riverside Drive this past fall. The building, noted for its three 36-foot gables and its copper mansard roof, now has new gables and a roof, rebuilt in-kind. With window replacement as a significant part of their overall efforts, EHP is planning to replace the building’s windows to bring them back to their original fenestration pattern.

Although EHP strives to improve the University’s streetscapes and its historic façades, they face the typical construction challenges in a University environment—the need to work with minimal impact to faculty, staff, students, and neighbors. To resolve this, often production schedules must be planned around the academic calendar to take into account the presence of faculty and staff. Also, sensitivity is given to Columbia’s neighboring communities and their traffic and lifestyle concerns.

Challenges aside, Exteriors and Historic Preservation has numerous projects on the horizon. They are currently working with a CPM team on the renovation of McVickar Hall, in which they will focus on the replacement of the cornice, windows, terra cotta, and decorative metalwork; the cleaning of the façade; and rebuilding of the parapet. There are many highlights to EHP’s work, as Project Manager Lawson Harris says, “It’s good to see how our work has a positive impact on the neighborhood.”

Go Green East Harlem! Seminars for Supers

CUF Residential Operations has been working with the Manhattan Borough President’s office to design Go Green East Harlem Seminars for Supers, a series of free workshops for superintendents in East Harlem. The Go Green seminars will provide building maintenance techniques that can help reduce a building’s impact on the environment and the exposure to chemicals that can harm human health.

The first seminar was held on February 26, 2008 and focused on Integrated Pest Management (IPM)—the use of different techniques to control pests with an emphasis on minimizing the use of chemicals and integrating ecological strategies and preventive cultural practices. Rita Bonamo of Black Widow, one of CUF’s pest control vendors, presented at the event.

The IPM techniques she spoke about have been utilized by Residential Operations for the past two years with good results. Richard Fontenelle, CUF Building Superintendent, also spoke on the benefits of implementing IPM in residential buildings to control pests. Ed Lauth, CUF Director for Commercial Property Services, who serves on the seminar committee, reported that the event was well-attended and a successful start for the workshops.

Future seminars will focus on recycling, water and energy conservation, green cleaning, and tree care. Geraldine Tan and Dennis O’Hagan from CUF will be featured presenters at the next Seminar on March 27, 2008 and will speak on lamp recycling. For more information on Go Green East Harlem Seminars for Supers go to [http://cenyc.org/supergreen](http://cenyc.org/supergreen).
Production Meetings Get Results

Matthew Early, Columbia University’s Associate Vice President for Facilities Operations, is most often found walking around campus to ensure that the grounds and buildings remain functional and beautiful. But on the last Thursday of every month at 1:00 pm, Matt and many of his staff huddle in B-230 East Campus Conference Room A/B – not to clean, heat, cool, power or repair – but to listen. Ever since his days as a Commander in the United States Navy, Matt has hosted “production meetings.” The goal of these meetings is simple: Facilities listens to issues brought up by clients and resolves them.

“By getting clients’ issues on the table and having problems solvers in the room, we can take immediate action,” said Matt. “Our clients also feel that they are being heard and can be part of the solution.”

The “clients” include all academic and administrative departmental administrators. The “problem solvers” include Assistant Vice President for Residential Operations Mark Kerman, Assistant Vice President for Physical Plant and Engineering Frank Martino, Assistant Vice President for Campus Operations Don Schlosser, Director of Services Center Fred Small, Director of Physical Plant David Forbes, Director of Trade Services Clem Olivo, Director of Custodial Services Boubacar Maiga and all of the client service supervisors who interact with clients everyday.

“We represent CUF as a whole, since that’s how clients see us,” said Matt. “So we do our best to integrate with other departments within CUF and the University in order to resolve issues and maintain clients’ confidence in us.”

The client feedback since these meetings started in late 2006 has been not only extremely positive, but also extremely productive. It is an opportunity for CUF to get clarity around what our clients expect from us and also learn about how we work.

As a result, many improvements have been made to our processes. For example, when clients complained about inconsistencies in our paint shop estimating, we revamped our estimating program to visit the client to develop and scope an overall quote for the work. When clients told us they wanted to be better informed about how and when cleaning and repairs take place, we changed our process to let clients know when to expect us and educated them on our service levels.

Other improvements include better follow-up on service requests, greater communication between clients and our client service supervisors, and a closer working relationship with departments like Environmental Health and Radiation Safety to ensure workplace safety.

How do we know the meetings are working? Matt points to a few telling statistics: custodial complaints are down roughly 60% at these meetings since they began, and the meeting minutes, which capture client concerns, has thinned-out to 9 pages in January 2008 from a whopping 16 pages in November 2006 – a decrease of nearly 50%. Matt also noted that clients’ understanding of issues and how we work is better, so they can bring up specific issues (“Your estimation is incomplete”) as opposed to general complaints (“Facilities stinks”).

Due to the productivity of the production meetings, Matt started a production meeting for undergraduate operations, which is attended by RAs and representatives from Student Services.

So how long will these meetings last? As long as our clients want them, says Matt. He notes that it’s a good way to build relationships and get the pulse of the campus. Since people know that departmental administrators attend these meetings, they tell them about issues.

“It’s not our meeting – it’s their meeting,” said Matt. “If they didn’t bring up issues, it would mean that they didn’t care. It’s good to see that people care.”
Columbia University Earns Praise From Reader's Digest for Keeping Students Safe
Magazine Hails University's Security Efforts in Special Report

Columbia University is among the nation's leading schools in providing students with a safe environment, according to a national study conducted by Reader's Digest. Results of the study will appear in the magazine's March issue, scheduled to go on sale Feb. 19.

After administering surveys to 291 major U.S. colleges and universities and generating 135 responses, Readers Digest gave Columbia an “A” grade and No. 21 national ranking for its readiness to respond to campus-security threats. The University is one of nine “A”-grade recipients highlighted in a sidebar that will accompany the March issue's survey results and special report on campus safety. The Reader's Digest editors praise Columbia for staffing residence halls with security officers.

The article also commends the University for its extensive video-investigation system, well-crafted freshman orientation program, emergency response plan and mass-emergency notification system. “I am thrilled that our public safety team has been recognized for its success at keeping the Columbia community safe,” said Associate Vice President for Public Safety James McShane. “It is an awesome responsibility that we all take very seriously, so it is gratifying to have our hard work acknowledged.”

Alison List, a program director for the advocacy group Security on Campus, Inc., who advised Reader's Digest researchers during the development phase of the survey, said that earning an “A” “is a good indicator that Columbia is being proactive.” The survey used a basic algorithm and 19 security-related variables to create a Safety Preparedness Index, which led to each school's ranking. The methodology was co-developed by Security on Campus and Matthew E. Kahn, a professor at UCLA who provided statistical analyses.

The judges of the survey also considered the most up-to-date campus-crime statistics for each school, which are collected annually by the U.S. Department of Education.

A Host of Upgrades
The positive report from the Reader's Digest survey reflects significant upgrades implemented this academic year by the University’s Department of Public Safety

Since the end of the fall semester, the department has been operating inside a renovated command center, with enhanced computer systems and two giant monitors capable of projecting multiple video images, captured and transmitted through the department's extensive video network.

The command center soon will be equipped with a high-tech Computer Assisted Dispatch (CAD) and records-management system, which will computerize all dispatch functions and facilitate the preparation of incident reports and data and crime analyses.

Once CAD is fully functioning, emergency calls received by the command center will immediately be entered into the system, where they can be easily prioritized and monitored.

In order to operate the new system, the public safety department has hired five additional supervisors.

The department also has made several upgrades to its escort service, including the addition of an off-campus patrol car designated solely for transporting students and staff, running from 10 p.m. to 6 a.m., seven days a week. The new car, added last December, supplements an existing point-to-point shuttle bus, which runs from 11 p.m. to 2 a.m.

In addition, the department has beefed up its stable of foot escorts, extended their service time by an extra hour — to begin at 7 p.m. — and rezoned the campus map, allowing foot escorts to focus on specific locations. The department also this month implemented new dispatch policies, in response to student requests. Students now receive ETAs from escort dispatchers, and their callback numbers are recorded and used in cases of delay.

Certain investigative initiatives undertaken by the public safety department have led to arrests. Last month, two campus thieves were apprehended after being identified through an intensive review of recorded video.

In order to remain proactive, the department last fall rolled out an emergency text-messaging system, purchased from the California communications company MIR3. To date, more than 8,000 students have signed onto the system. Faculty and staff will begin signing up this spring.
## NEW FACES AT FACILITIES

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Luis Aleio</td>
<td>Porter C</td>
<td>Residential Operations</td>
</tr>
<tr>
<td>Cheryl Alford</td>
<td>Receptionist</td>
<td>Residential Operations</td>
</tr>
<tr>
<td>Beata Babiuch</td>
<td>Heavy Cleaner</td>
<td>Custodial Services</td>
</tr>
<tr>
<td>Eric Burkett</td>
<td>Supervisor</td>
<td>Custodial Services</td>
</tr>
<tr>
<td>Dzemail Capani</td>
<td>Supervisor</td>
<td>Custodial Services</td>
</tr>
<tr>
<td>Osmond Ebanks</td>
<td>Technical Specialist B</td>
<td>Public Safety – Morningside</td>
</tr>
<tr>
<td>Michele Feldman</td>
<td>Administrative Assistant</td>
<td>Residential Operations</td>
</tr>
<tr>
<td>William Genova</td>
<td>Mechanic – Plumber</td>
<td>Trade Services</td>
</tr>
<tr>
<td>Frank Gonzalez</td>
<td>Sergeant</td>
<td>Public Safety – Morningside</td>
</tr>
<tr>
<td>Guy Graziano</td>
<td>Mechanic</td>
<td>Trade Services</td>
</tr>
<tr>
<td>Ivan Hill</td>
<td>Door Attendant C</td>
<td>Residential Operations</td>
</tr>
<tr>
<td>Bhola Indall</td>
<td>Heavy Cleaner</td>
<td>Custodial Services</td>
</tr>
<tr>
<td>Timothy Lumley</td>
<td>Manager, Infrastructure IT</td>
<td></td>
</tr>
<tr>
<td>Marcos Martinez</td>
<td>Door Attendant C</td>
<td>Residential Operations</td>
</tr>
<tr>
<td>Luis Matos</td>
<td>Technical Specialist B</td>
<td>Public Safety – Morningside</td>
</tr>
<tr>
<td>William Mayors</td>
<td>Mechanic</td>
<td>Campus Operations</td>
</tr>
<tr>
<td>Addeley Pacheco</td>
<td>Administrative Coordinator</td>
<td>Capital Project Management</td>
</tr>
<tr>
<td>Jonathan Payton</td>
<td>Assistant Director, Technology Projects</td>
<td>Public Safety – Morningside</td>
</tr>
<tr>
<td>Ramesh Raman</td>
<td>Executive Director, Construction Field Compliance</td>
<td>Manhattanville</td>
</tr>
<tr>
<td>Rakesh Ramkissoon</td>
<td>Mechanic – Electrician</td>
<td>Trade Services</td>
</tr>
<tr>
<td>Coury Revan</td>
<td>Assistant Project Manager</td>
<td>Capital Project Management</td>
</tr>
<tr>
<td>Carmen Rodriguez</td>
<td>Porter</td>
<td>Residential Operations</td>
</tr>
<tr>
<td>Antonio Rodriguez</td>
<td>Heavy Cleaner</td>
<td>Custodial Services</td>
</tr>
<tr>
<td>Jose Rodriguez</td>
<td>Heavy Cleaner</td>
<td>Custodial Services</td>
</tr>
<tr>
<td>Ruben Sanchez</td>
<td>Door Attendant A</td>
<td>Residential Operations</td>
</tr>
<tr>
<td>Cary Smith</td>
<td>Door Attendant C</td>
<td>Residential Operations</td>
</tr>
<tr>
<td>Robert Sugrue</td>
<td>CAD System Manager</td>
<td>Public Safety – Morningside</td>
</tr>
<tr>
<td>Inara Terrero</td>
<td>Administrative Coordinator</td>
<td></td>
</tr>
<tr>
<td>Wayne Tripp</td>
<td>Sergeant</td>
<td>Public Safety – Morningside</td>
</tr>
<tr>
<td>Julian Vincenzy</td>
<td>Process Control Analyst</td>
<td>Public Safety – Morningside</td>
</tr>
<tr>
<td>Bryan Violetto</td>
<td>Fire Safety Officer</td>
<td>Public Safety – Morningside</td>
</tr>
<tr>
<td>Renée Walker</td>
<td>Assistant Director, Communications Office of the Executive Vice President</td>
<td></td>
</tr>
<tr>
<td>Deidre Fuchs</td>
<td>Assistant Director, Special Operations/Events</td>
<td>Public Safety – Morningside</td>
</tr>
<tr>
<td>Traces Huger</td>
<td>Manager</td>
<td>Public Safety – Morningside</td>
</tr>
<tr>
<td>Adrian Matei</td>
<td>Handy Person C</td>
<td>Residential Operations</td>
</tr>
<tr>
<td>Richard Moore</td>
<td>Coordinator</td>
<td>Facilities Services Center</td>
</tr>
<tr>
<td>Clémente Olivo</td>
<td>Director of Trade Services</td>
<td>Campus Operations</td>
</tr>
<tr>
<td>Manuel Peguero</td>
<td>Handy Person C</td>
<td>Residential Operations</td>
</tr>
<tr>
<td>Gilbert Quarshie</td>
<td>Heavy Cleaner</td>
<td>Residential Operations</td>
</tr>
<tr>
<td>Sahed Sangodina</td>
<td>Technical Specialist B</td>
<td>Public Safety - Morningside</td>
</tr>
</tbody>
</table>

## SILVER SERVICE ANNIVERSARIES

Congratulations to the following on their 25th anniversary at Columbia!

- Ralph Olsen
  Assistant Director, Design Services
  Capital Project Management
  Hired 1/3/83
- Irma Rodriguez
  Heavy Cleaner
  Custodial Services
  Hired 1/3/83
- Ralph Olsen
  Assistant Director, Design Services
  Capital Project Management
  Hired 1/3/83
- Wilfredo Vargas
  Mechanic B
  Campus Operations
  Hired 12/8/82
**Training Days**

*CUF Prepares Employees for Other University Roles*

The Columbia University Facilities tagline “plan. design. build. operate. secure.” outlines our goal of supporting the university’s educational and research missions by keeping the campus functional, beautiful and safe. Perhaps we should add “train.”

With a variety of departments and a plethora of talented people, CUF has proven to be an excellent training ground for employees who wish to learn new skills and advance their careers. While many employees have the opportunity to move around within Facilities, some employees take these skills with them to other areas of the University. Making the transition to another department within the University allows employees to learn and practice new skills and also helps encourage inter-department collaboration.

In addition to former Facilities staffers such as Letitia Edwards (Administrator, Purchasing P-Card Program), Evelyn Cora (Manager, Procurement Services), Brandon Malle (Sr. Manager, Office of the Treasurer), Krishana Bristol (Business Manager, Heyman Center for the Humanities) and Erica Gaynor (Program Assistant, Arts & Sciences), several other former employees are now using the skills they learned at Facilities in other departments across the University. Here are their stories.

**Eli Troychansky, Lamont-Doherty Earth Observatory’s Marine Operations**

Eli Troychansky, currently the systems analyst and programmer for the Lamont-Doherty Earth Observatory’s Office of Marine Operations, joined Columbia in 2002 as a systems analyst for the CUF Information Technology group. Eli’s previous jobs were technical positions in the private sector that did not involve user interaction, so being involved in training sessions, producing technical documentation and routinely interfacing with senior staff were all formative experiences for him.

“I joined Facilities under the impression that most of my job responsibilities would entail the support of the existing computing infrastructure,” said Eli.

“While this was certainly the case, it wasn’t long before I discovered that the job also involved a large amount of end-user support, which turned out to be invaluable experience in two ways: it frequently got me out of the freezing B-230 server room - aka ‘the meatlocker’ - and, more importantly, gave me a chance to interact with many fascinating people throughout Facilities and the University community at large.”

Eventually, Eli was tasked with upgrading and migrating departmental computing infrastructure, which he says instilled in him a great appreciation for skills required to successfully manage technical projects.

He also credits the excellent management and leadership demonstrated by his supervisors, which has helped improve his own leadership and communication capabilities. “In my work at LDEO, a lot of the skills I obtained at Facilities have proven indispensable – for example, the technical infrastructure overhaul of the newly-purchased vessel was made considerably easier by my previous experience doing a similar project at Facilities, and even the occasional night spent in the server room came in handy when needing to run fiber while docked at a Nova Scotian pier,” said Eli.

In addition, his end-user support experiences enable him to provide effective support to visiting research scientists (they can be a rather demanding bunch, he says) and individuals from all walks of life that one encounters on a working research vessel. “Come to think of it, about the only skill that Facilities was unable to teach me is how to avoid sea-sickness in 18’ seas,” he said.

**Helen Bielak, Environmental Stewardship**

It’s been a perennial question for many CUF projects managers or just about anyone who has, say, a desk chair or a computer or even a desk that’s about to be replaced, yet the pieces may be usable somewhere else: How do I make sure the items will be reused rather than dumped?

The Office of Environmental Stewardship has tackled the question head-on, with the recent appointment of former CUF Manager of Custodial Services Helen Bielak to the position of Manager, Surplus Reuse Program. Her oversight will include undergraduate housing and academic buildings on the Morningside campus.

The Surplus Reuse Program will be a centralized resource in Columbia’s growing effort to keep as much material as possible out of landfills. Bielak will act as a matchmaker of sorts, learning about items available for reuse and matching them with recipients on campus, in the Morningside neighborhood – even in other parts of the world.

“With the establishment of her position, ‘I’m hoping the Columbia community will now communicate with me at the Department of Environmental Stewardship,’” said Helen. “My experience and contacts at Facilities will be invaluable as we find proper homes for donated items.”

**Kevin Fox, Arts & Sciences**

Kevin Fox, who served as CUF Director of Space Planning, now works in the Office of the Vice President for Arts and Sciences as Assistant Vice President for Capital Planning and Space Utilization. At CUF, Kevin was an innovative space problem solver for all of Columbia since his arrival at the University in 2000. Kevin helped plan and implement major and minor space expansions and reorganizations for critically under-served schools and departments, including the consolidation of many central administrative functions at the Studebaker Building in Manhattanville and relocation of academic units to 80 Claremont Avenue and Knox Hall at the Union Theological campus.

“My seven-plus years in Facilities exposed me to a large and varied segment of the University community and the gifted people who make it up,” said Kevin. “This exposure has allowed me to transition into a role where I serve as the Arts & Sciences Faculty’s advocate in capital projects and housing needs. I have taken my knowledge gained in Facilities, of the steps necessary for successful realization of capital projects and put them to work for the Arts & Sciences.”

In his new position Kevin continues to work closely with Facilities on solutions to space requirements for academic departments, centers and institutes. The knowledge of academic and research programs and the University’s buildings he obtained at CUF also makes him a perfect partner to Facilities as he advises Arts and Sciences on ways to manage space resources and realize new strategic capital initiatives.
Destination … Covo
A Great Place for Dinner (or Lunch!)

by Catherine Sanders, Assistant Director, Residential Operations

A few weeks ago a friend turned me on to a great new Italian place near Manhattanville. Since I am always excited for lunch, I quickly headed up to Covo! Covo Trattoria Pizzeria just opened in an old warehouse building on 12th Avenue, just north of 135th Street. It is owned by Antonio Lobrutto, the same owner of the Columbia hangout Max SoHa, located on Amsterdam Avenue.

So is it worth going out of your way for lunch or dinner? Absolutely! Currently Covo stands alone in its renovated warehouse building, but soon its building will contain two additional, new restaurants. Even if it was just Covo in that location, I would still head up north a little for the delicious food and great atmosphere!

On my first visit to Covo, my friends and I had the fried and grilled calamari appetizer. Both were delicious, but to be honest, the fried is spectacular! It is served with a great homemade marinara sauce. We also shared some pizzas and pastas. I absolutely love the margherita pizza and have now had them several times. The Rigatoni alla Bolognese is also fabulous. Everything that I have eaten at Covo is homemade with fresh ingredients.

The atmosphere is also very inviting. When you walk into the brick building, the first thing you see is a big pizza oven! Already, you start feeling warm and cozy! The wood tables make you feel right at home, with mom cooking in the kitchen. If you get there during a busy time, you can retreat to the bar upstairs while waiting for your table. The “lounge” is furnished with a mix and match of cozy couches and chairs with a long wooden bar. Perfect for an after dinner drink as well!

During the lunch hour the service is very quick; you can have a pizza in a few minutes and be back at your desk quickly. The dinner service moves at comfortable speed. The servers dress very casually and bring you dinner at an easy pace, even if that means ordering a few dishes at a time!

The only downside I could find to this new “find” is the location. It stands alone about two blocks north of anything else. But to go there for dinner is worth this being your only destination for the evening!