When Ron Nayler was 10 years old, he wanted to become a professional baseball player. Growing up in Boston, Massachusetts, in the shadow of Fenway Park, the oldest ball park in the U.S., and home to the Red Sox, the dream is understandable. The dream didn’t quite come to fruition. Ron ended up going to Rensselaer Polytechnic Institute where he studied architecture. From there he went to Princeton where he studied Public Affairs and Urban Planning. His aim was to return to Boston and become the City Planner. The dream had changed. The difference this time was that he was able to make it come true, as Director of Planning for the City of Boston. Most people would be satisfied having achieved such a lofty goal, and our story would end. But it’s not the end of the story, as we all know.

The Boston area has one of the largest concentrations of higher education institutions in the country. It’s no real surprise that Ron landed in the world of academia. From the University of Connecticut, he found his way to the University of Massachusetts in Amherst and then the State University of New York at Buffalo. As Associate Vice President for Facilities at SUNY Buffalo, Ron flew to Albany, the state’s capital, on a regular basis for the nine years he worked there.

Continued on page 2

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- Holiday Party Announcement
- Ron’s Last All-Hands Meeting
- Puzzle Corner
- FAMIS Mobile
- Collaboration in Action
- NU Charges up with EVs

WELCOME TO OUR NEW STAFF

- Mason Barr
  Engineer Helper (Evanston)
- Elena Bugarella
  Asst. Coord. Archive Digital Production (Evanston)
- Jim Cira
  Construction Projects Administrator (Evanston)
- James Giuseffi
  Locksmith
- Hannah Rotmensch
  Administrative Assistant (Evanston)
- Kenneth Kriese
  Maintenance Engineer (Evanston)
- Anthony Lenoir
  Customer Service Representative (Evanston)
- David Sumrall
  Engineer Helper (Evanston)

*Visit the FM website to read more about the Northwestern University campus in Qatar and all the other university construction projects.
www.northwestern.edu/fm
It was during this period that he received a fateful call from Northwestern’s then Senior Vice President for Business and Finance, Bill Fisher. Bill asked Ron if he would consider moving to Evanston. Although the job appealed to Ron, there was a catch—Bill was about to retire and his successor was unknown. So, as much as he wanted to leave the state university world behind and move into the private realm, he felt he couldn’t make the move until he knew who his future boss would be. Bill tried to convince him otherwise, but much like unwavering Red Sox fans, Ron stood his ground. Ron knew it could mean losing the opportunity to work at top tier University and having to continue shuttling between Buffalo and Albany, but he didn’t want to risk landing in a situation where he was miserable.

A few months later, in February 1997, Bill called Ron with the name of his replacement—Gene Sunshine. The two men met, sized each other up, and felt they could work with each other. Ron accepted the position at Northwestern and started in April 1997. Not long after, Gene Sunshine took over for Bill Fisher in September of that year. There was actually one other catch to directing the Facilities Management Department at Northwestern—it didn’t exist. Ron is the first Vice President for Facilities Management at Northwestern. At the time of his recruitment, there was a university architect, and maintenance was handled by Physical Plant. There was no Planning Department, no Sustainability Department and no Finance and Administration Department.

Ron’s first task was actually to create a new organization, which he did. Starting with key hires for the new departments, he built Facilities Management from the ground up, into what it is today. And now, 17 years later, both he and Gene Sunshine will be retiring from Northwestern. Although Ron doesn’t like to call it “retirement.” “I prefer to call it “the next phase of life,” says Ron. In relocating to Florida, he will be doing anything but sitting still. His focus will simply shift to his many hobbies and interests that were neglected during his time as Vice President for Facilities Management. Along with painting, tennis, playing the guitar, fishing, and reading, Ron also plans to travel with his wife to various locations in Europe. The Greek isles are at the top of the list. He may even find time to surf, like he did as a kid in Boston. When asked, if money were no object, would his retirement plans differ, he answered, “No, not really. We’d just travel with a bit more style.” They will, of course, also make time to visit their children and grandchildren.

What will Ron will miss most at Northwestern? “Friends and colleagues,” he states, “and the lakefront.” Though changing phases in life is always bittersweet, overall, Ron is proud of his accomplishment in building a new organization based on customer service, stewardship and sustainability, and looks forward to his move at the end of this month. Maybe Ron Nayler didn’t become a major league baseball player, but as Northwestern’s first Vice President for Facilities Management, he definitely hit one out of the park.

A blind beggar had a brother who died. What relation was the blind beggar to the brother who died?

“Brother” is not the answer.

Know the answer?

Send it in an email to fmnewsletter@northwestern.edu

Prize: A Northwestern apothecary candy jar.
(Who doesn’t want one of these babies?!)

Deadline: Must be received by December 15, 2014.
(Winner/solution will be posted on the FM website.)
FAMIS MOBILE

It’s been a long time coming but the wait is almost over. FAMIS Mobile is now in the final stages of testing before being distributed department-wide. Some people are looking forward to it, others may be a bit more hesitant. But before we start discussing expectations, how about some information?

What is FAMIS Mobile? I’ll tell you what it’s not. It’s not a duplicate of what you would find if you log into FAMIS on your laptop or computer. It is a sub-set of what you’d find there. It is meant primarily to be used in the field, and is therefore easier to navigate than the desktop version. In some instances, it has an advantage over the desktop interface as it allows for real time updates from the field and on-site uploads of information, such as photos of equipment and therefore has obvious advantages over paper work orders.

Although reduction of paper is a great benefit, the driving force behind FAMIS Mobile is improved service for FM’s customers and colleagues. Almost 45% of emails received by FM Customer Service are status update requests on work orders. With technicians being able to make notes on work orders in the field, customers can easily check the status of their work orders in FAMIS. Other advantages have been envisioned during the development and testing process. For example, mobile communication can reduce travel time for technicians. Work orders can be assigned, accepted, updated, and time stamped electronically. FM technicians can even enter their time card hours directly on a work order.

So what’s not to love? As we’ve entered (or been pushed kicking and screaming) into the electronic age, we’ve all had our doubts and distrust along the way. Remember the first cell phones? Did you believe the rumors about them emitting microwaves and causing brain damage? When FAMIS Mobile is launched, there will be an overlap with the hard copy system until each group feels comfortable letting it go.

Starting in October with a cross-section of 12 supervisors or leads from all the shops, User Acceptance Testing (UAT) was conducted for two weeks. Seven testers from Evanston and five from Chicago, using a combination of iPads and iPad minis, used up-to-date information to begin testing FAMIS Mobile. Finance Facilities and Research Administration (FFRA, formerly Project Café) created a special mailbox specifically for feedback from this group. Information from the testers allowed the developers to make changes before FAMIS Mobile will be moved into the eagerly awaiting hands of the Evanston Electric Shop (28 workers) and Chicago Engineering Shop (36 workers) for the pilot roll-out. Both groups will receive extensive training as the data they enter will be live and very real. Once these groups give their “thumbs up” on FAMIS Mobile, other groups, in Chicago/ Evanston pairings, will be selected for participation until all FM is happily tapping away on their iPads using FAMIS Mobile.

Once FAMIS Mobile is up and running, technical support will be managed by FMIT. Until then, should you have any questions about FAMIS mobile, contact Virginia Robbins (email: FAMIS_CAFE@LISTSERV.IT.NORTHWESTERN.EDU).
**DECEMBER 2014**

**NORTHWESTERN UNIVERSITY FACILITIES MANAGEMENT**

**COLLABORATION IN ACTION**

**FM'S STRATEGIC PLAN—Update**

In September, our Customer Focus Group offered their feedback on FM’s project plan. Their top-ranked projects were similar to the projects as rated by FM employees earlier this year. Looking at the seven most highly-rated projects for each group, only one on each side (in italics) was not included in the other’s list.

Eight projects—about one fifth of the total—are underway in various stages. Three projects have been assigned to teams, while the others are in the hands of Sr. Staff. Here’s what’s happening:

**104-Improved Work Spaces**
The team is making plans for evaluating shop spaces, and will provide recommendations for various improvements.

**201-NY Employee Orientation**
Complete and implemented. New employees at Northwestern will receive information about FM services via the Employee Orientation Part 1, now being presented online. View the video and see the new FM content on the HR website.

http://www.northwestern.edu/hr/new-employees/

**209-Customer Feedback Program**
Initial planning stage.

**213-Construction Management Software**
Initial planning stage.

**404,405-Facilities Advisory Committee**
A charter is being developed with the goal of convening this new committee as soon as possible.

**410-FM Ally Program**
This program received high ratings from both customers and FM employees. It will provide an FM “account rep” for each school or central administrative unit at NU. The team is working to deliver the program plan by late November, with implementation soon thereafter.

**508-Employee Onboarding**
The team is developing onboarding checklists for each area of FM and hope to roll-out the program by early 2015.

**516-Recruiting Resource Guide**
In development.

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**NU CHARGES UP WITH EVs**

Northwestern and Facilities Management are laying the groundwork for electric vehicles (EVs) by installing four free charging stations to be used by commuters and visitors that drive electric and plug-in hybrid vehicles. These first stations are part of a partnership with Schneider Electric, a supporter of sustainability at NU and the Institute for Sustainability and Energy at Northwestern (ISEN).

Two stations will be located in the North Campus Parking Structure on the first level of parking and two more stations will be in the South Campus Parking Structure also on the first level of parking, east of the Visitors Center. The stations were operational as of November 15, 2014, and will be easily identifiable by wall signs.

“The initiative to support EVs at Northwestern is a no-brainer. It’s a logical step in our commitment to sustainability and greenhouse gas reduction and is aligned with our faculty’s pioneering research on batteries and energy storage,” stated Rob Whittier, NU’s Director of Sustainability.

In addition, FM is piloting electric utility vehicles in their fleet. The small street-legal, electric powerhouses will provide NU’s shops and grounds crew with a quick, convenient, and low-emissions ride to serve the University throughout the year.

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**Top Projects as Rated by Customers and FM Employees**

<table>
<thead>
<tr>
<th>Project Description</th>
<th>Customers</th>
<th>FM Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Order Notification System-510</td>
<td>1</td>
<td>410</td>
</tr>
<tr>
<td>Construction Management Software-213</td>
<td>2</td>
<td>401</td>
</tr>
<tr>
<td>FM Ally Program-410</td>
<td>3</td>
<td>512</td>
</tr>
<tr>
<td>Customer Feedback Program-209</td>
<td>4</td>
<td>423</td>
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<tr>
<td>Shop Work Order Prioritization-512,203</td>
<td>5</td>
<td>510</td>
</tr>
<tr>
<td>Facilities Advisory Committee-404,405</td>
<td>6</td>
<td>209</td>
</tr>
<tr>
<td>FM Records Portal-401</td>
<td>7</td>
<td>213</td>
</tr>
</tbody>
</table>

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For questions or comments, please contact: fmnewsletter@northwestern.edu

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