



PHYSICAL PLANT DEPARTMENT



Areas Three and Four scheduled to get new low-speed vehicle transportation—using the power of electricity

By the time you receive this publication, you may have already seen some of PPD's facilities workers getting around in Global Electric Motorcars (GEMs). Eight motorcars have been purchased from Zangara Dodge in Albuquerque. The GEMs are designed for low-speed, short-distance transportation. They are zero-emissions vehicles, street legal, and can go up to 30 miles on a charge. The new motorcars, with a long-back bed, will have a trailer installed, with the ability to haul a six-foot ladder, toolboxes, and other equipment. "These light-duty vehicles will eventually replace the EZ-Go carts and some larger service vehicles" said Area Four manager Ralph Alires. "We have high traffic areas where large service vehicles are seen on campus walks, such as the Center of the Universe, Mitchell Hall, and Ortega Hall," he said. These little units should help relieve some of that congestion.

During a recent tour with newscaster Jeremy Jojola, Gary Smith introduced the GEM to television viewers, describing the motorcar as something out of the cartoon "The Jetsons."

Computer threats and viruses (part 2)

by Rick Olcott
Information Systems Manager

In my first published article, you will recall that I discussed the operating systems on our computers and how their less-than-perfect performance can and does affect our daily activities. In this article, I will discuss specific threats to our computers.

No doubt most of you have heard of computer viruses, and a lot of you have heard of spyware. These types of software threats have been given the appropriate name *malware*. *Mal* is derived from the same root as the Spanish word *malo*, meaning "bad." Malware can be a virus, a Trojan Horse, a bot, spyware, adware, or most any other piece of software that has the potential to change something on your computer, examine your computer to capture information, or install something on your computer that can be used to attack or infect other computers.

Viruses are a significant but slowly fading threat. Most everybody knows that they should have an anti-virus program installed on their computer. For those who have an up-to-date anti-virus program running, direct attacks from viruses are not (generally) a major threat. All of PPD's computers, workstations, and servers have anti-virus protection installed that prevents or at least reduces the chance of a direct infection from a virus.

Anti-virus software works very much like your body's immune system. If you catch a cold, after a few days of discomfort, your immune system will develop antibodies that can recognize the particular virus, and it will attack the virus the next time it finds it. Anti-virus software must be able to recognize a virus and have the tools (antibodies, if you will) to defeat the virus. After that initial attack, your computer (just like your body) should be immune to that particular virus.

Unfortunately, virus writers can make small changes to an old virus, which can cause a whole new round of infections, much like biological viruses that mutate and

In Memoriam

**Cecil L. Poppe
1929-2005**

Cecil Poppe, a dear friend and wonderful coworker, passed away on May 3, 2005. Cecil was PPD's Special Projects manager in charge of the underground storage tanks until his retirement on February 5, 1998. In 1997 the State of New Mexico Environment Department presented the Green Zia Environmental Excellence Award for Underground Storage Tanks to UNM due to the efforts of the Physical Plant and SHEA in upgrading the underground fuel storage tanks far in advance of the 1998 deadline. Cecil will be sadly missed.

El Servicio Real is published quarterly by and for the employees of the Physical Plant Department of the University of New Mexico.

Submission of letters to the Editor, articles, photos, and suggestions is encouraged.

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From the Editor

*The Joy of Being an Editor: Getting this newsletter published is no picnic. If we don't print jokes, people say we are too serious. If we don't print contributions, we don't appreciate genius. And if we do print them, the newsletter is filled with junk. If we edit the other fellow's writing, we're too critical, and if we don't, we're asleep. If we clip things from other papers, we are too lazy to write them ourselves. If we don't, we are stuck on our own stuff. Now, like it or not, someone will say that we swiped this from some magazine. We did! **El Servicio Real**, December 1965.*

*As I was thinking about what PPD's readers would like to see in their newsletter, I decided to look at the publications from years past. As I researched the archives, I discovered that somewhere through the years of publication and the many editors taking on the task, some **ESR** volumes have been numbered incorrectly. So, beginning with this issue, the **ESR** will be renumbered to follow suit. I discovered, too, that a few volumes are lost.*

*Did you know that **El Servicio Real**, "The Royal Service" or "The Service for Kings," was first published in 1965, with editor J. R. Callahan? (See Dacie Lucas' history article on **El Servicio Real** for more information on Mr. Callahan.)*

This publication started out as a 5½" x 8½" booklet up until

July 1968, when it went to a 6¼" x 9¼" booklet. In September of 1978 it was produced as a 4-page, 8½" x 11" newsletter. It remains in a similar format today, though editing styles have changed.

When I came to the PPD in 1994 and was assigned the task of publishing a newsletter, I became worried. I didn't know anything about layout, design, and photography, nor was I an experienced reporter. (Not that I am an experienced reporter now.) But through the tuition remission benefit, I managed to take several classes through UNM's Continuing Education, and learned lots of helpful skills. I don't stress now when we have to go to print.

*The **ESR** publications from past years focused on its employees—never short on what Physical Plant employees did for the faculty, the staff, and the students of UNM. To that end, future **ESR** issues will include stories on PPD employees—on their work, their pursuits, and their families. How are we going to accomplish this enormous task? (I categorize it as enormous because the department now has over 400 employees.) We hope to rely on the area managers, the supervisors, and the staff to share with us their stories.*

*Our assistant editor, Dacie Lucas, gives you her contribution on the history of **El Servicio Real** on the following page.*



El Servicio Real

PUBLISHED BY & FOR THE EMPLOYEES OF THE PHYSICAL PLANT DEPARTMENT OF THE UNIVERSITY OF NEW MEXICO

Volume 1, No. 1

July, 1965

by Dacie Lucas

July 1965. Coffee at PPD was 5¢ a cup (at a real, honest-to-goodness coffee bar in now-room 126, run by retiree **Ben Dimas**), the Barber Memorial Scholarship was a mere seven years old, and a Mr. **Abe Robbins** dreamed of no work orders for the day (don't we all!). PPD staff took pride in providing UNM with service fit for kings, as represented in the title of the very first issue of the PPD Newsletter—*El Servicio Real*. That name still holds true, and still holds its place on the masthead, though the content and design of our little publication have changed *periodically* over the years.

That very first issue, and many thereafter, was edited by **J.R. Callahan**. It's no surprise that Mr. Callahan had the talent to put out such a wide-ranging publication, as he was quite the Renaissance man. Before coming to work at PPD as dispatcher, buyer, administrative coordinator, and acting utility manager, among other things, Callahan was a rancher, geology student, pilot, pro football player, parent, and booster club sponsor. Fittingly, this well-rounded man gave us a well-rounded journal.

Early issues included, like today, retirement and memorial notices, employee profiles, and achievement recognitions. Back then there was even space for jokes, funny on-the-job quotes and hijinks, and tidbits on the doings of employees' families, as well as the requisite info on safety, PPD projects, and UNM history. Each work group even had a devoted column. Some things stay the same... then, as now, it seems as though PPD always loves a good chiller story! Something about that big machinery, I guess.

Until about 1978 *El Servicio Real* was chock full of photos, lots of them silly (ever seen recent retiree **Morris Garcia** with all his hair standing straight up and his eyes bugged out?), and many of still-familiar faces. Once, those employees with campers even gathered them together for a proud group shot. Flipping through those old issues, while occasionally running across

something off-color or old-fashioned (an auto tech with a pipe dangling from his lips, for instance), one really feels a sense of community and fun.

Of course, though there were actually a lot of employees back then, there are even more now, and there just isn't room for quite of much as that silly stuff as there used to be. With PPD becoming larger and more spread out, it's necessary to use more newsletter space to spread the word about work-related projects, events, and concerns like computer viruses. All of us knowing the details about these important items makes it easier to work together and focus on common goals.

For years a 30+ page publication, *El Servicio Real* is now rather smaller. Though we include fewer funnies, and no bits about Edna X's great aunt's knee operation, luckily there is still plenty of space for major events in employees' lives, supplemented with the return of photos, which were noticeably absent in the early 1990s after *El Servicio Real* returned from a 13-year hiatus. Other things have stuck around, too. Check out the roadrunner logo—same friendly guy as in 1965, just a little softer around the edges.

Most importantly, we still have community, not only in news about our crew, but also in getting that news out there. With PPD groups now located all over campus, it's harder to know your neighbor. Each of us works on our own tasks, in our own areas.



M. F. FIFIELD
1916 - 1976

See *El Servicio Real* page 4

Volume 28 No 2

Where are they now?...Hello, Frank Feather

by Bryan Suhr, Arborist

Probably the most difficult aspect of this article was to get Frank Feather to reflect on the last sixteen years of his life, but we overcame him with a committee.

Frank was the horticulturist with the Physical Plant Department until his retirement. Interestingly, Frank was also the editor of *El Servicio Real* back in the 1960s. These duties didn't last long, though. He soon passed the job on to Jewel Glavey, another UNM retiree.

Frank retired from UNM in October 1989, and the ensuing time has been all too fast in passing. "My life hasn't changed much," says Frank. One thing, though—he doesn't miss having to work early mornings. He does miss the comradery, so he drops by occasionally to touch base with Mary Vosevich, Gary Smith, and me.

Since retiring, he has remained active in arboriculture by consulting for various insurance damage assessors, PNM, the City of Albuquerque, and various other private and public entities. His consulting jobs have taken him to many areas of the state, including the site of the Los Alamos Cerro Grande Fire, where he evaluated the tree damage for a cleanup company. Other jobs included an appraisal of the widening of Isleta Boulevard, a [windshield] survey of historical city trees with Dr. Loren Potter (retiree of UNM Biology Department), an in-depth study of the existing trees at Yale Park before the construction of

the new UNM Bookstore, surveys of Roosevelt Park and the landscape on Paseo del Norte, the saving of a historical Aleppo pine from construction damage and of a historical cottonwood for the Aztec Schools, and recently, lecturing and fieldwork with the grounds crew of the Aztec Public School system.

Along with this kind of consulting work, Frank stays active in related professional organizations: The American Society of Consulting Arborists (ASCA), the International Society of Arboriculture (ISA), and the ISA Rocky Mountain Chapter. He continues to be a proctor for the ISA-Certified Arborist Program, a program that I assist as well. Frank is a registered consulting arborist through ASCA, and is an ISA-Certified member. He continues to support Think Trees New Mexico.

When I asked him the big question, "What do you hope will happen on campus in the next ten years?" with great concern, he said that he hoped there will be a greater coordination among the varied entities in planning and maintaining campus activities which will impact the landscape.

Frank and his wife, Virginia, are celebrating their 54th anniversary this year. They live in the northwest valley where Frank spends time irrigating the grounds around his home. Just recently they took

homemade tamales eastward to celebrate their youngest granddaughter's college graduation. Their son is a consulting horticulturist at the Dulles and Reagan Airports in the D.C. area. ■

- *El Servicio Real* continued from page 3
-
- Here's one venue in which we can all come
- together and take part. This newsletter has
- been a place for hundreds, if not
- thousands, to commune and share.
- Contributions, ideas, and technical
- support are welcome from anybody. This is
- not work, but a mostly volunteer, group
- effort to provide some fun and interest for
- your fellows. One of these days, try taking
- a break from your normal routine...sit
- down, grab a pen, and become a part of
- PPD history. Trust me, people will be
- reading your musings for years to come.
- It's easy to get absorbed in all these
- old words and faces. It seems you get to
- know those folks from years ago, and can
- almost feel their spirits wandering the
- halls. If ever you'd like to learn about, and
- from your old comrades, decades of old
- newsletters are available in Mary Ellen's
- office.
- Now that you know a bit about the
- history of the very tome you're holding,
- I'll leave you with this, in the words of
- former director **M.F. Fifield**, in that very
- first issue:
- "So we hope every time you see
- or hear the title of our...little
- paper, you will throw your chest
- out just a bit farther...."
-

"He never tires of teaching gardening, nor does he tire of gardening." He still likes to grow his own cucumbers and make his own Dill and Sweet Pickles. Frank offers a gardening class through the UNM Continuing Education in the spring.

that he hoped there will be a greater coordination among the varied entities in planning and maintaining

History on the Clayton and Agnes May Barber Memorial Scholarship

(taken from the *ESR* archives, July 1965)

With the beginning of another school year just around the corner, perhaps it would be appropriate to give our readers a history lesson on the Barber Memorial Scholarship.

Clayton C. Barber and his wife, Agnes May Barber, left their meager earthly estate to a scholarship fund to help the children of Physical Plant employees attend the University of New Mexico. According to the *ESR* archives, Clayton was a friendly, frugal man who came to New Mexico in 1944. On October 10, 1951, he started as a custodian with the University of New Mexico. He was assigned to Zimmerman Library, where he earned a written commendation. In 1954 he became ill with cancer. Clayton Barber passed away at the County Indian Hospital on February 10, 1955. In accordance with his wishes, Clayton was cremated and his ashes scattered in a grove of trees due west of Zimmerman Library.

UNM's group life insurance payment to Agnes May Barber amounted to \$5,000, of which she requested that \$4,000 be held in escrow. Physical Plant Department personnel helped Mrs. Barber establish a social security benefit and got her situated in a reasonable apartment convenient to the public library. On April 6, 1955, Mrs. Barber made out a last will and testament bequeathing the Barber estate to the University of New Mexico. On December 4, 1955, Agnes May Barber passed away. Her ashes were also scattered near Zimmerman Library.

As she had wished, the Barber Memorial Scholarship was established, and still helps students today. Scholarship awards are based on demonstrated academic performance, financial need, and educational program. University of New Mexico students who are children of regular full-time, or retired, Physical Plant Department employees are eligible to apply.

The PPD Scholarship Committee will meet in July to consider awards for the 2005-06 academic year. Application forms are available at the Physical Plant Service Building. You can pick one up or call 277-2421 and request that we send you one. The form is also available through PPD's website. You may print the form from a computer by logging on to www.unm.edu/~ppd and clicking on "Scholarship Forms." The completed form, with grade transcripts, should be submitted to Mary Ellen Monroe in the Physical Plant Office no later than Tuesday, July 5, 2005. ■



Utility Upgrade Project Recognition

by Amy CdeBaca

On Tuesday May 24, Physical Plant director Mary Vosevich hosted a small reception to recognize the efforts of the Utility Project Team upon the successful completion of the Utility Project upgrade. This project, from 2001 to the present, has been an aggressive project encompassing the new Lomas Chilled Water Plant and a newly renovated Ford Utilities Center, complete with a gas turbine and digital controls that communicate with building systems all around campus.

Although this project has inconvenienced the campus at times, the reward of a reliable utility system will make it all worthwhile. Recognized for their contributions to the success of the project are: **GLHN Architects & Engineers; Fanning, Bard, Tatum; E3c;** and individuals **Jeff Easton, Ray Garcia, Jewel Glavey, Daniel Grijalva, Jack Medley, Larry Schuster, Ken Smith, Bill Sullivan, Michelle Tallant, and Jolyne McCrary.**

Throughout the summer, the many members of the team will transition out. We owe them a great deal of gratitude and wish them all the best in their new endeavors.

Notables...

Proud parents

The son of Calvin and Maria Probasco was honored on March 25 by the city of Alamogordo, Alamogordo High School, and the Business Forum. Alamogordo rolled out the red carpet and celebrated "John Probasco Day." The celebration even included naming a street *Probasco Lane*. John graduated with a bachelor of science degree in biochemistry from UNM. He now attends the University of California-San Francisco School of Medicine. **Maria Probasco** is Engineering & Construction's administrative support person.

Retirements

Physical Plant staff said goodbye to Engineering & Construction associate director **Don Knox**. Don retired on February 25, but not without having a big to-do on February 22. How's the weather in Florida, Don?

Utilities plant supervisor **Steve Parra** retired from UNM on March 25. The Plant's staff honored Steve at a luncheon on April 27. Steve now works at Sandia Laboratories.

Physical Plant TVI graduates

Charlie Baca (Area One), **Frank Bonanno** (Area Three), and **Manuel Salazar** (Area One) graduated from the Albuquerque Technical Vocational Institute on April 22, 2005. All three



The Management Academy graduates four from the Physical Plant



Billy Hromas (Area One) received their graduation certificates.

What we hear from many of the academy's graduates is that the program is *hard work*. Participants must attend 14 scheduled workshop sessions, complete homework assignments, participate in assigned team projects, and pass a final exam with a score of 90% or better. The Academy is free to UNM staff (tuition remission is not required). The 2005 session is currently underway, but there is a session scheduled for spring 2006. If you are interested in applying for the Academy, you can get additional information by going to www.unm.edu/~academy.

On March 18, UNM's Employee & Organizational Development (EOD) held the Summer 2004 Management Academy graduation ceremony in the Rotunda at 801 University. Along with other UNM staff, PPD's own **David Trujillo** (Grounds & Landscaping), **John Schuler** (Utilities), **Amy CdeBaca** (Administration), and



A wedding in Las Vegas

Utility Project team member **Ken Smith** and accounting tech (Payroll Office) **Cathie Behrens** tied the knot on April 6. They first drove to Phoenix, Arizona for the All Harley Drag Racing (AHDRA) event then on to Laughlin and the wedding in Las Vegas.

New arrivals

PPD's receptionist **Crystal Pino**, gave birth to Arturo Leandro Pino-Archuleta on May 1 at 8:04 a.m. Arturo weighed 7 pounds, 7 ounces. **Giovanna Garcia**, Environmental Services administrative assistant, gave birth to Andres Manuel Garcia. Andres weighed 8 pounds, 4 ounces. **Daniel Grijalva** (UPT) and his wife Rachel, have a new baby girl, Aurora Marie Grijalva who came along on April 4. Congratulations, moms and dad!



received degrees as associates of applied science in construction technology. Frank Bonanno graduated with honors. Congratulations, guys!



Administrative Professionals Day recognition

PPD's 4th Annual Administrative Professionals Day Cookout, put together by the Physical Plant management team to recognize their administrative staff, was held on April 20. The menu consisted of hamburgers, hotdogs, all the trimmings, salsa, dessert, and drinks. Thank you, associate directors, managers, and supervisors. It was a fun time!

Birthday wishes

The department celebrates the birthdays of many of its staff, but none have been as memorable as the most recent one when Environmental Services associate director **Gary Smith** hit the big five-oh. The jokers in his division even had him rolling around in a wheelchair.



The Physical Plant Department has resumed an old tradition. That is, on a quarterly basis, PPD's new employees will once again be invited to tour Physical Plant facilities.

On April 15 the tour visited the maintenance shops, the Automotive Center, the Grounds and Landscaping facilities, and the newly remodeled utility plant. At each stop, PPD managers showed the new employees around their area and explained its function at UNM. The group was amazed at the diversity of the jobs performed in each division.

With everything from beautiful flowers grown in the greenhouse to gigantic utility-producing machinery, PPD really is quite diverse. This tour not only helped the new PPD staff to get a feel for where our units are and how they operate, but may have also put the organizational structure into better perspective.

For those employees that were

unable to attend the afternoon tour, we are planning a morning tour next time. The tours will alternate between morning and afternoon to accommodate the work schedules of PPD personnel. The next tour will be held in July. So, if you or a new fellow employee would like to be included in the next tour, please relay this information to your manager. ■

Ford Utilities Center Open House

The Ford Utilities Center has finally received a facelift. The remodeled center, of which we viewed during the tour on June 1, has new offices for all of its staff of 40, right next to all the gigantic machinery vital to campus heating and cooling systems.

Threats and viruses continued from cover page

evolve. This is why you need to get a new flu shot every year. This back-and-forth battle between the virus writers and the anti-virus writers is very similar to an arms race where the advantage shifts from one side to another on an almost daily basis. Recently, the virus writers have come up with “blended threats,” which use multiple methods to attack. In December of 2004 the Physical Plant was hit with a blended threat attack.

One of our Windows servers was attacked through a vulnerability within Windows that Microsoft chose to exclude from its automatic updates (go figure), which allowed a small program to disable the updates of our anti-virus software. Once the anti-virus updates were disabled, the attackers released a whole set of brand new viruses. Because we couldn’t update our “immune system,” we fell victim to the new viruses.

PPD computer users have asked the Information Systems group how they can protect their computers from virus attacks. It would be nice if there were a magic bullet, but there isn’t. We do have anti-virus software on all our computers, and it is set to update

and scan for threats every day. If your computer has not run an update or a scan in a day or two, it could mean that you have been infected with a virus. You can check the status of your computer’s immune system by running Symantec Anti-Virus, located in the “Programs” menu. Or, you can double-click on the yellow shield in the toolbar located at the bottom right of your monitor’s screen. Then click on the “Live Update” button. If your anti-virus is up to date, you should see a message that all is well. If for any reason you cannot run the Live Update function, you probably have a problem and should call the Information Systems Help Desk at 277-3373.

In the next issue of this publication, we will discuss more on malware. Until then, be healthy and keep your immune system up to date! ■

Department new hires...

These Physical Plant Sections have hired the following employees, including student summer hires since March 1, 2005:

Environmental Services -- Special Activities

Mover, **Nathaniel Baca**

Mover, **Karla Chavez**

Mover, **Warith Morris**

Environmental Services -- Grounds & Landscaping

Grounds tech, **Billy Brazell**

Student, **Michael Brumfield**

Student, **Garrick DeLa Fuente**

Student, **Nick Gallegos**

Student, **Anthony Garcia**

Student, **Juan Garcia**

Student, **Kody Garcia**

Turf tech, **Jimmy Gutierrez**

Student, **Shanea Guzman**

Student, **Alyssa Jojola**

Student, **Frances Rowland**

Heavy equipment, **Daniel Tibbetts**

Student, **Michael Vallejos**

Finance & Services -- Custodial Services, Main Campus

Expediter, **Michael Martinez**

Custodian, **Rosa Aguirre**

Custodian, **Maria Martinez**

Custodian, **Monica Ramirez**

Custodian, **Ramona Reyes**

Custodial Services, HSC

Custodian, **Jimmy Lucero**

Custodian, **Maria Sandoval**

Finance & Services -- Accounting

Accounting tech, **Patti Mallow**

Accounting tech, **Irene Trujillo**

Finance & Services -- Human Resources

HR consultant, **Eileen Brinkerhoff**

Maintenance & Planning

Facilities services tech, **Rocky Briggs**

Facilities services tech, **Carlos Nevarez**

Electrician, **Duane Stair**

Ford Utilities Center

Utility plant tech, **Mario Gonzales**



The University of New Mexico

El Servicio Real

Physical Plant Department

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