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In Focus

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Construction and Facility Services (CFS) Employee News Update

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Area One Maintenance Team strives for excellence daily



Alfred Hoskins
Area One Manager

A casual glance at the Area One Maintenance complex, and it could be any of a number of metal buildings located on the city's north side. What makes it special are the dozens of men and women within those walls who dedicate their working lives to make available the best possible learning environment for Houston students and teachers. **Area One maintains more than 100 school campuses and non-instructional locations, including Transportation services, CFS and Ops headquarters, and the Hattie Mae White building.** Alfred Hoskins, Area One manager, knows well all the layers of systems that allow the district to function.

"I started out as a roofer helper, serving with the roofing department. I make sure the field teams know what our customers need and how to provide it," said Mr. Hoskins.

Knowing the intricacies of district systems and combining that with customer service is the basis for how Area One team members work. In a recent staff meeting, the topics ranged from new uniforms to converting signage lights to LEDs to save money, and from balancing their budgets to brand integrity by having a clean vehicle for a service call.

"In this economy, we must fix what we need to fix," explained Mr. Hoskins to his leadership team. "We have to do more with less, while doing what is necessary to be viable."

The Area One Team is rallying around their leader for an assessment of schools slated for visits by special guests. **The goal is to ensure each campus is up to district standards.**

HVAC Team Leader Maurice Andrews said Mr. Hoskins appreciates the team's talents to provide quality service.

"He's walked in our shoes. He understands what we do, and gives us opportunities to work well," said Mr. Andrews.



Area One Maintenance leaders (l to r)
Richard Rodriguez (Electrical TL), Albert Pipkin (Plumbing TL), Lawana Green (Clerk II), Ramiro Arredondo (Leaderman - MRT), Veronica Coronado (Clerk III), Ricardo Hinojosa (Leaderman -PM), Sherry Jones (Secretary), Maurice Andrews (HVAC TL), Alfred Hoskins, Mgr



New Energy and Sustainability Manager brings efficiency experience

Glen Rhoden (*pictured at right*) comes from Cypress-Fairbanks ISD where he served as their energy manager. He initiated the CenterPoint Energy's Schools Conserving Resources (SCORE) program there, upgrading lighting with more energy efficient ballasts and lamps, and other energy saving initiatives. He is also the immediate past president of the Texas Energy Managers Association (TEMA). As the HISD energy manager he will work to improve energy efficiency and reduce operating costs. He will partner with our Construction Services teams to ensure new schools function with energy efficiency. **Welcome, Mr. Rhoden!**



Plant Operators empowered with Multi-Craft course and tools

Nearly all of our CFS Plant Operators have completed the 40-hour Multi-Craft Instruction course that empowers them to make minor repairs on campus. This expansion of duties frees up maintenance crews to focus on larger system requests for work. According to the CFS Training Academy, the first wave of Team Members received their tools and are already working to serve our customers on campus. The second wave of Plant Operators recently completed the instruction. They can now support the CFS effort to reduce costs and respond to requests more quickly.

Congratulations to the Plant Operators who have completed the training course!



Monthly communication meetings for Facility Services division



**Joel E. Falcon, Jr.
GM Facility Services**

CFS General Manager of Facility Services, Joel E. Falcon, Jr., has begun monthly communication meetings for Maintenance and Operations supervisors and managers. This year's first assembly was held at CFS Headquarters building and more than 50 team members attended. Mr. Falcon explained the reporting structure of the Division. There was an informative discussion on customer service and the need to communicate continually with our school administrators.

"We want to check back with the customer to make sure our workmanship meets CFS quality standards. And I want to thank those in the field for meeting customer needs while keeping overtime to a minimum," he said.

Mr. Falcon reminded them the fourth phase of Bond 2007 schools is underway, and they need to be mindful of the influx of work orders for safety issues.

