



SNEAPPA
Southern New England Chapter of APPA

THE
UNIVERSITY
OF RHODE ISLAND

**SUMMER 2024 BUSINESS MEETING @
URI NARRAGANSETT BAY CAMPUS**

TUESDAY, **JUNE 18** 2024

WITH GRATEFUL
ACKNOWLEDGEMENT
TO OUR
SPONSORS:

Meeting Location: **CORLESS AUDITORIUM**
(215 SOUTH FERRY ROAD, NARRAGANSETT, RI 02882)

MAIN PROGRAM:



REGISTRATION:



BREAKFAST:



LUNCH:



CAMPUS TOURS:



8:00 am – 8:45 am	Registration / Continental Breakfast / Networking
8:45 am – 9:15 am	<p>SNEAPPA Business Meeting</p> <ul style="list-style-type: none"> - Officer's Welcome (<i>Jean Robinson</i>, SNEAPPA Vice President) - By-Law Revisions - SNE/ERAPPA Committee reports - 2024 Elections - Scholarship Awards - URI Welcome (<i>Karl Calvo</i>, AVP, Facilities Group)
9:15 am – 10:00 am	<p>SESSION #1: URI Narragansett Bay Campus Master Plan</p> <p>Presenters: <i>Ryan Carrillo</i>, Director, Planning & Real Estate Development, University of Rhode Island; <i>Katherine Kitteridge</i>, Assoc Director, Planning & Real Estate Development, University of Rhode Island; <i>Neil Cahalane</i>, President, Ellenzweig; <i>Michael Lauber</i>, Principal, Ellenzweig; <i>Bryan Rydingsward</i>, Associate Principal, BR+A</p> <p>An overview of the transformation of URI's Narragansett Bay Campus to a modern graduate and research campus through the development of a multi-year, multi-million dollar redevelopment Campus Master Plan.</p>
10:00 am – 10:20 am	Networking Break
10:20 am – 11:20 am	<p>SESSION #2: PANEL DISCUSSION on CUSTODIAL STAFFING MODELS</p> <p>Panel Moderator: <i>Jean Robinson</i>, Associate Vice Chancellor for Facilities Management, UMass Lowell</p> <p>Panel: <i>Nancy Amedee</i>, Building Services Manager, UMass Lowell; <i>Chester McKay</i>, Associate Director of Custodial Services, UMass Amherst; <i>Diane Parker</i>, Director of Education Solutions, ABM; <i>Rob Ryan</i>, Associate Vice President, Operations, UG2</p> <p>Research has shown that campus maintenance and cleanliness is among the top reasons why students choose to attend and stay at any campus. In today's labor market, filling custodial positions can be a challenge, which is why we want to explore the pros and cons of three different models of staffing including 100% in-house, 100% outsourced, and a blend of both. Our panel of campus managers and service providers will share their experiences, offer lessons learned and answer frequently asked questions to help you sort out what model is best for your organization. Please submit questions for our panel to Jean_Robinson@uml.edu in advance of this session.</p>
11:20 am – 11:40 am	Networking Break
11:40 am – 12:25 pm	<p>SESSION #3: CYBER SECURITY AWARENESS for FACILITIES MANAGERS</p> <p>Presenters: <i>Heather Fowles</i>, Chief Information & Security Officer, UMass Lowell; <i>Patricia Roper O'Brien</i>, Senior Director A&F Information Technology, UMass Amherst</p> <p>As remote access of facilities enterprise systems becomes more common, it is important that facilities professionals stay informed on how to prevent bad actors</p>

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AGENDA *(cont'd)*

SESSION #3: CYBER SECURITY (cont'd)

from infiltrating campus networks. In this presentation, Heather and Patricia will use their recent cyber security risk assessment of the same vendor by two separate campuses to highlight the importance of reviewing and assessing the risk of every vendor connecting to our networking infrastructure. They will share common vulnerabilities and offer suggestions to minimize risk as more and more facilities systems are monitored and/or controlled via remote access or through wireless access points.

MAIN PROGRAM:



12:30 pm – 1:20 pm

New England Clambake Luncheon

REGISTRATION:



1:20pm - 2:45p pm

★ **CAMPUS TOURS:** All tours **REQUIRE** attendees to wear closed toe, sturdy shoes. No sandals, high heels will be allowed.

Tour group size is **limited to fifteen (15) guests per location**. Please **select one (1) preferred tour and time** below:

BREAKFAST:



★ **1. R/V ENDEAVOR:**

1:20 pm

2:00 pm

LUNCH:



★ **2. NUCLEAR RESEARCH FACILITY:**

1:20 pm

2:00 pm



CAMPUS TOURS:



★ **3. ROBERT BALLARD's INNER SPACE LAB:**

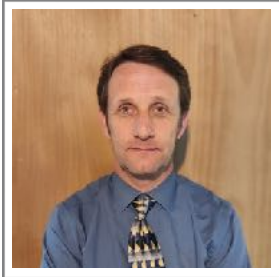
1:20 pm

2:00 pm



SUMMER 2024 SPEAKER BIOS

SESSION #1: URI NARRAGANSETT BAY CAMPUS MASTER PLAN



RYAN CARRILLO *Director of Planning & Real Estate Development, University of Rhode Island*

Ryan Carrillo has led the Capital Development Planning efforts at URI for the past 16 years. A graduate of the Northeastern University's School of Architecture with 25 years of experience as a planning professional, mostly in public higher education, Ryan applies a balanced approach to master planning, taking into account the needs of the students, faculty, administration, and the state's economic growth requirements all through the lens of the available budget.



KATHERINE KITTERIDGE *Associate Director, Planning & Real Estate Development, University of Rhode Island*

Katherine Kittredge is the Associate Director for the University of Rhode Island's Campus Design office. She is a registered architect with 27 years of experience. Before joining URI in 2020, Katherine was the Director of Planning and Capital Facilities Development for CharterCARE Health Partners/ Prospect Medical Holdings, overseeing the design and construction for Roger Williams Medical Center, Our Lady of Fatima Hospital and 80 outpatient facilities. She was the Senior Architect for the National Institutes of Health in Bethesda, Maryland and helped author the Design Requirements Manual. She worked in the Planning and Design office for the State University of New York, University at Buffalo (UB) and for the Planning, Design and Construction office for Drexel University. The UB and Drexel projects included academic and medical work as both institutions had medical schools and ties with local hospitals. Katherine also spent some time working for traditional architecture firms in Cambridge, MA and New Hampshire focusing on university and residential projects. She has spoken at Tradeline and Eagleson Institute Conferences.



NEIL CAHALANE *AIA, FRIAI, President, Ellenzweig*

Neil Cahalane has more than 35 year of architectural design and management experience, with an emphasis on academic science facilities. He has completed some of the firm's largest and most prominent science research and teaching projects for institutions that include University of Rhode Island (Narragansett Bay Campus), Bryant University, Harvard University, University of Chicago, University of Massachusetts Lowell, Woods Hole Oceanographic Institution, University of New Hampshire, and Massachusetts Maritime Academy. Neil is a frequent invited speaker at forums focusing on academic teaching and research facilities, including Tradeline and the Society for College & University Planning.



MICHAEL C LAUBER *FAIA, Principal, Ellenzweig*

Michael Lauber has 40 years of experience in the planning and design of teaching and research facilities for higher education. His credentials combine extensive experience with a long-standing interest in the relationship between pedagogy and facility design. He has planned and designed science and engineering facilities for University of Rhode Island (Narragansett Bay Campus), Bryant University, Brown University, University of Maine, Massachusetts Maritime Academy, University of Massachusetts Dartmouth, University of Vermont, and Wellesley College — among many others. Michael is a frequent presenter to professional and non-profit organizations dedicated to the advancement of education and research facilities, including Trade-in and the Society for College & University Planning.



BRYAN RYDINGSWARD *PE, LEED AP BD+C, Associate Principal, BR+A*

Bryan Rydingsward has more than 20 years of experience in the field of HVAC engineering. Since joining BR+A, Bryan has been involved in the engineering of HVAC systems on a broad range of project types for academic, corporate, research, science, and healthcare clients nationwide. He has completed projects for a number of New England colleges and universities, including University of Rhode Island (Narragansett Bay Campus), Massachusetts Maritime Academy, Northeastern University, University of Massachusetts Dartmouth, University of Vermont, Massachusetts Institute of Technology, and Harvard University.

SUMMER 2024 SPEAKER BIOS (CONT'D)

SESSION #2: A PANEL DISCUSSION ON CUSTODIAL STAFFING MODELS



JEAN ROBINSON *Associate Vice Chancellor for Facilities Management, UMass Lowell*

Jean is responsible for overseeing the Facilities Management organization, comprised of three primary groups with a staff of 180: Facilities Planning, Design and Construction (campus and space planning, capital projects planning, real estate, design and construction), Operations and Services (day-to-day maintenance, repair, housekeeping, trades, grounds and energy), and Facilities Management Business Operations (procurement, budgeting, asset management and personnel).

Jean has been at UMass Lowell since 2005 and has over 30 years of experience in facilities management and daily operations. She has a Master's degree in Business Administration, is a licensed Massachusetts Construction Supervisor, Certified Educational Facilities Professional, maintains a Building Operators Certificate, and is a Designated Massachusetts Certified Public Purchasing Official (MCPPO).

Jean is committed to continuous collaboration with the campus community and incorporating student success into the philosophy of the facilities department.

Jean currently serves as the Vice President of SNEAPPA.

PANEL:



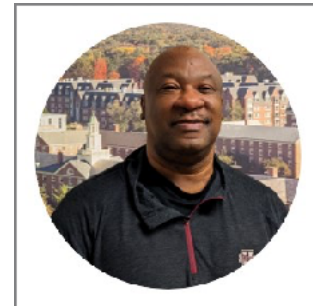
NANCY AMEDEE *Building Services Manager, UMass Lowell*

Nancy is a confident professional Facilities Management leader with a versatile background providing expertise in the delivery of facilities services in varied environments including higher education, life science, commercial, and corporate.

With over 25 years of firsthand experience in the industry, she has a keen record of client retention, operations management, project planning and implementation, union and labor relations, budget and cost reduction initiatives, and safety performance improvement.

Throughout her career she has successfully navigated through the complexities of the industry while maintaining enhancements in performance, efficiency, highest standards of quality, safety, customer service and satisfaction personally and for my team.

While spearheading many different teams she consistently instills teamwork, fairness, equality, and sense of belonging. She is passionate about providing a welcoming, diverse workplace that invites innovation, opportunity and where every voice matters and is heard.



CHESTER MCKAY *Associate Director of Custodial Services, UMass Amherst*

Chester McKay is the Associate Director of Custodial Services for the University of Massachusetts Amherst Campus and has over 10 years of experience in the custodial industry.

Chuck directs a custodial department of over 400 union employees which provides service to both academic and housing for an on-campus population of over 14,000 students. He enjoys helping his employees further their careers in the custodial business and supporting his managers and supervisors in developing their people for career opportunities. He also has a love of golf and enjoys coaching basketball in his spare time.

Education and Training:

Monmouth University, West Long Branch, NJ — Bachelor of Science Degree in Communications

Additional Training: Leading Teams to Higher Performance; Oracle Training; Labor Relations Training; Certification in Performance Management Training; Setting Targets for Continuous Improvement, OSHA 10 Construction and Safety training, APPA training courses.

SUMMER 2024 SPEAKER BIOS (CONT'D)

SESSION #2 – PANEL (CONT'D):



DIANE PARKER *Director of Education Solutions, ABM*

Diane helps higher education institutions meet goals while reducing operating expenses with cost-effective facilities management solutions that are customized to their needs. Diane joined the company in 2022, after being an ABM higher education customer who gained an understanding of the value and positive impact of ABM's services. In addition to her experience as an ABM client, she offers a unique perspective to education partners with her extensive background in education finance, operations, and administration.

During her 16+ years at Lasell University, she served as Director of Business Operations, Assistant Vice President of Finance, and Associate Vice President of Administration & Operations. This experience in education operations and support is invaluable in designing solutions for education clients.



ROB RYAN *Associate Vice President, Operations, UG2*

Rob began his career in the hospitality industry working as a General Manager at Krisch Hotels. He was working for Marriott Facilities Services prior to joining UNICCO Service Company and UGL/DTZ in 1994. As a Director of Operations in New England, he managed a book of business with revenue of \$65 million, including some of the most prestigious colleges, universities, and institutions in New England. At UG2, Rob manages operations for our higher education and retail customers.

*BS, Hotel and Hospitality Management, *University of New Hampshire*

*AAS, Food Service Management, *Thompson School of Applied Science*

*Certified Professional Maintenance Manager, *Association for Facilities Engineering*

*Associate Member, *Association of Physical Plant Administration (APPA)*

SESSION #3: CYBER SECURITY AWARENESS FOR FACILITIES MANAGERS



HEATHER FOWLES *Chief Information Security Officer, UMass Lowell*

In her two-decade career in information security, Heather has held key roles at leading organizations including Mass General Brigham, Mass Eye and Ear, Liberty Mutual, and MetLife. An information security pragmatist, she seeks to help leaders understand and make informed decisions about their cybersecurity and vendor risks within the context of organizational goals, risk tolerance, budgets, and today's cyberthreat environment.



PATRICIA ROPER O'BRIEN *Senior Director A&F Information Technology, UMass Amherst*

Patty has been a part of the AFIT department since 2000 when it was a staff of eight. Currently standing at 53 employees, AFIT supports most non-academic areas on campus for their IT needs, including user support, systems and infrastructure, application support, compliance and project management. Patty was the project manager for the original Tririga CMMS implementation in 2014 and co-project manager for the recent move to TMA Systems in 2023.