

THE PipeLine



KEEPING FACILITIES MANAGEMENT EMPLOYEES INFORMED

January 2003

Budget Communication Meetings Your Questions Answered, Your Comments Considered

On Wednesday, January 29th and Thursday, January 30th, the FM management team conducted a series of meetings to bring all FM employees up to date on the current budget situation. At this meeting the management team fielded questions about the budget and other issues that are currently affecting FM. They also asked for comments and suggestions on how every employee can make FM a more efficient organization. The management team is overwhelmed by the response. More than 300 cards were submitted with over 1,000 comments and suggestions on how to improve FM. Thank you to everyone who has participated in this process. The energy and enthusiasm is greatly appreciated. Please keep the comments coming in! Each and every suggestion is being considered as FM continues its commitment to continuous improvement.

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You Ask, We Answer

Many questions were asked about the budget, and about other issues currently affecting FM. The management team will take the opportunity to address some of the questions here.

Question: What was the point in having this budget meeting?

Answer: The reason for this meeting was to share the current budget situation with all FM staff. As you know, the State is experiencing a serious budget crisis. Currently, the University has been asked to cut \$25 million in recurring funds from its fiscal year 2003 budget. There are five months remaining in fiscal year 2003, which ends on June 30, 2003. Of that \$25 million, FM's share is \$2 million. FM has been charged to reduce its budget by \$2 million for the remainder of this fiscal year. Also, we must be aware that more cuts are likely as the legislature struggles to meet the \$4+ billion shortfall for fiscal years 2004 and 2005.

Question: Where will FM get the \$2 million dollars they must cut for this fiscal year?

Answer: FM has swept 85% of all favorability from legislative supported programs as of December 31, 2002. This amounted to \$1.9 million dollars in nonrecurring funds. While this is an immediate answer to the immediate problem, President Bruininks has stated that nonrecurring funds may only be used to make this cut if it is accompanied by a plan for \$2M in recurring cuts. This means that FM must come up with a plan to permanently reduce our operating budget by \$2 million. Also, we must consider that more cuts will be necessary as information about the State's budget for fiscal year 2004 becomes available.

Question: Will these cuts result in layoffs or head count reduction?

Answer: While there are no immediate plans for either, we cannot say that this is not a possibility. If in this process, a reduction of head count is necessary, FM will begin by exploring the elimination of open positions.

Question: Why should I bother to make a suggestion when management doesn't take the time to listen? They just do whatever

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Question and Answer continued...

they want to anyway.

Answer: FM is a very large organization with almost 1300 employees. FM cannot function without the talent that each and every one of us brings to the job everyday. While the management team is ultimately responsible for the decisions that are made, we need everyone's input and ideas on how to make our organization better. While we trust that you will be open and share your ideas with us, we need you to trust that the management team will consider all suggestions and ultimately make the best decisions for the entire organization.

Question: Where is Vice President O'Brien? Why wasn't she present at this meeting?

Answer: This meeting was very specific in terms of what FM needs to do to address the current budget shortfall. Vice President O'Brien and President Bruininks have asked FM to come up with a plan to address the necessary budget reductions and forward it to them for their review. Before we share that plan with Vice President O'Brien, we wanted to solicit feedback from all of you.

It is one of Vice President O'Brien's top priorities to get out and meet all 1300 FM employees. She has asked to be invited to meetings held by FM. She has already attended several FM meetings. She will continue her visits and will get out to each area of FM in the very near future.

Question: Why is Vice President O'Brien hiring expensive consultants?

Answer: Vice President O'Brien hired consultant Michael Perkins, an experienced Facilities Management executive with public and private sector experience, to assist with a review of the FM organization and structure. Mr. Perkins, who began his assignment in November, came on board to look at the organization with a fresh set of eyes and to share his observations with Vice President O'Brien. Mr. Perkins completed his review in early January.

The Expert Panel that Vice President O'Brien has put together is made up of a group of volunteers from the architecture and engineering professions, and the commercial real estate and construction industries. The members of this group are donating their time and their talents because they are actively interested in the success of the University. This group will provide experienced,

independent professional counsel to administrators responsible for facilities operations and management, serve as subject matter experts on specific projects, and critique and advise on facilities management and operations strategies.

Question: What is the purpose of the FM focus groups? How can I join?

Answer: The focus groups are put together to receive input from everybody. The groups include custodians, mechanics, trades workers, zone managers, construction workers, administrators and representatives from all areas in FM. To sign up to participate on one of the many groups we are putting together, call the Communications Office at x5-3466 or send an e-mail to info@facm.umn.edu.

Question: Will FM management share the budget reduction plan they submit to President Bruininks with FM staff?

Answer: Yes we will

Question: How will the management team communicate with us?

Answer: We will continue to address your questions and concerns by conducting similar meetings as more information becomes available to us. In the meantime, we will continue to use Pipeline to share all information, including your questions and comments, and, we will rely on our managers and supervisors to share any important information to you.

While the budget situation will make it necessary that we make some decisions quickly, FM is always in the process of improving our efficiency. All current initiatives, including the Custodial Program Improvement Initiative and the Maintenance Operations Improvement Initiative will continue. These initiatives are an important part of FM's commitment to continuous improvement.

If at any time you have additional questions regarding the budget situation or what is happening in FM, please speak with your supervisor or any member of the management team. You can also send your comments by interoffice mail to management team, Donhowe 300 or by e-mail to info@facm.umn.edu.

We Asked, You Answered

Many of your comments address the issues of accountability, work assignments and restructuring the zones. While most of the suggestions received are specific to FM, some of the comments speak to issues that would be addressed on a higher level in the university. The comments addressing other areas of the university will be forwarded to the appropriate university officials for consideration. Please note that all comments listed represent the ideas of individual FM staff members. While all comments are being considered by the FM management team, they do not necessarily represent the thoughts or plans of the FM management team.

Comments for FM Consideration

ACCOUNTABILITY

- ❖ There are excessive manpower levels in custodial and mechanics and trades. Get people to work and do a days work. Require those to produce.
- ❖ Assign everyone more work each day. Make everyone accountable for his or her time daily.
- ❖ Project managers (owners reps) have to make sure contractors provide a job that is done per contract. Far too often the zones have to correct mistakes these managers don't make contractors correct.
- ❖ Have supervisors actually check to see if the workers are on job for the time entered = O.T. projects
- ❖ Hold all employees including supervisors accountable for break times = more productivity
- ❖ Supervisors need to be more involved with jobs. Many work orders have extra hours on a ticket than what the job should have taken.
- ❖ I suggest you instruct operation supervisors to hold a one-hour meeting with the individual groups they manage. These meetings would address local issues in the zone to reduce maintenance costs. Reward groups that come up with cost saving ideas that are implemented. Then, share these ideas with your voluntary committees to share money across the board.
- ❖ Safety task cards 1 time a week
- ❖ Cut spending 10% in all areas
- ❖ Hold people accountable for things going over budget.

ZONE CONSOLIDATION, STORES, REORGANIZATION

- ❖ Consolidate like services
- ❖ Get tool crib stocked with parts. It does not pay for anyone to drive around to three stores for 5 dollars in parts. Jobs need to be done now, not three days later.
- ❖ Cut back on worthless middle management.
- ❖ To more efficiently manage projects requires more project oversight, not less. More technical support, not less.
- ❖ Centralize management as much as possible. Reduce number of zones.
- ❖ Cut the safety program.
- ❖ Examine the elimination of FM Construction. Outsource these services on an as needed basis.
- ❖ Eliminate 2nd and 3rd shift custodians
- ❖ Have industry standards looked at for ratio of worker to management
- ❖ Reduce number of trades
- ❖ Reduce number of Operation Supervisors
- ❖ Outsource custodial - eliminate all
- ❖ Outsource U of M maintenance
- ❖ Downsize FM HR
- ❖ Centralize all zones and reduce management.
- ❖ Combine zones 5 and 6 also 1 and 4 - plenty of room to park vehicles in St. Paul
- ❖ Make zones responsible for utilities - they would try to conserve more
- ❖ Paint shop could be just one for whole campus
- ❖ Central tool crib and shop building
- ❖ Have flexible zone across campus so workers can assist each other on their respective trade
- ❖ Eliminate some people in purchasing. The person needing the part does all the big work. It is really easy to add a PO#.
- ❖ There is an abundance of supervisors
- ❖ Get teamster drivers back
- ❖ Cut back on day custodians
- ❖ Let foreman run crew. Operations Supervisors are not needed.
- ❖ Do we really need 1st and 2nd shift supervisors
- ❖ Too much duplication of jobs and management
- ❖ Use student employees for more custodial duties & instead of full-time employees
- ❖ Give supervisors the ability to enter and update their equipment. This would save a lot of funds from unneeded staff.
- ❖ Put construction responsibilities into zones. It is proven it can be done at 1/2 the cost.
- ❖ Send requisitions directly to purchasing from the zones

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Zone Consolidation, Stores, Reorganization continued...

- ❖ Evaluate structure within FM (levels of management and staffing). Too many levels of management. Line staff has good, skilled people as foreman who can supervise that respective staff and perform most duties of their immediate supervisors. Then report to a shift or zone supervisor. The foreman can perform both supervisory and hands-on work duties.
- ❖ Streamline all departments
- ❖ If FM is serious about costs, they need to seriously look at some job classifications.
- ❖ In the zones, there is simply not a need for a Planner.
- ❖ Get rid of safety program and management team
- ❖ Expand Energy Management and become more proactive in Energy Management
- ❖ Create project teams
- ❖ Put trades in charge of trades. Zone manager-trade foreman-trades seems more efficient.
- ❖ Centralize purchasing
- ❖ Put the foreman in charge of planning and scheduling, electricians, fitters, plumbers, etc.
- ❖ Restructure the safety program. Along with getting rid of some of the safety things that have already been done. Get rid of blue cards, make handouts particular to the meeting. Upgrade the handouts. Proofread handouts. Do we need all the safety people we have?
- ❖ Eliminate stores clerk supervisor
- ❖ Eliminate most or all of owners rep positions and trust the quality of work of all of the trades and mechanics and listen to their common sense
- ❖ Have 1 person review all incoming work orders (set priority and response time) hand off to proper Operation Supervisor for completion
- ❖ Too many people sent out on work orders, 2 - 3 mechanics usually go out on 1 order
- ❖ Remove energy management projects
- ❖ Initiate a product conservation program

COMMUNICATION

- ❖ Increase communication with Customer.
- ❖ Get customer feedback on a quarterly basis
- ❖ Make every zone office a base station for communication with supervisors and line staff. Convert all cell phones to Nextel and use these communication services.
- ❖ Put together customer focus groups to help us redesign our service delivery systems.

TRADES/MECHANICS/WORK ASSIGNMENTS

- ❖ Look at inefficiency of strict division of labor agreement with unions (why can't a mechanic do carpenter work, etc.?)
- ❖ The trades know how to do the work without a lot of management.
- ❖ Have FM personnel do new construction jobs using inside engineering
- ❖ Eliminate afternoon breaks. Let crews leave 15 minutes early. This would eliminate additional time that often comes with breaks.
- ❖ Leave more of our schedule up to us mechanics. We can see all w.o.'s that are available to us and we know what P.M.'s are out there so we could schedule ourselves and not be late on P.M.'s or Life Safety w.o.'s.
- ❖ Restructure the way work is being done in the zone. Give buildings or areas to each mechanic so they can have ownership of buildings. Also rotate areas every 6 -12 months. Supervisors can monitor and make sure P.M.'s are being done. This would free up more time for supervisors to monitor and make sure things are getting done and to schedule breaks and close work orders.
- ❖ Implement BMS 100%
- ❖ Bring 2nd shift electricians to days
- ❖ Cut down on OT calls

TRANSPORTATION

- ❖ Hold vehicles for longer period of time
- ❖ Cut departmental vehicles
- ❖ The university has way to many vehicles that are "leased" to the different departments. Many of them just sit. Vehicles could be shared in many cases.
- ❖ Purchase vehicles instead of leasing them
- ❖ Eliminate half of vehicles through trades working as teams and sharing vehicles.
- ❖ Improve the transportation for the men to and from the jobs.
- ❖ Send the right crafts person out on the project in the first place.

TRAINING

- ❖ Remove all training, current and on-going.
- ❖ Keep training from inside instead of going to outside consultants.

STORES/TOOLS

- ❖ Find a way to fix all the time waiting for parts
- ❖ Stock more parts in stores

ENERGY

- ❖ Look at fume hoods not being used. Go back to on/off switch at hoods.
- ❖ Turn down thermostats
- ❖ Shut off lights
- ❖ Move VFD controllers for supply and return fan in building to save on energy.
- ❖ Close windows/doors
- ❖ Turn off computers/copiers when not in use
- ❖ Use stairs in lieu of elevators
- ❖ Accelerate use of new fuels in steam plant
- ❖ Fix all bad steam traps campus-wide
- ❖ Energy saving ideas such as: better weather stripping, newer more efficient entrance doors, better temperature controls in buildings that are too warm in winter.
- ❖ Put storm windows on the buildings that don't have them
- ❖ Put in air dryers to eliminate roll towels
- ❖ Revise the standard for energy savings for each piece of equipment

FM - HUMAN RESOURCES

- ❖ Have all FM upper management attend the 7 Habits of Highly Effective People workshops
- ❖ Development of employee - hire from within
- ❖ FM spent thousands of dollars training mechanics through Dunwoody and other seminars. Recently two jobs were posted in Zone 4. All applicants (internal) did not pass the interviews. I do not believe it is the workers who were stupid. The hiring process sets us up to fail. Now, the lower down workers (mechanic 1) are expected to produce mechanic 2 work without title or pay. If this is an idea of saving money, it won't work. Overhaul the hiring process. The waste of money lies in educating employees and then disqualifying them from dignity, title, pay, and use of newly learned skills. This is a misuse of human resources (manpower).

CUSTOMER SERVICE/RESPONSE

- ❖ Reduce response to nuisance calls to FM about hot and cold/smells bad, etc.
- ❖ Reduce service
- ❖ Decrease the frequency that certain things are done in certain buildings
- ❖ Enforce the maroon standards

CONSULTING

- ❖ Eliminate "high buck" consultants to do what facilities can do.

COMPASS

- ❖ Make COMPASS faster for more productivity and the ability to do more with less staff.
- ❖ Compass- immediately simplify FM procedure. Write work orders to a simplified equipment category; limit the number of w.o.'s; speed up access; supervisors and line staff spend a lot of valuable time waiting for COMPASS to run and sort w.o.'s.
- ❖ Automate the process of manually inputting the information on new equipment installs. Have the contractor fill out a scannable form that can automatically update the equipment database. This will get new equipment in the system for any warranty issues that arise versus not having information in a database and the zone conducting a repair.

CONSTRUCTION

- ❖ Stop new construction and maintain the buildings we currently have
- ❖ Have FM Construction employees start their day on the job site rather than paying them one hour each day for travel time
- ❖ Any work in construction should be done by FM Construction, NOT by outside construction companies.
- ❖ Zones do maintenance work, not construction work.
- ❖ Review all projects before they start. Large and small for compliance to our standards and inspect each one for compliance or completion.
- ❖ All large and small projects should be run by our owners reps, not the outside.
- ❖ Continue the design/bid/build form of construction.

UNIFORMS

- ❖ Stop requiring uniforms. ID tag is adequate.
- ❖ Buy our own uniforms

RAISE PRICES FOR WORK WE DO

- ❖ Have departments responsible for more equipment repairs (cage washers, etc.)
- ❖ Charge department for RO/DI water usage
- ❖ Charge customers more money per hour for nonsupport work. We should charge as high or higher than an outsource company would charge. Be more competitive instead of cheaper.

OUTSIDE CONTRACTORS/VENDORS

- ❖ Control/cut use of outside contractor
- ❖ Curtail use of vendors within FM - mechanical areas, janitorial and food service
- ❖ Eliminate contract elevator maintenance. Utilize them only on an as needed basis for major repairs/projects - big cost savings and eliminate consultant fees for elevator maintenance.
- ❖ How about an alternative to Fleet Services. They are very expensive and have leases that run four years longer than the average lease.
- ❖ Allow FM crews bid against the outside vendors so that we can get the best price for the University.
- ❖ Keep all work in-house
- ❖ Stop having contracts with different stores because they push up prices and you are not getting the real price.
- ❖ Save money in purchasing with possible new suppliers. I've heard numerous stories from trades people who say they have purchased items cheaper than the U of M even through mass quantities.
- ❖ Outsource both Custodial and Mechanical
- ❖ Occasionally cross check cost paid for material and equipment from supply houses and vendors
- ❖ In our consolidation to one chemical for multi-purpose cleaning, the price of the chemical went up. We should try using cheaper chemicals as the standard and it may save money.
- ❖ Single source chemical supplies as much as possible

EXTRA EXPENSES

- ❖ Quit having meetings that don't tell us anything.
- ❖ Quit having employee appreciation day.
- ❖ Eliminate/reduce overtime that is worked by FM employees.
- ❖ Reduce salaries rather than cutting jobs.
- ❖ Eliminate free food, brainstorming retreats for management, wage freeze - no bonus for all.
- ❖ Reduce interdepartmental fees and charges that only create paper waste and labor.
- ❖ Better use of equipment and materials.
- ❖ Clean tools properly for reuse without having to spend on new ones.
- ❖ Identify potential on expensive repairs before it's too late.
- ❖ Eliminate wasteful out of town travel trips and expenses.
- ❖ Reduce excessive printing of brochures and info. Pipeline could be only electronic.

PROJECT MANAGEMENT

- ❖ Accountability on inspection and completion of projects were loose ends are picked up by U departments and zones.
- ❖ Improve project delivery process by utilizing more technically trained staff to manage projects and obtaining appropriate legal direction to disallow non-performing or poorly performing contractors from future work.
- ❖ Raise project thresholds that set the O.R. fee (\$10,000) to \$50,000. Raising this threshold will eliminate the \$1500 or fee for all projects less than \$50,000. This could only apply for projects managed by FM Construction. Outside contractors may not have the knowledge to managed customers or funds.
- ❖ If/when the project delivery machine gets cranked up again, bring design in-house. I am astounded that we have spent hundreds of thousands of dollars on landscape architecture design fees in the last few years, when we have had the capability and talent within facilities management.
- ❖ Write a standard specification for university projects. Lots of municipalities take this approach. Project-specific design issues could be handled w/ special provisions. This would save us money on design fees by minimizing or even eliminating spec. writing services. This also would eliminate errors in the translation of our construction standards to project specifications. We need to ask ourselves why we are paying consultants to essentially re-write our standards on project after project.

CELL PHONES/PAGER USE

- ❖ Reduce the number of cell phones and pagers
- ❖ Have FM employees pay for their own cell phones
- ❖ Eliminate all pagers and cell phones

EQUIPMENT

- ❖ Sell old equipment
- ❖ Allow qualified custodians to fix equipment
- ❖ Equipment sharing between zones
- ❖ Better maintenance of all equipment
- ❖ Better equipment inventory

Comments for University-wide Consideration

SALARY/WAGES, HIRING, RETIREMENT, ETC.

- ❖ Hiring freeze, except for critical functions
- ❖ Offer early retirements as a way to reduce head count
- ❖ Take off work without pay for at least two weeks per year
- ❖ Make chronic compliances more accountable; reduce their ability to grieve needlessly. Takes supervisors time needlessly.
- ❖ Implement wage freeze
- ❖ Early retirement options
- ❖ Voluntary lay-offs with Rule of 75
- ❖ Voluntary unpaid vacation
- ❖ Volunteer summer lay offs during slow times
- ❖ Eliminate Paid Time Off
- ❖ Floating holidays should remain a straight time workday - as it was a few years ago (for the trades). Most people didn't work these days, unless it was important and I surely didn't mind working back when for straight time since this is how it is outside the U of M.
- ❖ Manage a stronger sick leave policy
- ❖ Re-negotiate all U labor contracts
- ❖ Re-negotiate the employee contributions to health care so we have to contribute more to reduce the overall labor burden rate
- ❖ Reduce Rule of 75 to Rule of 70 - especially for people over age 60
- ❖ Offer the P.A. option to more employees
- ❖ Some kind of incentive for not using sick time

BUILDING USE

- ❖ Tighter classrooms schedules an optimize use by building
- ❖ Schedule occupancy to maximize building use. No occupancy in buildings with low use in summer, breaks, etc. Move office space if necessary. Huge potential cost avoidance.
- ❖ Consolidate classes and close or shut down buildings as much as possible. Could save on utility costs at these sites.

WORK WEEK/HOURS

- ❖ Offer work from home for those who can. This will save on office resources.
- ❖ Implement a 32 hour/4 day work week

MISCELLANEOUS

- ❖ Have a box on Minnesota Income Tax refund on if person wants to contribute to U of M Facilities Management team.
- ❖ Adhere to U of M Standards
- ❖ Raise tuition for students
- ❖ Cut the Presidents salary
- ❖ No new initiatives
- ❖ Is a CFO for U Services really needed at this time?
- ❖ Sell services outside the U

LANDCARE

- ❖ Cut back on the amount of landcare.
- ❖ Many flowerbeds are planted with flowers that bloom once and then they are replanted sometimes 4 times a summer. Using a flower that needs not to be replanted would save cost for the flowers and the work involved in planting them.

RECYCLING/CONSERVE RESOURCES

- ❖ Implement the Quad System campus wide. Main purpose would maximize recovery of recyclables and reduce disposal fees. Added benefit would increase custodial hours for increased service levels.
- ❖ Promote 2-sided copying with potential goal of 15% reduction in copy paper purchases.
- ❖ Promote Reuse Program for departments to get furniture instead of buying new.
- ❖ Bring your own trash to garbage can.
- ❖ Reduce or stop services that only make the U pretty (like flowers).
- ❖ Also, only replace computers as needed instead of purchasing lots of computers for the entire university.

If you have any additional questions or comments regarding the budget situation or what is happening in FM, please speak with your supervisor or any member of the management team. You can also send your comments by interoffice mail to management team, Donhowe 300 or by e-mail to info@facm.umn.edu.

THE BACK PAGES

Congratulations to **Jason McCue**, an Operations Supervisor on the St Paul Campus, and his wife Crystal. They had a baby boy, Michael Timothy, on January 27th. Michael was 7 pounds 14 oz and 21 inches long and born at 6:04 PM.

First 2003 Custodial Training Program Grads



ON FRIDAY, JANUARY 17, 2003 NEW EMPLOYEES JOINED THE CUSTODIAL RANK GRADUATING FROM THE FOURTEENTH TRAINING CLASS. PLEASE WELCOME THESE NINE NEW EMPLOYEE'S TO THE FACILITIES MANAGEMENT TEAM.

PICTURED FROM LEFT TO RIGHT ARE **BACK Row:** RUTHANN MANLET (TRAINING COORDINATOR), WILLIAM SPERRY, JOSH MURRAY, TOMAS TECHITE, MARSHALL SKULE (ZONE 5 FACILITY MANAGER), SAMMI MEBRAHTU, AND MERON SAMUEL

FRONT Row: MOLITA ABUTAIR, JOANNE DAVIS, BEVERLY JOHNSON, AND TSEHAY MERSHA

PIPELINE STAFF

Sunni Belting, Payroll
Ruthann Manlet, Zone 4
Kelly Hoefflin, Energy Systems
Rick Friebe, OBSU
Tim Brott, Zone 4
Aaron Strozinsky, Communications
Jenn Rowe, Communications

We are still looking for people to join our staff. If you are interested please contact Jenn Rowe at 5-3466.

Welcome to FM!

January new employees

Molita Abutair	Zone 4
Joann Davis	Zone 4
David Hansen	Waste Management
Beverly Ann Johnson	Zone 4
Sammi Mebrahtu	Zone 4
Tsehay Mersha	Zone 4
Joshua Murray	Zone 4
Meron Redi Samuel	Zone 4
Matthew Spargur	Construction
William Sperry	Zone 4
Tomas Teshite	Zone 4

Mailbag

TO: John Pierson, Zone 1
FROM: Philip Hunter, Classroom Facilities Monitor, Office of Classroom Management

Thanks for getting the clocks in the Classroom Office Building installed in a timely manner, but also thank you for your follow-ups: letting me know when the clocks arrived and when they were put in. This was very helpful to me, so I could in turn update the faculty who made the request to our department. Excellent customer service, John!

Thanks again and keep up the good work.



More from the Mailbag



TO: Anita Wilson, Zone 4
FROM: Heather Brown, Physics Research Assistant

I just wanted to let you know how pleased I've been with Anita Wilson's work. I talked with her this evening (she is extremely nice!) and was telling her I thought there was someone new because the bathrooms were clean, they smelled good, and our garbage was being emptied on a regular basis!!

We graduate students don't get many perks. I don't often feel appreciated around here, but when someone like Anita takes the time to keep things nice, it makes me feel really good. My fellow grads don't often verbalize these feelings, but I know when I've expressed my pleasure at a nice clean floor, or a fresh smelling bathroom, they smile and agree. We really do appreciate the work of the facilities group, even if it's not said very often (or at all)!!

TO: Zone 2
FROM: Connie Buechele, Director of Information Technology, Humphrey Institute of Public Affairs

I just wanted to let you know how much we appreciate the nice job that was done with the repair of Room 80 and Room 85. They were finished for the start of the semester and they look great. Thanks again!

TO: All Facilities Management Employees
FROM: Tom Mulhere, Development Associate, People Serving People

Dear University of Minnesota Facilities Management Employees,

On behalf of the families and staff at People Serving People, we acknowledge and thank you for your generous contribution of books. A gift is a joy; a gift that benefits children and homeless families is a treasure. Thank you for your warm hearts and generosity. The magic of the holiday season is made by bringing joy into childrens' hearts and putting a smile on their faces. You have helped to achieve this for over 200 children.

Support from community members allows People Serving People to help families in need of temporary supportive housing and related services. In 2001, our facility housed an average of 328 people per night, sixty percent of them children, and served over 600 meals per day. People Serving People is committed not only to meeting the urgent needs of our residents, but also to maintaining and strengthening our programs in order to empower parents, preserve families, and move families toward self-sufficiency.

People Serving People appreciates your charitable donation. It is through your help that we may be a vital force within the community and end the cycle of homelessness. If you have any questions or need additional information on volunteering or tours, please call me at (612) 277-0242.

TO: Thad Olson and Damian Kastbauer, Zone 2 Customer Service Representatives
FROM: Troy Flicek, Environmental Health Specialist, FM Safety

To followup with the tracking safety training attendance via Compass and WO#'s directive I recently completed an audit. I pulled the report for Zone 2 and noticed the following:

Everything looks fantastic! You were one of only two zones that successfully completed this on the first try. The information on the WO's is exactly how I want to see it and it looks like everyone in the zone is entering time against the WO's correctly.

More from the Mailbag



TO: Steve Olson, Shift Supervisor, Zone 2
FROM: Valerie S. Hinkie, House Manager, Ted Mann Concert Hall

Hi Steve,

The hall looked great when I came in on Sunday. Thanks for your extra help. Also, your student worker stopped by and gave us her pager number just in case we needed anything. FOR WHATEVER REASON, THIS MADE ME FEEL SO GREAT!!!!

Thanks for that extra step and for your great leadership.

TO: Rob Tunnel, Facilities Manager, Zone 6
FROM: Michael Olesen, Associate Director for Facilities & Programs, Digital Technology Center

Dear Rob,

I wanted to write and commend the zone for the fast action in dealing with an open water valve on the fifth floor yesterday afternoon, January 7. Not only did the day custodian quickly come over and deal with the problem after his shift was over, but he played an active role in making sure that the water was properly cleaned up. I was also impressed by the number of staff members that were sent to deal with the crisis.

An open valve spraying tens of gallons of water into the fifth floor hallway in close proximity to computing and networking equipment is a significant crisis for a digital technology center. Your staff is to be commended for understanding how critical this situation was.

This morning when I came in, other than a damp carpet, you could not tell that we had had pools of water on the fifth floor. I was very pleased and impressed by the effort put forth by the zone in dealing with all aspects of the problem. Please share with your staff our sincere thanks and gratitude for your their efforts.

TO: Greg Williams, Operations Supervisor, Zone 5
FROM: Maureen McManus, College of Liberal Arts

Hi Greg,

I just wanted to send you a big "thanks!" for your assistance with getting Room 14 Johnston Hall cleaned up and investigating the source of the bad smell we had in here. The room is now much more pleasant. Also, it was great to have my concerns taken seriously and to be treated so respectfully. Please pass on my words of appreciation to Dennis and the other staff person who helped with the cleaning.

TO: Bill O'Neill and the Zone 2 Staff
FROM: Jean Montgomery, Department of Theatre Arts & Dance

Thanks for restoring the flags on the bridge over the Mississippi River. I walked it last week and thought they'd been stored for winter. It was great to see them back today. It really brightens the campus (and the walk) plus being a great wind gauge for which side of the enclosure to walk along.