

PIPELINE

Keeping Facilities Management Employees Informed

May/June 2005

Zone 3's "Adopt-a-Planter" program is growing

In April, Karen Collins came up with the idea to start an "Adopt-a-Planter" program in zone 3. The program is designed to encourage departments to adopt a planter.



DESIGNED BY PAUL GILL, SIGN SHOP

Participant's water and care for the planters outside their work areas.

The idea came after the College of Pharmacy put a medicinal herb garden in a planter on the second floor of Weaver-Densford Hall to use as a teaching aid. Plants that were in the planters needed to be relocated so Karen came up with the idea and built a team to support the "Adopt-a-Planter" program. Dave Kirschnopf, Dana Staenke and Marshall Skule joined Karen in partnering with Paul Gill in the Sign Shop and AHC communications to publicize the program. The talented folks in the zone 3 construction shop built eight oak planters

and to date seven planters have been adopted with requests for four more.

If copying is truly the highest form of flattery, the zone 3 team should be honored. Bill Chose followed their lead and posted signs requesting volunteers to care for the Donhowe lobby planters. A volunteer from Central Human Resources stepped up and a sign designed by Paul Gill is now located in the front entrance lobby planter.

Congratulations to the zone 3 team for their outstanding efforts in keeping our campus beautiful!

FM Mechanic Development roll-out

In 2002, as part of maintenance operations improvement efforts (MOII), Facilities Management began two major initiatives:

- 1) To implement the remaining work defined under the BMS decision.
- 2) To continue to develop our mechanics to enhance our skilled, flexible, cost effective maintenance workforce.

We now have mechanic classes I, II, and III, and are making significant strides in assigning work based on the work assignment flexibility outlined in the BMS Agreement. We have also made excellent progress in the development of our mechanics.

To date, through the work of a committee made up of all the mechanic IIIs: Bill Allen, Pete Bestilny, Duwayne Davisson, Bill Hanson, Mike Kane, Mark Koutek,

Paul Lake, Jeff Sahlberg, Don Steahl, Harley Swarm as well as Greg Berger, Bill Chose, Grant Clavelle, Karen Collins, Ann Durushia, Jim Stocke, Sam Talbert, Kevin Taylor, and Rob Tunell, the following progress has been realized:

- Defined required courses for all mechanics (on a two year cycle)
- Created course curriculum and materials for mechanic courses
- Developed courses which are available to all mechanics
- Developed and implemented a training tracking system
- Created a mechanic development plan which requires supervisors to meet with each mechanic on an annual basis to review their training status and needs, and allow for

mechanic input

- Acquired presentation equipment which is available for training in all zones
- Created a special directory for saving all materials and media

...continued on page 3

IN THIS ISSUE...

Energy Management to launch Energy Conservation Program
 University News
 Help Wanted: Volunteers for the Annual Community Fund Drive
 FM Work Status Communication Initiative Update
 May and June FM New Employees
 Years of Service Recognition
 The Back Page

What's Going on in FM...

Steve Spehn, Associate Vice President



July brings us to the beginning of a new fiscal year and as you read through this month's Pipeline, you will notice that, as always, there is much going on in FM. This is the time of the year that we reflect on our organizational goals of service, accountability and stewardship and ask ourselves, are we doing the right things to support the University's mission of teaching, research and outreach and are we doing the right things well?

In this issue of Pipeline, you will read about the work status communications initiative. This initiative is designed to improve the quality of FM's customer service by keeping them informed of the work we are doing. This initiative will also help us to measure how we are doing and help us to better respond to our customer's needs. This is an excellent example of doing the right thing and with the help of each and every one of you, we can do this well. You can read more about the work status communications initiative on page 4.

Employee development and satisfaction is

another one of our organizational goals. Since 2002, the Maintenance Operations Improvement Initiative (MOII) has been working on a professional development program for FM's mechanics. A successful program has been created by the mechanics with the assistance of zone management personnel and the U Services Human Resources staff. Thank you to those who continue to go above and beyond the call of duty by participating in this important program. You can read more about their efforts on the front page.

The Energy Conservation crew is busy putting together their plan for an energy awareness campaign to be kicked-off this fall. In addition to reducing energy consumption and cost, one of the key goals for this campaign is to encourage students, staff and faculty to make small behavioral changes that collectively will make a big difference. Energy Management will be asking every member of the campus community to think about how they can help save energy. You can read more about this below.

Vice President O'Brien and I have been visiting staff meetings to talk about FM's role in supporting President Bruinink's vision of transforming the university into one of the top three research universities in the world. It is important for us to realize that world class university must have world class facilities. As we work toward creating a campus with world class facilities, I ask each of you to think about the work that you do each day and ask yourself "am I doing the right thing?" And, "am I doing the right things well." Your ideas for service improvements are always welcome. Please send them to me at (spehns@facm.umn.edu).

Thanks, as always, for keeping our campus clean, comfortable, safe and beautiful. We make the University work!

Energy Management to launch Energy Conservation Program

Energy Management is planning to launch a major energy conservation campaign this fall designed to raise awareness of energy use and to promote energy conservation campus wide.

The goal of the campaign is to reduce energy costs by reducing demand for electricity without compromising energy resources needed to support teaching and research. The plan includes initiatives that will address energy use in every campus building.

While many of the campaign initiatives; retrofitting buildings, employing new building control technology in older buildings, and improving the efficiency of heating and air conditioning systems, will be invisible to building occupants,

the success of the campaign will require the participation of the entire campus community.

Saving energy begins with you!

One of the primary goals of this campaign is to encourage students, staff and faculty members to make small behavioral changes that collectively will make a big difference. This can be as simple as remembering to turn off the lights when leaving your work area, classroom or office building for the day. To end this, Energy Conservation will kick-off a "Turn off the Lights" campaign this fall.

In the next issue of Pipeline, we will tell you more about how you can help conserve energy on campus. We will also

be announcing an exciting contest where you can use your creative energy to win an AWESOME prize!

Until then, please do what you can to help conserve energy:

- Turn off all the lights whenever you leave a room.
- Close windows and exterior doors when the heat or air conditioning is on. Close blinds after sunset on cold days to keep the heat in.
- Send your comments and suggestions to (rowej@facm.umn.edu).

FM Mechanic Development roll-out continued...

When this group began, the mechanics immediately rolled up their sleeves and indicated that the first course which should be offered was print reading. The course was designed, materials created, and most mechanics were scheduled and trained within two weeks.

Future challenges for this group include defining and designing additional mechanic training; defining advanced courses for mechanic IIs and IIIs; and, defining how mechanics and supervisors can work more effectively to be considered the service provider of choice.

Special kudos and certificates of excellence were awarded to mechanic IIIs Bill Allen, Paul Lake, and Harley Swarm, who, with the very necessary administrative assistance

of zone administrator Karen Collins, created the courseware for the first two courses "Print Reading", and "Hot Water Heating Systems." They were also responsible for the instruction of these courses to all of the mechanics. Harley led and delivered the "Hot Water Heating Systems" course, and Paul and Bill led and delivered the "Print Reading" course. Special thanks also go out to Paul for developing and delivering the "Introduction to Chillers" course last year.



BILL ALLEN AND PAUL LAKE SHOW THE CERTIFICATES OF EXCELLENCE PRESENTED BY BILL CHOSE FOR THEIR WORK ON THE MECHANIC DEVELOPMENT PROJECT.

University News

Editor's Note: University News is reprinted from Brief, the official U of M staff and faculty weekly news digest. Brief is available on the Web at (www.umn.edu/urelate/brief).

Construction of the Scholars Walk, Phase II is now underway through September. The completed walk will continue the paved path, now from the McNamara Alumni Center to Union Street, on to Appleby Hall. For more information about this and other construction, see (ecomunications.umn.edu/t/9452/46622/47191/0).

Legislative Update: Despite media speculation about a government shutdown if a budget agreement is not reached in the special session by June 30, the U would not be affected. As previously reported, the higher education bill was one of three major funding bills to pass during the regular session of the legislature. For more information, see (ecomunications.umn.edu/t/9452/46622/24/0).

The UMTC campus stadium bill did not see final action before the regular legislative session ended May 23. Broad bipartisan support increases the bill's chances in the special session that began officially May 24. The U's goal is to have the bill addressed in order to stay on track for a 2008 opening, maintain private fund-raising momentum, and realize the TCF naming rights corporate sponsorship, which is contingent on state funding. For more information as the session proceeds, see (ecomunications.umn.edu/t/9332/46622/45923/0).

Showboat tickets now available: The U of M Showboat Players will present Oscar Wilde's The importance of Being Ernest on the Minnesota Centennial Showboat. June 17 to Aug. 27, Harriet Island, St. Paul. For more information, see (ecomunication.umn.edu/t/9332/46622/47119/0/).

Help Wanted: Volunteers for the Annual Community Fund Drive

FM is seeking leaders to help make this year's Annual Community Fund Drive a success. Alston Dutchin from zone 5 and Mickey Billings from the FM Call Center have stepped up once again to lead the FM campaign. But, they cannot do it alone!

Participating in the Annual Community Fund Drive gives employees an opportunity to gain leadership experience. It is also a great way to meet or get to know the people in your work unit and from other areas of the University. It is also a wonderful opportunity to help make a difference in the Twin Cities community.

Volunteers are needed from each FM business unit to help deliver information packets, create and distribute flyers, plan and organize events, answer questions and HAVE FUN!

If you would like to volunteer or if you have questions about the Community Fund Drive, contact Jenn Rowe at x5-3466 or (rowej@facm.umn.edu).

MINNESOTA COUNTS ON YOU!

FM Work Status Communication Initiative Update

In the April issue of Pipeline, the Work Status Communications Work Group asked FM employees for their input on developing successful communications on work order status. Here is an update on the group's progress:

- The project team facilitated a focus group with FM customers and gathered feedback about what customers would like for work status communication.
- The project team created a draft list of service commitments for certain types of customer service work. Service commitments are essentially standardized due dates for selected work. This information has been discussed with zone managers. The project team will be asking for feedback from supervisors, technicians and customers in the near future.
- The project team is working with Quality and Work Control and Information Services on an automated e-mail solution for some Work Status Communication requirements.

If you have any ideas, comments, or suggestions to help FM better communicate work statuses, please call 4-2900 or e-mail (fm_callcenter@facm.umn.edu).

May & June New FM Employees

Azwa Abrasid	Area D	Frederick Lenz	Construction
Joshua Brown	Landcare	Eric Lieder	Energy Mgmt
Eric Buck	Waste Mgmt	Daniel Linden	Area D
Stephanie Bulen	Area A	Justin Logeais	Landcare
Muhammad Che Abd Aziz	Area D	Joseph March	Zone 1
William Crosby	Landcare	Ruth Martin	Accounting
Jaques Duval	Area B	Jesse Meyer	Landcare
Kyle Easton	Landcare	Farid Mohd Zaid	Area D
Chad Eickhoff	Landcare	Michael Mumey	Construction
Rhonda Evans	Energy Mgmt	Tessa Olson	Accounting
John Fluegeman	Landcare	Shelley Oltmans	Landcare
Garland Francis	Area B	Joseph Ostrowski	Area B
Berhane Gebre	MOTLI	John Pappas	Construction
Joseph Gembo	MOTLI	Ramon Ramos	Construction
Michael Grimstad	Energy Mgmt	James Rice	Construction
Tim Hakko	Construction	Robert Schlegel	Construction
Fernando Hernandez	Landcare	John Sherman	Construction
Benalifew Hiruy	MOTLI	Kasandra Skistad	Zone 3
Lara Hunt	Landcare	Michel Solorz	Construction
Eric Iverson	Landcare	Rachel Speck	Area A
Michael Jackowski	Waste Mgmt	Benjamin Stark	Landcare
Elizabeth Jacobson	Zone 4	Yared Tadesse	Area D
Jack Jensen	Construction	Adam Thompson	MOTLI
Jason Klein	Construction	Shauna Tiede	Accounting
Alexander Kocar	Area B	Gemeda Urgessa	MOTLI
Luke Koch	Landcare	Michael Winegar	Landcare
Jacob Lacoursiere	Area A	Thomas Wright	Construction
Brandon Lammers	Landcare	Jonathon Ziemer	Area B

Years of Service Recognition

FM employees who have reached years of service milestones in May and June 2005.

5 Years

Matthew Babcock
Giyohans Eshte
Dennis Gordien
Russell Grant
David Grote
Brent Hartzell
Jeffrey Josephson
Tefera Kereta
Babatunde Oyedele
Michael Riedlberger
Gloria Robinson
Missy Stimac
Michael Sullivan

10 Years

Slawko Bestilny
Raymond Doornbos
Leul Francois

James Hamberg
Roger Lanners
John Lauzon
Grant Wichterman

15 Years

Bradley Dison

20 Years

Cindi Cardinal
Wayne Davis
Michael Frank
Merry Gullickson
Harold Jordan
James Koerner
Harold Pretzel
Lee Schaefer

25 Years

Kimberly Clauson

Al Fors
Gerald Ilstrup
Kevin McCourt
Robert Rendahl
Deborah Tandy
Robert Wheeler
Kimberly Wolfe

30 Years

Dale Aschenbrenner
Thomas Elton
Wayne Johnson
George Pasek

Mailbag



TO: Tim Gordon, Zone 1 operations supervisor
FROM: Ed Kosciolik, College of Veterinary Medicine
RE: Carpet project in Room 215 of Building #374

Carpet project in room 215 project building #374 was completed yesterday and we moved the furnishings back earlier today.

We have already had two seminars in there and the feedback is very positive. The air conditioning works much better and the fan unit is much quieter. The consensus is that the room is much improved.

I just wanted to give you some positive feedback. A good result and I appreciate your efforts arranging the improvements. Thanks much!

TO: Nancy Luer, Area D operations supervisor
FROM: Kate Martin, assistant director, ITA Program
RE: Skip Staehnke, Randy Pfeffer and Jim Harrity

I am writing to commend your staff, Skip Staehnke, Randy Pfeffer, and Jim Harrity, on their response to our "crisis" on Wednesday, March 30. I called the FM help line because an office in the Science Classroom Building had water on the carpet. Within 20 minutes, 2 staff were here to figure out where the water was coming in and how to fix the problem.

Once it was diagnosed that the radiator was leaking, the response of the pipe fitters was quick and decisive. By Friday, we had the office put back together, as good as new.

Skip Staehnke did an excellent job of communicating what was happening all along the way and followed up well. We are so appreciative of this job well done and wanted to make sure your team was recognized. Keep up the great service!

TO: Nancy Luer, Area D operations supervisor
FROM: Rich Swedberg, AHC Facilities
RE: Gene Hughes and Margaret Norsten

The two Mayo locker rooms that were cleaned up look great thanks to Gene Hughes and Margaret Norsten's efforts on this project!

TO: Rick Swanson, Area B shift supervisor
FROM: Lynne Galle, Institute of Child Development
RE: Floor cleaning in the Shirley G. Moore Lab School

I would like to commend all of you on a beautiful and timely execution of the floor cleaning in the Lab School. It looks wonderful and having things done so efficiently gives everyone's morale a terrific boost. Thank you.

TO: Dana Staehnke, Area C shift supervisor
FROM: Bev Burns, Mayo Copy Center
RE: Area C night floor crew

I would like to thank your night floor crew for the wonderful job they are doing. The floors on 1st in Mayo always look great and the team is considerate, friendly and hard working.

I would like to thank in particular, Chris. On April 27, Chris noticed our door was open late in the evening, and he took it upon himself to turn the lights on, check the copy center for security, turned the lights off and closed the door to lock. It's nice to have someone like him we can count on and trust. Thank you very much.

Mailbag

TO: Cecilia Sheehan, Area C operations supervisor
FROM: Kristin Woody, program manager, Transplant Center
RE: Alan Lindgren

I just want to take this opportunity to let you know about your employee Alan Lindgren. Alan has been working in our area for nearly a year now and it has been a joy to have him as our main cleaning person.

Not only does Alan do a great job, he also has a wonderful personality that makes Gwen and I look forward to the day for more than one reason. Alan is very polite and thoughtful. Our area is always well taken care of and he does it with a smile on his face and a positive attitude.

I just want to let you know that we can tell when Alan is not here for the day. We appreciate his thoroughness and thoughtfulness in his job.

TO: Rick Densmore, Area C operations supervisor
FROM: Brian Kane, Medicinal Chemistry, graduate student
RE: Gerald Edstrom

Dear Mr. Densmore:

I just wanted to let you know that I have been very happy with Gerald Erdstrom's performance. He has always done a great job waxing our floors.

I also wanted to let you know that he has been very cooperative when it comes to scheduling. Often, my experiments are time dependent and require me to access rooms during the evening hours. Gerald is always willing to work with me to figure out what time works best. For example, last week I needed access to 8-162 when he had scheduled to wax the floors. We came up with a plan that allowed both of us to get our jobs done efficiently.

TO: Nancy Luer, Area D operations supervisor
FROM: Peg Brown, coordinator, AHC Classroom Services
RE: Aron Barfield

Hi Nancy,

I am writing to express my gratitude for Aron Barfield's work on our small classrooms. I do rounds of our classrooms every morning and the four rooms he cleans are always in excellent condition. A couple of weeks ago, he asked me to request to have the carpets shampooed by the night crew because he couldn't do it during the day. Yesterday, he was doing it because he saw that the rooms were not scheduled much this week. This morning they look beautiful. Exactly the kind of space we want to be providing for our faculty and students.

He does good work and I appreciate his efforts.

PIPELINE STAFF

Jenn Rowe, editor 625-3466
(rowej@facm.umn.edu)

Aaron Strozinsky, designer 625-1522
(strozina@facm.umn.edu)

Communications Office
Facilities Management
300 Donhowe Building
319 15th Avenue SE
Minneapolis, MN 55455

The communications team welcomes story ideas and submissions, editorials, and feedback on the contents of this publication.

This publication can be made available in alternative formats for people with disabilities upon request. Please contact Aaron at 5-1522. This publication can be viewed online at (www.facm.umn.edu).

The University of Minnesota is committed to the policy that all persons shall have equal access to its programs, facilities, and employment without regard to race, color, creed, religion, national origin, sex, age, marital status, disability, public assistance status, veteran status, or sexual orientation.

Contains a minimum ten percent post consumer material.

©2005 Regents of the University of Minnesota. All rights reserved.