



FACILITIES QUARTERLY



April 2012

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Building Systems Maintenance BSM Zone Transition

Building Systems Maintenance is nearing completion of its transition from traditional trade shops in a central location to a zone based operation with crews stationed in shops on both campuses. BSM Director, Jim Jackson, said there are now eight zone teams operating out of shops located in the Facilities Management Shops building and Hamilton Hall on City Campus and the Service Building on East Campus. An additional shop in Othmer Hall will be completed in the near future. “Trying to change the composition and culture of our department has not been without its challenges,” Jackson said, “but overall, it has gone very well. We are already seeing a marked improvement in response time and a reduction in the number of calls for corrective maintenance.” He said having the crews stationed in zone shops has cut response time nearly in half and reduced the time it takes to complete a job by 20 percent. Jackson said the biggest difficulty he faced was trying to work out a method to completely change the way the department has been operating for the last fifty years and do it with no increase in budget and no interruption in service to the UNL community.

Jackson said his research showed that most attempts by other colleges and universities to convert to zone maintenance were plagued by financial problems and customer dissatisfaction. Those that succeeded only did so by spending a significant amount of money. He said his solution was to take a phased approach. “We started with a small set-up team which was sent out to survey the buildings to determine the maintenance scope of each building and create a list of tasks. When that was complete we built a zone crew from workers who volunteered or were recommended by their supervisors.” “Once that crew was trained by the set-up team, they took ownership of their zone. The set-up team moved on and the process was repeated,” he said. Jackson said the flexibility of the phased approach has been the secret of its success. “We could move quite quickly during times when there were fewer emergencies,” he said, “but when things got too busy and I had to dedicate staff to more urgent matters, I could slow down the transition.”

A recent survey of BSM customer bears out the success of the new zone maintenance system. Every category showed improvement with the most telling numbers coming in overall satisfaction. “When we were operating out of central trade shops we were given an ‘excellent’ rating by 72% of our customers. Now in 2012, that has jumped to 91%”. Jackson said calls for corrective maintenance have been reduced by nearly 40%. He said he plans to reinvest those savings into equipment monitors and detection devices that will enhance preventive maintenance. “As we begin to realize the benefits of those efforts,” Jackson said, “we will be able to start working on our backlog of deferred maintenance items. In the end, success in each area translates to success in all areas.” “We’re not stopping here,” he said. “We are sure we can reduce our transportation costs. As the crews settle in, they form relationships with the Building Maintenance Reporters and other faculty and staff. They develop a sense of ownership and are better stewards of the buildings. We will be more efficient and more effective. It will only get better.”

BSM Technicians David Lindsey, Larry Peters and Reed Magstadt stationed at the East Campus Zone Shop



BSM Continued ...

Sexual Harrassment Training Awards

Bob Beckstrom, BSM Manager of Administrative Services, and Olivia Scott, Facilities Service Desk supervisor, were recently awarded certificates of appreciation for their roles in the development and presentation of the Sexual Harassment Training program for Business and Finance. Bob worked with Nancy Myers, Director of Organizational Development with Human Resources to develop the program that was presented to all Business and Finance employees. Bob and Olivia conducted the training sessions to several groups over the last year.

BSM Director, Jim Jackson, said the program grew from discussions about how best to keep the department current in its education of employees regarding issues related to the Office of Equity, Access, and Diversity. Jackson said that as BSM developed the program, administrators liked it so much that they asked that it be adapted for all Business and Finance employees. In presenting the certificates, Bruce Currin, Assistant Vice Chancellor for Human Resources, said, “Bob and Olivia’s commitment to sexual harassment training will strengthen our University by providing Business and Finance employees valued education on an important workplace topic.”



Olivia Scott and Bob Beckstrom

Facilities Planning & Construction

New Director of FPC, Mark Miller

FM&P welcomes Terry “Mark” Miller as the new Director of Facilities Planning and Construction. He and his family will relocate to Lincoln from Colorado Springs where he has been responsible for the Sustainment, Restoration, and Modernization program for Air Force Space Command at Peterson Air Force Base. He is also a Lieutenant Colonel with the Air Force Reserves stationed at FE Warren AFB. Mark has had several other responsibilities for the Air Force both as a civilian and reserve officer from design engineer/project manager at United States Air Force Academy, launch facility engineer at Cape Canaveral AFS, FL to Chief of Plans and Programs for a Numbered Air Force at Riverside, CA. As a three time squadron commander, Mark has directed civil engineering squadrons in the determination of facility, real property and real estate requirements, goals and objectives. He supervised and provided direction for engineering designs, maintenance, repair, alteration, addition, and capital construction of facilities and utility systems. Additionally, he was responsible for review and approval of long range base planning for FE Warren AFB and coordinated construction and facility use activities with the Wyoming State Historic Preservation Office, and other federal agencies.

Mark’s family includes his wife, Kim; son, Tayler, a student at Creighton University; and his 14 year old son, Trae, who is eager to be living in the Cornhusker state. He’s a native of Nebraska, being born in Scottsbluff and growing up and going to high school in Gering. Mark’s excited to be coming home to Nebraska and can truly say “There is no place like Nebraska”.

Director of FPC
Mark Miller





Custodial Services



Custodial Services earns CIMS GB Certification with Honors

Please join us in congratulating the UNL Custodial Services department for their recent CIMS GB Certification, which they have earned with an Honors designation. As one of just a small handful of major public universities with in-house cleaning operations to have earned this Certification, UNL Custodial Services has positioned themselves to be a benchmark operation for other large university cleaning operations to look up to. To help meet the growing demand for green and “Leadership in Energy and Environmental Design” (LEED) certification, the Cleaning Industry Management Standard and Certification Program has been expanded to include the Green Building (GB) criteria. The Green Building designation offers cleaning organizations, such as UNL Custodial Services, a certification that is closely tailored to provide their campus community with precisely what they need to secure points under the LEED for Existing Buildings: Operations and Maintenance (LEED-EBOM) Green Building Rating System, while ensuring successful implementation of green and sustainable practices within their operations overall. Custodial Services was able to meet or exceed each required facet of Certification during their on campus assessment by a third party examiner in order to earn this highly sought after accomplishment. For more information regarding CIMS and CIMS GB Certifications, please visit: http://www.issa.com/?id=cims_green_building.



Paul Healy

Happy Retirement, Paul Healy

Paul Healy started with Custodial Services on 9/19/2001. Paul worked 3rd shift through the years in Richards Hall, Ferguson Hall, the Alexander Building and Love Library. Paul’s many years of dedicated service will always be appreciated. He is a collector of classic cars and enjoys spending time with his two grown sons. We wish Paul the best of luck in the future. Thank you Paul!

Larry Lyons Earns EEVACS Award

On December 12th, 2011 the day started like any other day. Except, Larry Lyons smelled smoke. Upon his arrival to the Agronomy & Horticulture Greenhouse 4, Larry noticed that the hallway was full of smoke and acted quickly to find and pull the fire alarm. Once the alarm was triggered, Larry exited the building to safety and waited for Firefighters to respond. He was then able to use his vast knowledge of this building to verbally direct emergency responders to the exact location of the fire which helped minimize both the amount of time it took to put out the fire and ultimately the amount of damage the building incurred.

Larry Lyons receives his EEVACS Award from Vice Chancellor of Business & Finance Christine Jackson



Custodial Services Training Program Graduates

Cody Hoegemeyer
Gabriel Bol

Todd Kechely
Joshua Dussart

Donna Bockoven
David Carlsward

New Employees at Custodial Services



Gretchen Gathings



Brian Krumme



Teresa Riggs



Kevin Briggs



Jeff Stump



Scott Johnston



Jamie Irwin



Harlan Hiatt

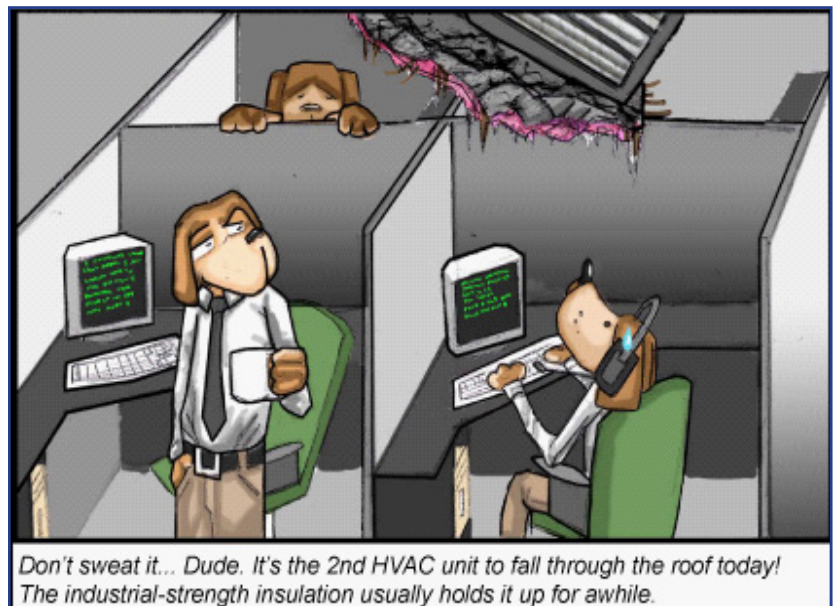
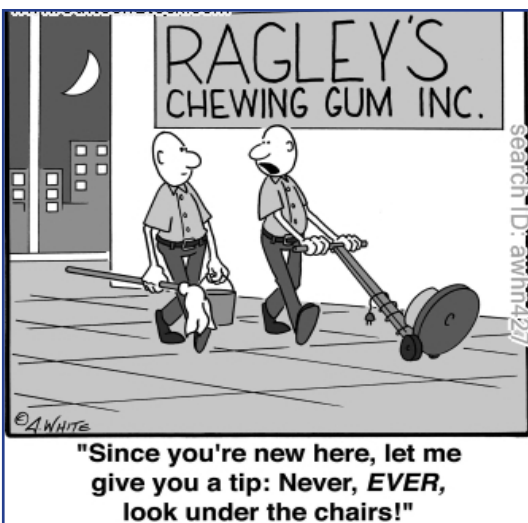
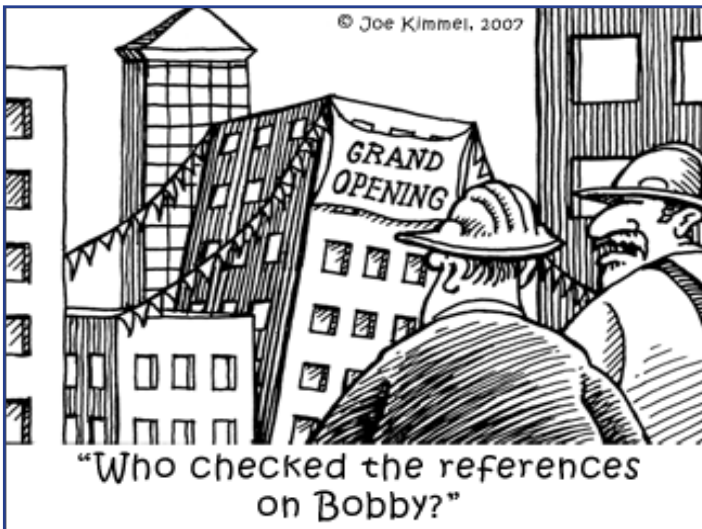


Gary Cyriacks



Brad Koontz

Workplace Humor



Landscape Services

Landscape Services hosting 2012 MLAGM Conference

The Midwest Landscape Architects and Grounds Managers Conference (MLAGM) is coming to Lincoln. MLAGM is a group of Landscape Architects, Directors, Landscape Managers and other Landscape staff that are from universities in the Big 10 and Big 12. Each June one of the universities in the group hosts the conference on their campus. The main goals of the conference are to share problems and solutions for campus landscape and site issues, build relationships with colleagues, and show off the host campus. UNL Landscape Services is excited to have UNL be this year's host campus. MLAGM was organized in 1972 and UNL last hosted the conference in 1997.



2004 MLAGM at Penn State University

The conference is primarily walking tours of campus so UNL is working to complete a few projects this spring. Landscape Services has identified improvement projects of campus infrastructure, campus furniture and most importantly, campus plantings. This exercise has generated a list of projects, some small and some large for both City and East Campuses that will improve the aesthetics of campus.

Some of these projects include: a renovation of the R Street plantings from 12th to 14th Street, creation of a seating area just east of Andrews Hall, renovation of the planting on the west side of Agricultural Hall, renovation of the plantings on the south side of the College of Law and the addition of plants throughout campus. Landscape Services also has several construction projects that will finish the site restoration which include Enright Garden and University Hall Plaza on City Campus and for three major utility projects on East Campus.

In addition to the campus landscape walking tours, Kay Logan-Peters, UNL Architectural Librarian will provide information on our historic buildings. Maggi Thorne, Assistant Director of Capital Planning & Construction with Athletics is providing the group a tour of Memorial Stadium. One of the stops on the walking tour will be Charlie Griesen from FMP Utilities, he will discuss the Thermal Energy Storage Tank that is being built on East Campus. On the last night of the conference, Greg Nosan, Curator of Education at the Sheldon Museum of Art is providing the group a tour of the Sheldon outdoor sculpture garden and an indoor collections tour.

We will have several presentations during the two day conference. Emily Casper, Landscape Architect and Rama Cheruku from FMP-Utilities will present GIS at UNL: Mapping Campus Trees and Site Elements. Also, Jeff Henson, UNL Recycling Coordinator and Rich Wahl from Landscape Services will present Recycling at UNL. We have vendors that are giving presentation on site furniture, ice melts and landscape equipment during the conference.

It will be a busy spring. Having visited many of our colleagues campuses, we believe UNL is one of the most beautiful campuses in the Big 10 and we're excited to show it off.

Utility Services

Thanks to a lot of cooperation and swift, hard work, the chilled water outage on the University of Nebraska-Lincoln City Campus was a success and completed earlier than anticipated. The chilled water system was shut down during the week of spring break, March 18 – 26, to put in new pipes that will connect to a new filtration system at the utility plant on 14th street. The filter will be housed in an addition being built on the front of plant that is to be completed by mid- to late-summer. Two pairs of water valves were also replaced on the northeast and southeast sides of Hamilton Hall while the water system was empty.

The chilled water system provides air conditioning and humidity control for all buildings on city campus. During the outage, the 3 million gallon system was drained of old water that was filled with dead bacteria and other debris that had built up in the system over time. Once the new pipes were in place at the utility plant, the system was refilled with clean water. With clean water, the system will run more efficiently because there will be better heat transference since most of the bacterial slime has been cleared out. Once the new filtration system is online, the cooling system will be even more efficient and easier to maintain, making it less expensive to operate.

Involved in the project was general contractor, Ronco Construction Co., mechanical subcontractor, The Waldinger Corp., and unit-price contractor, H&S Plumbing. Key internal players were Kirk Conger, Facilities Management and Planning mechanical engineer and energy projects manager, and his crew for maintaining comfortable building temperatures during the outage. Along with Dave Reinhardt and his Building Systems Maintenance staff for draining the approximately 140 coils around campus of old cooling system water and refilling them with clean water. Utility plant staff's effort to fill and drain the system at the plant was also instrumental in getting the water chillers running ahead of schedule.



Waldinger Corporation employees fit a graphite seal (circle held by worker on the left) between a chilled water pipe and a new valve outside the City Campus utility plant.



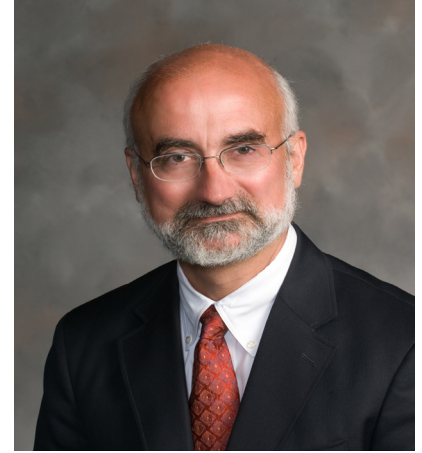
A crane lifts a valve into place outside UNL's City Campus utility plant.

A worker applies anti-seize lubricant to bolts used to attach a 36-inch valve onto new pipes leading into UNL's City Campus utility plant.



Photos and captions by Troy Fedderson

A Message from Ted Weidner



Winter was surprisingly mild and some of us have questioned whether we have had Spring at all; 90 degree temperatures in March are unusual. But FMP employees are good at dealing with difficult situations. Since the previous newsletter a lot has been happening. We have hired a new Director of Facilities Planning and Construction, Mark Miller. Utility and Energy Management has executed a major chilled water outage to do upgrades to the City Campus chilled water system; BSM has completed half of its implementation of Zone Maintenance; Landscape Services has gotten a head start on seasonal work; and, Custodial Services has been recognized by an international organization (ISSA) for its customer focus and service delivery. In addition to the above achievements I'm particularly proud of three individuals who have completed APPA's Institute for Facilities Management and/or Leadership Academy (4 courses each): Scott Hunt, Jim Jackson, and Deen Poopola. They are pictured below. A limited number of people across the US have achieved this distinction and UNL is lucky to have three more people with their qualifications and knowledge.

With all these achievements, we cannot and are not stopping our work to improve and serve UNL better. This summer is going to be busy for projects in construction, design, and planning. The East Stadium Improvement Project has grown out of the ground and should come close to topping-out this summer, prior to the start of the Football season. Utility projects are finishing up just in time for several new projects we hope to present to the Board of Regents later this year. Landscape Services is finishing the University Plaza area (where Ferguson Lab once stood) and Enright Gardens (south of Mueller Tower); they'll be busy this summer following behind a storm water improvement project in Maxwell Arboretum. Custodial Services will be refreshing the campus getting ready for our growing student body. FPC will be presenting five projects to the Board of Regents this summer and later this year as they make plans for large scale work. Finally, BSM will keep finding new ways to keep the campus operating efficiently. Watch for additional announcements later this year. There's a lot happening for UNL's FMP.



Pictured left to right: Director of BSM, Jim Jackson, Director of Custodial Services, Deen Poopola, and Facilities Planner of FMP Scott Hunt with Assistant Vice Chancellor of FMP, Ted Weidner.