

PHYSICAL PLANT NEWSLETTER

APRIL 2008

DESIGN
FACILITIES
MAINTENANCE

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A NEW DIRECTION BY JOHN DONEGAN

As we move forward towards the end of the semester, it's appropriate to pause and recognize the strong efforts that have been made by the Physical Plant to keep up with operation and to take a quick look forward to what is coming "down the road" as we head into the summer months. First, as evidenced by the *We've Got Mail* section of this newsletter, it is noteworthy to recognize the increased number of compliments our department is receiving for a "job well done." This in itself is wonderful news! We need to keep this forward momentum going by recognizing those who have given outstanding service in an effort to promote creating an environment for education first.

Secondly, it is important to understand the importance of having the department to work within the financial resources that have been allocated to us. Surely, we will always have needs that go beyond our ability to fund a proper solution for. Recognizing this fact, we will always be judged on how well we use our available resources and "prioritize" the facilities needs of the campus. This will certainly determine our success as our fiduciary responsibility is to collectively maximize our fiscal resources and utilize those funds as efficiently as possible.

As we move forward into the summer months, there will be much activity on the renovation front. The Mark Jefferson Science Complex will be well into the design phase and we should be receiving some exciting new "concept" drawings for this facility sometime this summer. This project is the largest, most complex capital improvement project in the history of the university and is reflective of a strong statement to our commitment to providing a state-of-the-art facility to teach and perform research in the natural sciences. Along with this building will come technologies that that will certainly require many of us to update our specific skills to maintain and operate this facility. This new building is scheduled for occupancy sometime during the fall of 2011.

The Pray-Harrold renovation is also one step closer to becoming a reality. While there is still a legislative action needed in Lansing to release this project, the good news here is the acknowledgement of the Governor's office of the need for this improvement and her endorsement of this project for the University.

Lastly, in keeping of our commitment to keep open communication throughout the department, we will have regular meetings on all shifts to keep you apprised of events that affect our department as a whole and give you an opportunity to ask specific questions. And please don't forget the options available throughout the PPQC for suggesting improvements to operations. We certainly welcome any and all ideas for improving service.

I wish you a happy and healthy summer.

NON-CHARGEABLE WORK ORDER REQUESTS

BY CHAD CROCKER

Technology drives change; and from time to time creates opportunities. The Physical Plant utilizes a work order system to help us meet the needs of the campus. We are now opening this system up to allow us the opportunity to provide you a better service. You may now submit your work request directly into the work order system at any time day or night from your office, classroom, or even your dorm room. By going to the web based work order request system or by following the links on the Physical Plant's website, you can submit your request through an easy to follow system. You can check the status of your request and see all the work that has been requested for your building.

At this time, we are accepting requests for non-chargeable routine maintenance. Routine maintenance is a service for which Physical Plant receives a budget allocation. These services are operations of the campus and fall within these listed categories:

- Routine painting repairs
- Lock and door hardware repair
- Light bulb replacement
- Repair of carpet, floor tile, or other floor services
- Routine window washing
- Grounds, parking lots, sidewalks and roadway maintenance
- Snow removal
- Roof, structural, window, door and general building repair
- Fence repairs
- Indoor and outdoor non-parking lot lighting-exterior general lighting
- Fire alarm/smoke detector/sprinkler/fore suppression systems and fire extinguisher maintenance and repair
- Existing heating/cooling/plumbing and humidification system maintenance & repairs
- Repair to energy management systems - infrastructure and utilities
- Repair to electrical and mechanical infrastructure
- Maintenance or replacement of equipment installed as part of an original building installation, including non-moveable classroom furniture
- Moving surplus equipment to auction
- Recycling programs
- Rodent and pest control
- Elevator maintenance
- Scheduled inspections of elevators and life safety systems
- Glass and screen repair and replacement

Our friendly staff is still more than happy to take your work request by phone. However, should you like to submit your request online; we look forward to responding to your needs through our work order request system.

PEASE AUDITORIUM UPDATE BY TRAVIS TEMEYER

Started this past November, significant masonry restorations are underway at Pease Auditorium. The Grunwell-Cashero Company has been actively working on several aspects of the façade to improve its condition and appearance. Thus far, Grunwell has replaced approximately 100 pieces of limestone, performed canopy work at the south side, is inspecting and replacing flashing and cap stones, has performed approximately 50% of their brick work, and they continue to perform tuck pointing activities at the masonry mortar joints.

In addition, Boston Valley, the terracotta manufacturer located in Orchard Park, New York, has received pieces off Pease in order to create new molds. The nearly completed molds will then be used to create new terracotta pieces to match the design and style of the existing building.

After the majority of the masonry work is complete, Pease will also receive significant roofing repairs and an interior renovation to the main stairwells. This work is expected to be complete this spring/summer.

SPACE UTILIZATION BY SEAN BRADEN

Over the course of the next several months, the Physical Plant will be conducting a Space Utilization Analysis for all academic and administrative buildings on campus. With the assistance of our consultant, Paulien & Associates, our goal is to determine what space we have on campus, how it is being used, and how it might be more efficiently planned.

In order to accomplish this, Plant staff and Paulien & Associates toured campus in late February and reviewed 2,739,550 square feet of space and documented how large every room is, how it is actually used, and the occupant load actually using the room. Following this, Paulien will provide several statistical analyses based on benchmarks comparing us with national averages, other Michigan universities, and other universities of similar size and academic makeup. This information will allow the Physical Plant, along with Academic Affairs, to better plan use of these rooms.

Ultimately, this project will allow for a more streamlined room use, room scheduling, and be a first step towards a comprehensive Master Plan.

CONSTRUCTION STANDARDS BY SCOTT STORRAR

During the past several months, a collaborative effort was conducted to create Construction Standards which will aid the Physical Plant in new capital improvement projects including the Mark Jefferson Science Complex and the Department of Public Safety. With the assistance of tradesmen, building and grounds staff, managers and project managers, we have developed documents identifying the preferences of the Plant in new and renovated buildings.

While a few standards are still in development, the vast majority of these standards are now published on the Physical Plant website (<http://www.emich.edu/physplant/>) and are available for anyone to read.

These standards will be considered a "living document" and as technology improves or preferences change, they may require occasional updates. Recommendations for improvements to the Construction Standards are encouraged by any Plant staff and should be forwarded to the Facility Planning and Construction department for review.

MARK JEFFERSON SCIENCE COMPLEX PROJECT

BY SCOTT STORRAR

Much activity surrounding the Mark Jefferson Science Complex project is underway. Most of the work at this point centers on programming and pre-design activities. The Design team, working through the Advisory Committee, has been meeting with departments to discuss goals, existing conditions and new building systems. The science departments have been completing detailed room data sheets used in part, to assist in the identification and verification of detailed space requirements. The design team has also met with the Physical Plant, IT, and Health & Safety to further understand the University's needs and requirements in these particular areas. Presentation to the Advisory Committee and then to the Executive Committee on the preliminary "existing condition" findings have already taken place.

We have completed a preliminary topographical survey and preliminary soil borings associated with the site and have completed approximately 80% of the building & asbestos survey sampling with the remaining sampling to be completed in the next couple of weeks. Also underway is the procurement for Construction Management services. We have received 10 qualifications proposals that are under review. A recommendation of 3 to 5 firms will be selected to receive a "Request for Proposal" as the next step in the procurement process. We anticipate making a final selection in the month of May.

EMU On-Line Furniture Catalog

By Kay Sekerak

The Purchasing department in cooperation with the Physical Plant Facilities, Planning and Construction department has arranged a Prime Vendor relationship with Steelcase and local furniture dealer, NBS. This award is a result of a competitively bid contract between Steelcase and E & I (Educational & Institutional Cooperative Service).

This catalog has been specifically designed for EMU and meets or exceeds furniture standards established by the University.

To see the website go to the Purchasing department (www.emich.edu/controller/purchasing) and you will find NBS under preferred vendors. The Physical Plant Facilities, Planning and Construction department has arranged a Prime Vendor relationship with Steelcase and local furniture dealer, NBS. This award is the result of a competitively bid contract between Steelcase and E & I.

"Daring ideas are
like chessmen
moved forward;
they may be
beaten, but they
may start a winning
game."

Goethe

HVAC NEWS BY BILAL SARSOOR

- At the Cooper building six (6) roof top air conditioner units, which were over 25 years old, were replaced with new units. The new units are more energy efficient and include an economizer mode to provide fresh air ventilation to the space increasing occupant comfort.
- At Quirk two (2) air handling units have been replaced. The units serve the TV studio and the administrative offices. The new units are more reliable and include digital controls which allow remote monitoring and alarming capability enabling a more pro-active response to potential issues.
- A campus wide steam trap survey is in progress to identify defective steam traps that are wasting steam energy. Once the survey is complete, the traps will be scheduled for repair.

DID YOU KNOW BY JOHN DONEGAN

The Physical Plant department has formalized arrangements with Housing for using a Westview apartment during those times Physical Plant personnel are required to remain on campus for extended periods of time.

Use of the apartment is for business use only and pre-approval is required by your respective Director. Specific rules and regulations while using the apartment are posted within the apartment.

Please contact your Director for additional information.

"Persistence is what makes the impossible possible, the possible likely, and the likely definite."

TMA USER CONFERENCE BY REGINA KELLEY-SPENCER

The TMA user's conference was held in Tulsa, OK and was attended by Karla Gower and Regina Kelley Spencer. This year TMA celebrated its 20th anniversary. There were over 500 attendees at the conference representing universities, health care facilities, governmental entities, K-12 educational institutions as well as corporations from across the United States and as far away as New Zealand. The conference was designed with classes and workshops to attend, and opportunities for networking and exchange of ideas among users. There was also an opportunity to meet with TMA associates in the computer labs that were set up with the most current version of TMA. 8.1 is the last version of the TMA system that will run using the Omnis database technology.

Some of the many highlights of the conference that will impact our system are the enhancement in the 8.1 version of TMA. We are currently on the version 8.0.2.5. the 8.1 version of TMA will have a slightly new look and has enhancements to the contracts project modules and some new accounting features. There is also a time sheet approval process in the system that can be used with the wireless work order system. TMA is developing the 9.0 version utilizing the Servoy technology which moves beyond some of the

limitations of Omnis and is capable of combining desktop and web functions using the same code. One of the new features will also be the ability to open and modify the TMA canned reports. Additional high-lighted sessions included importing data into TMA. Some of the key points suggested to maintain the integrity of the information in your database was to prepare, have a methodology and to always test first!

There was an overview of TMA's relatively new custodial module presented. The custodial module was designed using APPA staffing guidelines and ISSA (The worldwide cleaning industry association) cleaning times. There are filters in place that segregate custodial information. Cleaning schedules and frequencies can be loaded into TMA. Routine work assignments or project assignment can be established allowing the data to be analyzed by shift, minutes per day, minutes per 1000 sq., etc.

The sessions at the conference were presented by both TMA users and TMA associates. All of the presentations are available on a thumb drive presented to each attendee. See Regina or Karla if you are interested in seeing any of them.

CUSTODIAL NEWS BY DIETER OTTO

As the close of another school year comes to an end most of the campus is getting ready to gear back for the spring and summer semesters, the Physical Plant is gearing up. In Custodial Services the day to day cleaning is somewhat reduced by the lower number of students (we retain the same square footage and in the Housing areas we add), the custodial staff are setting up for projects to repair the winter damage, daily wear and tear, deep clean areas, and to clean up after the students leaving the dorms, so we can all start over again fresh in the fall. This is a tremendous undertaking with over 4.5 million square feet to cover (that is equal to 2250 average size homes). Last summer, the custodial staff on the midnight shift in the Pray Harrold, Porter, Marshall, and Quirk buildings devised a plan to work as a team to cover all summer projects in these buildings, along with covering their daily work loads. This turned out to be a successful program and I was very proud of all the staff involved. This is a great example of the Physical Plant's new direction of employee empowerment. I'm looking forward to what this summer may bring. I would like to thank everyone in Custodial that work with me to keep the buildings looking as good as they do.

MICHIGAN'S WINTER WONDERLAND BY DIETER OTTO

What can I say, this was an interesting winter. With the great Ann Arbor areas receiving over 89 inches of snow this season (a new record by the way) and the Midwest having a rock salt shortage, it made for some exciting weeks. I'm sure most of you would swear that Eastern didn't have salt shortage, seeing that we put down over 4 million pounds this winter. With the supply problems in the Midwest region we saw prices of bulk rock salt go up over 300%. Fortunately, Eastern has an agreement with the City of Ypsilanti and we contract jointly to buy at a better price, this also improves our supply availability. You are probably thinking, why does Eastern need to use so much de-icing material? It is hard to truly grasp the amount of area the Grounds staff covers, unless you've been on campus in the middle of the night working with the crew.

Let's just take the sidewalks. If the sidewalks were placed into a straight line they would stretch from the center of campus to downtown Detroit. If you think about that it's a lot of sidewalk. Grounds also de-ice Ann St. and Oakwood, along with all of the parking lots. Over all, the winter of 2007-2008 was a tough one. We started out by having to postpone the Winter graduation due to the weather, having de-icing material problems throughout the later part of the season, and ending with record snow fall numbers. I would like to thank them for the great job they did this winter.

PHYSICAL PLANT QUALITY COUNCIL BY CHRIS GRANT

In January of this year the Physical Plant launched the first of two quality councils charged with the task of improving upon the processes that we are currently using, and developing new processes to better serve the campus community in the future. This council, made up of employees from all work groups including FM, CS, PT, and AP, is the avenue by which the Physical Plant uses to continually improve upon processes. In May of this year we will be launching the second quality council focused on the trade's side of Physical Plant operations. With these groups being two separate councils, it provides for a better representation of employees doing the work, and a better focus on what they know best. These councils were formed out of a commitment from the Physical Plant to join a movement that is taking the campus by storm. The movement is called Continuous Improvement. Continuous Improvement is a commitment that Eastern Michigan University has adopted through the Academic Quality Improvement Process (AQIP) used by the North Central Association (NCA), which we are a part of and depend on to keep our accreditation. Since January the first council has gone through extensive training about what they are charged with doing and how to go about it. They have drafted their own charter and process flow chart along with creating a Process Improvement Request Form (PIRF) which can be written out on paper or submitted electronically through the Physical Plant web site. In April the Quality Council received it's first process improvement ideas. All of these ideas are in the infant stages of evaluation, so stay tuned to future news letters for more information on their progress. We encourage everyone who has a process improvement idea to get it to us. You can do it through any representative, the computer, or Karla Gower. We will prioritize them as they come in and try to focus on the most serious issues first as well as look for some early successes.

I encourage you to find out who the council representative is for your area and talk to them about how to improve something. They will inevitably be talking to you eventually when they are trying to gather information for other improvement ideas. When they do, give them your honest opinion based on your experience. The Physical Plant has the dubious task of providing the best physical environment possible for our students, faculty, staff, and anyone who comes on, or drives by our campus. The success of our operation, more often than not, determines whether a student will want to come to Eastern Michigan University. Help us to provide the best environment so Eastern Michigan University can put education first.

WORKPLACE SECURITY BEGINS WITH YOU BY KEVIN ABBASSE

Help keep our workplace secure: Know the university's security policies:

- Be alert for unauthorized people in the workplace.
- Always wear any identification required by the University.
- Never lend your key or password to anyone else, even another employee.
- Never hold the door and allow entry to anyone not wearing proper identification.
- Make sure security doors are kept locked at all times.

Follow proper procedures to discourage theft.

- Keep your personal possessions in your locker or a locked desk drawer.
- Keep your computer locked when you are not using it.

CAMPUS SAFETY (CONTINUED)

- Keep expensive materials, merchandise, or equipment as secure as possible.

Take action to prevent a dangerous situation.

- Report any stranger who is not being escorted by an employee or ask them politely to leave the building.
- Know how to notify a supervisor or other workers about any troubling behavior, such as a co-worker threatening violence.
- Report any signs of alcohol, drugs, or weapons in the workplace.
- Report broken lights, doors, windows, or locks right away—anything that could be a sign of a possible break-in.

Understand the proper emergency procedures

- Know who to notify in case of fire or any other kind of emergency
- Know the alarm signal for evacuation—don't wait for someone to tell you to leave
- Know your proper evacuation route and follow it immediately

NEWS FROM WITHIN

Physical Plant welcomes several new staff members: Stephen Dicks, Custodial Services; Douglass Gotterson, plumbing shop; David Jaworski, project manager; Kimberly Kline, custodial services; Steven Moore, energy manager; Thomas Nelson, elevator repair; Amy Nolff, interior design; and Wayne Smith, carpentry shop.

A special congratulations goes out to Mr. and Mrs. Brian Moran. They are the proud parents of *Emma Grace Moran* born on April 01, 2008.

In loving memory of Candace Thompson who passed away on April 12, 2008. She provided 39 years of service to EMU and to the Physical Plant. She will be greatly missed by colleagues.

WE GOT MAIL!

Custodial & Grounds

Thank you, for being such a good advocate for our students. We are happy to help. AND, it is easier to get results at EMU because our Physical Plant staff are so caring.

J. Silva Goncalves, Ed. D., Student Center

Hello **Diane** and **Chris**, First, I want to say, "Thank You". We shined yesterday and couldn't have done it without your help. The Paul W. Smith show was a great success and we received many, many compliments. The building (especially two) looked awesome. The carpet was cleaned, the mess on the glass of the front doors was cleaned and the paint job on the pillars looked great. I was quite proud to be part of yesterday's events at the COB. Again, thank you for your support in getting the place presentable.

Shirley Wentz, Administrative Secretary, College of Business



Caption describing picture or graphic.

Trades

Hi, **Bilal**, I just wanted to let you know how pleased the department is/was with the FAST service we received from the plumbers! They were on the job within a day or two and repaired our darkroom and got the faculty "up-n-running" in record time and everything has been working smoothly ever since. Please pass on my thank you's and admiration to your plumbing crew for a job WELL DONE!

Judy Alexander, Senior Secretary, Department of Biology

Grounds

I think your crew has done a great job cleaning up after the winter storms. We've been hit hard and often, and if you didn't know there had been a storm the day before you wouldn't know there had been a storm the day before.

Kirk Nagel, Computer Science Lab Coordinator

Building Services

Hi, **John**, Ron Miller is in Florida this week attending Alumni Events. He asked that I contact you and thank you for your help in creating an outstanding event on Saturday. He also wanted you to know that everyone truly enjoyed the terrific evening! :-)) Have a great week!

Maria A. Cyars, Building Administrator, Secretary to the Board of Trustees, Eastern Michigan University Foundation

Heating Plant

Hello: The Sustainable Development class (GEOG 179/479) will be having **Henry Braunz** come speak about the HVAC systems and the heating plant on Thursday, February 7. Our class is addressing sustainable development from both practical and theoretical approaches and using EMU as our case study for the practical understanding of what is necessary to have a sustainable campus. Henry has been a valuable contact who has agreed to answer our questions and enlighten us about how our campus heating plant works.

Chris Mayda, Associate Professor, Geography & Geology

Design Services

Kay, I love the way you stay on top of things. You make my job a lot easier. I assume the replacement security cabinets for the computer towers are on the punch list. The old reception area has been torn down. They will be starting the build out tomorrow. I was told it should be done by February 14, 2008.

Cheryl Aubuchon, Director Off Campus Center, Continuing Ed Livonia

Custodial/Trades

John, Thank you for the prompt attention to our issues. The bugs have been eradicated and the plumbing fixed. I also appreciate that you have arranged for a walk-through next week.

Dave E. Mielke, Dean, College of Business

Custodial

Dear **Chris**, I hope that you can forward this message on to the appropriate individuals and let everyone know how truly thrilled we were this year working with your staff during New Student Orientation Weekend. Every door was unlocked, every building was cleaned, every custodian was a true pleasure to work with and the grounds looked beautiful. In my four years with the program, I will say that by far this was one of my personal best in working with the Physical Plant. I truly thank you for your planning and efforts to make things go smoothly, but I especially thank your staff this year. They were amazing partners in helping us welcome thousands of new students and families to EMU. I would be happy to send something more formal to place in an employees file, so let me know if that is needed. Please let people know how truly impressed we all were. I heard this from several staff members this year so...THANK YOU! The list of individuals that I have who are on call as supervisors was: **Wes Langer, Jerry Bidlack, Otis Harris, Sherry Shopshear, Corey Whitney, Roy Rose** All the best and happy Fall!

Ramona Meraz, Assistant Director, Campus Life

Hi **Lucky**. I just wanted to let you and **Otis** know that Bob England called me to say that the floor at the Rec IM looked fabulous!!! I just thought that I would pass that along.

Diane Lynn-Veals, Zone Manager, Custodial and Grounds

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The mission of the Physical Plant Department is to efficiently construct, renew, maintain, operate, and service the campus infrastructure, facilities, and grounds to provide a safe, clean, healthy, functional, and attractive living, working, and learning environment.

The main areas of responsibilities under the direction of the Physical Plant are facilities maintenance, facilities planning and construction management, custodial services and grounds operations.

The Physical Plant newsletter is produced by staff of the Plant. Its purpose is to inform Plant staff and the University community of activities, accomplishments, and information about our organization and the work we perform.

PROVIDING THE ENVIRONMENT FOR
EDUCATION FIRST