Behind the scenes of the Control and Service Centers

The Control Center and Service Center work together to troubleshoot issues from automated equipment alarms to reports of outages around the Bloomington campus every day. These crews are assisted not only by phone calls to the Control Center, but also by the high-tech computerized maintenance management systems in the Control Center. Sensors placed across campus are able to detect possible equipment malfunctions. Once an alarm sounds, staff are able to assess the situation and send the appropriate crews to address the problem.

The staff in the Control Center that handles an issue changes throughout the hours of the day and the day of the week. During weekdays from 7:30 am-4:00 pm, Adrianne Dunlap and Brandi Staggs receive phone calls from customers who need assistance.

Doug Trueblood checks the status of a chiller to make sure temperatures are correct.

Mark Wallace helps a craftsperson obtain a building permit for inspection.

Doug Trueblood, a 39-year veteran of Facility Operations, specializes in predictive maintenance and knows just how important it is to bring immediate attention to areas that need assistance. Boilers, electrical systems, and other equipment are monitored 24 hours a day, 7 days a week, 365 days a year in order to prevent foreseeable problems. "Is it rewarding being able to catch issues before they become a big problem," said Trueblood. This allows minimal disruption to the school schedule and increases efficiency in targeting each problem.

Thirty years ago, monitoring facilities was limited to major equipment such as big chillers and air handlers. Now, individual rooms all the way to the office level are diagnosed remotely to assist craftspeople on a dispatch call. The Control Center and Service Center continue to improve and find ways to create a safe environment most efficiently.

"It doesn’t matter what time you come in, you’ll always find someone sitting in the chair ready to make a dispatch call."

– Mark Wallace, Control Panel Operator

Dunlap and Staggs determine the appropriate contact so that the situation is handled properly. "You are frequently talking to new people from different buildings; every day brings a new challenge which makes each approach unique," said Dunlap. Additional staff handle calls from 4:00 pm-7:30 am and on weekends, so the phones are always answered.
Winter Safety Tips

**Increase Water Intake:** You can become dehydrated in cold weather if you don’t replace fluids.

**Dress Warmly and Keep Dry:** Keep hands, feet, and head covered, and wear several layers of loose-fitting clothing. If your clothing becomes wet, immediately change to avoid cold-weather injuries like hypothermia and frostbite.

**Drive Carefully:**
Drive at speeds appropriate for the weather, roadway, and traffic conditions. Remember to inspect any equipment that has been stored outdoors before use.

**Avoid Muscle Injury:** Do a 5 minute warm-up stretch before starting physically demanding work. Your muscles tighten up and contract in the cold, so you’re more likely to strain one. Remember, ALWAYS use proper form when lifting or shoveling.

**Watch Your Footing:** Watch for areas that may become slick when wet. Watch for ice patches on the ground, and pay special attention when getting on and off equipment or when carrying materials.

Signs of hypothermia include shivering, slurred speech or mumbling, shallow breathing, weak pulse, clumsiness or lack of coordination, drowsiness, confusion, and loss of consciousness. If you begin to feel any of these symptoms, stop what you are doing, get inside, and notify a coworker or supervisor. Also remember that you MUST report any work-related injury or near-miss immediately. Contact Seth Wagner (Safety Programs Specialist at wagner23@indiana.edu or 856-8701) if you have any questions or concerns.

More information on working safely in cold weather can be found at [www.protect.iu.edu](http://www.protect.iu.edu).

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**From the Director’s Desk**

There’s much more to the job than meets the eye when it comes to keeping the campus operating. As the IUB Facility Operations Director, Sam Robertson is responsible for developing strategies to improve current conditions, as well as accounting for future needs.

Robertson plays a large role in keeping technology systems updated, especially the AssetWorks “AIM” MMS system. This tool is used to track work orders, progress of work, parts, time spent on jobs, and cost.

With advancements in technology, facility operations departments now have updated methods available to help them stay on task and within budget. Robertson’s persistent efforts to revamp the software ensure the organization continues to move forward along with changes in technology. He believes that AIM is the future to developing a cohesive system of processing information and monitoring it for further use.

When Robertson became the Director in 2015, staff were using version 7.2 of AIM. Two years later, AIM version 10.11 is opening doors for additional functionality. With the recent addition of the “FIRE” application to AIM, staff will be able to use a mode that provides a more seamless way to work, report service requests and order new materials.

Robertson believes the success in respect to facilities on the IUB campus starts with systems such as AIM. The Facility Operations staff play a large role in maintaining the campus. The ability of staff to perform tasks with ease is fundamental to a safe and enjoyable work environment.

Sam Robertson smiles at his desk while preparing for his day in the Service Building.

**“Sam is driving us in the right direction; the usability of technology used by staff is improving drastically.”**

— Scott Knapp, MMS Administrator
Hoosier Courts

One of the top child care facilities in Bloomington just got a little better. Last August, landscape services staff improved the Hoosier Courts Nursery School play area. The main additions include a race-track for children to ride their tricycles, a new sand pile and stone walls to provide separation between activity areas.

“The new additions will give the kids more options to stay active and give them a higher incentive to play outside,” said General Supervisor Vance Feutz.

The existing mulch in the play area was also replaced with Fibar Engineered Wood Fiber. This new and improved play surface provides superior performance in comparison to standard mulch and is proved to last longer.

The philosophy of Hoosier Courts is that children learn best through play. The revamp of the play area provides a higher quality experience for children during their everyday playtime. A majority of children enrolled in Hoosier Courts have a connection to IU through their parents, who might be IU students, faculty or staff. Construction Crew Supervisor Doug Sanders said the impact for IU families adds meaning to these improvements because IU Facility Operations is helping families who work and learn at IU.

Employee Spotlight:
Monte Koss

There are many ways to spice up a meal, but nothing can compare to the blazing hot peppers Building Services staff member Monte Koss grows in his backyard. Koss uses the peppers to make hot sauces, jerky and other spicy delights. Koss grows a variety of peppers including the Carolina Reaper, named the hottest pepper in the world by Guinness World Records. Through trial and error, he developed his own signature sauce that he calls “12 times the reaper” because there are 12 Carolina Reapers included in the recipe.

This unique hobby has created opportunities for Koss to connect with a number of people in the community and even across the United States. Koss gives out his peppers and custom made jerky to family, friends and IU Facility Operations staff. The hot peppers are a gateway for him to strike up a conversation and meet new people. “I have gotten to meet tons of people I didn’t know before because of my hot peppers,” said Koss.

To preserve his peppers during colder temperatures, Koss uses a tactic called “overwintering” in which he grows the peppers inside his home. Overwintering makes it possible for Koss to grow peppers larger in size, and produce a greater yield. Koss plants an abundant amount of seeds to not only use the peppers on his own food but on a regular basis, but also and more importantly to share the peppers with others.

Koss hasn’t always been a fan of hot foods. “My palate has changed over time which has allowed me to become accustomed to different spices,” Koss said. After becoming a part of IU Facility Operations, Koss became more environmentally conscious. Combining that with over 20 years of gardening experience, Koss prefers to grow produce rather than buy it.

“Growing peppers and using them to make my own creations is my version of art.” – Monte Koss

askHR

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Fax: 812-855-3409
Email: askHR@iu.edu
Hours: 8:00 am - 5:00 pm, Monday-Friday. Closed Holidays
Apprentices settling in

**Travis Hojem**
Craft: Elevator mechanic
"Being surrounded by guys that are willing to help me in any way they can has made this a great experience so far."

Nine individuals are settling into their positions as apprentices for IU Facility Operations. Each apprenticeship is led by a journeyperson who is responsible for guiding each apprentice through daily tasks. Apprentices work with one another to complete these meticulous tasks as well as improve from one project to the next. The selection process for apprenticeships is becoming increasingly competitive and every year brings talented new groups that participate in various crafts including elevator mechanic, carpenter and many more.

**William Gholson**
Craft: Carpenter
"Being able to look back on our work such as replacing the Wells Library doors with pride has made the difficulty of carrying the 200-pound doors worth it."

**Chase Crafton**
Craft: Carpenter
"Starting from scratch and watching everything come together makes each job fun, whether it’s assembling counter tops in Assembly Hall or desks in classrooms."

**Andrew Dwyer**
Craft: Electrician
"The support and friendships I’ve made have been the best part of this apprenticeship. Everyone genuinely wants you to succeed and is willing to help out."

**John McDaniel**
Craft: Electrician
"This apprenticeship allows me to perform hands-on tasks. Every task is different from the previous one and it has been interesting learning from the journeymen about each one."

**Zach Allam**
Craft: Electrician
"Seeing what it takes to keep the campus running and watching it all come together has been intriguing."

**Ricky Holmes**
Craft: Sheet metal mechanic
"Hanging out with everyone at the shop has been a part of this experience that is special; the other apprentices are like family to me."

**Isaac Hawkins**
Craft: Sheet metal mechanic
"From roofing one day to working on a furnace the next, it has been fascinating to learn from older journeymen who are knowledgeable about the trade."

**Tyler Allam**
Craft: Sheet metal mechanic
"The camaraderie of this apprenticeship is hard to beat. I have been able to develop multi-tasking skills, and use them on some of my favorite tasks."