Physical Plant Focus
The Newsletter of Physical Plant at Indiana University - Bloomington
Spring 2007

Goodbye to the Walnut Grove Service Building

In February, we said goodbye to the Service Building at 700 North Walnut Grove. Physical Plant, Engineering Services, the University Architect's Office, and Facilities were housed there since the mid-1950s. It gave us many good years.

Construction on the Walnut Grove building began in 1953. Bob Brunnemer, the director of Physical Plant from 1977 to 1987, recalled that at the time the area was at the edge of campus. Before the building went up, the space just had, as Bob described it, "tin cans and rattlesnakes out the wazoo."

The Walnut Grove Service Building construction not only cleared out the cans and snakes. It also allowed Physical Plant, Architect's Office, and Engineering to be under one roof for the first time. As Bob said, "It was a good building."

Our former crossroads.

A last look at the Walnut Grove loading dock and main entrance.
Focus Overview: From the Director’s Desk

We are finally getting settled in our new building on Range Road. It has been a challenge for all of us, but we’ve made quite a bit of progress since occupying the building in late February. Already Physical Plant’s offices for Business Affairs, Building Maintenance, Engineering Services, the Service Center, Controls Group, and Control Center as well as the University Architect’s Office, Construction Management, Facilities Department and the Bureau of Facilities Programming and Utilization have settled in the new location. Physical Plant craft shops that have already moved in are Carpenter, Lock, HVAC/Plumbing, Sheet Metal Shop, and Electric Shops.

Yet we still have much to do before we can officially say “It’s over!” Work is still underway to prepare the spaces for the Storeroom, Electronics, and the Paint Shop, but things are progressing nicely. I am hopeful that everyone will be completely moved in by the end of June.

The move has made things difficult for all of the affected areas of Physical Plant. Moving each operation while trying to keep up with the normal work load has not been easy. I commend all involved for helping us get through this challenge. And I thank everyone for their continued patience as work inside and outside the building comes to an end and the rest of our Physical Plant family moves in.

While it is nice to have a building built specifically for our needs, moving farther away from the center of campus poses a new group of issues. We will have to re-think the way we approach some of our work — like how to timely access the central campus — in order to most efficiently serve our customers.

I drove by the old Service Building the other day. It is sad to look at a building in which so many of us have spent our entire IU working life and see it being demolished. However, I think that this is an exciting time for Physical Plant. We have a new purpose-built facility for our offices and shops, and the first phase of the Central Heating Plant project will soon be in full swing. Spring has always been a season of renewal, and with it comes optimism and energy. I think it is fitting that we start a new era of Physical Plant at this time of year.

● Hank Hewetson

In Focus: The Bell Brothers

Sometimes it seems as if the people you work with are like your family. Here at Physical Plant, there are a lot of people who actually work with their family. Like brothers Ed and Mike Bell.

Ed Bell, the older brother, has worked at IU for over 45 years. A lot has changed at IU since Ed started working here, including the construction of new buildings and renovations.

He began his IU career at Halls of Residence, now known as RPS. He later moved to the Plumbing Shop, where he became a supervisor in 1992. When Physical Plant created the Zones to help respond to building needs more efficiently, Ed took over Zone 5. Soon his area of responsibility grew as other Zones merged into it.

Zone 5 now encompasses much of campus. It covers the bypass (University School complex), Cyclotron, Golf Course, and all residence halls. The academic buildings include, but certainly are not limited to: Assembly Hall, the Stadium, Business School, Geology, Psychology, SPEA, Food Storage, Publications, IU Press, the houses on 10th Street, Bradford Woods, and the Nashville Playhouse.

As Ed says, “It’s spread out quite a bit.” Ed supervises over 20 people. For every building in their Zone, they work on equipment such as water softeners, reverse osmosis machines, and steam humidifiers. They also are responsible for all the pools and fountains, plumbing, heating, refrigeration, and electric.

Each day they receive anywhere from 30 to 70 work requests. If the job requires more than one day to complete, they call the craft shops.

Ed says “IU is a good place to work.” But “When I’m done with work, I play golf.”

Mike Bell, Ed’s brother, started as an hourly in 1970 and became staff in 1973 in the Paint Shop. After leaving IU for a few years, he...
The Building Services Division has approximately 260 full-time staff members who provide a variety of services to our customers that occupy the academic buildings on the IUB campus and a few auxiliary departments. The major services that our staff members provide to these customers on campus are described below.

**Custodial Services**
- Provide general cleaning to the academic space on campus. This includes all public areas, offices, classrooms, labs, and auditoriums.
- Provide carpet care, hard floor care, window washing, and blind cleaning.
- Provide policing of grounds and trash removal from the exterior of academic buildings.
- Provide light bulb replacement in all academic buildings.
- Provide ceiling tile replacement in all academic buildings.
- Report any building maintenance needs to Physical Plant.
- Provide custodial services to Athletic events and other departmental special events as a paid service.
- Provide support for the IU Recycling Program by supplying appropriate containers, literature, and collection to all academic customers and buildings.

**Snow Removal**
- Responsible for snow removal on the landings and sidewalks adjacent to academic buildings.

**Building Security**
- Provide unlocking and locking service to academic buildings on campus seven days a week.
- Provide University presence in many buildings on campus during the evening and night hours.

**Pest Control**
- Provide pest control services as requested.

**Moving & Set-Ups/Trash Collection Services**
- Provide Moving & Setups services to academic departments on campus.
- Provide trash collection and disposal services to RPS facilities.
- Provide trash collection and disposal services to all academic buildings on campus.
- Provide collection at the docks and transportation of recycled paper on campus to the appropriate sites.

**Management Strategies & Operating Principles**
Building Services Management Team has developed several philosophical cornerstones in their overall management strategy. These cornerstones help maintain the organization’s development and provide a platform for continuous improvement in all aspects of the operation.

“In Focus,” continued on page 4
Building Maintenance: Preventive Maintenance Program

The Preventive Maintenance program saves time and money for both Physical Plant and our customers by systematically performing maintenance tasks before things break at a crucial moment. The Preventive Maintenance Coordinator for Building Maintenance is Lance McDonald. He met with me in early February to talk about the Preventive Maintenance Program. Here’s what he had to say.

There are a lot of hands that go into Preventive Maintenance. For my part, I write up preventive maintenance tasks, put them in MMS, and link them to equipment that’s been put into MMS to generate work requests on a time basis. Physical Plant is so big, things could be left out if we didn’t do it with a computer.

The computer is set up to generate work requests on a monthly basis. That’s the smallest increment that we can generate. It’s just too much paperwork to do it any other way. I also have an Excel document to record when we do certain things. I keep those records separately.

This program started with elevators because the State required certain maintenance jobs to be documented. We then built from the elevators and to other types of equipment that the state regulates, like back flow preventers – you have to be a certified mechanic to work on that. Generally we do HVAC, filters, belts, and lubrications on HVAC. Specialty things also come around, like reverse osmosis equipment for laboratory water and humidifiers. All kinds of things like that - the list goes on and on.

So I primarily maintain a database of equipment and generate work requests to sustain that equipment as best I can. I generate tickets for elevators, fire alarms, some service vehicles, roofs, gutters, some things for utilities – things like that. I just enter the requests. It’s the guys in the shops - like HVAC/Plumbing, Elevator, Fire Alarms, Campus, Utilities, Roofing - who do all the work and really keep everything going.

“In Focus,” continued from page 3

and qualified front line staff members within Building Services an opportunity for upward mobility into the management ranks of the Building Services Division. This Management Training Program (MTP) has been extremely beneficial to the division for over 23 years in that it not only provides an opportunity for job growth for our employees, but also is an excellent platform for the Core Group to teach all of our Management Team members the operational and leadership skills needed to be an effective leader.

Only the successful graduates of this nine month on-the-job training program are eligible to move into one of our Group Leader positions. In turn, we only consider our most successful Group Leaders to assume the roles of Supervisor when the opportunity arises. These opportunities for job growth within our Division help improve the morale of our staff members as well as the quality of our Management Team.

“Job-Share” Program

Another important development program that we participate in is Physical Plant’s “job share” program, also known as the CTC program. This program has given many custodial staff members an opportunity to gain enough experience in a variety of Building Maintenance Division, Utility Division, and Campus Division jobs to be considered for permanent positions in those respective divisions. Since the start of this program in 1992, over 75 Building Services employees have been hired into permanent positions by these divisions. This cross-training program has also been extremely beneficial for employee morale as well as helping Physical Plant and other departments in a more cost-effective manner.

Summary

In closing, our staff members and Management Team strive to represent the Physical Plant Department and Indiana University in a professional, positive, and pro-active manner according to the philosophies and principles mentioned above. We are honored to be able to serve the IUB campus community and hope that our efforts help the other departments on campus to complete their mission at Indiana University as well.

● Greg Fichter
Assistant Director of Building Services
Business Affairs: Getting Ready for the New MMS

MS is getting an extreme makeover. In the end, it will be faster and easier to use. However, like all makeovers, the process is time consuming and it will take some time to get used to the new version.

The Maintenance Management System (MMS) is the database system that Physical Plant and other departments at IU use for tracking and archiving work requests, purchases, billing, and much more. The current system, FacilityFOCUS (no relation to this newsletter), will be replaced by FacilityMAX.

Scott Knapp, the MMS Administrator, says, “The database is basically the same – the concept and methods are the same, but the key difference is changing from pull technology to push technology of databases.”

In the current system using pull technology, a user drills down through the menus to get to a screen, and then runs a user filter to pull data, such as new work requests, to be reviewed. With push technology a user has that same user filter on their desktop and the system will push the data to the desktop when the user logs into the system. So, if a shop supervisor has five new work requests that need review, he would immediately see that he has five, click on the filter and they would be displayed. If a new request is added while he is working on the original five, it will be “pushed” into the group of requests.

Overall, the new system is moving from a windows-based system to a web-enabled program, written in open source Java. Scott points out, “We’re at the front end of technology, and the software is pretty exciting. Web driven is where it’s at now.”

Fun Features of FacilityMAX

The new features of FacilityMAX include:

- The status of each record can be distinguished between active and inactive.
- Only screens a user has access to will appear. This effectively allows it to be set up for an individual and their work needs.
- The key field is highlighted, making it simpler to see which record is at hand.
- The colors are standardized, increasing readability and consistency.
- Decoding of table keys occurs right on the screen. So instead of looking up the id numbers (or memorizing them), the vendor name will appear by the id.

Shifting to the New MMS

Development of FacilityMAX started in January 2005. Along with 25 other schools and organizations, Indiana University joined an advisory council in the initial stages to work with Maximus, the company that developed the software we call MMS.

“Maximus put out a vision,” Scott describes, “and we had quite a lot of input into the development. The whole project was delayed because the screen display was something the advisory council wanted to change. Maximus ended up changing it to Java Server Faces, giving a lot more flexibility to the system.”

Currently, the implementation team is making preparations to bring the new system on-line. It will be implemented in four phases.

The first phase begins October 5, 2007. It will consist of moving what we do currently to the new and improved MMS. This means converting data and system reports to the new system, as well as training users to the new “look.”

The second phase will focus on completing the MMS-EPIC purchasing interface, converting Crystal Reports, utilizing WorkDesk functionality, expanding the Utilities module and starting the archiving process of data.

The third phase will focus on a payroll interface and the implementation of several new modules that are being added to the program.

The fourth phase will be a continuation of improvements to the WorkDesk and the addition of the Scheduler module.

For now, the most energy is going towards getting ready for Phase 1.

It may be a challenge to get it ready by October, and it may take some time for everyone to get used to the new look, but the new MMS will make using the system easier and faster.

Scott Knapp, MMS Administrator
When it snows, it’s up to Campus Division to clear the sidewalks and roads to keep IU as safe as possible. With over 47,000 students, faculty, staff, and visitors going through campus on an average day, snow removal is key to keeping IU running. Snow removal may be something most people don’t see, but it gives people relief.

Mike Schrader, Assistant Manager of Campus Division, says, “It’s a big responsibility to keep the campus open. We perform the best we can to keep the campus going. That’s why we treat snow removal so importantly.”

Campus Division plows approximately 20 miles of streets, 131 acres of parking lots, and 49 miles of sidewalks. There are also over 60,000 square feet of steps to shovel.

Some winter storms last 12 to 36 hours, and can make for unusually long work hours. It can be a trying time, but everyone on the snow removal team knows their job, and they do it well. “We have one focus,” says Mike, “and that’s the safety of our students, staff and faculty.” Everyone knows how important it is because, Mike explains, “Snow removal is different. If we do a lousy job mowing the grass, no one is going to be in harm’s way. But if we do a lousy job with snow removal, it could cause injury. With 47,000 people coming and going on this campus everyday, it is our job to see that these folks get to where they’re going safely.”

People Power
Quite a few resources are needed to clear the snow and ice. Most importantly, 46 employees plus 10 hourlies from Campus Division handle the snow removal. They have 10 trucks with snow blades for plowing and 13 small tractors with rotary brooms for clearing sidewalks. For all these resources to be useful though, Doug Sanders, Construction Foreman, says “We need everyone working in order to run all the equipment.”

With such a large area to clear, Campus Division has developed a close partnership with Building Services to help make snow removal more efficient. The custodial staff used to clear the steps just attached to the building, but they have expanded their duties to include the perimeter of the building. This is particularly helpful since, according to Mike, “Steps are the hardest because you can’t use equipment on it. It’s labor intensive, especially on a hilly campus like ours.” He adds, “It’s a tremendous help because we just don’t have the manpower to do it all. So hats off to them, because we couldn’t do the job we do now without them.”

In addition to Physical Plant’s work in snow removal, Parking Operations, the Memorial Union, and RPS also handle parts of making the campus navigable. Parking Operations has one person who tackles the plowing of upper deck and stairwells of the parking garages, and RPS as well as the Memorial Union does some snow removal right up against the building.

Overall, the IUPD monitors the weather conditions. When it seems the snow removal team needs to act, they call the Control Center and Campus Division starts making the rounds.

Preparation
Good snow removal also requires good preparation.

At the beginning of the season, Campus Division has about 250 tons of salt for the street and 10,000 pounds of sidewalk deicing materials on hand. Combined with the people power and equipment, the snow can be tackled pretty quickly.

An important part of handling snow events is predicting them. Mike says they try to anticipate big storms by monitoring the weather closely from November through March with the satellite weather service and on-line weather channels. “We try to be proactive,” he explains, “by pretreating the roads if the conditions look favorable.”

Hills and sidewalks can be pretreated, helping the job of clearing the snow run a little smoother. However, if it seems rain will precede the ice or snow, it’s not right to pretreat areas because the treatment will just be washed away. Of course, the snow or ice could also skip Bloomington all together. Mike points

“Snow Removal,” continued on page 11

February 11, 2007

My administrative staff and backstage crew can’t say enough about the great responsive work of Campus Division to the snow on Tuesday. I have heard three or four stories already from the staff about how your folks made it possible for us to get the show in and hold the scheduled performance on Tuesday night. A cancellation of Tuesday night’s performance would have cost the Auditorium about $65k. Please know how much their dedication is appreciated!

Doug Booher
Director, Indiana University Auditorium

Washing the dirt and salt off the truck before a February 2007 snow event.

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“Snow Removal,” continued on page 11

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Physical Plant Focus, Spring 2007
Electronics Works to Keep IU Safe

They make it look so easy, it may cause people to take the kind of work Electronics does for granted,” says Captain Jerry Minger of the IUPD. He has worked closely with the Security and Fire Alarms Group to develop a coordinated effort between Electronics and IUPD to keep campus security as efficient and safe as possible.

The Security and Fire Alarms Group installs, maintains, and monitors the fire and security systems on campus. With approximately 1,000 systems to monitor daily, in addition to the installation orders, the seven people in this group keep pretty busy. The four fire alarm technicians are Mark Fender, Bryan Hazel, Steve Wright, and Dave House; the two security technicians are Greg Gember and Erin Goetze; and Dan Fox is the radio technician. Mike Edwards is Assistant Manager of the Electronics Division and supervises this group.

Fire Alarms

The four Fire Alarm Technicians monitor the fire and water-based fire protection systems 24/7. With hundreds of systems and thousands of devices on campus to keep track of, Mike says, “We stay pretty busy managing the system, but it still works really well.”

They keep track of the system through electronic automation. If any alarm goes off, IUPD is automatically and immediately notified so they can respond promptly.

The fire alarms require extensive maintenance. They test the systems monthly and annually. Also, the systems can be programmed from the group’s office, helping increase the group’s efficiency.

If there are any mechanical troubles, the device sends an alert to either the IUPD or the Control Center, depending on the nature of the problem. A program maintains reports from the devices online, so the fire alarm technician can access information before heading out to the site and be well prepared for what needs to be done.

Security

Like the fire systems, the two Security Technicians monitor the many security systems throughout campus. Mike estimates around a thousand cameras, security and card access systems across campus. His group can access the surveillance online with sophisticated software.

The group collaborates with customers, Risk Management, IUPD, Engineering, and Physical Plant craft shops to design and install new security systems. “I remember back in the days when it wasn’t just IU Electronics installing systems,” recalls Captain Minger. “There was no general policy, so departments would go to variety of places. We’d never know who was coming onto campus and getting codes for alarm systems.” Now, with the collaboration between Electronics and IUPD handling all the security system installation, maintenance, and review, there is a higher level of trust.

Correct design and installation are key to a successful system. Mike explains, “The technology has advanced so much in the last few years that it’s really improved the systems as a whole. But what we have to do to install it correctly keeps on changing too, so we’re always changing with the technology.”

Fire and security systems are maintained and monitored all year round. The technicians can check data and go to the device to change information at a moment’s notice.

Before installing each new system, they do extensive work to determine customer’s needs and how those needs can be best fulfilled with the available technology and resources. “Researching the right equipment takes a lot of time, and we work closely with our customers to find the system that works best for their needs” says Mike. He adds, “We’ve been installing some pretty elaborate systems.”

In setting up new systems in new buildings, such as the Simon Building, they work with Engineering and the other groups in Electronics to install wires where they are needed. But sometimes the older buildings on campus are quite high tech as well: they are often mainly wireless. Installing an all wireless system in the older buildings saves money, plus they can use more devices.

But the Security Group always works towards creating and installing systems that fulfill the customer’s needs in the best possible way.
Engineering Services Saves Energy and Money

Not many things pay for themselves, but Engineering Services is working on conservation measures that will. Using state legislation for Qualified Energy Savings Projects (ESPs), IU campuses invest in upgrades with a focus on energy and water conservation. The savings in utility bills cover the cost of the efforts.

The state of Indiana allows schools and universities to borrow money to contract for the facility modifications if the resulting savings can provide a payback within ten years. The original legislation capped the total expenditures that any institution, regardless of size, could do with this funding method at $10 million. Recently the regulations have changed, opening up more funds and flexibility for these projects.

The ESPs started about six years ago with IU-Northwest because that campus had some of the highest utility rates in our system. The project paybacks are highly affected by the various terms and rates of the applicable tariffs for the different utility companies that serve our campuses.

Starting at IU-Northwest

Charlie Matson, the engineer coordinating the ESPs, explains that IU first issued a Request for Qualifications. The short-listed contractors then studied the campus utility invoices and observed campus system performance over a three month period. Next they submitted firm-priced bids with stipulated savings, broken down into specific Energy Conservation Measures (ECMs). Proposal preparation is time consuming because there are many buildings and systems to consider at each campus. The contractors do this preliminary work at their own cost. Charlie points out, “Even if a company doesn’t get the current bid, they want to submit respectable bids each time, due to the long list of potential jobs at the other IU campuses.” After receiving the bids, IU engineers, contract specialists, construction managers, and Physical Plant personnel spend considerable time reviewing the proposals and contractors’ work to ensure it meets our standards and terms.

Charlie Matson has a box full of simple conservation measures, including energy-efficient fluorescent light bulbs.

At IU-Northwest, many ECMs were proposed. After a lengthy review, three contractors were selected who provided strong bids in three different groups of ECMs. Those contractors have: changed lamps and ballasts in fluorescent fixtures; added variable frequency drives to many motors on pumps and fans to match usage needs; enhanced control systems for HVAC systems; changed valves and bathroom fixtures to conserve water and decrease sewage charges; added power factor correction capacitors; replaced an aged cooling tower; and replaced approximately two dozen classroom unit ventilators.

Moving on to IU-Kokomo and Southeast

After Engineering Services began the projects at the Northwest campus, the Kokomo and Southeast campuses asked to be next. Bidding on ECMs was done first on the IUK campus and most of the installation work has been completed by the one contractor selected. Installation activities at Southeast are almost half done by one contractor while two other contractors will work there this summer.

The ECMs for the Kokomo campus are similar to the ones at IU-Northwest: light and ballast replacements; installation of variable speed drives to pumps and fans; enhanced control systems; added window film to decrease cooling and heating loads; water conservation modifications; replacement of cooling tower fill and of two chillers with new low-maintenance, high efficiency units; and changed duct work in the library to allow a more adequate supply of outside air for free cooling during moderate temperatures.

After equipment installation and the adjustment of control programs, performance evaluations continue over the next two years. Charlie notes, “With control system changes, you really need to observe system performance during all the seasons and then make more improvements. You keep on tweaking.”

The plans for IU-Southeast include: control system upgrades; interior lighting changes; hot water systems change; replacement of obsolete outdoor lighting in parking lots, roadways, and walkways; addition of variable frequency drives to fans, pumps, and one chiller. One different and very environmentally friendly ECM at IUS is the solar hot water heater system going in at Hillside Hall.

IU-South Bend has requested that the next ESP be at that campus.

ECMs at IU-Bloomington

The Bloomington campus has taken many energy conservation measures over the years. “In many ways,” Charlie says, “Bloomington has already done some of the best things we are now doing with ESPs at the regional campuses.” When it was time for

“Energy Savings,” continued on page 9
Utilities Presented with Award from the National Weather Service

The National Weather Service (NWS) presented a 50 year Institutional Award to the Bloomington Indiana University Physical Plant on Tuesday December 5, 2006. The award was presented to plant employees at the Physical Plant at 700 North Walnut Grove.

Temperature and rainfall data, which is important to the mission of the NWS, is collected through a national network of cooperative weather stations. The NWS gathers this data for forecasting, publication and research. Over 250 stations are included in Indiana, and over 11,000 in the U.S.

Official weather records have been recorded at the IU Central Heating Plant since November of 1956. The outstanding performance of the observers at the Plant has created an excellent database for climatological interests. Because of this, IU at Bloomington is included in an elite network of stations known as the Historical Climatological Network.

The Central Heating Plant staff does an excellent job taking weather observations. Employees at the Plant record and transmit the weather observation to the National Weather Service daily at 7:00 am.

Weather instruments are provided by the NWS for all cooperative stations. Official forms are completed by the observer and transmitted to the National Climate Data Center for publication.

At the ceremony, the NWS congratulated the Indiana University Physical Plant on a job well done and looks forward to another 50 years of excellent weather observations.

Mike Shartran
National Weather Service

“Energy Savings,” continued from page 8

equipment to be replaced or fixed, they did it with potential conservation benefits in mind: the Energy Management System for HVAC control in the 1980s, lighting upgrades in the early 1990s, the chilled water valve and control changes and the water conservation modifications in the late 1990s.

All the conservation measures together make the IU campuses more efficient in terms of energy and water usage while saving money. Charlie says, “These are good projects and I feel very satisfied when they save energy and solve other campus problems at the same time. I just wish the process was simpler or faster, but we must follow the letter of the law while adding competitive bidding into the mix. Since we do not get enough regular state funding to do all the upgrades our buildings need, the extra effort of the Qualified Energy Savings Project is an essential alternate route to achieving our goal of better facilities.”

Do you have news to share?

We’d love to hear from you. Email us at pltfocus@indiana.edu or mail a letter to:

Physical Plant Focus
Physical Plant
Service Building
1800 N. Range Road
Bloomington, IN 47408-9650
**Work Anniversaries**

40 years
Bryon Beck
Bernard Porter

35 years
Ada Allen
Don Burks
Michael Donovan
Danny McCammon

30 years
William Hobbs
James Miller

25 years
David Allgood
Stephen Borden
Gary Chandler
Bennie Flynn
Steve Freeman
Randall Pardue

20 years
Gil Agarwal

15 years
Randy Bales
Carolyn Knecht
John Taylor

HVAC
James Day
Matt Easton

Sheet Metal
Josiah Miller

Electric
Kirk Lowry
Greg Martin

Carpenter
Steve Petry

Zone 5
Marty Sanders

Utilities
Cid Dagley
Marty Kerr
Brad Schiller

**Welcome New Staff!**

Building Services
Don Bush
Alan Cirillo
Kathy George
Carolyn Grasley
Larry Johnson
Dara Quinby
Caleb Ramage

“Bell Brothers,” continued from page 2

came back fulltime in 1983. He soon became a crew leader and then foreman of the Paint Shop in 1998.

At first glance, the Paint Shop’s area of responsibility is quite straightforward: all academic buildings. But as Mike says, “When you come into the shop, you don’t realize all we do.”

The four fulltime employees, two hourlies, and three CTC workers handle all painting related to remodeling, touch-ups, and graffiti removal. They also do all the exterior and interior painting, although there is not as much of that now. The Paint Shop also takes care of all the vinyl and other wall coverings. When the exterior needs to be cleaned, they water blast the buildings. As if that’s not enough, the shop’s two sign painters produce all the signs for IU’s seven campuses – plastic signs, metal signs, building signs, and room number signs.

The Bell brothers seem to agree that working at Physical Plant has been rewarding. Ed says, “It’s one of the best jobs in Indiana. You learn a trade, something you can take with you anywhere. And some of the best trained craftsmen are here.”

December 20, 2006

I just wanted to let you know what a great job the Lock Shop does. They are quick, efficient & courteous.

I appreciate everything they do.

Best wishes,

Tammie Stikeleather
Administrative Assistant
Department of Apparel Merchandising and Interior Design

**Transitions**

Engineering Services welcomes Mike Evans as Assistant Designer - Mechanical.

Welcome back to Rick Kilion, who recently returned from serving in Iraq.

**Promotions**

Ron Porter was promoted to Maintenance Supervisor in Utilities. (This was incorrectly listed in the last newsletter as Crew Leader. Our apologies to Ron!)

Bob Self was promoted to Utility Distribution Crew Leader.

**Congratulations to our Staff Merit Award Winners!**

The annual Staff Merit Awards were presented on December 11, 2006. Two Physical Plant employees won this campus-wide award.

Scott Rugenstein, refrigeration journeyman, was honored in the Service/Maintenance Staff category.

In the Support Staff category, Kay Lee, from Building Services administrative services, was honored.

Bravo to Scott and Kay!
Letters from our Customers

October 9, 2006

I want to compliment the work of Mr. Russ in fixing the curtain rods in my office last week. This was a difficult job, but he did it very well and very carefully. He also left everything very clean and in order.

He has done other work here in Ernie Pyle Hall, including hanging many new pictures and images of book covers, and his work looks really good.

I thought you should know what a conscientious job he has done for us. It’s good to meet someone who cares about doing things right and maintaining high standards, as Mr. Russ does.

David H. Weaver
Roy W. Howard Research Professor
School of Journalism

March 30, 2007

Late last spring Dr. Ken Mackie was hired to join the faculty of our department (Psychological and Brain Sciences) as the first IU Presidential Life Sciences Professors. Dr. Mackie is a renowned researcher and it took some time to complete all the arrangements for his hire, he joined our faculty on January 1, 2007.

As no appropriate lab space existed in our building a substantial lab renovation project was initiated. Extensive plans were developed by UAO and IU Engineering Services.

Timing was critical as we attempted to have the renovated lab space available for Dr. Mackie soon after his arrival at IU. We wish to thank and acknowledge in particular the outstanding job done by Craft Coordinator, Bob Wetzel. This was a large and complex project. With Bob’s help we were able to minimize the delivery time of several large factory orders. He was also masterful in coordinating the work of the shops and all the skilled craftspeople who contributed to the project.

Thanks to Bob and your talented and dedicated shops personnel we’ve been able to accommodate Dr. Mackie’s move in schedule into a beautiful and functional new laboratory. Thank you!

Jerry C. Forshee
Director of Technical Support, Finance & Facilities
Psychological and Brain Sciences

Thanks to Sharon Brown

In November 2006, one of Building Services’ custodians, Sharon Brown, found an envelope containing $850 on the steps of Rawles Hall. She took the envelope to the Math Department in Rawles Hall who then contacted IUPD.

A day or two later, a person who was visiting the campus from another country notified authorities that he had lost an envelope of money that he was planning to use to return to his country. He was extremely happy to learn that his envelope was safe and sound, thanks to Sharon’s honesty, integrity, and professional approach in representing Physical Plant Department and Indiana University.

Greg Fichter
Assistant Director of Building Services

“A Snow Removal,” continued from page 6

out, “It means taking a risk because we may not need it, but it’s definitely worth it if we do.”

Preparation also includes inspecting and cleaning all the trucks, plows, and other equipment before the anticipated weather arrives. Smooth snow removal depends on equipment continuing to function well. Dirt, salt build-up, loss of lubrication are some of the things that can hinder the process. A thorough cleaning before a snow event helps keep the equipment running smoothly.

A Time to Plow

If the weather event happens, as it did in mid-February, Campus Division steps into action quickly. After IUPD contacts Physical Plant, they start plowing. As Doug says, “Everybody comes together for snow emergencies” and they work until the job is done. And that is entirely dependent on Mother Nature.

Doug applauds the crew’s commitment. “The guys are very dedicated. Their own driveways and steps aren’t getting shoveled because they’re here cleaning IU streets and sidewalks. And they do a great job.”
Focus on Physical Plant Projects

Allen Cornett of the Paint Shop, working on a room in the Wells Library.

The Carpenter Shop applied new Dryvit coating to the exterior facade of the Armstrong Soccer Stadium.

Jim Day, Apprentice Plumber, doing his part for a Geology Laboratory renovation.