

The Facilities Scoop



**WINTER ISSUE
2013**

Idaho State UNIVERSITY Facilities Services

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Mark Your Calendar

- **February 8th** - Deadline to complete Hazmat Training
- **March 19th** - Join us for CommUniversity in PSUB Ballroom from 4-7
- **March 25-29** - Spring Break

Trust: The Foundation of Customer Service

“Welcome to ISU! We’re glad you’re here.” I can’t tell you how many times I have heard those words in the last three weeks. I can’t say enough how much I appreciate and echo that sentiment. I am excited to be your new AVP for Facilities Services, and to be the newest resident of Pocatello. I look forward with eager anticipation to working side-by-side with the outstanding professionals of this team, and providing exceptional customer service to the students, faculty, and staff of ISU.

During the various hiring interviews, I was asked two key questions about what I thought was critical to our success. The first dealt with my philosophy about the facilities service business, and the second was what I saw as the key attribute of a great employee. The answers to these questions are inextricably linked.

The heart of our business is customer service. Our very name – Facilities Services – declares this fact to the world. Everything we do from facility maintenance to security, from transportation to grounds, and from planning to custodial is about providing a service to the ISU community. In order for ISU to be successful as an education and research institution, we must excel at providing an environment that is conducive to learning, growing, living, and playing. That means being focused on the needs of our customers, and being dedicated to making their jobs easier through our hard work. This is the very definition of customer service.

In order to excel at our customer service mission, we must come together

as a team. A dedicated team of professionals, pulling together in one direction with a common goal, can achieve amazing results. A group of individuals gathered together under a title of “team”, but each looking out for their own interests and working toward their own goals, will achieve little even if that “team” is made up of superstars.

The heart of a good team is trust. You have to be able to trust the person next to you. You need to know that they are dedicated to the same goals as you are, that they are pulling their weight, and that they are looking out for you and have your back when trouble strikes. You need to know that what they say is true, and that when they say they are going to do something – it will get done. You can’t focus on your customer and the goal ahead if you have to constantly check the rear-view mirror for threats to your back from your teammate.

I won’t pretend that providing exceptional customer service is always easy or always fun. However, when we go home at the end of the day exhausted but knowing we worked as a team to do all we could to meet the needs of our customers, then even those tough days can be counted among our successes. If we trust each other and pull together as a team, then we can face any obstacle and achieve amazing results for ISU.

I trust you to always give it your all, and guarantee that you can trust me to always have your back. I look forward to being part of this team of world class facilities professionals serving ISU together.



Phil Moessner

ISU Cares "Spot" Awards



Brock DeWall

Brock has worked for Facilities for three years as a Carpenter. In his free time he enjoys skiing and motor biking. Brock was nominated for his hard work in organizing, designing, and constructing the course for the Great ISU Ambush and Mud Run. He was praised for going above and beyond his normal tasks and working tirelessly to help make the event a huge success.



Chris Wagner

Chris started working for Facilities in 2000 as a student employee, and is now the Landscape Superintendent. In his spare time he enjoys hunting, fishing, waterskiing, dirt biking, rafting, snowboarding, skiing, and anything else active and outside. Chris was nominated for his dedication and hard work on the Great ISU Ambush and Mud Run.



Brad Peck

Brad has worked at ISU for 13 1/2 years, starting as a Carpenter and working his way to Construction Foreman. In his free time he enjoys skiing, mountain biking, and hiking. Brad was nominated for going beyond his duties to organize and build the course for the Great ISU Ambush and Mud Run, helping to make this event a great success.

Employee Winter Recognition Luncheon

Amazing food, fun games, great prizes and exceptional people equals a wonderful employee recognition luncheon!

Texas Roadhouse delivered a mouthwatering meal and the grounds team provided entertaining games. Thank you to everyone that assisted with the planning, set up and clean up. We appreciate your hard work and dedication throughout the year. Thank you to Don Aslett for providing a perfect venue for our team!



United Way

Thank you to everyone who contributed to the 2012 United Way Campaign. ISU faculty and staff raised a total of \$50,910.80 for our local communities.

Facilities raised \$2,458! Ed Cash graciously volunteered for the "Dunk the Director" event and raised \$75.

The Grounds Team won the highest employee participation award within Facilities. The Facilities bowling team the, "Facilimators", won the United Way bowling competition!



New Planning, Design, and Construction Team Members



Please join us in welcoming two new members of the Planning Design and Construction team (PDC). In January,

Quinn Dance was hired as the Project and

Space Manager and will manage the PSR process and the Archibus reporting and data. He will be the civil engineering expert for reviewing project

documents. Quinn graduated in December 2012 with a degree in Civil & Environmental Engineering, and has been employed as a student drafter and CAD manager with the PDC team since 2007. While working as a student employee, Quinn developed many of the protocols and standards used by the PDC team; he also developed the current archiving system for our files, documents, and drawings. The PDC team is fortunate to have Quinn as a full-time employee now.

Josh Scoffield was hired as the Architectural Drafter and joined the

PDC team in December 2012. This position has been vacant for some time, so we are very excited to have him join our team. Josh has an Associates of Applied Science degree in Design Drafting and has completed the pre-architecture program at ISU. Josh has seven years of architectural drafting experience including technical support, archiving, and database maintenance.



FFA - Mugs of the Quarter



Moses Collier

Custodial

Has worked at ISU for three years

Favorite Movie: Groundhog Day

Favorite Superhero: Spiderman



Jeanette Rose-Adams

Grounds

Has worked at ISU for five years

Favorite TV Show: Sons of Anarchy

Favorite Superhero: Jack Black



Candice Greene

Custodial

Has worked at ISU for two years

Favorite Color: Yellow

Favorite Superhero: Batman



John Heckler

M&O - HVAC

Has worked at ISU for five years

Favorite Movie: Nova

Favorite Food: Everything



Rose Cannon

Custodial

Has worked at ISU for two years

Favorite Food: Seafood

Favorite Superhero: Wonder Woman



Tim Williams

M&O

Has worked at ISU for one year

Favorite Food: Asian and Mexican

Favorite Vacation: Deep Wilderness



Brock DeWall

M&O - Shops

Has worked at ISU for three years

Favorite Food: Dirt, Snow, and Pizza

Favorite Vacation: Stanley, ID



Jeff Behrend

Transportation

Has worked at ISU for 20 years

Favorite Food: Elk

Hobbies: Golfing, Hunting, Fishing

Emergency Management

Whether there's a fire in the break room or a severe storm on the way, your department needs to have a plan to deal with emergencies. In your work area, do you know the locations of fire alarms, fire extinguishers, emergency exits, or areas to go to if your building is evacuated? These elements, including others, constitute the Emergency Response Plan found by clicking on "Emergency Information" on the Public Safety website. The site also contains the Evacuation/Lockdown Plan, which is a customizable template to help get your department ready for emergencies.

Activity Zone

How well do you know the interior of our campus buildings? Where are the following images located? Email the answers to wrigkimb@isu.edu or drop them off to Kim in the Facilities Building, #18. All Facilities employees who answer all

four questions correctly will be entered into a drawing to win an ISU Mug and a bag of popcorn. The drawing will take place on February 8th, so get your answers in soon! Answers will be revealed on the Web Site after the drawing. (www.isu.edu/facilities/scoop.shtml)



World Class Facilities Professionals SERVING ISU TOGETHER

Department Updates

Transportation Services:

The Motor Pool has ordered two 12-passenger vans for the fleet. We've also purchased, repaired, and painted three vehicles from state surplus for the Shops and Grounds departments. Commuter Express is finishing a bus engine replacement and has been busing athletes to Salt Lake and Boise for flights for their games.

Grounds:

Before winter weather began, we were able to complete turf fertilization, leaf removal, and snow preparation campus-wide. During this season, we will perform preventative equipment maintenance in preparation for the rest of the year; we're also planning ahead for beautification projects. Finally, we're also battling Mother Nature's snow and ice to keep the campus safe.

Custodial:

In the area of sustainability, we have received and distributed new Coca-Cola recycling containers throughout campus, and have changed recycling companies to better accommodate the needs of the department and the university. We've also hired and trained new student employees for Custodial, and obtained a new riding sweeper for the Library.

Public Safety:

The Bengal Card office is implementing new wireless card readers at Rendezvous. The Parking office has started spring permit sales; in addition, they've compiled the results of a survey about street parking on Bonneville, 16th, and 17th. Public Safety has also upgraded CCTV systems and the exterior notification system.

Meridian Campus:

We've been working hard to complete the Pharmacy Research Lab Tenant Improvement project, and hope to have the lab ready for occupancy by February 1st. We've also been keeping busy with snow removal, fire alarm panel battery replacements, and Emergency P. A. system adjustments.

Maintenance & Operations:

Since October 1st, the Heat Plant has produced 34,757,000 pounds of steam to heat buildings. Our electricians have been working on elevators and other projects around campus. HVAC has been busy keeping everyone comfortable during our winter weather. We also are working on remodels in TRiO, Financial Aid, and Administration.



Planning, Design, & Construction:

We're working on several projects, including design for the College of Education basement, updates and construction at the College of Pharmacy, and Reed Gym upgrades. The ISU Campus Master Plan draft will be finalized this semester.

Environmental and Safety:

We've proposed a solar energy water heating project as a joint effort between Facilities, Housing, and ESTEC. All three parties would benefit: Housing would gain recognition for using green technologies, ESTEC's students would gain practical experience in operating the units, and Facilities would be helping reduce greenhouse gasses and increase sustainability.

Priorities:

Exemplary Service

We provide reliable and responsible service.

Team Unity

We are professionals serving professionals.

Ownership Mindset

We know, protect, and improve our facilities.

Communication

We minimize surprises through listening, understanding, and being understood.

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