**Reminders:**
- If you have not ordered shirts you are allowed 5 shirts per year from your last order date. Please see Amber Wood for shirt orders.
- Do you have your KU ID badge displayed prominently? Employees should be wearing a KU FS shirt or a KU ID badge when working in a building. If you need an ID badge cover, clip or lanyard, please see your supervisors. Supervisors can receive these from Amber Wood.

**Upcoming Events:**
- **Safety Training**
  Sessions are September 17 & 24.
- **LOTO Train the Trainer Training:** Sessions are for Zone Managers & Supervisors and Shop Supervisors. They will be held in the FS Conference Room. September 19 3-3p.m., September 25 9:30-10:30 a.m.
- **EAC meeting**
  November 6, 8 a.m. at the Burge Union, Relays Room. Primary or alternate representatives are to attend.

**Jay’s Bird’s Eye View**

Last issue – I said “Welcome to Summer” and this issue finds us still in the heat, even if the students have returned and school has started. Before we know it we will see some cooler temperatures. We are already enjoying KU Football and KU Basketball just around the corner (Go Jayhawks!). Thank you to everyone who worked so hard this summer and back to school period on A/C units, water main repairs, building electrical switches, preventive maintenance, special summer projects, housing and academic buildings systems and repairs, custodial deep cleaning, stripping and waxing of floors. We completed 4,264 work orders in August! We touch every part of the university and are on track to complete over 35,000 work orders this year. That is truly astonishing – and it is all thanks to you and your dedication to Facilities Services and to KU. THANK YOU!

As we move into our second year as one FS organization, we have some excellent projects and organizational developments to update you on the status.

FS culture and climate survey: A second climate survey was completed recently around the one year anniversary of the merge into one FS organization. The results are posted on the FS Web Site at [http://www.facilities.ku.edu/](http://www.facilities.ku.edu/) (click on the left side under “Employee Information”) and are summarized in a later section of the Foghorn.

KU Job Titles/Positions and Market Survey: KU Human Resources (HR) has started publishing information and holding Town Hall meetings to answer questions about the market survey results. Please see more info at [http://hrmarketstudy.ku.edu/](http://hrmarketstudy.ku.edu/). We are working with HR to have job titles accurately reflect the duties performed, and to have salaries adjusted to better reflect a regional market range for similar positions and levels.

Service Level Agreement with Housing: The SLA with housing is going well overall with lessons learned and processes being updated for FY2014. Our goal is to finalize, sign and post the SLA on our web site by the end of September.

**OTHER IMPORTANT UPDATES:**
- **EZ Max Mobile** is now being rolled out to the Zones and Central shops with our new handheld devices. We have also identified funding to expand FS Wi-Fi capabilities on West Campus to encourage use of this great tool.

  The Employee Advisory Council continues to meet and address important issues. We will be looking at our organizational shirt selections due to suggestions made from this group. We are also replacing lifts in the garage and improving lighting due to suggestions that were championed by the EAC.

  We are working with KUPPS and still adjusting to buying our materials and equipment through the new system. Don’t hesitate to ask questions and point out challenges or delays as we work in these areas. Our consultant (ESG) will help us evaluate our procurement, inventory, and warehousing practices to improve our operations.

  We have hired a new and very experienced Maximo person. Mr. Bernard Sang will start work at KU on September 23. We are looking forward to working with him to advance our system capabilities.

I look at the past year and I am excited at the great progress we have made as an organization. I am also humbled to be the leader of such a vast, dynamic and essential organization here at the University of Kansas. We have a great team in Facilities Services. I greatly appreciate all of your hard work – you inspire me to work hard every day trying to get you the resources, tools and equipment, training, policies and procedures, and the answers you need to do your jobs effectively. I am learning that things take time within our KU system and I ask for your patience at the same time I say “keep pushing”. Let’s not settle for the answer that “it has always been done that way”. Let’s continue to set the example of performing great quality and efficient work every day. Together we are making positive change and progress – keeping our University facilities clean and operational to perform our critical education and research missions.

My guiding principles for Facilities Services are: SAFETY FIRST – QUALITY ALWAYS – TEAMWORK - INTEGRITY

THANK YOU for your hard work every day here at KU!

**Jay Phillips, P.E., Director**
Remembering Tim Thomasson

Our Facilities Services family remembers Tim Thomasson, a long time KU and Facilities member who passed away suddenly and left us far too soon. Tim was born Dec. 8, 1966, in Kansas City, Mo., the son of U.O. Jr. and Mary Jane Armstrong Thomasson. He graduated from Chanute High School, attended Pittsburg State University, and earned an Associate’s Degree from Neosho County Community College. Tim was a supervisor in the Facilities Services department at the University of Kansas for many years, serving as the Carpenter Shop supervisor and more recently as Zone 1 Maintenance Supervisor. Tim would tackle anything and somehow give you exactly what you needed—even if you didn’t quite know what that really was or what it looked like. Always a smile on his face and a can-do attitude, he was quick to help anyone and everyone that needed a hand. He set a great example at KU of leading teams to success and he was never more happy than when he was talking about his team at home. Tim always relished time with Jake, the sports fan, and family time together. We always relished time with Jake, the sports fan, and family time together. We will always miss Tim and remember him in our hearts. We embrace Teresa and her family with our support after their loss. We honor Tim’s memory every time we do anything about traffic conditions or the driving habits of the public, and we couldn’t avoid these major roadways. All we could do was be aware of the situation. As a result of this awareness, these incidents stopped. Once the truckers knew something was likely to happen, they were able to prevent it. Why am I telling you this? Well, our leading cause of injuries is falls… not from heights, but falls while just walking, or falls on staircases. Out of everything we do, one would assume that walking has the least risk, not the most. As of 8/27 we have had 71 injuries, 20 of them from falls. Five of these injuries put the victim out of work. We need to do whatever we can to eliminate these incidents. Please take the time to be aware of uneven surfaces, and, whenever possible, walk on sidewalks or established footpaths. Try to avoid cutting across areas, or climbing up grassy hills when there are sidewalks or steps. Use handrails on stairways, even if it means making two trips to carry everything.

An interesting side note is that we are experiencing more fall injuries in the summer than in the winter. In the winter, we are very aware of the fall potential caused by ice and snow, and we are very aware of where we put our feet. That is not the case in the summer, when we go on autopilot. There are lots of distractions at the beginning of the school year. Let’s all be aware of this, and concentrate on staying focused. Remember: Never avoid a hazard. Thanks for reading!

Steve Leonson, 864-5602 sleonson@ku.edu

EAC—Employee Advisory Council

The EAC has continued to hold more meetings. They have now established an FS Employee of the Month program in which any FS employee can be nominated. Forms are available on the FS website or all AA’s should have copies. Completed forms can be placed in the suggestion boxes by October 7. Specific EAC concerns are answered and sent out after each session in an email by Jay Phillips. Please continue to place suggestions in the suggestion boxes. Boxes are checked for suggestions the day before the meeting. The council also announced it has the EAC suggestion boxes hung at the following locations:

- FS Main foyer
- Store Room by water fountain
- Garage
- KS Union 4th Floor Entrance
- Oliver Hall basement by time collection
- McCollum Hall Zone 2&3 break room area
- Burge Union 1st floor by time collection

NEXT MEETING:
November 6, 2013 8 p.m.
Relays Room, Burge Union

Please send your primary representative from your shop/zone. If your primary is unavailable, please send your alternate.
Center for Sustainability

Rock Chalk Recycle launched, looking for volunteers!

Kansas Athletics, in partnership with KU Recycling, has launched the Rock Chalk Recycle waste-diversion program at all KU home athletics events. The waste diversion effort will include recycling and composting inside and outside all sports complexes, including Memorial Stadium and Allen Fieldhouse.

In recent years Kansas Athletics and various student and community groups have coordinated smaller-scale efforts to recycle in tailgating areas during home football games. Those organizations included KU Recycling, student organizations including KU Environis, and Recycle & Blue KU, as well as Cans for the Community, a local nonprofit organization that donates proceeds from aluminum cans to other local organizations. While fans eagerly supported these efforts, the organizations expressed a desire for a more centralized, expansive program in and around the stadium. Rock Chalk Recycle will accept plastic, glass, aluminum and cardboard materials, as well as compostable items, both inside the stadium and at select locations on the Hill.

With football season on the horizon, tailgaters and fans should look for waste stations with color-coded bags: blue for recycling, green for compost and grey for waste destined for the landfill. Tailgaters should be prepared to put their recyclables in blue bags that waste ambassadors will distribute throughout the major tailgating areas surrounding the stadium.

Rock Chalk Recycle will have similar waste stations and waste ambassadors at soccer and volleyball matches for this fall.

Rock Chalk Recycle will require large numbers of volunteers to ensure the program’s success. Cans for the Community, the Student-Athlete Advisory Committee and other student organizations have committed volunteers to the new Rock Chalk Recycle program, but additional volunteers are needed to staff waste stations and assist patrons with sorting. To become a volunteer, please email rockchalkrecycle@ku.edu or visit recycle.ku.edu/rockchalkrecycle for more information.

This & That

Facilities Services Library

Facilities Services is a member of APPA, an organization devoted to the maintenance of colleges and universities. Part of the membership allows us to attend conferences as well as order industry specific books. We have recently placed an order and have the books on hand for people to read. Once you are done we hope that you will return the books back to Amber Wood where a “library” has been set up for others to check them back out. Please visit www.appa.org and see their listing under bookstore for more available titles.

Appreciation Meals

We hope you were all able to join us for one of the appreciation breakfasts or dinners based on your shift. We appreciate all that you do and were pleased to see such a great turn out!

Welcome: George Werth, Energy Manager

I graduated from University of Kansas in 1990 with a degree in Mechanical Engineering. I went on to get my MBA from the Edwards Campus in 1998. After graduating as a mechanical engineer I worked in a variety of positions related to energy such as power plant design, utility rate analysis and performance contracting (ESCO). My wife and children started to get tired of all the traveling I had to do so I went to work for the State of Kansas in 2001. While working for the State I developed an internal performance contracting plan that cut utilities and used saving for making building improvement and repairs. In all we cut utilities by $1,100,000 annually and made significant improvements to the buildings.

In my role as the Campus Energy Engineer, I will try to accomplish similar or greater savings for the University. To accomplish this I will be going through a step process of first collecting data on building energy use (and other utilities), comparing that to national norms and digging into opportunities in buildings that are the least efficient compared to these norms. I will also be helping trouble shoot building problems that lead to higher energy use and provide input on any other issues or plans that will have an impact on utilities. I spend almost all of my leisure time with my 8 children and wife Kathy. We live in Topeka where Kathy and I grew up. Having 8 children keeps Kathy and I very busy but as a family we have a lot of fun together. My oldest son Earl will turn 18 in September. He is currently in basic training for the Air Guard. Gemma, my youngest, will turn 4 in September. She is still in her own special basic training of learning how to be a lady.

“Life is what happens while you are busy making other plans.”

John Lennon
Praise for Facilities Services

Zone 5: I’d like to send a big hearty THANK YOU and GREAT JOB to the painters that worked on 2 offices for us this week. They were great! They did both painting jobs so fast and so well that we are extremely impressed. We really appreciate their great attitudes and great work for our department. I can’t tell you enough how thrilled we are with the painting they did!

Please make sure their supervisor knows we are ABSOLUTELY THRILLED with everything.
The male was Dave Tabor and I’m so sorry I can’t remember the female’s name—I think it was Nancy but I’m not sure. Please pass this along though. Thank you!!
Cindy Sexton
Admin Associate Senior
Department of Psychology

Zone 6: I just wanted to send a quick thank you for all the work that went into preparing Ellsworth and Hashinger for move-in this year. I want to especially recognize the great work that was done by our custodial, maintenance, and painting teams when we needed assistance on move-in days. Response was quick and positive and service to our students was exceptional. Thank you, again!
Kari Stone
Complex Director - Ellsworth & Hashinger Halls
KU Student Housing

Riley and Dwight did a great job in a short time frame. Maybe this email can be placed in their personnel files. I’ll respond to the survey when I get the FS notice that work has been completed.
Rex C. Burkhardt
Asst. Mgr. for Facilities Administration
Research & Graduate Studies

I just wanted to let you know that I got your message regarding the door to the west campus greenhouse. We sure do appreciate the kind words. The techs who worked on the door were Ron England and Dwight Folks and I let them hear the voice mail you left. Thanks for taking the time to acknowledge the work we have done. Tim Thomasson
Katie Sadler
Ecology & evolutionary Biology

“Opportunity is missed by most people because it is dressed in overalls and looks like work.”
Thomas Edison

I was out running errands within the Student Health Center and came back to see the note you left indicating the service request to fix the door to my office was completed. Thanks for getting this done so promptly.
Carrie A. Hildenbrand, RHIA
Health Information (R&R) Manager
Student Health Services

Just a quick note to express my thanks for your staff’s good work during a long move-in week(s)! All in all, ‘opening’ occurred with minimal issues. Please extend my appreciation to the Facilities Services staff for the can-do, will-do attitude that prevailed. Here’s to a great year ahead!
Dr. Diana Robertson, Director
Student Housing

We really appreciate you and I wanted to let you know and also let you know about Stan. Thanks again! Suzanne Gracheck

Special Services: I wanted to send this e-mail to you to let you know what a fantastic job Stan in the Lock Shop did with my key request this past week. I’ve been in communication with him about a large key order that I was hoping to receive by early August and Stan actually worked extra hard to get my key order over 75 keys and probably another 10 for debate and brought it to me last week. I just had to let you know what an exceptional job he did and how much someone like me who is ordering keys for the first time now that Andy has moved to the Shared Service Center appreciates that he went out of his way to get them too me sooner than I anticipated so I can get them ready for the August 15th new graduate student orientation. In this climate of so much change on campus, it’s nice to know that people are still taking pride in what they do and going out of their way to help out those on campus who rely so heavily on their skills. I know I’ve said this before but I feel the same way about you and the rest of the special services movers too.

We really appreciate you and I wanted to let you know and also let you know about Stan. Thanks again! Suzanne Gracheck

Garage: I wasn’t sure where to send this, but I just wanted to thank you and the other people who service the cars in the Vehicle Rental and Facilities Services Department. I’ve taught at KU for about 7 years now, and whenever I have had to get a KU car to take students somewhere or to teach at Edwards Campus, the cars are always in perfect condition and the process of checking the cars out and back in again is smooth and flawless. I didn’t know if you kept a file of thank yous or if you want to share this with your boss, but I really appreciate the work you all do to make my job as a teacher easier. Thank you.
Bobbi Rahder
American Studies Department
University of Kansas

I was out running errands within the Student Health Center and came back to see the note you left indicating the service request to fix the door to my office was completed. Thanks for getting this done so promptly.
Carrie A. Hildenbrand, RHIA
Health Information (R&R) Manager
Student Health Services

Thanks, Tim (Thomasson). Give Larry (Davis) a pat on the back for us. We appreciate him getting over here so quickly.
Paula M. Conlin
Facilities Manager – Nichols Hall
Maximo Mastermind: Technology as a Tool

Facilities Services Climate Survey Results

July 2013 – One year after merge.
Overall there were 256 respondents to the survey - well over 50% of the staff. To see the final report of all the survey results, click here: http://www.facilities.ku.edu/KU%20Climate%20Survey%20Report%20July%202013.pdf

Some key results from the survey include:

♦ Job Satisfaction & Motivation questions yielded the highest average responses from Facilities Services (FS) employees, while Performance Management & Career Growth questions received the lowest average response scores.

♦ Survey responses indicate FS employees take pride in their work, believe in contributing to the mission of KU, and feel that their work is important.

♦ Survey responses indicate that the areas of concern for FS employees relate to staff feeling informed of changes, encouragement of professional development, understanding the challenges that the work teams face, colleagues being motivated to perform at their best, cooperation and collaboration between work groups, and fair and consistent application of disciplinary actions.

The good news for the survey is that across the board, survey scores improved in every question. The specific comments from the survey were shared with FS leadership, and we will continue to work to improve the employee climate, morale, communication and consistency to achieve our goal of making FS the best place to work on the KU campus!

Welcome: Tonya Hackathorn, Zone 6 AA

Before I got this job I was a dispatcher at KUPSO. I’m looking forward to having a daytime position that is strictly Monday through Friday. I have a 2 year old daughter. She is my world. On my free time, I enjoy being outside. I hunt and fish, although I have not had an opportunity to do either in a long time. - Tanya

Be sure and welcome Tanya to Facilities Services!
“Measuring Success”  Progress in Facilities Services

Facilities Services reorganization has realized a 23.5% gain in efficiency and personnel cost savings, with no reduction in customer satisfaction survey scores.

Our measures in Facilities Services from Maximo show that average work order completion time has decreased by 65% since FY12.

FY12 – 528 Hours = 22 Days
FY13 – 396 Hours = 16.5 Days
FY14 – 186

This calculates work order time to completion from date the work order is established to the actual finish date.

This report filtered out Standing Work Orders, Sustainability, Vehicle Rental, Utility, Vehicle, Capital Projects, and KU Construction work orders.

“A Final Contribution: The Ball Pit

So what do you do with a little creativity, a bit of talent, and a whole lot of balls? If you’re Tim Thomasson, you design a ball pit for the Office of Institutional Opportunity & Access (IOC).

Earlier this year, the IOC commissioned FS to design and build a ball pit “inspired by a video produced by SoulPancake, a popular new media company that seeks to provide platforms to explore “big think” topics such as spirituality, creativity, religion, arts and philosophy.” Oh- and it had to be handicap-accessible.

As former head of the carpenters’ shop, Tim was the obvious choice to design the pit. After coming up with, and subsequently discarding, several designs, he settled on one that would allow students to get into the pit easily, and allow wheelchair access as well. The “tray” gives people the ability to interact with others in the pit, but doesn’t require them to get inside.

As we all know, Tim passed away before he could see the pit completed. The Zone 1 team had built it to his specifications, but it had not been assembled.

In the days prior to Hawk Week, the ball pit was put together in the Zone 1 shop. First the sides, then the stairs, then the tarp on the inside. Then-thousands of red and blue plastic balls.

Let’s be honest. Since Tim died, there wasn’t much to laugh about in Zone 1. As soon as the pit started to fill up though, people started to smile. It was pretty ridiculous, if you thought about it. Adults jumping into a pile of balls, just to have more dumped in on top of them. Wayne covered himself completely, as if he were in a swimming pool. Jacob and Chris tossed balls back and forth at each other, and we laughed. It was good.

Once the pit was set up at the Union, it was gratifying to see how quickly the students took to it. The IOC staff had written questions on some of the balls, and the point was to sit in the ball pit and ask each other questions. According to Jane McQueeny, IOA Executive Director: “While we may all be different and diverse, we share many commonalities. The Diversity Ball Pit is designed to encourage conversation in a way that promotes these values.”

The ball pit was a hit. The plan is to use it during student-related events such as Hawk Week, and according to IOC, they may let it out for other student groups to use. We look forward to seeing it on campus throughout the year.

Aileen Dingus

“Humor is laughing at what you haven’t got when you ought to have it.” Langston Hughes