

Facilities Services
Monthly Management Report
August 2013

To: James Fletcher
Vice President for Finance and Administration

From: Phil Moessner
Director of Facilities Services



ENVIRONMENTAL COMPLIANCE AND INDUSTRIAL SAFETY

Submitted by Robin Colling

ACCOMPLISHMENTS for August, 2013

- Scheduled fork lift certification for the State of Idaho women's correctional facilities staff
- Conduct safety inspection of the O'Neal Reserve with DBS, and TSO
- Secure intern/staff support to expand the environmental compliance programs
- Working with TSO to create EPA application for spill prevention countermeasures and controls (SPCC)
- Participated in the EOC practice drill assembled by public safety
- Inventory all labs at Biology for eyewash station compliance
- Investigate fume hood exhaust locations at building 65 with Peter Farina

OBJECTIVES for September, 2013

- Draft an Injury and Illness Prevention Plan (IIPP) policy for FS
- Draft a Personal Protective Equipment (PPE) policy for FS
- Develop with Steven Fuger, Ray Hart, and TSO an environmental compliance program for the Idaho Falls and Meridian campuses
- Coordinate with TSO in reviewing and installing a new chlorine system to enable the Reed Gym staff to manage their swimming pool water quality
- Draft policy to dispose of pressurized aerosol and propane canisters
- Investigate DBS requirement that "every emergency and exit light battery needs to be shut down for 90 minutes once a year to recharge the batteries." This was recommended by the DBS inspector during inspections.

CHALLENGES

- Time intensive in writing/replying to Division of Building Safety reports, and coordinating with maintenance and academic departments to rectify life, fire, and industrial safety discrepancies, though it's getting better compared to the past months.
- Adjust reporting method to accommodate DBS and the new system they switched to this month
- Time needed to schedule and teach safety classes

OPPORTUNITIES

- Opportunity to develop and lead a comprehensive EHS program at Facilities Services

ENERGY MANAGEMENT AND SUSTAINABILITY

Submitted by Robin Colling

ACCOMPLISHMENTS for August, 2013

- Secure intern/staff support to expand the sustainability programs
- Submit for two grants related to assigned area
- Continued support to the design /build team, for campus LED lighting on the QUAD
- Continued support for housings solar hot water project
- Consult with facilities Design, Build team on traction vs. hydraulic elevators
- Revisiting PSR proposal with Facilities and College of Technology ESTEC division

OBJECTIVES for September, 2013

- Continue to champion ESPC Phase II project
- Follow up on the grant proposal titled “Promoting Energy Efficiency in Commercial and Industrial Building Operations” which was submitted in collaboration with Cheryl Hanson and the INL-CAES team.
- Calculate the monthly water supply and consumption in the Rendezvous Building (Academic, Housing, and SUB) utility billing
- Complete the Bio Diesel Trailer for road trip tour

CHALLENGES

- To find an affordable energy management software to view and report real-time electrical usage data. The current software “Utility Vision” is no longer available since the summer, 2010. Need to find an economical solution to meet our evolving needs.

OPPORTUNITIES

- Opportunity to utilize my multiple skills and institutional knowledge to contribute and meet the evolving needs of FS and ISU in this financially-constrained economy
- Opportunity for ESPC Phase II to upgrade campus-wide energy and water systems which will reduce utility costs through proposed guaranteed ESPC savings. Current ESPC Phase I utility savings exceed \$500k/year, saves environmental resources by being good stewards, and provides FS and ISU with good PR in the academic, local, and regional communities.
- To develop the East side of the heat plant into a research area with the help of ESTEC, a division of the College Of Technology
- To provide students with the space and means to study combined heat and power, automated bio-diesel production, Micro-combined heat and power, anaerobic digester (food waste)
- Develop small reciprocation steam power demonstration unit with gasification
- To provide onsite wind and solar installation (with research)

FACILITIES HUMAN RESOURCES & MANAGEMENT SUPPORT

Submitted by Jennifer Hunt

ACCOMPLISHMENTS for August 2013

- Coordinated postings and hiring process for new student help
- Finalized all documentation for new hires
- Maintained new check list and procedures for all part time employees
- Submitted Personnel Recommendation and IPAS forms for department personnel changes as needed; their personnel forms prepared and submitted as needed
- Prepared department travel arrangements and processed travel documents
- Maintained binders for all Human Resource documents and travel paperwork
- Oversaw webpage updates
- Prepare travel and training options for departments
- Updated and maintained Facilities Services vacancy document
- Created excel spreadsheet that includes all employees by department with needed information to effectively complete needed documentation in a timely manner
- Attended various team meetings. On-going
- Prepared correspondence and documents as requested
- Scheduled requested meetings
- Followed thru with employees on Risk Management paperwork
- Plan and coordinate employee recognition event
- Interview and processing student interns
- Participated in the hiring committee for a Financial Tech in Idaho Falls
- Processed all PARTS forms and created shared document for all student/temp employees
- Served as a member of the Human Resources Consultant hiring committee
- Training of new Administrative Assistant in Custodial Services
- Completed all Service Contracts

OBJECTIVES for September 2013

- Campus Beautification & Campus Safety meeting scheduling and minutes
- Monitor DPW service contracts for extensions or rebidding
- Complete security training
- Deficiency Reports protocol and procedures
- Take two on-line FEMA courses
- Assist with Float for Homecoming Week Parade
- Submit all PARTS forms for CWS funding
- Update mandatory training courses spreadsheet and coordinate update with Human Resources
- Attend Career Fair

CHALLENGES

- Resuming effectiveness in current role
- Having enough time to complete needed tasks

OPPORTUNITIES

- Complete FEMA courses
- Becoming more familiar with the Emergency Management program

FACILITIES OPERATIONS – DIRECTOR

Submitted by Steven Fuger

ACCOMPLISHMENTS for August, 2013

- **Collaborated with colleagues across the nation in regard to smoke-free campus issues; found several best practices for future implementation**
- **Collaborated with colleagues within Idaho to agree on a definition of “deferred maintenance” per SBOE directions**
- **Completed grant application with City officials for Martin Luther King Jr. Way beautification and safety**
- **Ensured smoke-free signage installation in all Housing areas was completed**
- **Identified all programs within Facilities Services for program prioritization**
- **Filled the Technical Records Specialist position in Transportation service; eased workload issues**
- **Unified departmental manual formats and content, covering three separate campuses**
- **Finished quarterly reviews with direct reports**

OBJECTIVES for September, 2013

- Begin external review of Facilities Services’ operations
- Continue to examine scenarios and cash-flow models concerning the University Stores operation becoming part of Facilities Services
- Determine disposition of the Research Facilities Manager position
- Implement signage upgrade initiatives to improve the campus image; secure funding for this effort
- Continue to update FCA 2013
- Continue Program Prioritization documentation efforts
- Gain consensus and lead a unified front with peer institutions for a unified definition of “deferred maintenance” and continued funding for DM issues statewide
- Determine financial position of Commuter Bus program with UBO to determine increased pay for drivers
- Restart FMEP journey sidelined previously
- Continue to compile and markup departmental handbooks for additions, edits, and publishing
- Fill retro-commissioning intern position; mentor intern to initiate a viable program

CHALLENGES

- Maintaining morale in the face of campus expectations, dwindling resources, and expanding workload
- Protecting the university investment in the physical plant in the face of dwindling resources

OPPORTUNITIES

- Paperless work order system
- Energy Savings Investment Program (ESIP)
- Using one-time \$3.75M to address deferred maintenance issues
- Absorbing Stores/University warehouse function into Facilities Services
- Partnering with local industry to manage part-time worker expectations, federal regulations, and state requirements
- External review
- Program Prioritization
- Fill retro-commissioning intern position

CUSTODIAL MANAGER

Submitted by Loretta Taylor

ACCOMPLISHMENTS for August 2013

- Participated in all SLT meetings
- Coordinated with HR to arrange for all the mid management to be able to approve their own team's time.
- Transition custodial staff to web time entry(on going)
- Arranged and conducted monthly safety and team meetings
- Held Meetings with several custodial departments, purchasing, and Brady's
- Conducted building visits with custodians
- Participated in Welcome Back Orange and Black events
- Ensured Red Cross and Communiversity are working in a coordinated effort for Welcome Back Orange and Black
- Completed hiring process for 3 custodians, 2 recycling custodians, and 2 lead workers

OBJECTIVES for September 2013

- Continue to inform and educate campus community of our ongoing efforts in the recycling program, and to continually strive to improve and maintain quality
- Reorganize custodial warehouse to better facilitate the departmental needs
- Recalculate square footage areas for equity throughout our department
- Complete all W.R.'s for custodial.
- Incorporate Stores and custodial warehouse to better serve the University's efforts

CHALLENGES

- Build a solid foundation for the newly re-organized custodial department
- Search for more grants in our region to aid us in our ongoing recycling efforts
- Facilitate each department on campus without hindering ours
- Continue to try to meet the needs of the department, the campus, the community
- Increase department staff and retention
- Build trust and confidence in team members to encourage better morale

OPPORTUNITIES

- Provide consistent and superior quality service from our department and staff
- Increase solidarity and unification of all our staff and departments in custodial and Facilities Services
- Acknowledge each person in Facilities Services for their special abilities and contributions to this university and to thank them all for a job well done
- Keep lines of communication always open and be readily available at all times
- To work and stand together in our ongoing efforts to know, protect, and improve our campus

CUSTODIAL ADMINISTRATIVE ASSISTANT

Submitted by Jillian Stambaugh

ACCOMPLISHMENTS for August 2013

- Began organizing custodial office space in Building 24
- Participated in the hiring process for three new FT Custodians
- Participated in the hiring process for two new Custodial Leadworkers
- Participated in the hiring process for two new Recycling – Custodian positions
- Participated in the hiring process for multiple PT student/temp positions and recycling intern
- Gathered and completed PARTS forms for all PT student/temp positions
- Attended monthly safety meeting and took department notes
- Ordered business cards for Leadworkers
- Began using PCARD system for purchases
- Scheduled and attended all Leadworker meetings and supplied minutes
- Compiled updated list of Custodial employee phone numbers
- Tracked and compiled mandatory training lists for all employees
- Determined best practice for hiring process with HR and Facilities Services heads
- Initialized FM Works set up
- Began working with Time Vue system for tracking employee time
- Attended OPS meetings regularly
- Met with Facilities Services VP to discuss organization structure and progress for Custodial

OBJECTIVES for September 2013

- Continue to organize employee files, both full and part time
- Complete hiring for two new Custodial Leadworkers
- Complete hiring process for latest FT Custodian
- Attend New Employee Orientation
- Complete strength test for Steve Fuger
- Finalize set up of FM Works to expedite Work Requests process
- Begin First Time Leadership courses
- Finish PCARD training
- Continue to learn and understand PCN system for employees
- Build camaraderie with Custodial employees through successful teamwork practices
- Continue to make myself available to Facilities Services departments as needed

CHALLENGES

- Acquainting self with ISU's processes for hiring and paperwork practices
- Familiarizing myself with all Custodial employees
- Maintaining all employee lists and charts
- Scheduling time for my required trainings
- Managing all duties according to necessity while keeping employees satisfied

OPPORTUNITIES

- Attended SLT meeting to greet fellow Facilities Services employees
- Attended Program Prioritization meeting
- Attended Facilities Services summer event and met fellow workers
- Discussed hiring process with ISU HR representatives

FACILITIES OPERATIONS - CUSTODIAL

Submitted by Steven Taryole

ACCOMPLISHMENTS for August, 2013

- Transitioned staff to web time entry(on going)
- Have started transitioning custodians into the New Re-Org structure
- Informed custodians of which lead they are now to report to
- Informed Student/Temps of who they need to report to
- Transitioning into new teams as per the RE-Org Structure
- Leads are transitioning into approving their own teams time
- Custodians are receiving more student help as per Re-Org Structuring
- Participated in Monthly Safety Meeting
- Completed Building and Custodial equipment survey for Gary Dixon (Equipment Maintenance Leadworker)
- Finished quarterly evaluations and Performance Analysis

OBJECTIVES for September, 2013

- Improve supervisor/staff relationship
- Continue to instill pride and self-esteem in every custodian
- Hire and train new custodians (students/Temps)
- Increase and improve the skill level of custodial staff through regular workshops and training
- Improving communication up and down the chain of command
- Use Sandwich method when addressing positive and negatives with staff
- Increase positive interactions with staff
- Ensure Custodians understand the work they do is valued
- Encourage staff to nominate each other for Facilities Recognition Program

CHALLENGES

- Coming up with new and interesting topics for safety meetings
- Improve training methods dealing with skills and attitudes
- Training custodians to be more detail oriented
- Utilizing the custodians, student and temps, to their full potential
- Reassuring the custodial staff as cost saving initiatives are implemented

OPPORTUNITIES

- Hiring new employees (FTE, Students, Temps)
- Driving the electric car and bus to save money on gas
- Serving the campus community by doing more with less
- Running the John Deer Gator on biodiesel
- Utilize all the new equipment to save man-hours
- Identify strengths and weaknesses of staff members to achieve better team unity

FACILITIES OPERATIONS - CUSTODIAL

Submitted by Gary Dixon

ACCOMPLISHMENTS for August 2013

- Attended and participated in monthly safety meeting and all staff meetings
- Cleaned/reorganized shop/warehouse to more usable functionality in receiving deliveries and working on custodial equipment (75% complete)
- Initiated reorganization of reporting process for broken/damaged equipment of both building equipment (dispensers) and custodial cleaning equipment
- Reorganized and re-established custodial vehicle sign-out process to effectively track vehicle use
- Established process for weekly custodial vehicle inspection to minimize excessive wear and identify problem areas before they occur
- Initiated a key control inventory to properly identify appropriate key assignments, obsolete keys, excessive duplicate keys, and for better key/key ring identification (25% complete)
- Initiated complete custodial mechanical/electrical equipment inventory, maintenance schedule, and repair process (25% complete)
- Repaired and replaced building equipment (dispensers) that resulted from the Brady Industries transition
- Initiated process to specifically identify all job duties and responsibilities.
- Met with each Custodial Leadworker at least once to introduce myself and discover their wants and needs from the Custodial Equipment Maintenance Leadworker as well as to establish a positive working relationship.

OBJECTIVES for September 2013

- Establish surveys for custodians to complete, regarding equipment use/preferences to streamline processes of repairing/maintaining equipment, and make equipment more uniform department wide to minimize costs
- Meet with each Custodial Leadworker at least once to solicit feedback on existing and new processes
- Conduct/complete in-person inventory of all Custodial Electrical/Mechanical equipment
- Gather and submit informal pre-report for current equipment needs and costs.
- Complete reorganization of shop/warehouse to 100%
- Complete key control inventory and processes to 75%
- Attend/complete Diversity and Sexual Harassment training and New Employee Orientation
- Improve vertical and horizontal communication with the chain of command
- Establish self-measurement/accountability process for position/performance to maximize use of time
- Establish a training process to instruct custodians on how to identify/report problem equipment
- Establish a training process to instruct custodians on minor preventative maintenance to help increase equipment longevity/effectiveness
- Meet with Custodial Department manager weekly to keep apprised of new position progress
- Participate in weekly staff meetings

CHALLENGES

- Fine tuning processes and job duties/responsibilities for newly established position
- Learning existing processes and operations of Custodial Department, Facilities Services, and Idaho State University
- Working on dated equipment and costs associated with upgrading equipment

FACILITIES OPERATIONS - CUSTODIAL

Submitted by Gary Dixon

CHALLENGES - Continued

- Learning the different key rings and equipment locations around campus, should be overcome with key and equipment inventories in progress
- Educating staff on purpose of surveys, inventories, and process updates/upgrades/changes
- Establishing processes where processes have not, or did not exist previously

OPPORTUNITIES

- Establish and implement effective processes to streamline co-worker's jobs
- Attend training to improve leadership skills and opportunities
- Meet and talk with students and staff campus wide and promote Facilities Services and Custodial Department
- Learn responsibilities and task of co-workers to better serve them
- Establish good working relationship with immediate co-workers and manager
- Promote and support the ISU recycling effort toward a greener campus
- Implement surveys to staff and effectively use results of those surveys
- Set immediate, short, and long term goals both personally and for position

FACILITIES OPERATIONS - CUSTODIALSubmitted by Mark Stuckey

ACCOMPLISHMENTS for August 2013

- Attended and participated in monthly safety meeting
- Attended Phil and Denise Hopster formal meeting
- Helping with building walkabouts
- Attended weekly managers meeting
- Meet with Loretta on quarterly evaluation
- Finished PCARD training

OBJECTIVES for September 2013

- Identify list of projects that will help Custodial staff save time and money
- Continue to instill pride and self-esteem in every custodian
- Improve supervisor-Leadworker relationships
- Continue to improve relationships with customers

CHALLENGES

- Coming up with new topics for safety meetings
- Improve training methods dealing with skills and attitudes
- Low wage scale
- Utilizing the student custodians to their full potential
- Encourage all staff to recognize and nominate coworkers for achievements and success in team endeavors
- Reassuring the custodial staff as team cleaning and other cost saving initiatives are implemented
- Establish better communications with events planners to allow for custodial support
- Keeping front entrance way including doors and glass clean at the Library

OPPORTUNITIES

- Hiring new employees
- Serving the campus community by doing more with less
- The development of the team cleaning concept
- Using all the new equipment to save man-hours

FACILITIES OPERATIONS - CUSTODIAL

Submitted by Camille Clark

ACCOMPLISHMENTS for August 2013

- Completed quarterly reviews for my three full time custodians.
- Completed Equipment inventory in the Museum
- Completed break with the boss with Loretta and my team
- Completed Welcoming Alecia and Erminia to my team
- Completed and participated in monthly safety meeting
- Attended and participate in monthly lead worker meetings
- Completed Lead worker meeting with Phil
- Completed Lead worker meeting with Denise Hopster on the hiring process
- Completed the transition into the new key system for the student custodians
- Completed area reassignments for my custodian to fit the changing needs of the team and department
- Completed the necessary steps to take care of the various work orders assigned to my team

OBJECTIVES for September 2013

- Try and find a suitable office space at the Museum
- Improve supervisor/staff relationships
- Improve relations between team leads
- Maintain positive outlook during the change process
- Continue to instill pride and self-esteem in every custodian.
- Continue aiding in the change process
- Increase and improve the skill level of custodial staff through regular workshops and training.
- Improving communication up and down the chain of command.
- Use Sandwich method when addressing positive and negatives with staff.
- Increase positive interactions with staff.
- Ensure Custodians understand the work they do is valued.
- Bring custodial closets up to current space standards and codes

CHALLENGES

- Finding suitable office space at the Museum
- Coming up with new and interesting topics for safety meetings.
- Improve training methods dealing with skills and attitudes.
- Improve team communication
- Training people to be more detail oriented.
- Utilizing the custodians, student and temp, to their full potential.
- Encourage all staff to recognize and nominate coworkers for achievements and success in team endeavors.

OPPORTUNITIES

- Drive the electric vehicle and ride bicycles to save money on gas
- Serving the campus community by doing more with less.
- Working with and getting to know my team
- Using all the new equipment to save man-hours.

FACILITIES OPERATIONS – CUSTODIAL - PAC

Submitted by Penny Miller

ACCOMPLISHMENTS for August 2013

- Cleaned up after three dinners, a graduation, two rehearsals, a tour, and Idaho Heroes presentation
- Meeting with Leadworkers
- Restrooms on 2nd floor has been deep cleaned, ledges dusted, dressing rooms scrubbed and waxed, pictures dusted, white long tables cleaned
- Meeting with the PAC team
- Ordered and picked up supplies

OBJECTIVES for September 2013

- To continue developing our custodial crew into a top notch cleaning crew
- To have everything ready and looking beautiful for school and a new season of great events
- Improving the skill level of custodial staff through regular workshops and training

CHALLENGES

- Getting the inside and outside top windows cleaned
- Training people to be more detail oriented
- Encourage all staff to recognize and nominate coworkers for achievements and success in team endeavors
- Getting new carpet throughout the building

OPPORTUNITIES

- Bringing the Performing Arts Building back to a beautiful building
- Serving the campus community by doing more with less
- Using all the new equipment to save man-hours
- Helping the new supervisors in any way possible

FACILITIES OPERATIONS - CUSTODIAL

Submitted by Jennifer Otte

ACCOMPLISHMENTS for August 2013

- Completed several building walk-throughs
- Attended and participated in Phil's and Denise Hopster small seminars, questions and answer meeting
- Helped Justin Jackson clean the basement custodial closet in Liberal Arts
- Trained co-workers on web time entry (on going) including students
- Scheduled and helped strip and wax Liberal arts 2nd floor hallway
- Approved time for lower campus custodians and all Student custodians
- Attended and gave input at Custodial Manager weekly meetings
- Finished birthday calendar and cards for the month of August
- Attended and participated in my quarterly evaluation with Custodial Manager
- Attended and participated in monthly safety meeting
- Attended meetings with Custodial Manger about custodial issues
- Updated time view on 8-5-13
- Completed custodian and student work schedule
- Trained new student Girish

OBJECTIVES for September 2013

- Identify list of projects that will help Custodial staff save time and money
- Continue to instill pride, self-esteem and value in every custodian
- Continue being supportive for all of my co worker
- Finish birthday calendar and cards for September
- Improve supervisor/staff relationship
- Achieve my goals for the quarter
- Finish Tamera Hollingsworth probation evaluation
- Getting to know all of my customers now that school is in at full swing

CHALLENGES

- Coming up with new topics for safety meetings
- Improve training methods dealing with skills and attitudes
- Low wage scale
- Utilizing the student custodians to their full potential
- Encourage all staff to recognize and nominate coworkers for achievements and success in team endeavors
- Improving communication within our department
- Establish better communications with events planners to allow for custodial support
- Encourage all staff to support department, Facilities and the University new polices
- Accepting all of the many changes in our department

OPPORTUNITIES

- Identifying the strengths in all
- Serving the campus community by doing more with less
- Working with new staff members
- Using all the new equipment to save man-hours

FACILITIES OPERATIONS - CUSTODIAL

Submitted by Tiffany Waggoner

ACCOMPLISHMENTS for August, 2013

- Transitioned staff to web time entry(on going)
- Continue to transition custodians into the New Re-Org structure
- Informed custodians of which lead they are now to report to
- Informed Student/Temps of who they need to report to
- Transitioning into new teams as per the RE-Org Structure
- Leads are transitioning into approving their own teams time
- Custodians are receiving more student help as per Re-Org Structuring
- Participated in Monthly Safety Meeting
- Completed Building and Custodial equipment survey for Gary Dixon(Equipment Maintenance Leadworker)
- Finished quarterly evaluations and Performance Analysis
- Hired new full time custodian for Rendezvous 2nd floor
- Planned and held team meeting

OBJECTIVES for September, 2013

- Improve supervisor/staff relationship
- Continue to instill pride and self-esteem in every custodian
- Hire and train new custodians(students/Temps)
- Increase and improve the skill level of custodial staff through training
- Improving communication up and down the chain of command
- Use Sandwich method when addressing positive and negatives with staff
- Increase positive interactions with staff and students
- Ensure Custodians understand the work they do is valued
- Encourage staff to nominate each other for Facilities Recognition Program and Spot Awards

CHALLENGES

- Coming up with new and interesting topics for safety meetings
- Improve training methods dealing with skills and attitudes
- Training custodians to be more detail oriented
- Utilizing the custodians, student and temps, to their full potential
- Reassuring the custodial staff as cost saving initiatives are implemented

OPPORTUNITIES

- Hiring new employees (FTE, Students, Temps)
- Serving the campus community by doing more with less
- Utilize all the new equipment to save man-hours
- Identify strengths and weaknesses of staff members to achieve better team unity

FACILITIES OPERATIONS - CUSTODIAL

Submitted by Moses Collier

ACCOMPLISHMENTS for August 2013

- Completed last minute Pharmacy waxing request
- Attended Safety meeting
- Reported dispenser changes still needed
- Worked with Steve Fuger, Campus Recreation, and Reed Gym crew on locker room issue (85% complete)

FACILITIES OPERATIONS - CUSTODIAL

Submitted by Ray Skeem

ACCOMPLISHMENTS for August 2013

- Got to know my new team, and establish a plan to finish preparations for school to start.
- Deep cleaned the Geochemistry lab, including refinishing the floor, in PSC (bld. 3A)
- Helped strip and wax the band room in FA, (building 11).
- Helped strip and wax 2nd floor hallway in LA (bld. 4)
- Stripped and waxed the worst part of the hallway in front of the classrooms on PS (bld. 3), then burnished the rest to help blend the shine.

FACILITIES OPERATIONS - CUSTODIAL

Submitted by Stephen McMichael

ACCOMPLISHMENTS for August 2013

- Attended and participated in monthly safety meeting
- Attended booth on quad promoting recycling, custodial and sustainability
- Scheduled and completed interviews for recyclers and recycling intern
- Took 2 loads of metal to Pacific Recycling
- Shipped out recycling to Millcreek Metals
- Completed PARTS forms
- Helped computer sciences dispose of mass quantity of computer boxes

OBJECTIVES for September 2013

- Improve supervisor/staff relationship
- Continue to instill pride and self-esteem in every custodian
- Hire and train new recyclers
- Hire and train new intern
- Attend lead meetings once a week
- Acquire yellow dump truck
- Acquire additional John Deer Gator
- Ensure Custodians understand the work they do is valued
- Encourage staff to nominate each other for Facilities Recognition Program
- Rearrangement of teams to accommodate open areas

CHALLENGES

- Coming up with new and interesting topics for safety meetings
- Improve training methods dealing with skills and attitudes
- Training people to be more detail oriented
- Utilizing the custodians, student and temp, to their full potential
- Reassuring the custodial staff as team cleaning and other cost saving initiatives are implemented
- Establish better communications with events planners to allow for custodial support

OPPORTUNITIES

- Hiring new employees
- Driving the electric car and bus to save money on gas
- Serving the campus community by doing more with less
- The encouragement of the team cleaning to do more with less
- Running the John Deer Gator on biodiesel
- Using all the new equipment to save man-hours
- Identify strengths of staff members to achieve better team unity

FACILITIES OPERATIONS- GROUND

Submitted by Chris Wagner

ACCOMPLISHMENTS for August, 2013

- **Welcomed students with a beautiful clean campus even after record rain storm**
- **Facilitated planting of 6 trees with New Student Orientation service project group**
- **Planted 3 Wheatley trees at new quad seating area**
- **Facilitated the completion of the memorial bench for Jackie Poulson**
- **Completed irrigation, sod and fencing at ICCU practice field**
- **Natalie McHugh obtained the pesticide applicators license and certification**
- **Installed campus smoke free exterior signage**
- Assisted with various start of school events on campus
- Completed first draft of the Facilities Services/Grounds department handbook
- Performed routine pruning on 23 large campus trees
- Began the program prioritization process directed by SBOE
- Held interview for Career Path Intern for the grounds department
- Continue to maintain athletic/student sports fields
- Continued arborist training for two Landscape Technicians

OBJECTIVES for September, 2013

- Assist with the completion of ICCU Practice Field entry way
- Assist with the set up/clean up for the ISU Ambush (mud run)
- Hire a motivated, knowledgeable Career Path Intern
- Perform routine pruning on 20 campus trees
- Apply Fall application of turf herbicide
- Create an electronic retirement tree map and post to the web with assistance of CPI
- Plant 17 trees throughout campus
- Continue to make repairs and modifications to campus irrigation systems
- Continue training for a new Landscape Technician on the team
- Continue planning and design for campus beautification projects for 2013 and beyond
- Continue to express the importance of Professionalism to the Grounds Team

CHALLENGES

- Funding shortage for student and temporary employees
- Funding shortage for materials and supplies
- Short growing season
- Guessing what the weather is going to do
- Aging equipment and vehicles

OPPORTUNITIES

- Exemplary Service -- reliable and responsible service
- Team Unity -- professionals serving professionals
- Ownership Mindset -- know, protect, and improve our campus
- Communication -- no surprises through listening, understanding, and being understood
- Establish better training programs for our team
- Establish cost-effective landscaping systems
- Utilize service contractors
- Wheatley donations
- Career Path Intern

FACILITIES OPERATIONS – MAINTENANCE AND OPERATIONS MANAGER

Submitted by Ed Cash

ACCOMPLISHMENTS for August, 2013

- Coordinated plumbing repairs to the water main at the Life Science complex
- Coordinated with Idaho Power on isolating the power lines in the MLK tunnel
- Coordinated with Planning & Design on Administration move into the newly remodeled area
- Coordinated Service contractors on shower install for Dance accreditation
- Coordinated with NetTel on cabinet install for upgrading the campus system
- Completed bus tour for new grad students to campus
- Coordinated elevator 5 year inspections
- Evaluated ISU property for safety and compliance
- Coordinated repairs to University president's house
- Coordinated and assisted with securing Red Hill and the "T" for safety of the campus
- Coordinated with the University campus insurance carrier on claim repairs
- Coordinated Safety and Fire Department write up repairs
- Coordinated various Service Orders to address unfunded maintenance
- Improved customer relations with the campus community members
- Contributed to the sustainability of the campus by recycling paper, turning off lights and equipment in my office, and walking, rather than driving, on campus

OBJECTIVES for September, 2013

- Plan for Deferred maintenance projects
- Information and survey on Program prioritization
- Investigate environmental compliance campus-wide as it relates to Facility Services
- Work with Idaho Power to identify and implement energy savings through aged light fixture upgrades
- Complete a building walk for each building at least twice a year
- Establish Team goals for the M&O team
- Continue to build on the safety training and cross-training established for the shops
- Reinvigorate and defend the Zone Maintenance program
- Continue with the permit process for outdated elevators needing inspections

CHALLENGES

- Learning the campus environment and culture
- Balancing large work load with smaller workforce with less materials
- Improving morale for the workforce
- Working with DBS on code implementation
- Working on communicating effectively with the campus
- Maintenance and upkeep of aging buildings and equipment
- Finding time to take classes for professional development

OPPORTUNITIES

- Understanding Facilities operations as a complete picture, including areas outside of the manager's direct influence
- Change the campus view of maintenance and operations personnel and tasks provided by workers
- To expand my knowledge of Facilities Services by training and gaining experience
- To bring cohesiveness to the maintenance and operations team thru coordination, cooperation, mutual respect and team unity

FACILITIES OPERATIONS – LOCKSMITH

Submitted by Chris Howell

ACCOMPLISHMENTS August 2013

- Rekeyed front door bld.79 added card reader
- Compiled bids for E.L.C. handle change
- Completed our key cutting requests in a timely manner
- Kept up with work orders and work requests
- Kept Up on housing key requests
- Rekeyed several rooms for housing

OBJECTIVES for September 2013

- Improve communication with campus about new key prices
- Continue Locksmith training
- Start using Simple K Key program
- To follow our lock shop plan to change all outdated hardware not uniformed to ISU standards
- Try better follow up on completed projects
- New card readers bld. 10. 3rd floor
- Get bids for bldg. 11 rekey
- Get Priority list for DPW door projects
- Install electronic exit device on bldg. 15

CHALLENGES

- Keeping our records updated.
- Finding parts for old exit devices
- Being able to make repairs for any situation in a professional and timely manner
- Working on establishing a good relationship with all whom we come into contact
- Trying to be prepared for any emergency
- To implement the new key programming system ASAP

OPPORTUNITIES

- Train new maintenance person in key shop
- To help the maintenance team in every way that we can
- To help our customers with any key or lock problems they encounter

FACILITIES SERVICES SHOPS / MAINTENANCE

Submitted by Mike Brien

ACCOMPLISHMENTS for August, 2013

- Completed zone 1 and 2 of the Zone maintenance. This is a total of 14 buildings
- Maintenance Work Request issued was 166. Completed 70. Time period of 07/24/2013 to 08/24/2013
- Rapid Response Maintenance, Work Requests issued 16, completed 10. Time period of 07/24/2013 to 08/24/2013.
- Painting projects : completed repaint in FA 211
 - Pharmacy paint and repairs to main hall
 - LA paint out 4 class rooms, 2 rooms in graduate studies, 3 offices and conference room 3rd floor, patch and repairs in 6 offices
 - Painted out 4 class rooms on zone maintenance in T&T
- Concrete pad for dumpster on Redhill Road
- Completed the install of case work on the 3rd floor of Admin for Finance Dept
- Completed the install of case work in General Counsel Dept
- Completed repaint of areas of General Counsel
- Moving crew was involved with all the case work jobs

OBJECTIVES for September, 2013

- To have more campus departments on board with our zone calendar and scheduling
- Continue the revised zone cycles due to budgeting
- Data collection for the maintenance dept
- Prioritization project

CHALLENGES

- Time management
- Project demands and balancing the work force available
- Campus departments really understanding what we do in trying to maintain the buildings on campus
- Try to encourage more pro-active than re active outlook

OPPORTUNITIES

- Maintenance craftsmen / carpenters to truly be of value to the whole campus
- The opportunity for the team to step forward in the area of preventative maintenance
- Training- Leadership and technical

FACILITIES OPERATIONS – HEAT PLANT

Submitted by Mark Cates

ACCOMPLISHMENTS August 2013

- Sealed up, hydro tested Armory boilers
- Sealed up, hydro tested Red hill boilers
- Sealed up, hydro tested all heat plant boilers
- Performed daily preventive maintenance on campus cooling towers
- Performed daily preventive maintenance on satellite boilers
- Performed weekly inspection of academic air compressor
- Performed weekly inspections and testing of campus water softeners
- Finished all tunnel p.m.s
- Assisted in starting boiler control upgrade in heat plant
- Insulated steam pipe throughout heat plant
- Completed summer work list

OBJECTIVES for September 2013

- Assist in Finishing boiler control upgrade in heat plant
- Conduct main steam line pressure test
- Ready heat plant for steam production
- Place armory boiler online
- Place red hill boiler online
- Chemically treat and P.M cooling towers
- Maintain a zero based budget
- Assist with emergency generator for the Heat plant
- Weekly inspections of Academic compressors and softeners
- Assist campus engineer with DPW tunnel projects
- Reduce operating cost as opportunities arise
- Assist with DPW project for main plant
- Chemically treat and P.M satellite boilers
- Place heat plant online if needed

CHALLENGES

- Research emergency backup fuel for main plant
- Remove and replace old coal fire boilers
- Demo of obsolete equipment/ piping

OPPORTUNITIES

- Recovery of waste heat in main plant
- Back up fuel source for the plant

FACILITIES OPERATIONS – HVAC

Submitted by Rod Chlarson

ACCOMPLISHMENTS for August, 2013

- Having worn out equipment replaced on DPW projects.
- Getting all reports

OBJECTIVES for September 2013

- Complete required monthly reports.
- Simplot room air conditioning repair at Business Administration
- Domestic boiler repair for Performing Arts Center
- Complete yearly refrigerant leak audits in all buildings with over 50# of refrigerant
- Reposition the space heater at the MERC building
- Recalibrate fume hood controllers at Phy Sci, Chemistry, Pharmacy, Bio

CHALLENGES

- Completing monthly preventative maintenance on all pneumatic control compressor units
- Having worn out equipment replaced on DPW projects.
- Getting all reports completed on time
- Install building maintenance controls (computer) in every building on campus
- Replace worn out steam traps
- Replace defective fume hood controls for Pharmacy
- Procure monies for a 5 year maintenance scheduled (plan) for fume hoods throughout campus

OPPORTUNITIES

- Improve quality of HVAC systems in many campus buildings
- Obtain training for new HVAC systems and associated technologies
- Receive training for all technicians in all aspects of the HVAC field when possible

FACILITIES OPERATIONS – ELECTRICAL

Submitted by Kent Blessinger

ACCOMPLISHMENTS for August 2013

- Completing various DB5 white-ups on campus
- Install Power for new Practice Field outlets
- Install power for new projectors in various buildings on campus
- Install power for computer lab 313 Gravelly
- Fire Alarm Testing for buildings done, except family medicine
- All 5 year elevator inspections are completed

OBJECTIVES for September 2013

- Fire sprinkler testing to be done over thanksgiving break / with (3D)
- Repair elevator write-ups-per elevator inspections
- Repair fire alarm panels and devices
- Keep up with fire drills/with security
- Helping HVAC with electrical needs
- Installing 4” underground conduit from M&O office to security building for Idaho Power
- Elevator Repairs as needed
- Get Family Medicine Fire Alarm Tested outside their normal hours

CHALLENGES

- Keep up with student and facility needs
- Keep the campus operating, with as little electrical problems as possible

OPPORTUNITIES

- Team Unity
- Communication with the customer

FACILITIES OPERATIONS – PLUMBERS

Submitted by Bruce Dorr & Brad Peck

ACCOMPLISHMENTS for August 2013

- Repair sewer injectors in Engineering
- Repaired various Natural Gas leaks at PAC
- Replaced sewer injectors at B.A.

OBJECTIVES for September 2013

- Change to auto flush valves on campus
- Solve domestic hot water problems at PAC
- Complete Preventive Maintenance on main sewer drains around campus
- Install new bottle fill drinking fountains throughout the campus

CHALLENGES

- Collecting Facilities condition assessment information
- Flow preventers and double check valves

OPPORTUNITIES

- Building team unity and communication within the department
- Receive all training opportunities to better serve ISU

FACILITIES OPERATIONS – TRANSPORTATION & MOTOR POOL

Submitted by Terry French

ACCOMPLISHMENTS for August, 2013

- Conducted 7 activity trips
- Conducted 24 bus routes
- Completed serviced or repaired 120 vehicles

OBJECTIVES for September, 2013

- Log upcoming activity trips
- Match drivers to activity trips
- Install Genset computer link for Pharmacy, Library, and Life Science
- Develop a fleet viability analyses & upgrade program
- Install Fleet Commander Software on ISU server for Motor Pool and prepare to activate it on line
- Working with Lynx program setting bus routes up
- Install series 50 engine in bus 114
- Install Wi-Fi in active bus 200

OBJECTIVES for 2014

- Purchase software for the reservations and billing system for Motor Pool and Commuter Express
- Obtain new bus and car wash
- Finish vehicle wash bay project
- Update old vehicles

CHALLENGES

- Aging buses and Motor Pool fleet
- Maintaining budget for Motor Pool due to slow down in use
- Rising cost of fuel
- HP1 changeover
- New wash bay compliances

OPPORTUNITIES

- Increase GPM and longevity by repowering our bus fleet with series 50 engines
- Update old buses by purchasing INL buses at a lower cost

FACILITIES OPERATIONS – Regional Campuses - ISU-Idaho Falls

Submitted by Ray Hart

ACCOMPLISHMENTS for Aug, 2013

- **Completed 158 work orders/maintenance requests/daily reports as a team**
- **Completed monthly inspections of eyewash stations, emergency lights and exit lights, fire extinguishers as well as monthly PM Service on equipment**
- **Completed monthly P.M. service checklists.**
- Completed campus spraying schedule
- Completed removal of combustibles from TAB 3rd floor hall ways
- Completed TAB 260 store front entry
- Completed asphalt patching, re-striping and cement repair work
- Completed annual fire annunciation system test
- Completed Financial Tech hiring
- Completed UI's store front entry on Room 306

OBJECTIVES for Sept, 2013

- Install heating in CAES M&O Storage
- Schedule spring sump service for Storm water collection/separation system
- Schedule install of campus wide outside utility monitoring system
- Schedule annual campus wide fire sprinkler pressure tests and inspection
- Get Maintenance Craftsmen Position hired
- Prep mowers for Fall cutting heights
- Set watering schedules for fall season
- Schedule snow removal bids
- Schedule ice melter purchases
- Schedule equipment for sprinkler winterization

CHALLENGES

- Finding space to house staff

OPPORTUNITIES

- Collaboration with INL (CAES) and U of I to help offset costs
- Capitalization of strong talent pool and resources from ISU,UI,BSU, & INL

FACILITIES OPERATIONS – Regional Campuses - ISU-Meridian

Submitted by Chris Wilson

ACCOMPLISHMENTS for August, 2013

- **Completed Department of Building and Safety Annual safety inspection**
- **Project Management of new Emergency Notification System Upgrade Project**
- **Tested Emergency Blue Light Safety phones. (Weekly)**
- Installed ISU Banners on parking lot light poles
- **A&P Lab design meetings and Steering committee meetings. (ongoing)**
- **Completed annual fire Extinguisher inspection.**
- Installed new irrigation control valves
- Repaired Dental Air Compressor Electrical Control Panel
- Served on Staff Council
- Coordinated and scheduled fire drills with Meridian School District. (Ongoing)
- Manage and maintain all key request and documentation for Meridian Health Science Center
- Completed monthly fire extinguisher inspection
- Completed monthly safety shower and eye wash inspection
- Completed numerous work orders and maintenance request
- **Completed monthly fire drill and report for Public Safety. (Ongoing)**
- Performed monthly water treatment testing
- Manage Recycling program at Meridian Health Science Center. Ordered recycle bin for facility

OBJECTIVES for Sept, 2013

- Install new water treatment system on cooling tower
- Hire new FTE Custodian to fill vacant position
- Install weed barrier to parking lot planters to cut man hours on grounds maintenance
- **Attend leadership and development program**
- Secure annual roof maintenance contract
- Install isolation valves to irrigation main lines. (ongoing)
- Purchase new lawn mower for grounds
- Cooling Tower maintenance
- P.A. expansion design meetings
- **Complete Emergency Utility Shut-off Drawings**
- Manage HVAC controls system
- **A&P Lab design team meetings. (ongoing)**
- Complete annual Fire Alarm Testing
- Continue to serve on the Meridian Health Science Center Parking Committee. (Ongoing)
- Continue to serve on the Joint Operations/Maintenance committee with Meridian School District. (Ongoing)
- Continue to serve on Campus Safety Committee for Meridian Health Science Center. (Ongoing)
- **Test Emergency Notification System with Meridian School District**

CHALLENGES

- Daily workload requires overtime
- Low budget, with unplanned expenses to a new facility

OPPORTUNITIES

- Positive impact on Treasure Valley community
- Continued program growth and revenue for ISU
- Future program expansion to Meridian Health Science Center

FACILITIES OPERATIONS – RISE Facilities Manager

Submitted by Dee Rasmussen

ACCOMPLISHMENTS for August 2013

- The south side parking and parts of the East parkinglot have been sealed
- Completed work on Compressor 1
- Completed wiring of the new Electron Microscope
- Scheduled the Emergency Evacuation for September
- Completed LOTO training
- Received the last order of parkinglot sealant
- Started Pest Control services
- Completed IT security training

OBJECTIVES for September 2013

- Trace and confirm circuits in the Microscope room
- Trace and confirm circuits in room next to Microscope room
- Repair lights in hallway to work with the switch or motion sensor
- Call new vendor to get prices on HVAC units that are currently not working
- Get new student help hired
- Have parkinglot lights configure to comply with the public safety findings

OBJECTIVES for 2013

- Repair all interior lighting in labs
- Get pricing cost of Building Maintenance costs
- Finish the list of improvements DBS gave us
- Complete ISU Leadership class
- Repair exterior walls on the RISE building
- Become more efficient at the DBS permit system
- Get the drawings for the building up to date and stored digitally
- Become more familiar with APPA
- Use the WO WR system more effectively

OPPORTUNITIES & CHALLENGES

- Continue to work on improving relationship between Facilities and Research
- Encourage staff to attend classes of their choice
- Attend classes to obtain a BS degree
- Develop good leadership traits in self and staff
- Improve relationship with DBS and inspectors

PLANNING, DESIGN & CONSTRUCTION

Submitted by Cheryl Hanson

ACCOMPLISHMENTS for August 2013

- Hired two interns
- Attended SBOE meeting in Pocatello – Capital project was approved for A & P lab phase II
- DPW 13-231 Renovate basement Education Building – Construction started, handed off project to Doug Simpson
- DPW 13-237 Practice field south of Holt Arena – Ceremonial gate under construction
- DPW 12-223 Renovate HVAC & 3rd floor remodel Administration – Warranty phase L.D's assessed \$19,289.51
- Finalized three options for expansion of PA program
- Established programs identified for program prioritization
- Worked on options for the FY 2015 amendment for the PA Programs in Meridian and Pocatello, and the ABSLC in Meridian
- Hired a new campus civil engineer
- DPW 13-238 D Remodel classrooms 402 Business Building – Project in warranty phase
- DPW 13-228 Restore aggregate sills and waterproof windows BA – successfully bid, handed off to Doug
- DPW 13-231 Renovate basement Education Building –Under construction, handed off to Doug
- DPW 13-232 ADA upgrades, exterior spaces campus wide – project in design phase & handed off to Jason
- DPW 13-237 Practice field south of Holt Arena –Ceremonial gate under construction
- Completed study for international housing center on campus

OBJECTIVES for September 2013

- DPW 11-222 Campus Master Plan –Retooling presentation for SBOE to highlight re-use and remodels
- DPW 13-237 Practice field south of Holt Arena –Getting bids for gate. Submitted cost estimate for
- Lighting. Waiting for Athletics to go on these other projects
- DPW 13-238D Remodel classroom 402 Business Building – Working on new items for classroom
- Wheatley Campus Beautification Projects – Working on new plans for garden at Cadet Veteran Memorial
- Complete FY power point presentation for October PBFAC
- Complete employee reviews and objectives for this coming year
- Committee for student housing on campus
- Complete auxiliary projects and moves associated with the HVAC and 3rd floor remodel of Admin
- Draft of department manual
- Establish new carpet specification for classrooms and common areas
- Program prioritization paperwork
- Finalize FY 2015 amendment

OBJECTIVES for future completion

- Assemble estimating tool data base of current projects
- Update campus standards with comments from this year and investigate lab portions to align with current codes and standards
- Draft changes to boiler plate for DPW to consider when they are amending the service contracts
- Achieve campus development guided by the integrated master plan
- Resolve the underutilization of space on campus
- Ensure space data is current and available
- Ensure space utilization supports the mission of the university
- Review and update the campus design standards. Expand standards document to include signage. Work with sign committee, and Master Plan team for posting of sign standards in the spring 2013

PLANNING, DESIGN & CONSTRUCTION - 2

Submitted by Cheryl Hanson

OBJECTIVES for future completion continued

- Assisting with other colleagues in the development of campus base map tied to the grid implementing an archive program that will preserve our drawings for the future and make them easily accessible. (Ongoing)
- Continue the Archive system by: Scanning all as built drawings and creating electronic files for storage within our computer filing system. The base building files are now 90% complete and will be revisited as each new project is completed
- Develop a process which provides a written scope of work for the Capital Budget requests list that more accurately defines the estimated cost of project with provisions that include a list of alternates to insure that all available funds are used for a given project
- Provide dimensionally accurate base drawings of academic buildings by field measuring each building's exterior footprint and adjusting building's interior structural grid. This project is almost completed for the base building files but constantly needs to be upgraded with each new remodel or building improvement that changes the plans
- Develop a programming formula matrix that will more accurately predict the square footage required to support a department
- Advance diversity issues at ISU

CHALLENGES

- Facilitate more comprehensive interdepartmental review to augment DPW's reviews
- Be more influential instead of reactive; interface more in the planning arena
- Training new staff persons and getting them up to speed
-

OPPORTUNITIES

- Communicate to departments clear expectations of the scope of services that the Planning Department provides
- Be professionals serving professionals
- Know, protect, and improve our facilities
- Minimize surprises through listening, understanding, and being understood
- Managing workload for two student interns and one part-time employee so that they get the most out of working on campus

PLANNING DESIGN CONSTRUCTION DEPARTMENT – PROJECT MANAGER

Submitted by Doug Simpson

ACCOMPLISHMENTS for August, 2013

- Got cost estimate for the TAB library conversion to Lyle
- Met with JHS and got design started on BA elevator addition
- Met with Plan One to discuss the scope of work for the guard rails at Reed Gym
- The Meridian A&P lab pushed back to January 2015
- Got PSR #13-012 Continuing Education classroom remodel started and finished
- Met with architects and user groups for Pocatello A&P lab and are close to a direction to proceed
- Received go ahead to start the first phase of the Graduate School remodel
- Got engineers started on the cooling design for Gravely Hall lobby (PSR#12-046)
- Received and reviewed 90% drawings for the Frazer Hall Mac lab

OBJECTIVES for September 2013

- Get Pocatello and Meridian cadaver labs into construction document phase
- Get started on the design of the BA elevator
- Get started on the design of the Fine Arts elevator
- Continue overseeing the project at the College of Education basement
- Meet with architect and the user group for the Graduate School to get design started/finished and into construction document phase.
- Get construction started on the Mac lab at Frazer Hall
- Get Pharmacy Donor Wall constructed
- Get design started for the Reid Gym guard rail project

CHALLENGES

- Understanding the policy and financial aspects of Facilities Services
- Get A&P labs back on schedule
- Dealing with people who don't want to relinquish space that they perceive as theirs
- Keeping the customers' expectations in check

OPPORTUNITIES

- Take the Structural Systems and Programming Planning and Practice sections of the A.R.E.
- Keep making the customers happy

PLANNING, DESIGN, & CONSTRUCTION

Submitted by Mark Hiatt

ACCOMPLISHMENTS for August 2013

- DPW 12-222 College of Education basement remodel – pre-construction meeting 8/19/2013
- DPW 12-226 (13-227) Pocatello Campus – Exterior lighting upgrades phase 2, pre-bid 8/20/2013. Bid opening will be 8/27
- DPW 12-228 Heat Plant Boiler Controls – Work on boiler #3 controls nearly complete
- DPW 13-225 Chemistry Steam and Condensate Replacement – Construction ongoing. Removal of piping revealed structurally unsound north wall. Change orders have been executed to replace wall with new concrete
- DPW 13-230 CHE/TAB Replace furnaces and piping – Ongoing construction with weekly inspections. Furnaces in TAB currently being installed
- DPW 13-240 Tunnel Cable Tray Grounding and Bonding – pre-bid 8/8/2013, bid opening 8/15/2013. Waiting for DPW review of bids
- DPW 14-240 Campus-wide, ENS and Fire Alarm improvements – reviewed list of deficient buildings along with estimated costs to determine which buildings to address with the current funding
- Holt Arena – received approval to proceed with updating overall building audit. Obtained fee and scope proposal from Myers Anderson Architects and requested purchase order
- CAES – Three standby power panels currently being installed to serve business-critical experiments in labs
- Continued drawing creation for Heat Plant, RISE, and CAES (industrial/laboratory type buildings)

OBJECTIVES for September 2013

- DPW 13-220 Tunnel Lid Replacement, Chesar Chavez – re-review latest design drawings and re-submit comments
- Owen Redfield Complex, Dyer Hall, and Nichols Hall – Complete domestic solar hot water system design
- Complete ISU Continuity of Operations Plan (COOP) for Facilities Services
 - Develop utilities overview folder/binder for quick reference during an event
- Work on PSRs and coordinate with Kyndell
- Walk entire tunnel system – evaluate structural condition of all concrete, as well as inventory all equipment

OBJECTIVES for future completion and ongoing work

- Inspect all mechanical equipment campus-wide as part of campus familiarization
- Walk-down each ISU building semiannually
- Evaluate and plan for re-commissioning of building systems
- Evaluate steam tunnels for possible safety and security improvements. Survey and video utility tunnels and update existing drawings. Complete a comprehensive study to identify needed future repairs
- Review and update the campus design standards
- Timely and accurate submittal of MMR, project updates, feasibility studies, and other reports as needed
- Heat Plant, RISE, and CAES – Continue creation of current “as-built” plans for all systems
- Work with Peter Farina to develop ISU laboratory standards

CHALLENGES

- Learn DPW process and nuances
- Work on balancing project manager duties (large projects and DPW) with campus engineer duties (small projects)

PLANNING, DESIGN, & CONSTRUCTION - 2

Submitted by Mark Hiatt

OPPORTUNITIES

- Continually evaluate campus systems for safety, as well as for energy efficiency and improvements
- Interface with coworkers to identify and resolve facility issues
- Learn campus, buildings, and infrastructure
- Develop campus engineering “program” at ISU
- Pursue a Master of Science in Mechanical Engineering degree – take GRE
- Hold contractors more accountable to the construction contract and intent of substantial completion inspections. Fail inspections as necessary to ensure better final project outcome, more timely completion, and prevent future rework/maintenance issues

PLANNING DESIGN CONSTRUCTION DEPARTMENT - DRAFTER

Submitted by Josh Scofield

ACCOMPLISHMENTS for August, 2013

- **Completed CAD updates in all campus buildings with current drawing standards. Buildings completed were: None**
- Completed verification of accuracy of building envelopes/footprints in all campus buildings. none
- **Completed Evacuation plans and installation in all campus buildings. No buildings completed this month (coordinator list Received updating evacuation plans accordingly)**
- **Learning PSR system and Archibus: Worked with new space manager to get things up to speed**
- **Basic training with ArchGIS map software: Signing up for workshop thru GIS Center**
- **Installation of first honoring bench at Davis Field**
- **Completed base map with contours for Pocatello Campus**
- **Figured out lost drawings for Archibus system and have backed them up to external drive**

OBJECTIVES for September 2013

- Continue verification of building envelopes/footprints on campus. Buildings will be completed as weather permits
- Continue to incorporate new ISU Facility Standards in all drawings
- Complete Evacuation plans and installation in all campus buildings. Buildings prioritized are Physical Science (basement), Reed Gym (main level) and Fine Arts. Deadline of 2013
- Complete CAD updates in all campus buildings with current drawing standards. Buildings prioritized are Tingey Administration Bldg, 101 Bennion Student Union Bldg. and #38. Deadline of July 2013
- Complete scanning and electronic archival in all campus buildings. Buildings prioritized are RFC. Deadline of July 2013
- **incorporate PSR'S, Asbestos's reports, architectural, electrical, Mechanical, Structural, plumbing and civil all into complete AutoCAD As-Built's: Continually thru 2013**
- **Learning new GIS software to be able to use GIS data provided from master plan phase two (Starting workshop courses thru GIS center & begging to enter data for all exterior conditions)**
- **Updating current cad base drawings to standardize dimensions, text, callouts and blocks (Work on as time permits)**
- Training interns to learn Facilities standards for drafting and organization
- Doing project PM work to enter hours for my NCARB Records.
- Looking at taking classes to start my bachelors in winter semester

CHALLENGES

- Keeping up with building changes, remodels and upgrades
- Updating buildings to become more accurate while maintaining other buildings
- Being aware of all major/minor remodels on campus in order to maintain accurate space information and getting as-built information from architects in a reasonable time frame
- Keeping current data for the university community thru AutoCAD, PSR's and new GIS software
- Keeping up with incoming PSR request's & helping space manager

OPPORTUNITIES

- Improving the accessibility of information in AutoCAD for buildings
- Improving the accuracy of campus map and locations of utilities thru new GIS data
- Keeping all drawings in line with current drawing standards
- Keeping a good working relationship between facilities and other ISU departments
- Helping facilities team have better access to AutoCAD files as needed
- Hiring student drafter to help measure and draw building plans & misc. work

PLANNING DESIGN CONSTRUCTION DEPARTMENT – PROJECT & SPACE MANAGER

Submitted by Kyndell Madsen

ACCOMPLISHMENTS for August, 2013

- Learning Project and Space Request (PSR) Procedure
- Learned the basics of FM Works in regards to PSRs, Work Requests, and Work Orders to generate PSRs in system, estimates, and construction from both outside and our contractors
- Familiarized myself with most buildings on campus and some of the staff
- Researched the status of all PSRs, closed completed and cancelled PSRs, updated Google doc., and changed the document to be more efficient and effective
- Set up ongoing weekly or monthly meetings with Olga, Ed Brad P, Mike B, and registrar to update old PSRs and keep all parties informed of upcoming projects
- Toured Idaho Falls Campus and verified floor plans of two of the buildings. Also researched status of PSRs on the Idaho Falls Campus
- Finish a PSR in Gravelly Room 313, which was important to get done before school started.
- Provided input on proposed Megamation system
- Reviewed ROPA+ data

OBJECTIVES for September 2013

- Finish and present new PSR procedure to applicable members of our team, after getting input from key members i.e. Cheryl, Ed, Jamie, and Brad
- Make standardized documents to go with the objective above. i.e. checklists, budgets
- Touring classroom spaces with the registrar; evaluating and assessing each area
- **Get computer fixed and begin learning Archibus system**
- Begin Space analysis and inventories
- Train intern on PSR system and have him help with space analysis/inventory
- Update closed PSR tabs in Google docs to match the current list and organize closed PSR binders
- Try to get dates work was finished or substantial completion date for recently closed PSR's, log warranties on calendar to go check on spaces. Also try to get final costs for future reference
- Get all 2013 PSR's entered into FM Works System, issue work requests and work orders as necessary
- Finish reviewing Master plan
- Review Facility Assessments, ISU Space Planning Guidelines, Planning and Estimating Guidelines, and other various binders and documents on shelves at desk
- Proceed with your assigned PSRs and try to keep others going and updating their PSRs

CHALLENGES

- Computer not able to connect to AutoCAD or Archibus
- Learning the PSR process while trying to figure out where each project is in the process
- Creating a space management system
- Learning what my position entails and the intricacies of each task

OPPORTUNITIES

- Work closely with the registrar and maintenance team to keep everyone up to date on projects
- Create a PSR process that everyone can follow
- Create a space management system
- Training the intern on PSR process and space management analysis/inventory

PLANNING, DESIGN, & CONSTRUCTION

Submitted by Jason Adams

ACCOMPLISHMENTS for August 2013

- Reviewed ISU Design Standards
- Reviewed 2011 Facilities Condition Assessment Reports for the Pocatello Campus.
- Completed online Hazmat training
- Campus tour with Ed Cash
- Received project assignments for upcoming FY-14 DPW projects
- Advised on Parking Lot H6 (Garrison/Turner) parking lot overlay
- Provided Record Drawings of the Flume Laboratory in the MCERC building for possible PSR project
- Provided inspection and oversight on DPW 13-225 (Repair Steam and Condensate Lines) and advised on change order to replace deteriorated tunnel wall
- Tour with Mike Toler and John Julian of Garrison and Turner elevators for upcoming DPW 14-232
- Tour of grounds with Chris Wagner for upcoming delegated DPW projects
- Prepared scope and cost estimate for utility tunnel replacement project to continue work from DPW 13-225
- Participated in EOC set-up practice
- Participated in elevator meeting with DBS as related to DPW -14-232 and other upcoming elevator projects
- Onsite meeting with Strata on study for ISU “I”

OBJECTIVES for September 2013

- DPW 13-225 (Repair Steam and Condensate Lines) – Project completion and closeout
- DPW 13-232 (Path from Red Hill to Rendezvous) – Meet with A/E to review schematic design
- DPW 14-225 (Sewer Main and Manholes) – Work with DPW to select A/E
- DPW 14-227 (Utility Tunnel Access Points) – Work with Mark Hiatt & Mark Cates to evaluate tunnel system as a whole and begin to develop a master plan
- DPW 14-242 (Install Double Check Valves) – Work with DPW to select A/E
- DPW 14-232 (Garrison - Replace Elevators and Fire Alarm) – Work with DPW, DBS, & A/E to clarify scope
- DPW 14-243 (Selected Glazing and Fall Protection) - Select A/E and set up site visit
- DPW 14-246, 247, 248, & 238 (Campus Wide Concrete Work) Evaluate scope and determine if there is sufficient budget. Identify repairs that are consistent with Campus Master Plan
- ISU “I” Study – Draft report is scheduled for September 6th. Review draft and provide comments and direction to Strata after consulting with ISU staff
- Find space and prepare cost estimates to move Bengal Callers from Bldg 18
- Assist with evaluation of utility tunnel system
- Become familiar with Master Plan and GIS files for Sidewalk and ADA provisions
- Become familiar with Master Plan for stormwater provisions

CHALLENGES

- Understand the roles and responsibilities of the various Facility Services groups
- Become familiar with campus, buildings, and infrastructure
- Balancing project manager duties with future planning opportunities
- Manage project schedules in order to limit impacts to ISU’s operations

OPPORTUNITIES

- Become familiar with various departments throughout campus
- Enroll in training offered by GIS Research Center
- Find opportunities for continual education

WEB AND GRAPHIC DESIGN

Submitted by Kimberly Wright

ACCOMPLISHMENTS for August 2013

- **Updated directory for Fine Arts, building #11**
- **Updated directory for Red Hill, building #40**
- **Updated directory for Speech Pathology, building #68**
- **Created PBFAC funding presentation draft**
- Continued researching options for updating Facilities name badges
- Received July ISU Cares Spot Award
- Updated Activity Zone answers for newsletter on the web site
- Completed capital request for DSLR camera to improve efficiency
- Began editing department manuals for consistency
- Got most people needing dropbox for manual editing to set up dropbox on their computers

OBJECTIVES for September 2013

- **Update directory for Physical Science, building #03**
- **Implement digital signage program for building #27 (Public Safety)**
- **Design multiple options for new name badges**
- **Incorporate the same design/format for all Facilities department manuals**
- **Create New Employee Orientation presentation**
- **Create SBOE Presentation**
- **Create Leadership Development presentation**
- Present StrengthsFinder results to the SLT with Steve Fuger
- Attend workshops for the First Time Leadership program (Ongoing)
- Check all pages of web site for accuracy and update any needed pages
- Reorganize and label photos taken of the campus, employee awards, workers in action, etc. for easy access
- Monitor and analyze data provided by Google Analytics (Ongoing)
- Continue providing departments with updated building directories (Ongoing)
- Continue reworking and updating Sustainability Web Site (Ongoing)
- Continue updating information on the Facilities Web Site (Ongoing)
- Continue updating monitors with photos, recognitions and news (Ongoing)

CHALLENGES

- Improving communication within Facilities departments utilizing the web
- Becoming familiar with Facilities regulations and procedures
- Managing my time and prioritizing projects

OPPORTUNITIES

- Be professional while serving professionals
- Learning workers names as I take photos of them

PUBLIC SAFETY – DIRECTOR’S REPORT

Submitted by Steve Chatterton

ACCOMPLISHMENTS for August, 2013

- **Held hiring interviews for the Public Safety Management Assistant position**
- **Attended State Board of Education meeting**
- **Attended meetings on international students**
- **Safety training for international students orientation**
- **Department prioritization model**
- **Parson's asphalt repair projects**
- **Attended Green Dot training overview**
- **Meeting with ISU disabilities office on parking**

OBJECTIVES for September, 2013

- Review MMRs from Public Safety for final submission.

OPPORTUNITIES

- Exemplary Service – reliable and responsible service.
- Team Unity – professionals serving professionals.
- Ownership Mindset – know, protect and improve our campus.

PUBLIC SAFETY - SECURITY

Submitted by Vince Likes

ACCOMPLISHMENTS for August, 2013

- **Responded to 5 burglary/intrusion alarm, with 38 year to date**
- **Responded to 52 fire/trouble alarms, with 451 year to date**
- **Submitted 53 maintenance requests, with 488 year to date**
- **Investigated 2 traffic accidents, with 34 year to date**
- **Investigated 214 Law Incident reports, with 2,408 year to date**
- **Provided 18 miles of Mountain Bike patrol to campus, with 69 miles year to date**
- **Completed 63 written/verbal warnings, 310 year to date**
- **Completed 48 follow-up reports, with 346 year to date**
- **Completed 57 Crime Prevention activities to include working on programs, making presentations and distributing flyers, with 674 year to date**
- **Completed 4,133 building checks on campus, with 31,285 year to date**
- **Located 36 unsecure buildings, with 542 year to date**
- Approved time sheets for patrol officers
- Approved staff equipment purchases
- Attended multiple meetings with the Director to discuss department operations
- Attended a meeting to discuss the Homecoming Bon Fire
- Attended candidate interviews for the Operation Managers position
- Attended an Emergency Operations meeting
- Attended a meeting to discuss crime prevention with Housing Resident Assistants
- Attended a Green Dot training with the Anderson Center
- Directed an officer in completing an instruction book for officers on the various campus alarms
- Interviewed candidates for student patrol officer positions
- Provided security for the State Board of Education meetings held on campus
- Provided an officer to speak about campus safety with the Athletics Department
- Provided officer(s) for new student orientation presentations
- Provided a "Shots Fired" video presentation to the employees at Campus Recreation
- Provided a "Shots Fired" video presentation to the employees of the Custodial Department
- Provided officers for an Emergency Management presentation
- Provided an officer for crime prevention during the Orange and Black celebration
- Provided officers and dispatchers for training Housing Assistants during mock scenarios
- Provided two officers for an active shooter training
- Provided an officer for his motorcycle endorsement training so he could provide motorcycle patrol
- Provided work schedules to patrol officers
- Provided Blue Light Pole check sheets for annual maintenance/inspection
- Purchased additional patrol gear for full time patrol officers
- Purchased new lettering and decals for the University Place vehicle
- Reconciled previous department purchases
- Researched other types of duty uniform cameras

OBJECTIVES for September, 2013

- Arrange for security during ISU football events
- Prepare for a Governor's visit
- Provide officers to make patrols during campus Fun Run events.

PUBLIC SAFETY - SECURITY

Submitted by Vince Likes

OPPORTUNITIES

- Human Resources Customer Service training
- Leadership training
- Interview skill training

TRAINING AND SAFETY

Submitted by Carol Prescott (includes EM Interns)

ACCOMPLISHMENTS for August, 2013

- Scheduled all fire drills for the 2013-2014 year (approx. 63 buildings)
- Fire Drills began the first week of school. Completed: Academic 19 Housing 11
- Posted all the August Incident logs to the Public Safety website

Emergency Management (EM):

- Conducted an EOC Setup Drill on 08/14 in the SUB Ballroom Lounges. Went fairly well. After Action Report completed with an Improvement Plan
- Continued work on EMAP compliance (THIRA and COOPs, and final pieces of ERP). (Interns)
- Subscribed to EMAP for current year
- There will be no Bannock County LEPC Meetings during the summer
- Completed and sent out the minutes and agenda for the Region 5 LEPC Meeting to be held August 13th at SIPH. Was not able to attend the meeting due to conflicts
- Made plans to host a FEMA class MGT 324 Campus Emergencies Prevention, Response, and Recovery October 29 and 30
- Worked on the EQ TTX plan. The exercise has been pushed to December
- Requested an updated Hazmat Users List from Peter Farina (have not received it yet)
- Completed and published the quarterly Safety Newsletter for the start of the academic year
- Worked with Josh in Facilities to get us a binder with current building floor plans and to create emergency reference sheets for all classrooms on campus
- One Emergency Preparedness/Crime Prevention presentation conducted at College of Tech. (Intern)
- Started scheduling several Building Coordinator training sessions for September. Have about four scheduled at this time. (Interns)
- Registered for a webinar to be held on 09/12: Webinar: New Ideas in Campus Emergency Planning.
- Updated ISU Public Safety's WebEOC Daily Log
- Began attending EM class at ISU (Leadership & Influence). Will continue through this semester. Also started attending a Critical Reading & Writing class through ISU (toward BS in EM)

Associate Trainer/Public Safety:

- Participated in interview process for Management Assistant replacement in Public Safety
- Approved P-Card Purchases for several Public Safety employees
- Helped reprogram new IP addresses for intrusion alarm systems
- Began registering full-time employees for Customer Service training that still needs to be completed by the end of this year
- Continued input of training information for all Public Safety employees into the spillman program
- Registered officers for four different trainings coming up in October and November (First Line Supervision, Leading to Make a Difference, and Interview & Interrogation, Basic & Advance)
- Updated training folders with monthly Operations Manual training and other training attended by officers during August
- Made reservations for Linda's retirement party
- Updated the Operations Manual with new camera and RAVE instructions and other updates. Still waiting on Clery revisions
- Attended a Green Dot Presentation put on by the Anderson Center
- Operated a booth at the Orange and Black Event on 08/26 and handed out both crime prevention and emergency preparedness information
- Helped complete two personnel folders and completed my portion of several exiting employee forms

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TRAINING AND SAFETY (cont.)

Submitted by Carol Prescott (includes EM Interns)

OBJECTIVES September, 2013

- Will monitor fire drills for 2013-2014 school year
- Will attend a Virtual EQ Table Top Exercise by FEMA in conjunction with the Southeast Idaho Public Health Department
- Will attend webinar on 09/12
- Will finalize plans for the MGT 324 training at the end of October
- Will work to finish exercise plan for earthquake table top to be held in December
- Will continue EMAP work
- Will ensure Customer Service training is completed in Fall 2013 for any Public Safety employees who were not able to complete it this semester
- Will continue work on the Five Year Exercise/Training Programs and to complete exercises/drills for this year
- Will promote On-Line FEMA classes for specific Essential Functions sections of ERP
- Will continue COOP process to include COOPs for Facilities, HR, Finance, ITS and Academics/Registration
- Continue to find ways to bring awareness of the Emergency Management program to the campus community
- Will continue attending Bannock County and Region 5 LEPC meetings and DV/SA Task Force meetings
- Will continue research and work on obtaining a high frequency (HF) radio for use during emergencies
- Will continue to work to get all personnel on the Incident Command Organization Chart to complete their NIMS and ICS Training to bring us in full compliance with Governor's Executive Order 2006-10
- Will continue process for Pre-Disaster Mitigation Grant in conjunction with Whisper Mountain who will be working with us on the grant application and during the grant period. This will go toward completing the Hazard Identification and Risk Assessment (HIRA) process and completing an All-Hazards Mitigation Plan for ISU
- Will work to update Public Safety Operations Manual directives to comply with the standards from IACLEA and ICOPA. This is an on-going project to work toward accreditation of the Public Safety Department (ongoing)
- Will continue to try to find time to take the on-line FEMA Courses including completing their Professional Development Series for emergency management, and find and complete other courses in emergency management

CHALLENGES

- Trying to get everything completed in a timely manner

OPPORTUNITIES

- Attend other emergency management type courses (on-line and classroom instruction) through ISU and FEMA and other entities that provide this type of training

EMERGENCY NOTIFICATION & CCTV SYSTEMSSubmitted by Rodney Jackson

ACCOMPLISHMENTS for August, 2013

- Tested the Interior Notification systems
- Tested the Exterior Notification systems
- Replaced and/or repaired multiple cameras all on campuses
- Tested all Multi-VoIP systems
- Outfitting the rolling EOC with A.C. and Electrical
- Repaired one DVR system in the Public Safety Server room
- Installed and configured a NVR system
- Installed new cameras in multiple buildings
- Attended various meetings on various subjects
- Configured and tested RAVE Notifications
- Updating the CCTV software to work with a web server
- Performed required system upgrades on all ENS Systems.
- Repaired Pocatello campus. PTZ cameras
- Setup and configured equipment for the P.S. network zones

OBJECTIVES for September, 2013

- Keep all systems operationally current with relevant updates
- Train and certify new dispatchers on all Public Safety systems
- Troubleshoot and repair all systems that need attention
- Complete backing up all Public Safety servers
- Implementing RAVE notification systems

CHALLENGES

- Keeping up with new technologies
- Attending all required meeting and complete assigned tasks
- Working with a severely cut CCTV and ENS fiscal year budget
- Working without enough personnel to keep up on duties
- Doing more with less and needing more fulltime personnel
- Working with other departments to achieve operational objectives

BENGAL CARD / VEHICLE LEASE PROGRAM / COMMUTER BUS

Submitted by Jamie Lloyd, Nicole White, and Aubree Robertson

ACCOMPLISHMENTS for August, 2013

- **Printed 3206 Bengal Cards; year to date 16,227**
- **Printed 44 badge and alumni cards in August, year to date 777**
- **Printed 75 Guest Services cards for Housing in August; year to date 428**
- **Created 16 ELS accounts in CS Gold in August; 139 year to date**
- **Granted access to 175 cards from requests for various departments on campus in August; 775 year to date**
- **Heard 75 parking appeals; year to date 489**
- Reviewed Daily Incident Logs to identify Clery reportable crimes each day and requested reports from dispatch as needed (on-going)
- Configured one card readers in the Engineering Research Complex and created one access group for their employees and students
- Worked on VLAN switch over with NeTel for over 30 Bengal Card devices and implemented DMZ on 8 Aero card readers (55+ man hours)
- Trouble shot and fixed complications on Bengal Card equipment with NeTel to get card readers back online and operating properly
- Reviewed 2012 Clery stats
- Trouble shooting problems with IT and the key shop for the go live with SimpleK key management system
- Configured & installed new card reader on the engineering outside door to replace existing card reader
- Configured Administration building V1000 in preparation to get the new card readers online
- Prepared presentation for Campus Rec student training on the use of CS Gold
- Ordered Bengal Card Equipment, PIMS, and wireless card readers
- Updated data from the old key system in the new key system (ongoing)
- Correct data problems in the new key system from the old data conversion (on going)
- Continued to train new Bengal Card Employee
- Began training for the new full time Transportation employee
- Trouble shot and fixed problems with card readers in Chemistry and Engineering
- Troubleshoot Bengal card printers and repaired and replaced as needed
- Attended leadership development training
- Scheduled doors to remain locked during Labor day holiday
- Troubleshoot and fixed movie theater aero
- Attended Green dot training overview
- Interviewed 4 individuals and hired one candidate for the management assistant position
- Interviewed and hired 1 individual for transportation position
- Worked on editing Annual Security report for release on October 1st, 2013
- Added new VAWA requirements into the Annual Security report
- Imported meal plans into CS Gold
- Update procedures for the Bengal Card Manual
- Compiled all of Public Safety MMRs
- Coordinated Bengal Card system audits for student employees

BENGAL CARD / VEHICLE LEASE PROGRAM / COMMUTER BUS

Submitted by Jamie Lloyd, Nicole White, and Aubree Robertson

ACCOMPLISHMENTS for August 2013, cont.

- Adjusted configurations for the Lynx Commuter Bus Pass management system
- Provided continued assistance to the IF Cashiers Office and IF Bengal Card Office for the sale and printing of Fall 2013 Commuter Bus passes
- Began selling Bus passes on August 1, 2013 in Pocatello and Idaho Falls for the 2013-2014 school year
- **Received and processed 83 driver certification forms, 12 out of state in August; 350 year to date**
- **Processed 93 vehicle work orders in Dossier for Commuter Bus and Motor Pool in August (entered 74 into HP1 to bill other departments in July; 608 year to date**
- **Processed 321 vehicle requests in August; 1242 year to date**
- **Completed July billing for 254 vehicle requests for rented and owned vehicles for Motor Pool in the amount of \$56,407.47; 2,373 year to date in the amount of \$363,656.95**
- **Completed July billing for 20 Commuter Bus charter trips for Commuter Bus in the amount of \$7,660.58; 126 year to date in the amount of \$114,762.83**
- **Sold 149 Commuter Bus passes in August for the Fall 2013 semester; 154 year to date**
- Complete travel authorizations and reimbursements in conjunction with travel for activity busses

OBJECTIVES for September 2013

- Complete configurations of the pocket wireless, handheld card reader for the SUB and coordinated with CBORD regarding the license issues with the device
- Continued to communicate with Joey Gifford regarding new badge designs with an updated ISU logo
- Configure and connect the Administration building card readers for the Cashier's office
- Create individual user accounts for Campus Rec to increase system security
- Order additional card readers to replenish Bengal Card installation equipment
- Update door access schedules to lock according to the University's holiday closure for the rest of the year
- Complete badge design for Social Work and Engineering
- Continue to review and edit Bengal Card procedures.
- Complete switch over of all campus card readers to DMZ network
- Configure locations in CS Gold for new card reader installations in Administration building
- Create access lists for card readers installed in Rhoades Annex, Engineering building, and Administration building
- Implement new badge designs for departments from the new badge template we receive from Joey Gifford
- Review and update Clery policy
- Organize Clery reports for the previous seven years
- Review and implement the Access Wizard component of the online version of CS Gold
- Continue audit of access control on campus
- Continue to update converted data from the old key system to Simple K
- Configure card reader for the Game Center
- Continue working on Nuclear Regulatory Commission (NRC) background for new applicant
- Complete Bengal Card office billings
- Interview and hire an additional student employee for Bengal Card
- Install new Aero card readers to replace old LNX card readers

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BENGAL CARD / VEHICLE LEASE PROGRAM / COMMUTER BUS

Submitted by Jamie Lloyd, Nicole White, and Aubree Robertson

CHALLENGES

- Getting and staying organized
- Finding time to complete tasks with constant meetings and interruptions
- Completing daily tasks when there are last-minute special projects that need to be completed
- Working without enough personnel to keep up on duties
- Creating and maintaining positive relations with other departments and members of the campus community
- Performing the job duties for two separate departments while training the new full-time employee for one of the departments

OPPORTUNITIES

- Attend Clery training
- Attend CS Gold Administrator training

PARKING, DISPATCH, RECORDS

Submitted by Laura Call, and Nicole White

ACCOMPLISHMENTS for August, 2013

- **Received by Dispatch:** **Calls for service: 7,005; year to date = 57,158**
 Calls on Emergency “Red Dot” line = 24; year to date = 181
 Radio Calls: 7,639; year to date = 70,070
- **Transcribed by Dispatch:** **214; year to date = 2,408 incidents**
- **Received by Parking:** **2,190; year to date = 13,467 phone calls**
- **Prepared by Parking:**
 - **Sold 400 General Day Use Permits; year to date 1,850**
 - **Sold 100 Reserved Day Use Permits; year to date 2,494**
 - **Sold 500 Medical Passes; year to date 9,550**
 - **Sold 0 Green Event passes; year to date 0**
 - **Sold 0 Athletic general day passes; year to date 50**
 - **Sold 400 New Knowledge Adventure/Friends for Learning Passes; year to date 600**
 - **Sold 500 permits online; year to date 901**
 - **Sold 2379 permits in the office; year to date 3,544**
 - **Sold/prepared 16 Official Business Passes; year to date 145**
 - **Prepared 2 Courtesy Passes; year to date 139**
 - **Prepared 0 Media Passes; year to date 15**
 - **Total passes sold, year to date: 19,288**
- **Issued 324 citations; year to date 4,695**
- **Processed 38 parking citation appeals; year to date 452**
- **Sent out 0 tow letters; year to date 249**
- **Sent out all faculty/staff permits; official business passes, courtesy passes, and media passes**
- **Emailed students about 2013-2014 permit sales**
- **Began student permit sales on August 1**
- **Continued faculty and staff permit sales**
- **Continued work on Parking Procedures Manual**

OBJECTIVES for September, 2013

- Sort through ticket writer applications
- Interview ticket writer applicants
- Hire 6 ticket writers
- Train ticket writers
- Continue student, faculty, and staff permit sales

CHALLENGES

- Attending to the completion of projects received last minute within their respective deadlines
- Working to complete projects within their deadlines with constant interruptions
- Working to complete projects while also working on new projects