

Facilities Services Weekly

April 30, 2019

ADMINISTRATION • FACILITIES OPERATIONS • ZONE MAINTENANCE • ADMIN. & SUPPORT
COMMUNICATION & INFO SERVICES • UTILITIES • DESIGN • CONSTRUCTION

Congratulations to

JEFF CLARK

Our May Employee of the Month

FACILITIES OPERATIONS

Landscape Services:

- Student Union: Move outdoor plaza furnishings for Volapolooza.
- Determine needs for outdoor furniture improvements for campus.
- Senter Hall: Excavate for bicycle parking pad.
- Min Kao Engineering: Excavate for sidewalk repairs following sewer upgrade.
- Jesse Harris: Excavate for fire line upgrade.
- 1848 Fraternity Park: Excavate for sewer check valve installation.
- Heavy Equipment, Utilities, Construction, Landscape coordination meeting.
- Hoskins Library: Monitoring landscape improvements as the contractor completes punch list items.
- Steam Plant: Repair turf and landscape following new water main installation.

Turf:

- Fertilize bermuda event lawns.
- Pressurize irrigation systems throughout campus and make repairs as needed (cont.).

Arboriculture:

- Dogwood borer treatments throughout campus.
- Submit application for BEE Campus USA submittal package.
- Organize BEE Campus designation ceremony and pollinator garden planting event.
- Develop summer work plan (cont.).
- (Campus wide) Update tree inventory data (cont.).

- Finish performance reviews.
- Interview candidates for vacant and seasonal positions (on-going).
- Landscape Academy: Conduct training sessions and continue development of upper level curriculum.

Lock and Key Services:

- Andy Holt Tower – P2 area rekey all.
- Brehm Animal Science – install lock and key.
- Walters Life – install cabinet locks.
- Kingston Pike Bldg. – install cabinet locks.
- Haslam Business Bldg. – install combo lock.
- Presidential Court – rekey Bakery.
- University Housing – many recores and repairs.
- Science & Engineering – rekey lock.

ZONE MAINTENANCE

Zone 1:

- Work orders are starting to rise in the resident halls with the end of the semester approaching.
- This week is the start of quit time in the halls.
- We had a small flood over the weekend at Clement.

Zone 3:

- Our team will be working in the Sororities and Fraternities to make repairs to lighting and changing air filters.
- We have to repair gates on waste dumpster enclosures at Fraternities.
- We continue to change fixtures at Black Culture building.
- At Glazier, we will be servicing HVAC units and repairing

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ZONE MAINTENANCE CONTINUED:

lighting.

- We will be cleaning condensing coils at several buildings.

Zone 7:

- At Dougherty, we cleaned condenser coils, changed batteries on keypads, and repaired AC units as needed.
- At Min Kao, we are adjusting a few doors, working on filters, looking at a water leak, ordered parts, and repaired a few lights.
- We have been coordinating with contractors on the window project at Ferris.
- We are coordinating with the contractors cleaning and restoring brick at Perkins.
- At Ferris and Perkins, we are conducting walkthroughs and servicing air handler units.
- We replaced air filters on air handlers, put switches on cuh units, and repaired water leaks.
- Continuing training throughout zone and general maintenance.

Zone 8:

- At Brehm Animal Science, we will complete cleaning condensing coils.
- We continue to work on lighting in Bio Systems Soil and Science Lab Building.
- Our team will continue cleaning condensing coils in several buildings.
- In the greenhouses, we will be working on the Private Control System to test and make needed repairs.
- We will be moving the remaining supplies out of Plant Science Annex B for demolition.
- One Call will be responding to calls and assisting with LED conversions.

Zone 9:

- Answering calls.
- Working on putting in new filter system for H.P.E.R pool.
- Cleaned chiller building at Music. Great job Will Rowland.
- Unlocking doors.
- Working on L.E.D upgrade for A&A and McClung Tower.
- Cleaned bull pond at McClung.
- Cleaned fountain at C.B.T.

Zone 11:

- At Sherri Parker Stadium, we are checking and making needed repairs ahead of Tennessee State.
- At Lindsey Nelson Stadium, we are checking and making needed repairs ahead of Gardner Webb.
- At Neyland Stadium, changed lighting on 3rd floor north to LED.
- At Football complex, checked and adjusted chemicals in pools.
- At Allan Jones, checked and adjusted chemicals in pool.
- Through out zone we have conducted general building maintenance.

Star Team:

- Remove door and frame for lab project at Neyland Biology Annex.
- Repair electric blinds at Stokely Hall.
- Replace window at Clement Hall.
- Replaced broken glass at Hesler Greenhouse.
- Installed new led lights at BESS labs.
- Working on Conference Center doors.
- Removed concrete at Tickle Eng.
- Ordered parts for Magnolia Hall door operators.
- Repaired push button at SERF.
- Repaired operator at Humanities.
- Installed roton hinge at Dougherty Engineering.

COMMUNICATIONS & INFO SERVICES

IT and Computer Maintenance:

- Emergency Management Exercise.
- Network Port Activations.
- Training.
- Password Resets.
- Audio/Video setup.
- Completion of an Archibus Report for Buyers.

Communications & Public Relations:

- Rebecca is taking over in the Emergency Response Communications role.
- Anna is working to compile the 2019 Summer Project Report.

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COMMUNICATIONS & PR CONTINUED:

- Brooke and Rebecca attended the KUB emergency exercise last week.
- Brooke completed a responsibilities handbook for the Comm. Coordinator position.
- Tiffanie Casteel will replace Brooke on the TNAPPA Board.
- Anna is taking over social media responsibilities.
- Work on the 2019 Golf tournament continues.
- Brooke's last day will be May 1st. Be sure to wish her well on her move to Michigan. Thank you, Brooke, for all you have done for Facilities Services!

Employee Training & Development:

Training News:

- This week, we are hosting the APPA Supervisor's Tool Kit every day in FSC 101/102.
- Safety Fest is taking place in Oak Ridge this week. We have many employees who will be participating.
- Rebecca and Anna staffed a table at the HR Job Fair last week.
- Training is working to develop proposed deadlines for transitioning all Facilities Services Employees to the Two-Factor Authentication Program. Contact the Training Unit if you are ready to sign up.

UTILITIES SERVICES

Air Conditioning Services:

- Claxton chiller plant – Cleaned tubes on both chillers.
- Softball Stadium – repair press box A/C unit.
- Hesler Biology – Repair No. 1 chiller.
- Andy Holt – Continue installation of new chiller and cooling tower.
- KPB – Installed two Trane roof top A/C units.
- Campus – restarted equipment after two electrical outages Friday.
- Pratt Pavilion – Repaired McQuay chiller.
- Alan Jones – Repaired McQuay chiller.
- JARTU – continue repairs to No. 1 chiller.
- Early Learning – repaired refrigerator.
- Glazer – Repaired Aeon unit.
- SMC – Repaired ice maker.
- Hodges – repaired ice maker in POD store.

- Food Science – repaired freezer.
- 1610 University – repaired Aeon unit.

Electrical Services:

- UTFS FA/BA – Fire Alarm System Testing various buildings on Campus.
- UTFS HV Electrical Maintenance – Campus Wide.
- UTFS – Andy Holt Chiller Replacement – electrical support.
- UTFS - Grounds Steam Plant Hill - Landscape Trailer electrical support.
- UTFS HV Contractor Support - Main Substation Support.
- UTFS ES Mossman – Electrical Support.
- UTFS HV Concord Electrical Service.
- UTGS AG Ellington Plant Science – Design support.
- UTFS Electrical – ESF HV Temporary Construction Power.
- UTFS HV Pat Head Summit – Street Lighting.

Plumbing:

- Installing new water meter at Anderson Training.
- Inspection of campus water meters.
- Unclog drain at Carrick.
- Repair water leak at Reese.
- Renovation of restroom at Anderson.
- Install hot water line for washing machine at Baseball.
- Repair water leak at Vet School.
- Install water fountain at Parking Service.
- Replace sink.
- Replace water meter at Sorority.
- Rod drain at Panda Express.
- Provide support Sunday for KUB water main break.
- Repair water leak at Clement.
- Clean out concrete pit at Tickle Engineering.
- Mark water valves and plan tap with ESF contractor.
- Rod drain at Kappa Delta.
- Inspect steam vaults and pump as needed.
- Fabricate handrail.

Steam Plant:

- Continue to work on stainless steel piping.
- Took #4 boiler off line for yearly inspection and cleaning.

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- Worked on #4 boiler water column.
- Work on repairing steam line #4 boiler.
- Removed, repaired, and replaced steam trap.
- Removed, repaired, and replaced 3" water valve on softener.
- Drained #2 condensate tank and removed drain piping for stainless steel piping.
- Removed feed water valve on #5 boiler for inspection and repair.
- Replaced #2 boiler water level site glass.
- Continue to work on #5 boiler feed water valve tuning.

CONSTRUCTION SERVICES

- Admin Parking Garage: Repair support beam.
- Anderson Training: Add drain for fryer 002A.
- Andy Holt Tower: Painting several areas on 7th floor; New signage on 6th floor; Paint 511 and 611; Panic buttons in 403C and 403D.
- Art & Architecture: Accessible restroom on 1st floor; Carpet room 204; Access controls in 121; Painting and miscellaneous work in Wood Shop.
- Austin Peay: Change door swing in 409B.
- Baker Center: Paint railings around rooftop garden.
- Basler Boathouse: Access control.
- Birchfiel Geography: Paint and LVT 303 and 304.
- Blount Hall: Electric work 106; Cubicle power 414.
- Brehm Animal Science Building: Remodel suite 149.
- Campus: Window replacements Hoskins, Jessie Harris, Ferris, and Perkins; Eyewash replacements in several labs; Replace steam line sections and valves; Repair Blue phones; Install hand dryers in several buildings; Security locking for classrooms; Seal penetrations in several buildings.
- Ceramics Annex: Demolition and new green space.
- Claxton: Paint 438, 439, 452, 453; carpet 233; Signage for 203.
- Communications: Carpet in 430; Convert 432 into an office; ADA opener on door near Dean's office; Paint and carpet 338; Access controls and door 43; ADA door operators for Suite 91; Carpet 473, 474, 469, 462; Strip and stain doors 401 and 476; Paint 469 and 473; Whiteboard paint walls 75; New counter top in 262; Paint 61A; Carpet 66, 91, 101, 107; paint 432A.
- Conference Center Building: Repair carpet near 406;

- Paint 312E and 312J; Monitor mounting and power to conference table.
- Dabney Buehler: Repair acid drains; Provide locking for doors in 300 and 555; Rekey and 208-volt power in 413; Painting 491B.
- Dunford Hall: Remove wall between 114 & 115.
- Fab Lab (Jewel Building): Replace glass store front; Electrical connections for CNC router.
- First Impressions Contest: 10 projects for contest winners.
- Fleet Management: Blinds for front door.
- Food Safety: Repair drain and seal floor 21B.
- Food Science: Replace door 305.
- Greve Hall: Paint, carpet, etc. G02 and G06; Paint 3rd floor corridor.
- Haslam Business Building: Paint 608 and 609; Add receptacle in 608; Patch and paint 6th floor corridor.
- Hess Hall: Renovate OIT rooms in K and H areas.
- Hodges Library: Build a wall in 130; Lactation room 255B; Paint 650 and 617; ADA door opener for Special Collections; Projector for room 605; Track light in 125A; Patch and paint 131, 605, 652, 654, and 642; Receptacles in 652 and 653; Access control 642 and 652; Renovate classroom 253; Accent painting in rooms 145 and 306.
- HPER: Paint 368 and 377.
- Jessie Harris: Extend 209 & 242 into storage rooms; Carpet 240; Window blinds in several classrooms; Install monitor 428; Window cleaning and blind replacement on 4th floor; Paint 240; Carpet 427.
- JIAM: Closers on lab doors; Electric and plumbing in 256.
- Kingston Pike Building: Power for monitor 111.
- Laurel Hall: Paint interior.
- Lee Softball Stadium: Access control.
- McClung Museum: Remove wall and renovate 64B.
- McClung Tower: Reconfigure 801; Paint and carpet 713.
- McCord Hall: Remove lab casework in 111.
- Min Kao: White boards in 401D.
- Morgan Hall: Renovations per POCA.
- Mossman Building: Electronic door lock override switches; Wire and conduit for compactor; Voice messaging over fire alarm system.
- Neyland Thompson: renovate restroom.

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CONSTRUCTION CONTINUED:

- Nielsen Physics: Tuck point parapet wall; Paint and flooring in 512; Convert room 201 into collaborative space; Replace spline ceilings on 6th floor; New flooring in 210 and 207.
- Nuclear Engineering: Projector screen and painting
- Nursing: Convert 342 to an office.
- Perkins Hall: Power for copier 115; Power for monitors in 4 locations.
- Plant Biotech: Electric work in 249.
- Plant Propagation Building: Fencing, power and deck for growth container.
- SERF: Replace nitrogen generator; Painting and case-work removal 115; Electric work in 108; Power for freezer in 604.
- SMC: Power in 201 and 241; Removable handrail at loading dock.
- Stadium Drive G10: Repair broken cable.
- Student Services: Renovation for Enrollment Services; Renovation for Vol Card on 4th floor; Blinds in 333, 334, 335, 336, 337; Painting 111A.
- Student Union: Wire and conduit for compactor; Signs for various areas; Panic buttons in 383; Glass wall, door, access control, electric work, and cabinet in Post Office.
- Taylor Law: Paint 347, 349, 153, 278 and stairways; Build a wall in 227; Remove shelves, patch carpet 401; Carpet ground floor of library.
- Tom Black Track: New gutter on back of building; Repair track surface.
- TREC: Bike rack.
- Tyson Alumni House: Renovate 1st floor restroom.
- Vet Research and Ed Center: Wiring for temperature alarms; Concrete work for water filler.
- Vol Hall Garage: Receptacle in restroom P1.
- Walter Life Sciences: Carpet F213.
- 1610 University Avenue: Paint and misc. 102 and 118; Light switch for 2nd floor cubicles.
- 1817 Melrose Avenue: Doorbell on front door.

Join Facilities Services on Social Media



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FACILITIES SERVICES Employee Comment Box Locations:

- Facilities Services Complex Break Room
- Facilities Services Shop Area
- Steam Plant (near time clock)
- Neyland Biology Annex near room 128
- Ellington Plant Science room 4
- SERF outside of room 426
- Former Sanitation Safety (Pest Control) Area at Facilities Services Volunteer Blvd. Location
- The electronic employee comment box can be found at tiny.utk.edu/fscommentbox.



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Responses to comment box submissions

The following comments/questions were submitted to the FS comment boxes. Below each comment/question is the response from Associate Vice Chancellor Dave Irvin.

If you have a question about one of Dave's responses, please email him at irvin@utk.edu.

"I welcome any and all comments and questions anyone wishes to submit to our various Comment Boxes across campus, or via our online sites. I think they are all welcome additional potential ways for us to communicate and discuss issues and ideas. I will try to answer all of them in a timely manner. Having said that, recently several of the comments have been about a specific individual. I will not address those publicly. I am sure no one would want me to address a comment or question about them in this public forum.

If I think the comment is appropriate, I will get with the individual who the comment is about, or his/her manager, and address the matter privately. If the overall topic is relevant to all of our team, I reserve the right to reword the comment so it no longer refers to a specific person and then address the underlying comment and topic."

- Associate Vice Chancellor Dave Irvin

Comment: Can you install a handicap door opener on the door next to the electric shop?

Response: *Traditionally, we have used our limited ADA funds for major entrances, buildings with significant student and visitor traffic, places where we need to accommodate specific individuals with accessibility challenges or key measures identified as priorities by the Disabled Students Office or various Accessibility Committees. Unfortunately, the door next to our Electric Shop does not meet these criteria.*

Comment: Concrete the patch next to the generator where the mulch is.

Response: *You make a good point. We'll have our team pour a concrete pad in the mulch area near the FSC Generator.*

Comment: Why can't we hire part-time people?

Response: *Many of our positions work in teams which require full time work or work on projects which must coordinate full time with other areas or departments. Some require training and management which is more difficult utilizing part time employees. Still others are in areas which do not automatically or easily lend themselves to part time employees. Plus, in most areas we need more employees working longer hours, causing a preference for full time. These reasons, and others, limit somewhat our ability to use part time employees. That said, our department does employ several part time employees.*

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Response (Continued): *For instance, several individuals have retired from full time work then rejoined our team as part time employees. Several others have moved to part time because their personnel circumstances made part time work better for them and we could make part time work for our department and UT as well. If this is something you would like to explore, or if you have a well-qualified individual who would like to discuss this as an option to join our team, please get with your Manager or Director to discuss the possibilities.*

Comment: I would like to see a program developed that would recognize retired employees by maybe naming machine rooms and work areas after them. A lot of these folks spent most of their adult life here supporting the University and I think it would be fitting to acknowledge their efforts by naming their work areas after them.

Response: *You offer an interesting and intriguing idea. I like developing a program to recognize employees who have given an exceptional contribution to our team and UT. Any such recognition would need approval from VC Cimino, the VC for Development and the Chancellor as the Chancellor is the only one on campus who can name a room or area for an individual. Chris has promised to discuss with the Chancellor to see if he could support such recognition. Our first step, should the Chancellor indicate he wants to explore, would be for us to develop what criteria we would use to nominate a potential honoree and what group, or groups, would review and make these recommendations to Chris. I think we should also discuss other ways to honor exemplary*

individuals when they retire from our team as not everyone will warrant a room naming opportunity and I will discuss with our ERC.

Comment: June 21st is National Bring Your Dog to Work Day. So many people in Facilities Services own and love dogs, so what are the chances that we could observe this holiday? Allergies could be worked around and we could maybe even organize a petting area for the students. It would be awesome!

Response: *As a dog lover, I understand the request. We'll certainly be celebrating with our pooch even if we cannot bring her to UTK. That said, the Campus has traditionally been consistent regarding our specific policy that does not allow animals on campus unless they are service dogs or there is a specific event (like what the Library has occasionally held during Finals Week). In discussing with VC Cimino, however, he indicated he is open to discuss how this might work. In fact, he'd like to know how we can be more dog friendly without creating the problems we've had in the past with dogs in offices and owners not being responsible. (We certainly don't want to cause our Building Services, Landscape Services, and Zone Maintenance teams more problems.) He wonders how other work places in general, and specifically Universities, handle these maintenance issues with dog friendly offices.*

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Response (Continued): *If you, or someone else, wants to do the research and provide a proposal on best practices, other university programs, etc. he would be willing to consider.*

Comment: We need a motor pool vehicle that is located on campus. This will help the employees that start their day on campus come to the office for meetings and to go get supplies. The shuttle van is great for going from Concord to the office but is not reliable to get a ride from campus to the office.

Response: *We have a large departmental fleet, but unfortunately we cannot provide vehicles for every use or for every individual. Central Supply or other individuals on our team can get you supplies on those rare occasions when you need something you could not anticipate. On other occasions, you can order in advance. And contrary to your view, the Shuttle can get you reliably from Campus to the Facilities Services Complex. Or you can call and we can arrange for you to get picked up if needed. The difficulty with your suggestion is where on campus would we position a vehicle as our team work all across campus? We have a large team that works all across campus 24/7/365. And with tight budgets, we can't afford to have vehicles waiting at one or a number of locations on the chance someone might need them. For all of these reasons, we can't provide street worthy vehicles in an on campus pool just for the occasional use to transport someone back to FSC.*

Comment: I understand that Archibus is here to stay and we have to live with it.

However, it is still a hindrance in all we do, and NOT user friendly. Our entire operation is totally dependent on Archibus and we have no one helping to improve the process or training our employees on how to use it. We have a new employee training program that lasts 2 days but they don't train on Archibus. We have an entire Training Dept. that can't train on Archibus. It's becoming extremely aggravating when most of us are drowning in work.

Response: *As you note Archibus is the Work Order System we have and will continue to use but we realize the System has been challenging. We are working not only on improving the process and Archibus itself but also on expanded training to all of our team on its use. This is why we identified the need for greater Archibus support as one of our greatest needs during our SWOT Exercises. And it is why we are adding an Archibus Trainer and Analyst as part of our department reorganization.*

Contrary to your comments however we have extensive training opportunities and tools for Archibus to assist individuals with the System. We have 10 Archibus Job Aids on line for everything from Processing a Work Order to Submitting a Purchase Document to various aspects of bidding and Work Requests. They are available to view at https://fs.utk.edu/archibus_guides/. This summer we will update and revamp those plus add others to the catalog.

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Response (Continued): *In addition the Training Department offers a number of Archibus courses tailored to individual department needs. For example Amy Miller, Amanda Clark, and Wally Beets conducted Archibus training related to understanding Work Orders and Work Requests for FS Departmental personnel on April 17 for over 70 employees. They provided an overview of our departmental responsibilities and discussed why we do what we do. The training was so successful we will be repeating May 6 for additional employees and in additional sessions if needed. If you have other specific areas you want training regarding get with your Manager, Director or Training. We may very well already be scheduling training on this topic. Plus if you feel you need a refresher or additional training, you may always contact Rebecca Alcorn, as our trainers will often setup ad hoc training sessions with small groups of personnel, or even one or two individuals if necessary.*

Many of the Archibus issues individuals have will be addressed in the new version of Archibus which we will be implementing this year. As part of that implementation we are looking at all Archibus processes, procedures and screens with OIT working on a number of tickets we have submitted for changes and improvements. This new version will also allow our team mobile access to Archibus and thru that system access in the field to drawings, specifications, BIM models and other key building documents- all of which will help increase our productivity, better serve our campus and more effectively support everyone in the field.

Regarding your question about the first

2 days of new employee training we do offer some Archibus training during those days. Those days are a fully packed Orientation. The first half day is used by Campus HR for general UTK Orientation with the next 1 ½ days occupied with orientation and training regarding Facilities Services organization, policies, procedures, approach and overall culture. In this orientation we concentrate on those Archibus processes that every employee uses: Logging in and out of Archibus, and entering a Leave Request. Training cannot give more training on Archibus because Archibus is tailored to your role in the department. A warehouse employee uses entirely different screens and menus than a Zone Maintenance supervisor or field employee. Teaching employees all aspects of Archibus would take several days. It would mean little and even less would be remembered at this early stage in an employee's career with our department. As an alternative we give Archibus training and work with the employee once they better understand their position and role in Facilities. In that way the training is more effective and long lasting.

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Response (Continued): *Finally, your original comment questioned what several employees did, criticizing them for what you saw as their ineffectiveness, particularly with regard to Archibus. Only one of the individuals you cited is involved with any aspect of Archibus and the remaining individual you mentioned only has Archibus assistance as a small portion of their job description. For that reason I did not include that portion of your comment but will address with various individuals as appropriate.*