

# Facilities Services Weekly

February 12, 2019

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

*Congratulations to our Employee of the Month William Wainwright!*

Help us nominate our next Employee of the Month at [tiny.utk.edu/fseom](http://tiny.utk.edu/fseom)



CAMPAIGN ENDS **MARCH 8**

See Page 6 of the newsletter for more info

## FACILITIES OPERATIONS

### Building Services:

- The Student Union is up and running! Kudos to our staff for hitting the ground at full speed here.
- New products testing for Microfiber cloths to replace dust mops and rags.
- I Mop machines being tested for quick and easy response to small scrubbing jobs.
- Tiny Trash is underway at Andy Holt Tower.
- Hand dryer installation is still underway.

### Landscape Services:

- Mashburn Garden (CBT): Installation of drainage improvements, concrete pad for bench, and water connection for irrigation.
- Facilities Services Complex: Excavation for electric car charging stations.
- Snow equipment clean-up from event on January 29, 2019.
- Birchfiel Geography: Excavation exploration for leaking steam.
- Seasonal Flowers: Develop designs for summer.
- Utility repair asphalt patching: Estabrook Road and Middle Drive.
- Interview candidates for vacant and seasonal positions (on-going).
- Landscape Academy: Conduct training sessions and continue development of upper level curriculum.

### Turf:

- Pre-season Safety and SOP training with mowing team.
- Topsoil installation for turf improvements.
- Sod repairs: TREC, SMC, Engineering Quad, Birchfiel, Sorority Village, Blueberry Falls park.
- Apply herbicide to control weeds in bermuda event lawns.
- Irrigation system upgrades for better Wifi connectivity.

### Arboriculture:

- Dr. Bass Anthropology Facility: Response/clean-up of fallen tree in research area.
- Planning for BEE Campus USA committee meeting in late February.
- Planning for Arbor Day Celebration in March.
- Wrap up winter season tree planting.
- Campus wide: Update tree inventory data (continued).

### UT Recycling:

#### Recycling Totals for February 4 through 10:

- Bottles and Cans: 5,200 pounds.
- Paper: 4,620 pounds.
- Cardboard: 15,400 pounds.
- Glass: 0 pounds.
- Manure: 8,500 pounds.
- Compost: 4,588.2 pounds.
- Weekly Totals: 38,308.2 pounds; 19.15 tons.

UT RECYCLING CONTINUED ON PAGE 2

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## UT RECYCLING CONTINUED:

### Recycling Totals for Fiscal Year 2019:

- Bottles and Cans: 235,005 pounds; 117.50 tons.
- Paper: 262,720 pounds; 131.36 tons.
- Cardboard: 481,922 pounds; 240.96 tons.
- Glass: 105,500 pounds; 52.75 tons.
- Manure: 542,700 pounds; 271.35 tons.
- Compost: 421,749 pounds; 210.87 tons.
- Fiscal Year Totals: 2,049,596 pounds; 1,024.80 tons; 2,865 pallets.

## **ZONE MAINTENANCE**

### Zone 1:

- The hot water issue at Massey Hall has been resolved thanks to the Plumbing Services crew who replaced the Leslie.
- The hot water was fixed at Hess Hall.
- The heat at Morrill and Reese halls has been cut off over the weekend due to warmer weather.
- We are still changing steam traps at Hess Hall trying to find the blow-byes at 20th and Pedestrian Parkway.

### Zone 3:

- We will change light fixtures out in the Frieson Black Cultural Center.
- We will repair outside lighting at sororities and fraternities.
- Our team will clean mechanical rooms and perform routine maintenance in all buildings.
- We will focus on air handling units and pumps.

### Zone 6:

- Maintaining environmental equipment.
- Addressing work order issues.
- Pellissippi training.
- Check fume hood flow at Walters Life Science.
- Generator logging.
- General update fuel logging.
- Dabney Hall AHU15 steam coil is broken.
- Walters Life Science LED lighting upgrade.
- Alumni Memorial Building auditorium lighting.
- Student Union sprinkler pipe alarm.

### Zone 8:

- We will work on our monthly preventative maintenance.
- At JIAMS we will work on the processed chilled water loop. We will also reinstall sock diffusers.
- We continue to move forward with LED light installation at Morgan Hall, BESS Lab Building and JJARTU.
- Our focus will be on cleaning mechanical areas and servicing air handling units.
- One Call will respond to calls and assist with lighting projects.

### Zone 9:

- Answering calls.
- Working on heat problems at Andy Holt Tower and Student Services.
- Working on lights at Art & Architecture.
- Changed oil and fuel in the Student Health Center generator.
- Working on performance reviews.
- Working on heat problems at Clarence Brown Theatre.

### Zone 11:

- Worked on heat in print shop at Auxiliary Services.
- Putting Neyland Stadium back together for Orange & White Football Game.
- Checked and adjusted chemicals in Football Complex pools.
- Checked and adjusted chemicals in pools at Allan Jones Aquatic Center.
- Checked and replaced lights as needed at South Stadium and worked on heat in room 580.
- General building maintenance throughout zone.

## **COMMUNICATIONS & INFO SERVICES**

### Communications & Public Relations:

- The Big Orange Family Campaign kicked off this week. Please see page 6 of this newsletter for more information about the campaign and to find out who your team lead is.  
More information about the campaign can also be found at [giving.utk.edu/family](http://giving.utk.edu/family).
- We would like to welcome our new student assistant

COMMUNICATIONS & PR CONTINUED ON PAGE 3

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## **COMMUNICATIONS & PR CONTINUED:**

- Megan Walden to our team.
- Brooke created a Project Capacity presentation for the department.
- We received 107 total Volunteer First Impression submissions. Thank you to everyone from the department who submitted an idea. Brooke pulled all of the entries together and the selection committee is in the process of reviewing them.
- Work continues on the planning for the upcoming SEC Chief Facilities Officers Meeting hosted at UT Knoxville. The conference will take place March 6 through 8. Brooke and Veronica are planning all aspects of the meeting. Please contact them with any questions.
- Congratulations to our Employee of the Month William Wainwright!
- Planning for the 2019 Student Assistant Golf Tournament has begun. Brooke is updating web pages registration forms will be distributed soon.
- Brooke is working on our 2019 submissions to Educational Interiors.
- Brooke is assisting the University of Memphis with their TNAPPA Conference Planning. The Conference will be held May 13 - 14.
- Planning has begun for our Spring 2019 Facilities Fundamentals Workshop. The workshop will feature the Office of Sustainability.
- Congratulations to our latest Exceptional Team - Rebecca Alcorn, Ashley Savage Gilliam, Beth O'Neill and Veronica Huff.
- We are working to distribute new department awards and initiatives.
- Planning is in the beginning stages for a Sightlines SEC meeting that UT Facilities will host in March. The three day event will take place March 6 through 8.
- Employee comment boxes have been installed. Box locations include:
  - 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](http://tiny.utk.edu/fscommentbox).
- Please see the last page of this newsletter for Dave's responses to comments left in the boxes so far.
- If you have an idea for a new comment box location, please contact Brooke Krempa at [krempa@utk.edu](mailto:krempa@utk.edu).
- We are updating the Building Representative List.
- If you have any items you would like included in next issue of The Facilitator, including thank you notes, please email Brooke at [krempa@utk.edu](mailto:krempa@utk.edu).
- Work continues on the department organizational charts.
- Work continues on the department Emergency Response Plan.
- We are completing training on Lynda.com and annual required training.
- Cone Zone website updates are ongoing. All updates should be complete by tomorrow.
- Please contact Brooke if you would like any content on the Facilities Services website updated.
- We are updated various web forms.
- Help us to nominate our next Facilities Services Employee of the Month at [tiny.utk.edu/fseom](http://tiny.utk.edu/fseom).
- Help us to nominate our next Facilities Services Exceptional Team at [tiny.utk.edu/exceptional](http://tiny.utk.edu/exceptional).

## **Employee Training & Development:**

### **Upcoming Training:**

- Zone Maintenance Customer Service Training – Friday 2/15 FSC 101 8:30 to 11:30.
- Steam Trap Training presented by JMP – Wednesday 2/20 FSC 101 8:30 to 9:30 and 10:00 to 11:00.
- PSTCC Training Program Cohort 07 Kick-off meeting Wednesday 2/20 FSC 101 3:30.

### **Training News:**

- Anna Best, the new Training Admin, starts with the team on 2/18. We look forward to having her join our team.
- Ashley is serving on the Big Orange Family Campaign as a team lead for Building Services.
- We have completed the Utilities Needs Assessment and have begun working with Landscape Services on their Needs Assessment.

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## UTILITIES SERVICES

### Plumbing Services:

- Repair and unstop drain at Conference Center Building.
- Install new steam water heater, and steam and water lines at Massy Hall.
- Install utilities for new location of washer and dryer at Baseball Stadium.
- Install pump for pool at HPER.
- Repair leak on DI water at Dabney Buehler Hall.
- Check and repair leak on heating water at SERF.
- Identify and tag internal water meters.
- Install drainage on south side of Clarence Brown Theatre.
- Repair steam hot water heater at Gate 8 in Neyland Stadium.
- Emergency repair of broken heating water line in tunnel of Andy Holt Tower.
- Repaired leak on steam trap line in main steam tunnel.
- Rebuild steam strap line in main steam tunnel.
- Repaired steam trap in Massey Hall.
- Reworked steam line to autoclave in Hestler Biology.
- Repaired condensate pumps at Gates 1 and 25.
- Inspect and pump steam vaults.

### Steam Plant:

- Replaced motor on turbine seal air fan.
- Continue to work on the logic for logging boiler run hours.
- Put metal protective jacket on new pipe insulation.
- Completed monthly report.
- Brine tank level controls.
- Replaced flow meter #2 boiler.
- Installed flow meter on condensate polisher.
- Added diesel mate to diesel tanks.
- Added PVC to the brine tank overflow pipe.

## CONSTRUCTION SERVICES

### Campus Projects:

- Admin Parking Garage: Repair support beam.
- Anderson Training Center: Add drain for fryer in room 002A.

- Andy Holt Tower: Hang items on walls sixth floor; Painting several areas on seventh floor.
- Art & Architecture: Accessible restroom on first floor.
- Austin Peay: Patch and paint room 416B; Change door swing in room 409B.
- Auxiliary Services: New dock leveler.
- Baker Center: Paint railings around rooftop garden.
- Basler Boathouse: Access control.
- Biosystems Engineering: Carpet room 111.
- Birchfiel Geography: Paint rooms 303 and 304.
- Blount Hall: ADA signage on ground, first and fourth floors; Build offices in room 401; Electric work in room 106; Cubicle power in room 414.
- Campus: Window replacements at Hoskins Library, Jessie Harris Building, Ferris Hall, and Perkins Hall; 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.
- Claxton: Paint rooms 438, 439, 452 and 453.
- Communications Building: Carpet in room 430; Convert room 432 into an office; ADA opener on door near Dean's office; Sleeve and junction box for patio; Paint and carpet in room 338; New sink in room 426D; Access controls and door for room 43; ADA door operators for Suite 91; Carpet in rooms 473, 474, 469 and 462; Strip and stain doors in rooms 401 and 476; Paint rooms 469 and 473; Whiteboard paint walls in room 75.
- Concord Campus: Demo and construction.
- Conference Center Building: Repair carpet near room 406; Paint room 312E.
- Dabney Buehler Hall: Repair acid drains; Painting, strip/wax floors in rooms 666 and 667; Paint and tile in room 352; Provide locking for doors in rooms 300 and 555; Rekey and 208-volt power in room 413.
- Early Learning Center: Carpet and paint in room 205.
- Fab Lab (Jewel Building): Replace glass store front.
- Fleet Management: Blinds for front door.
- Food Safety: Repair drain and seal floor in room 21B.
- G1/G2 Garages: Run raceways for data lines.
- Hesler Biology: Combination lock for room 438.
- Hodges Library: Build a wall in room 130; Lactation room in room 255B; Access control for several rooms;

CONSTRUCTION CONTINUED ON PAGE 5

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## CONSTRUCTION CONTINUED:

- Paint rooms 650 and 617; ADA door opener for Special Collections; Projector in room 605.
- HPER: Seal wood in room 354.
- International House: Paint kitchen room 113.
- Jessie Harris: Extend rooms 209 and 242 into storage rooms; Carpet in room 240; Renovations in rooms 319-A/C and cold room; Window blinds in several classrooms.
- Lee Softball Stadium: Access control.
- McClung Museum: Key pad lock on room 70.
- McClung Tower: Reconfigure room 801; LVP and blinds for rooms 1101 and 1102; Paint and LVP in rooms 309 and 413.
- Min Kao: Change to 60-amp circuit in room 533; White boards in room 401D.
- Morgan Hall: Renovations per POCA Phase 2 in room 226.
- Mossman Building: Electronic door lock override switches.
- Nielsen Physics: tuck point parapet wall.
- Perkins Hall: Install outside electric pedestals in two locations; Correct items on EHS Inspection List in sub-basement; Power for copier in room 115; Power for monitors in four locations.
- Plant Biotech: Electric work in room 249.
- Plant Propagation Building: Fencing, power and deck for growth container.
- Regal Soccer Stadium: Access control.
- SERF: Door controls in room 419; Replace nitrogen generator; Door controls in room 201.
- SMC: Power in rooms 201 and 241.
- Stadium Drive G10: Repair broken cable.
- Student Aquatic Center: Test concrete patch on pool deck.
- Student Services: Renovation for Enrollment Services; Make room 109E larger; Renovation for Vol Card on fourth floor.
- Taylor Law: Make offices in room 356; Paint rooms 347, 349 and stairways.
- Thompson Boling Arena: Slat wall in Vol Shop area; Lights at Volshop two locations.
- Tom Black Track: New gutter on back of building.
- TREC: Bike rack.

- Tyson Alumni House: Renovate first floor restroom.
- UT Drive Services Building C: Add awning.
- UTFS Sutherland: Charging stations.
- Vet Research and Ed Center: Wiring for temperature alarms; Concrete work for water filler.
- Vol Hall Garage: Receptacle in restroom P1.
- 1610 University Avenue: Paint and misc. in rooms 102 and 118.
- 2121 Stevenson Drive: Add a customer service window.

## FACILITIES SERVICES VACANCIES

- Electrician I - FS Construction - 18000000QI
- Maintenance Specialist I - 190000001M
- Senior Steam Plant Operator - 190000002Y
- Senior Electronics Technician I - 190000002V
- Building Services Foreman - 4am - 12:30pm - 190000000I
- Assistant Building Services Foreman - 190000000R
- Maintenance Specialist I, Zone Maintenance -Sector B - 18000001VD
- Maintenance Specialist I, Zone Maintenance -Sector A - 18000001VC
- Building Services Foreman - 18000001U3
- Air Conditioning Assistant I - 18000001P1
- Heavy Equipment Operator - Landscape Services - 18000001PO
- Senior Plumbing & Heating Specialist I - 18000001L3
- Air Conditioning Spec I - 18000001G1
- Assistant Building Services Foreman - 18000001B9
- Plumbing & Heating Sp I - 180000013N
- Temporary Landscaping Aide I (Seasonal) - 15000000B5
- 2nd & 3rd Shift Custodian (Building Services Aide I) - 18000000SC
- Line Installer I - 16000000M2
- Sr Steam Plant Operator - 170000010Y
- Sr Line Installer I - 17000000AO

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## This year's Big Orange Family Campaign will run from February 11 to March 8.

The campaign will push to enhance a culture of philanthropy and family among faculty and staff through increasing participation as donors. As staff there is a solid history of giving back in many ways, including financial support. The university's collective support is essential to show corporations, foundations and individuals that faculty and staff believe in the mission and vision of this university. Gifts and pledges will make a strong statement to the region and our alumni that the university is worthy of support.

If you have made a gift to any fund at UT since July 1, 2018, THANK YOU! You have already participated in the Big Orange Family Campaign and will receive a special thank you postcard through campus mail.

If you have not contributed, a team leader for your unit will be coming by to talk to you about the Big Orange Family Campaign in the coming weeks. You can also give online or change your payroll deduction anytime at [giving.utk.edu/family](http://giving.utk.edu/family).

### Facilities Services Team Leaders

**Campus Executive Committee:** Brooke Krempa

**Building Finishes, Paint & Sign Services:** Brooke Krempa

**Arena, Building Services Custodial Athletics:** Ann Free & Sandra Britt

**Plumbing Services:** Chip Pennoyer

**Electrical Services:** Edward Jeter

**Lock & Key Services:** Ed McDaniel

**Construction Services:** Rick Gometz

**Administrative & Support Services:** Dean Wessels

**Steam Plant:** Frank Wyrick

**Air Conditioning Services:** Wally Beets

**Zone Maintenance Section A:** Ian Miller

**Zone Maintenance Section B:** Ian Miller

**Landscape Services, Sanitation Safety, Rapid Response Team:** Jason Cottrell

**Building Services:** Ashley Savage Gilliam & Brooke Krempa

**Exempt Staff:** Dan Smith

### Facilities Services Specific Funds

Our department has four funds that you can give to through this campaign:

**The Facilities Services Student Assistant Scholarship Fund (FACIL\_05)** - The newly formed Facilities Services Student Assistant Scholarship Fund benefits current student assistants working within our department. The fund is meant to provide a scholarship opportunity for students who are receiving real world experience at Facilities Services in their chosen field of study. The second scholarship will be awarded for the 2019-2020 academic year.

**The Chuck Thompson Outstanding Employee Award (THOMP\_C05)** - Mr. and Mrs. Richard C. Thompson, son and daughter-in-law of a former Assistant Director of the Facilities Services Department, have established a \$15,000 endowment with the University. The income from this endowment will be used to make two (2) annual cash incentive awards for non-exempt employees of the Facilities Services Department in the name of Charles F. (Chuck) Thompson.

**The Bob Evans Memorial Scholarship Fund (EVANS\_B02)** - This scholarship is open to candidates who are children, grandchildren, step-children or step-grandchildren of individuals who are currently employed or retired from the UT Knoxville Facilities Services Department.

**The John Parker Scholarship Endowment (PARKER\_J)** - Mrs. Martha Parker has established the John C. Parker, Sr. Memorial Scholarship Endowment in memory of Mr. Parker. The scholarship is given to a student who is a legal dependent of a Facilities Services employee (current, retired, or deceased).

You can designate your donation to one of these funds by writing the fund's name on your donation card or by entering the fund's name online at the payroll deduction website. Please remember that if you do not specify a fund with your donation card then your gift will go to a general UT fund.

If you have any questions about the campaign please contact Brooke Krempa at 214-7662 or [krempa@utk.edu](mailto:krempa@utk.edu). More information can also be found at the Big Orange Family Campaign website at [giving.utk.edu/family](http://giving.utk.edu/family).

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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 contact him at [irvin@utk.edu](mailto:irvin@utk.edu).*

**Comment:** Offer Free Coffee.

Now that FS is hosting large meetings, folks outside our department are drinking the coffee. This is a problem as that is not a UT provided amenity. Has UT provided coffee been considered?

**Response:** *Unfortunately, UT system policy does not allow us to spend university funds for coffee makers, refrigerators, free coffee, etc. We do attempt to provide other benefits to recognize the hard work of our team including our July 4th and Holiday get togethers. And we can all ask our frequent guests to pitch in some coins to fund the coffee they enjoy.*

**Comment:** Why not have a "family day" at the end of football season where Facilities members and their families have a field day in the stadium? We keep it running and looking good for the season for thousands, why don't we get to enjoy it for a couple of hours?

**Response:** *I agree completely we should recognize the sacrifice and support of Facilities Services and their families. Unfortunately, Athletics closely guards who can use athletics fields limiting that in almost all cases to UT Teams. We'll try to see if there is someone else we might do that is allowable within the stringent State and UT guidelines that recognizes our Facilities Family.*

**Comment:** Showers - Need privacy door/curtains in changing/dressing area in the shower entrance. You cannot change/undress in privacy if coming out of the shower.

We need a shower curtain in the men's restroom in the changing part of the shower.

**Response:** *A good and reasonable solution we will try to implement.*

**Comment:** Please provide a date by which the online 360 review system will be implemented for managers (including all supervisors), since it is long awaited. It will be far more constructive to have steady, corroborated feedback from subordinates than to have easily dismissed comment-box comments. The system should be such that only those who manage others are subject to review, and such that only those who either supervise or report to said managers can \*anonymously\* review those managers' performances. Furthermore, the reviews from a manager's subordinates should inform the process by which said manager is evaluated and commissioned by his/her supervisor. Otherwise, there is no cause for any manager to take his/her subordinates' reviews seriously. It would be best if this review interval happened more than once a year.

**Response:** *I agree comment boxes serve a different purpose than evaluating employee or manager performance. We added comment boxes as an additional means to communicate on many other wide-ranging issues.*

*Regarding 360 reviews the challenge of implementing 360 reviews is they work best if full anonymity is guaranteed. That forces us to be dependent upon another department, OIT, and their capabilities. OIT has very limited ability and time available to set up these reviews. That is one reason why no other department is considering these type of reviews.*

*We are discussing with OIT what might be possible. Because of those limitations the first reviews will may be limited to review of the Associate Vice Chancellor and each of the Directors. We hope those reviews will be part of their 2018 Performance Reviews. Exactly how those will occur, who will receive, what they will ask and how they will be used is still being developed. Because of the time it takes to set these up and limited OIT capabilities 360 reviews of other managers may very well be delayed past the 2018 Performance Reviews.*

**Comment:** Our road to the Concord Parking Lot is in need of repairs. It should be repaved. The city keeps patching the holes but it doesn't help.

**Response:** *We meet regularly with the city. We will bring up the situation so that they are aware of the poor street condition.*

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**Comment:** Bring in a motivational speaker here at Facilities Services.

**Response:** *An interesting idea - let us discuss to see what might be most impactful and how we might fund.*

**Comment:** New toilet seats in women's restrooms at Food Safety especially the top floor.

**Response:** *Facilities Services does not have funding for restroom renovations so any improvements must come from our operating budget. Thus we normally only replace fixtures when they are a safety or health hazard. We will look into the McCord restrooms to see if the toilet seats qualify under this criteria.*

**Comment:** New carpet for offices B2 in McCord.

**Response:** *Unfortunately, Facilities Services also does not have a budget for replacing carpet. Any such replacement has to come from our standard daily operating budget. Because of that we only replace carpet in public areas such as classrooms and then only when it is a definite safety issue. We do not pay to replace carpet in offices. If the department(s) in McCord wish to have their offices re-carpeted unfortunately they will have to fund.*

**Comment:** Fix HVAC unit in men's restroom in McCord and B2.

**Response:** *We can ask our Zone Maintenance team to investigate to see what might be needed and possible. By the way you can get an answer and action more quickly by either calling our One Call number 946-7777 or by contacting our department via one of our social media sites. I strongly encourage all of our team to use these resources and help be our eyes and ears on campus. It will allow us to better serve our campus and our customers!*

**Comment:** Flowers at McCord entry across from Morgan Hall.

**Response:** *With our limited resources and stretched Landscape Team it is hard to add flowers and landscape in every location. We work to place those enhancements where they have maximum impact and can be seen by the most individuals (Campus Entrances, Volunteer, Lake Loudoun). We can have Jason and his team look at McCord to see if they feel it warrants landscaping improvements.*

**Comment:** We have a problem that needs to be addressed. Every afternoon there is a lot of congestion in the parking lot where the generator is due to employees moving their vehicles from the Concord lot. They are using their service vehicles to pick up their personal vehicles before 4:30. When we come in to park our service trucks there is nowhere to park due to the overcrowding this is causing. I hope this can be addressed soon because it is causing problems by those that do not want to follow the rules.

**Response:** *Very good points and observations. I'll have each Director and Manager reinforce what we should be doing- particularly that because of lack of space unless you have a permit you cannot bring your personal vehicle to Lot 50.*

**Comment:** Solicit employees stressing free college/reduced rate 4 year degree (educational benefit) at:

- Vocational schools
- 2 year colleges
- Benefit offices (i.e. food stamp/welfare/social security/retirement)
- Housing project community rooms
- Community Centers

**Response:** *Agree completely! We need to advertise all of the benefits of working at UT and Facilities Services. At the most recent job fairs we have emphasizing these pluses. We will work with HR to also tout them in advertising.*

**Comment:** If football is mandatory for all facility service employees, then why do some people never work ANY games at all?

**Response:** *We strive to distribute all overtime assignments, football included, fairly and equitably. However we don't always get it right. Please share your specific concerns and frustrations with your manager and Director. If that does not seem to provide a satisfactory answer please get with me in person.*

**Comment:** Paint steps entry way from dumpsters to McCord. Paint inside door entry from interstate side of McCord.

**Response:** *We will examine to see if the handrails or doors at McCord need maintenance painting. If so we will then schedule with our in house crew.*



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**Comment:** Three words: Emotional. Support. Animals. Work is stressing me out and I need to hold a kitty or pet a puppy. The student are allowed to have them, so why can't we? At least put an aquarium at FSC. It would look good and be something relaxing to look at.

**Response:** *Sorry work is stressing you out - we spend so much time here it needs to be enjoyable and rewarding. We'll keep working to see how we make that more the case.*

*For many reasons as an animal lover I like the idea of petting a puppy (and do so every night when I get home). However, unfortunately UT has very strict regulations regarding emotional support animals outside Residence Halls.*

**Comment:** I don't think some supervisors should be rehabilitated or that their rehabilitation has worked for them. They are still rude. Crude. Borderline harass people.

**Response:** *It is hard to address your comments when they are so general. We have a wide variety of managers with a wide variety of ability and skill- just like the wide variety of people they manage. I realize all of them- and myself- need to improve. Some need to improve more than others. We are working with Rebecca Alcorn and HR on expanded training for our Management team. We are looking at APPA and other professional organizations who might provide quality training and tools to develop better managers. If you would like to discuss the specific issues with particular supervisors my door is open.*

**Comment:** My boss is the worst boss I've ever worked under anywhere. Maybe they know their area, but is rude, disrespectful, and understands less than half of the work the department does. Anytime they encounter something they don't understand they attack the people who do, belittling them to cover their ignorance. Treats us all as if we're new recruits to be insulted, ordered, and ignored. Needs to go. Now.

**Response:** *This comment came in anonymously. I deleted the name and references that would make it obvious who the comments are about. While I welcome any comment I will not answer anonymous comments about any employee or manager in this forum. That would be unfair to all involved. If you wish to discuss these types of concerns I am ALWAYS ready to meet with you-ANY TIME, ANY PLACE.*

## Join Facilities Services on Social Media



@utkfacserv



@utfacilities



@UTFacilitiesServices

## 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](http://tiny.utk.edu/fscommentbox).



To suggest an additional box location, or for more information, please contact Brooke Krempa at [krempa@utk.edu](mailto:krempa@utk.edu).