

Facilities Services Weekly

July 15, 2019

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

Congratulations to our July Employee of the Month Jimmy Yarber!

You can nominate another member of our team at tiny.utk.edu/fseom.

ADMINISTRATION

Special Projects:

"Your attitude determines your direction."

FACILITIES OPERATIONS

Landscape Services:

- Clarence Brown Theater: Install plaque at Mashburn Garden and spruce area for dedication ceremony.
- Student Union II: Resolving issues with irrigation system following walk-through with contractor.
- Sorority Village: Prep and mulch landscape beds for recruitment starting in late July (cont.).
- Steam Plant: Excavate for sanitary sewer upgrades (cont.).

Turf:

- Johnson/Ward Pedestrian Mall: Renovation of event lawn from fescue to Bermuda.
- West Campus Bldgs 3 & 6: Coordinate event lawn sod replacement to meet specifications.
- Adjust mowing schedule to accommodate campus events.
- Isolate and protect irrigation systems throughout campus to accommodate various construction projects (cont.).

Arboriculture:

- Water all newly planted trees.
- Allan Jones Aquatic Center: Crown raise oaks for future sidewalk installation.
- Dr. Bass Anthropology Center: Dead tree removal in outdoor research area.
- Strong Hall: Oak tree crown cleaning (east side).
- Morgan Hall: Low tree canopy raising around building.
- Sorority Village: Routine maintenance on mini-forest

project in detention pond.

- Humanities: Raise and thin trees in event lawn (finish).
- Continue summer work plan (pruning and removals).
- (Campus wide) Update tree inventory data (cont.).
- Interview candidates for vacant and seasonal positions (on-going).
- Landscape Academy: Conduct training sessions and continue development of upper level curriculum.

Lock and Key:

- Stokely Management – make keys for file cabinets.
- Sigma Nu – keypad lock – replace batteries/program.
- Alpha Tau Omega - make keys and install cores.
- UT Drive Bldg. B – repair exit door.
- SERF – repair/replace broken lock.
- Alumni Hall – install exit hardware hall door.
- Student Services – repair lock.
- Concord Bldg. 4 – rekey locks.
- Walters Life Science – rekeying building.
- Magnolia/Dogwood – setting up installing maint. Cores all rooms.
- University Housing – many repairs and recores.

Sanitation Safety:

- Worked on monthly building interior PMs.
- Worked on bi-annual building exterior PMs.
- Cleared Cherokee Farm Amphitheater of wasp nests.
- We have rodent control ongoing at Thompson Boling Arena and Neyland Stadium.
- Completed on-demand Pest Control work requests.

ZONE MAINTENANCE

- Shout out to Terry Baker! Margaret McMillan, from

ZONE MAINTENANCE CONTINUED ON PAGE 2

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ZONE MAINTENANCE CONTINUED:

University Advancement, had this to say, "I just wanted to give a shout out to Terry, the person who always comes and helps us out when things are broken. He's just so nice and efficient and patient." Great job, Terry!

Zone 1:

- We are still working to get North and South Carrick and Reese Hall ready for the school year.
- There was a power flicker over the weekend that we had to come in and address.
- We will be working over every night starting this Monday until 7 p.m. to have the buildings ready by August 12.

Zone 2:

- At Mossman, we replaced air filters in AHU P-2, P-3, P-4, and P-5. We repaired two faucets in 541 B, and we are continuing pressure testing in the Vivarium of Mossman.
- At Dunford, work continues on replacing all the old P-TAC Units with new ones.
- At Hodges Library, we tightened up loose desk tops in the auditorium, cleaned the lower south machine room., and installed a new door stop on the fifth floor in room 530.
- At Melrose Hall, we have cleaned leaves from drywells and cleaned all A/C filters in G-section.
- At SMC, we pressure washed the plaza at the elevator entrances, moved a white board in room 603, and conducted induction unit repair in 411, 611, 609, and 714.
- At Haslam Business, we repaired light in the Dean's suite, retrieved sample for hard water testing, and repaired window gasket in room 104.
- Listing camera locations for Haslam and SMC.

Zone 3:

- We will be working in Sororities and Fraternities to wrap up work for the summer.
- Our team will be changing filters and checking units to ensure everything is in good repair.
- We continue to work on our quarterly inspections and making needed repairs.

- At the Middlebrook Building and Black Cultural Center, we continue to convert lighting in the office areas.
- We will be doing our monthly inspections at the Lake Avenue Daycares.

Zone 6:

- Maintaining environmental equipment.
- Addressing work order issues.
- Hesler Greenhouse #4 ridge vent repair.
- Generator logging.
- Compile information for biweekly newsletter.
- Austin Peay scheduled terrazzo floor repairs on hold.

Zone 7:

- At Ferris, we are conducting walkthroughs and verifying light fixtures as LED.
- At Perkins, we are conducting walkthroughs and verifying light fixtures as LED.
- At SERF, we are conducting general maintenance, cleaning out A/H drains, changing exhaust fan belts, replacing toilet flush valve diaphragms/vacuum breakers, grease bearings, replaced a door handle, continuing Pellissippi online training, and A/H condensation diagnosing.
- At Min Kao, we are doing general maintenance, working on Pellissippi, and helping contractors get in rooms.

Zone 8:

- Our team will be changing filters in air handling units. We also will be evaluating sheaves and pulleys for wear.
- We continue to convert Biosystems Soil and Science Lab Building and Plant Biotech lighting to LED.
- Our team will be busy working on A/C issues. We have had issues with the chilled water loop.
- At JIAM, we will be checking processed chilled water filters and changing as needed.
- One Call will be responding to calls and assisting with light conversions.

Zone 9:

- Answering calls.
- Unlocking doors.
- Replaced motor mount for air handler #2 at Bailey.
- Working on LED upgrade at A&A.

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ZONE MAINTENANCE CONTINUED:

- Working on replacing doors for 224 A&A.
- Doing interviews for the hiring committee.
- Replaced battery for communications generator.
- Getting class rooms ready for fall classes.

Zone 11:

- At Fleming Warehouse, we worked on exhaust fans and changed belts as needed.
- At Neyland Stadium, we are continuing to switch lighting to LED lights and cleaning out gutters.
- At Allan Jones, we checked and adjusted chemicals in pools.
- At the Football Complex, we checked and adjusted chemicals in pools and rebuilt pool pump motor.
- At Regal Soccer, we began to work on outside lighting.
- Throughout the zone, we are conducting general building maintenance.

Zone 14:

- Replacing ceiling tile in Stokely.
- Replacing burnt wiring on hot wells in PCB.
- Cleaning and treating drains in dining halls.
- Cleaning diffusers and returns.
- Checking dish machine pumps.
- Checking all tables and chairs.
- Adjusting oven doors.
- Inspecting pizza oven conveyors and repairing.
- Continue replacing lighting with LED.

COMMUNICATIONS & INFO SERVICES

Communications & Public Relations:

- Anna is attending CommuniCon 2019 at the Student Union this Thursday.
- You can find the recent issue of The Facilitator by visiting: <https://fs.utk.edu/facilitator/>
- The electronic employee comment box can be found at tiny.utk.edu/fscommentbox.
- Help us nominate our next Facilities Services Employee of the Month at tiny.utk.edu/fseom.
- Help us to nominate our next Facilities Services Exceptional Team at tiny.utk.edu/exceptional.

Employee Training & Development:

Upcoming Training:

- The Training Unit will be conducting Aerial Lift training on July 16 and 17.
- Arc Flash training will be held on Friday, July 19 in FSC 102.
- Two Steam Seminar sessions will be held on Tuesday, July 30, at 8:00 a.m. and 10:00 p.m.

Training News:

- Don't forget to sign up for 2 Factor Authentication (2FA). Sign up here: <https://oit.utk.edu/accounts/2fa/> or reach out to Beth or Rebecca with questions. We will be hosting sign up events with OIT over the course of the summer.
- PSCC Cohort 06 was celebrated on July 12 for their completion of the program.

IT & Computer Maintenance:

- Pellissippi completion.
- New Computer installations.
- Laptop Setup.
- New copier installations.
- Outlook troubleshooting.
- Hard drive repair (attempting).
- 2FA help.
- Server System Security Plan.
- Storage shelving installations.
- WordPress project work.

DESIGN SERVICES

- UT's Ken and Blaire Mossman Building has been selected as an outstanding design in the 2019 American School & University Educational Interiors Showcase, which honors excellence in educational interiors. The building will be featured in the August issue of American School & University. Tennessee Today recently highlighted this achievement. Visit <https://tiny.utk.edu/mossmanbuilding> to read the article.
- Congratulations to Maria Martinez, GIS Coordinator in Design Services, on being featured in an article for this month's APPA Facilities Manager magazine! The

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DESIGN CONTINUED:

national publication is focusing on “Case Studies in FM Technologies”. Maria details how she has streamlined the field work that Facilities Services does through the use of GIS. To read the article, visit <https://tiny.utk.edu/utkstormwater>.

UTILITIES SERVICES

Air Conditioning Services:

- At Plant Biotech we cleaned the evaporator tubes on the Trane chillers.
- At Fred Brown, we replaced compressors in fresh air make up unit.
- At Neyland Stadium, we repaired the south chiller on the west skybox.
- At Andy Holt Tower, we conducted a chilled water outage to install 10 inch butterfly valve to allow for removal of existing Trane chiller.
- At Min Kao, we completed installation of fan coil units serving IT rooms.
- At Plant Biotech, we are adding propylene glycol to process chilled water system.
- At Andy Holt Tower, we recovered refrigerant from existing Trane chiller scheduled for removal.
- At Strong Hall, we installed blowdown system on chiller No. 2.
- At SERF, we repaired the walk in cooler in room 729.
- At Plant Biotech, we installed new thermostat on vent fan in mech room.
- At CRC, we repaired Aeon units on the roof.
- At Glazier, we repaired the condenser fan motor on Aeon unit.
- At Hesler, we repaired EGC BO06.
- At the Student Union, we installed new gear motor in Icelink machine.
- At the Student Union, we installed a new vacuum motor on Icelink machine.

Electrical Services:

High Voltage:

- Assisted Plumbers at Football complex with electrical and fire alarm piping in the way. We moved both.
- Repaired 2 campus pole lights at HPER.

- Continued working with contractors and KUB at the main substation E-House.
- Night shift continues working at Ayres Hall changing the pole lights in back courtyard to LED bulbs.
- Night shift started changing lights at lot 9 to new LED lights.
- Worked power outage to the Ag Campus (CKT. 7/8) after the storm on Sat. (7/13/19). Assisted by the Ag Campus Maintenance Team.
- Worked power outage to Ag Campus (CKT. 7/8) and Main Campus (CKTs. 1/2/3/4) after the storm on (7/14/19).

Fire Alarm/ Security:

- Fire Alarm monthly test at Neyland Stadium and Conference Center.
- Work on the smoke evac. system at Neyland Stadium.
- Security trouble calls.
- Worked the power outage on Sunday 7/14/19 after the storm.

Plumbing Services:

- Repair steam leak at HPER.
- Repair steam leak at Racheff Greenhouse.
- Weil 8” butterfly valve in Communications.
- Repaired steam trap in steam vault at Reese.
- Repaired steam trap in basement of Strong Hall.
- Repaired steam leak in vault at TREC.
- Repaired bracket on truck for motor pool.
- Repaired bull chute at Vet school.
- Repaired condensate pump at Pratt Pavilion.
- Repaired condensate pump at Student Health.
- Plumbed in sand trap and rock saws for Earth & Planetary.
- Unstop sink at SERF.
- Repaired leak on chilled water line at JIAMS.
- Unstop drain on roof of Ayres Hall.
- Unhook water on Golf trailers.
- Repair broken water line at UT Garden.
- Unstop drain in machine room at Thompson Boling.
- Repaired broken drain in machine room of Communications.
- Replaced floor drain in Presidential Court.

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UTILITIES CONTINUED:

- Completed plumbing for bathroom remodel.
- Isolate old mop sink in preparation to relocate.
- Drill counters for faucet in Smokey's.
- Installation of new sewer main from Steam Plant to Lake Loudoun.
- Prep for new water meter install at Neyland Thompson sport complex.
- KUB installation of 6" water meter.

Steam Plant:

- Put resin back in dealkalizer.
- Put blow down line on #5 boiler.
- Replaced couplers on gauge lines on condensate tanks.
- Put oil and chemical tanks into spill containment area.
- Continued welding on polisher piping.
- Finished installing temperature transmitter on blow down tanks.
- Started working on annual report.
- Monitoring make-up and blow down water.

CONSTRUCTION SERVICES

- Andy Holt Tower: Paint 511, 611, 619.
- Art & Architecture: Carpet room 204; Access controls in 121; Painting and misc. work in Wood Shop; Remove display boards 103A.
- Bailey Education: Power for monitor.
- Biosystems Lab Building: Renovate classrooms 199A and 199B.
- Campus: Window replacements Hoskins, Jessie Harris, Ferris, and Perkins; Eyewash replacements in several labs; Replace steam line sections and valves; Install hand dryers in several buildings; Security locking for classrooms; Seal penetrations in several buildings.
- Carrick Halls (North and South): Clean exterior and apply brick sealer.
- Ceramics Annex: Demolition and new green space.
- Claxton: Paint 438, 439, 452, 453; carpet 317, 320; Signage for 203; Power for monitor.
- Communications: ADA opener on door near Dean's office; Paint and carpet 338; Access controls and door 43; Carpet 473, 474, 469, 462; Paint 469 and 473; Carpet 66, 91, 101, 107; paint 432A; Demo cabinets, install counter and furniture 91; Marker boards and carpet in 321 and 402; Paint 306 and 306A; Paint carpet, etc., 48, 52A, 52B, 61, 62.
- Conference Center Building: Replace carpet in 308 and 309; Paint and carpet in 2nd floor suites 209, 215, 224, 230, 231.
- Dabney Buehler: Repair acid drains; Electric, sink and gas piping 606 and 613; Paint 301.
- Delta Tau Delta: Replace louvers in doors.
- Dunford Hall: Remove wall between 114 & 115; Remove closets 134; Paint 2430 and 2431; Install lockers in lobby of Disability Services; Paint 2629; Renovate 2nd floor; Install lockers; Paint 2629; Signage on 1st floor.
- Early Learning Center: Remove tire mulch from playground (Lake Ave.).
- Fab Lab (Jewel Building): Replace glass store front; Electrical connections for CNC router.
- Ferris Hall: Renovate 207.
- First Impressions Contest: 10 Projects for contest winners.
- Food Science: Replace door 305; Lab cabinet additions 306.
- Garages: Conduits for antennas and camera in Vol Hall Garage and McClung Garage.
- Hearing and Speech: Wall repair 203 and 205.
- Henson Hall: Remove sink in 403.
- Hess Hall: Renovate OIT rooms in K and H areas.
- Hodges Library: Paint 650 and 617; Patch and paint 131, 605, 652, 654, and 642; Receptacles in 652 and 653; Renovate classroom 253; Make private offices G016; Automatic door opener G020.
- HPER: Power for monitor.
- Jessie Harris: Extend 209 & 242 into storage rooms; Install monitor 428; Power for monitor.
- JIAM: Electric and plumbing in 256; Electric and exhaust connection in 242; Connect polishers 152.
- Lambda Chi Alpha: Floor drains in basement.
- Laurel Hall: Paint interior.
- McClung Museum: Remove wall and renovate 64B; Additional cabinets in 64.
- McClung Tower: Paint and LVT in 604 and 708; Replace flooring 210, 511A.
- Middlebrook Building: paint several areas.

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CONSTRUCTION CONTINUED:

- Morgan Hall: Renovations per POCA; Paint and carpet 302I and 314B.
- Mossman Building: Electronic door lock override switches; Voice messaging over fire alarm system.
- 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.
- Parking Lots GF2, GF3 and GF4: Repave.
- SERF: Replace nitrogen generator; Painting and casework removal 115; Change locks 309; Power pole in 515B.
- SMC: Power in 201 and 241; Removable handrail at loading dock; Paint 4th floor; Paint 231, 625, 627.
- Senter Hall: Access control exterior doors.
- Student Services: Blinds in 333, 334, 335, 336, 337; Painting 111A; Add glass to doors 301; Electric in 320; Clean windows; Paint stairwells.
- Student Union: Signs for various areas; Panic buttons in 383; Lights and painting in Vol Shop; Emergency locking.
- Taylor Law: Paint 347, 349, 153, 278 and stairways; Carpet ground floor of library.
- Thompson-Boling Arena: Corrections to fire doors.
- TREC: Bike rack; Renovate studio 8/10; Add door to 204; Replace carpet with artificial turf 222; Refinish wood floors.
- Vol Hall: Replace brick at patio.
- Walter Life Sciences: Renovations for new occupants.
- 1610 University Avenue: Reconfigure cubicles.

FACILITIES SERVICES Employee Comment Box Locations:

- Facilities Services Complex Break Room
- Facilities Services Shop Area
- Hodges Library outside room 171a (new)
- Steam Plant (near time clock)
- Steam Plant Hill Breakroom (new)
- 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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THE COMMENT BOX

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.

"In the past several weeks there have been a large number of suggestions and questions submitted in the Comment Box. I like that individuals find this forum valuable for Communications and will continue to try to answer questions submitted. However, I should note that many of the questions could be much more quickly and easily answered if the individuals addressed them directly to their supervisor or Director. In almost every case on the questions below, the area questioned responded immediately once they were aware of the problem or question.

A follow up on previous questions and comments regarding our shuttle service from The Facilities Services Complex to Concord at the end of the day. Questions have included "we have folks lining up at the clock in the warehouse at 4:05 to clock out at 4:30. Suggestion to fix this: Since there are so many people in the clock out, why don't we have another central supply employee use the pool van for the 4:30 shuttle, as well as, the normal shuttle. This will alleviate people feeling like they have to be in line early to clock out and leave on the first shuttle at

4:30" and "Run two vans in the evening so there are not people riding in the back or a larger bus that is easier to get on and off of. An airport shuttle bus is more like what we need." We have been looking at a number of options to improve the situation and prevent employees wasting time lining up to clock out 30 minutes before the end of their shift. We continue to research slightly staggering shifts so not everyone is trying to clock out at the same time. We also are now using a second passenger van that seats twelve from our pooled vehicles to accommodate the extra flow between 4 and 4:45. This appears to be handling this overflow well. In addition, there is a minibus located at Concord that seats more than our vans but requires a CDL to operate. We have asked our van drivers if they are interested in obtaining a CDL which would enable us to use this even larger vehicle to transport our staff in the future."

- Associate Vice Chancellor, Dave Irvin

Comment: Since the outsourcing is over, does Dave still care about the employees of the University? He doesn't have meetings with departments anymore. Why?

Response: I care deeply about our department and our team. I have continued to meet with groups in Facilities Services including our ERC and the various Task Forces who are providing suggestions for a number of our issues. As you note, however, I have not met with the complete department since we unveiled The Next Generation. It's not because I don't care. It's because we

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COMMENT SECTION CONTINUED:

have been working on all the aspects of Facilities Services Next Generation and 2.0, including interviewing and filling the many positions. Once we have those interviews completed and the successful candidates in their new positions, I plan to meet with all in our department in a series of small meetings. That will allow everyone opportunities to ask questions about their concerns, allow me to share where we are, share changes as part of the Next Generation and offer information on a wide range of topics.

Comment: Most of the service that Building Services provides is off hours. With the current heat and humidity, most buildings are extremely hot overnight and floors will not dry with humidity. Can we avoid these setbacks with certain temperature guidelines?

Some buildings shut off or reduce A/C outputs in the evening. Most custodial staff work during these times. It can get extremely hot when you are doing physical labor. My suggestion would be adjusting the A/C or being sure supervisors are aware and are required to tell staff in advance. This can be dangerous and it makes a hard job even harder.

Response: *As you know, in order to save energy and significant money, we adjust the temperatures in all of our buildings when they are unoccupied. However, Zone Maintenance does adjust building setbacks back to maintain comfortable conditions for our Building Services team to work within the building. They just need to know where and when our crews will be working. It sounds like with recent changes in cleaning schedules*

they may not have up to date information. Gordon Nelson and Bob Caudill have given Zone Maintenance an updated schedule so we can adjust setbacks appropriately to insure the comfort of our team as they work.

Comment: Why do we perform like a closed maintenance shop? Meaning, if a group does work in an area, they often call Building Services to clean up their mess. Often times this is less than a gallon of water, sheet rock dust, or similar. This necessitates frequently mobilizing a Service Aide and dispatching them across campus.

Response: *Point well taken. I'm sure no one's intent is to cause more work for another part of our team. Some groups do a good job cleaning up as they undertake work. Others need to improve in this regard. We will discuss with managers in other areas so they clean up after projects.*

Comment: When we reserve a room for a meeting and go to it, there is someone else in there. Please explain why we reserve these rooms if everyone isn't following the rules. Thank you!

Response: *Sometimes individuals need to have quick impromptu meetings. They can, and do, hold those in any conference room that is available. However, you should always reserve a room if you are planning a meeting, particularly, if you know you will need the room for a number of hours or have a large number of people attending. If you have reserved a room, you have every right to evict those meeting in the room without a reservation.*

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COMMENT SECTION CONTINUED:

Comment: I did a random check in the AED station on Steam Plant Hill. Does not contain stop the bleed kit.

Response: Thank you for letting us know. A bleed kit has been added.

Comment: When will the new break room for landscape services be done? We were told it would be done in the first of May. We are tired of chasing raccoons and skunks out of the room. We only have room for maybe 8 people at the most. Please have Dave Irvin to come eat lunch with us to see what conditions we eat in.

I'm tired of eating off a table with rat droppings and bugs everywhere. We NEED our new break room. - Landscape

Response: We know our Landscape team has needed better facilities for some time. That is why Jason Cottrell and Bob Caudill led the effort to develop new facilities on Steam Plant Hill and pushed for its funding. However, we did not promise the work would be completed by any specific date.

Renovations have gotten off to a slow start due to the demands and work load on all of our department for campus wide projects - almost all of which have to be finished this summer. That has forced us to work the Landscape Services improvement around other projects' schedules. The current status of the Landscape Services Facility is as follows:

- Coordination took place this spring between FS Electric Services and KUB for the electrical supply main and utility pole installation. That is now completed.

- The FS HVAC shop inspection and service of the air units. Completed.
- Construction Services install steps to access the inside. In progress.
- Construction Services will be assisting with interior and exterior finish repairs this summer. Landscape Services will assist with these efforts (painting, etc.) on rainy days.
- We hope to move in some time during fall semester.

Comment: Can we get someone to direct traffic in the afternoons at Steam Plant Hill and Lake Loudon? I have to sit there waiting to get out for 3-4 light cycles. It would only need to be from 3:30-3:45 M-F.

Response: UTPD is typically very busy at that time of day with traffic and other duties all across campus. While I am not sure they will have manpower to add traffic control in this area, we can ask.

Comment: Why can we not get equipment fixed. Other landscape crews can tear up equipment and they get it fixed no problem?

Response: I must disagree with your contention that we show preference for one crew over another. We try to balance the need for that piece of equipment, the cost and time it will take to repair, and the impact of having it out of service. Landscape Services has a full-time mechanic dedicated to equipment repairs and preventative maintenance. Typical turn-around time on equipment repairs is 1-2 days (maybe longer if parts aren't on inventory). In addition, loaner equipment is issued to crews while

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their equipment is being repaired. Typical turn-around time at an outside repair shop is 2-3 weeks. Please feel free to discuss with the Landscape Services' management team if you feel there is special treatment toward certain crews regarding equipment repairs.

Comment: What happened to the career ladders? For example: for landscape services, it has been over 2 years since the last Landscape Academy. We are losing good workers because of no career ladder.

Response: *For those areas which have them, the Career Ladders are still in place. To date, Chris has funded these Career Ladders each year. However, I know your real question is about the more expanded Career Paths we hope to implement in each area. I also know we lose good employees for many reasons, including Career Paths. As you note, we have been trying to get Career Paths up and running for a number of years. I know everyone is frustrated that we haven't realized those plans. I hoped we could begin significantly implementing some of our Career Paths this year. However, the major \$2.6M budget cut we were forced to take significantly reduced money to fund those expanded paths, as well as the associated training. We will continue to refine all of the paths this year so that we have well defined plans for each area. In that manner, we can move forward when funding becomes available.*

Comment: Do you think it is unsafe to be mowing at 4 and 5 o'clock in the morning? This has never happened as long as I have worked for the University.

Why do some crews in Landscape Services get to set a time when they want to come in and other crews have to abide by the rules?

Response: *No crew "gets to set a time when they want to come in" while "other crews have to abide by the rules". Because of widely varying demands, workloads, customer schedules and coordination demands our Facilities Services team works 24/7 in over two dozen different schedules at any one time. Those schedules are set by Directors based on the demand of the job, not so a crew can come in whenever they want.*

To answer the specific questions about Landscape Services Schedules, Landscape Services' regular work day is 7:00a - 3:30p. Over the last few years, our campus grounds has realized increased demands and maintenance level requirements. Occasionally, it is beneficial for our crews to adjust their schedule to accommodate special events, weather patterns (summer and winter), academic schedules, etc. In the summer in particular they often start much earlier to avoid excessive heat during the afternoon. In no case however do we place any of our team in an unsafe working environment.

Comment: Since the STAR Team has begun renovating one of the buildings, I've begun to wonder if there is a master plan for the Concord Street property or will we continue to develop the property in a piecemeal fashion. If there is a plan would the Facilities leadership please communicate this information to the rank and file of the department. Thank you.

Response: *There are various levels of*

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Facilities Planning and State approval needed before we can begin work at Concord. Each of those approvals are at different points in the approval process. Because of that, it might seem like the Concord work is being developed piecemeal. However, we developed a masterplan for Concord, even before we acquired the property, to insure that we could use it appropriately and to determine the potential costs for renovations, corrections and implementation. We also needed to have that comprehensive plan before the UT Board of Trustees or the State would approve us receiving Concord.

Because of the size of the property and the amount of work it will take to fully renovate, the Concord Development has been divided into projects by building. Facilities Planning and the State have given us permission to undertake site work (upgraded IT/electrical; new fencing, lighting and security systems; other minor work). That work is underway by our team.

Concord contains 21 buildings. 8 of those buildings are in very poor repair. Our plan calls for those buildings to be demolished and we are waiting for State Historical Commission approval to do so. A number of other buildings will only receive minor changes and repairs. On those buildings, we can proceed without State or Facilities Planning approval, as the work on each is under \$100,000. Work on these demolitions and small building renovation is underway and will continue throughout the Academic Year.

The 2 largest buildings will require substantial effort to renovate for UT uses. One of those buildings will be renovated to house Fleet

Management, as well as, Warehouse Storage for our department (allowing us to vacate property at Stephenson). The other major building will be renovated for Public Safety including Environmental Health and Safety, Lab Safety, Biological Safety, Radiation Safety and Emergency Preparedness. Because each of these 2 buildings will require more than \$1M to renovate, we need specific State and Facilities Planning approval before we can begin design, bidding or construction/renovation. We hope to receive that approval this fall with renovation in 2020. We hope to move into those buildings in late 2020.

Comment: A suggestion - I would like to see done/made at FSC may have already been discussed. Can we get/obtain/or make doors for the shower changing area for privacy? I'm sure that the people who use these to change or exit the shower would very much appreciate this. Not to mention the people that are entering the restrooms don't want to see this. Thank you.

Response: We are making a number of changes at FSC including remodeling an area as a plan room, renovating the unoccupied area for HR, adding space for new positions, and expanding our conference rooms. We will look at adding shower doors as part of the project.

Comment: There should be radios secured in each elevator. They break down too frequently, and cell phones do not work in many buildings.

Response: We routinely service elevators to minimize their breakdown. On those rare

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occasions when there is a problem, there are emergency phones in every elevator. When the button is pressed, it rings directly to Central Alarm, which is manned 24/7/365 and they will respond promptly.

Comment: Thank you for updating the Chuck Thompson and Employee of the Month Recognition Wall.

Response: *It's very important we continue to recognize our top performers and superstars. We'll keep searching for more ways to do so.*

Comment: From a student that works as a Building Services Aide to pay for college. He suggested for recruitment:

- Having someone at student job fairs
- Offer part time Building Services positions with part time tuition benefits.

Response: *Students have served valuable roles on our team and continue to do so. We are lucky they join us in a situation that is truly win-win. Recent budget cuts have reduced, somewhat, our ability to fund student positions, but hopefully, we will be able to expand back to the number we have employed in the recent past.*

Recruiting at student job fairs is a great idea which we will pursue. Unfortunately we cannot offer tuition benefits but I believe there are many other advantages to joining Facilities Services.

Comment: Could every employee receive the state auto accident number and procedure, and Corvel number on a business card that we could put in our wallets/purses?

Response: *The state auto accident number*

and procedure and Corvel number are in the glove compartment of each UTFS Vehicle for easy reference. We'll explore the option of getting a quick fact card to each employee as well.

Comment: We format a document like [the document submitted] and have a financial aid/student union/study areas/library etc. Great for younger people- it's eye catching, brief, and to the point.

Response: *The flyer you sent is very creative and exactly the type of approach we need to undertake to recruit more members for our team. We'll make sure we pass on this and any other ideas people have to our new HR Recruiter when they are on board later this summer.*

Comment: Why is there a pay inequality within Facilities Services that has not been addressed? For example, maintenance supervisors are a pay grade 39, housing custodial supervisors are 36, and building services are a 35. Why? Most supervisors have many buildings and employees and are skilled employees. So what is currently being done to fix this problem, outside of just talking about it? Thanks!

Response: *The pay grade for supervisors, like those they manage, is not set by a title such as "supervisor". Rather, those grades are set by the experience, expertise, formal education, and training each require, as well as the number of people, equipment, functions and budgets each manage. They are also set by the job market for each of their areas (with the understanding UT salaries are in general below*

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market). For those reasons, the difference in pay grades you cite do not necessarily reflect pay inequities.

I do agree, the difference you note between housing custodial supervisors at 36 and building services supervisors at 35 is inequitable. We have been working on how to address and fund this issue and hope we can address soon.

Having said all of the above, we are all in agreement our team deserves higher salaries and that we have fallen behind our counterparts in private industry. It is a very tough development that is making it a challenge to get people to consider Facilities Services for their career.

Comment: How do we acquire a copy of the 2017-2018 and 2018-2019 budgets? I have asked on multiple occasions to get a copy, but have not received them yet. Thanks.

Response: Under President Boyd's Transparency Initiative, there is much more information available on the UT System and UTK online. In order to find budget information, visit <https://finance.tennessee.edu/budget/documents/>.