Contents

01. Faces of Facilities Services
02. Social Spotlight
03. Contest Time!
04. Volunteer Spotlights
    Shout Outs
    Announcements
14. Comment Box Locations
15. Birthdays

Join Us on Social Media

facebook.com/UTFacilitiesServices
twitter.com/utkfacserv
instagram.com/utfacilities
tiny.utk.edu/FSYouTube

Visit the UT Facilities Services Website at fs.utk.edu

Facilities Services Department
2040 Sutherland Avenue
Knoxville, TN 37996
Phone: 865-974-2178
Fax: 865-974-7786
Email: adminfs@utk.edu
Facilities Services is a large department with a lot of diverse backgrounds, skillsets and interests. Spread out across four shifts, it’s not easy to get to know everyone outside of your own unit and/or sub-unit. We want to change that one friendly face at a time. In each issue of The Facilitator, we will feature a Facilities Services employee to help you get to know a bit more about them. Namely, their history in the department and how they like to spend time outside of work. In a lot of ways, Facilities Services employees are the very heartbeat of UT Knoxville, and this feature helps our community get to know the stories behind the staff.

Meet Jason Tafao

1. When did you get your start in Facilities Services?
I got my first start at Facilities Services on October 12, 2020.

2. What’s your favorite thing about the work you do now?
Favorite thing about my work is interacting with our customers, and meeting new people within my zone.

3. If you could go to lunch with one person from Facilities Services who would it be?
Would love to break bread with Leo Pedigo, since he has been there forever.

4. Who is your first friend in Facilities Services?
First friend was Catherine Greene from Lady Vols Basketball staff.

5. If you could magically do one thing what would you do?
Take away the thought of violence of killing people out of every human being in this world.

6. Who is the funniest person you have ever met in Facilities Services?
Funniest person to me would be Ernie.

7. What one meal could you eat and never get tired of?
Spaghetti

8. If you ever become famous what will it be for?
Going in with Nike or Under Armor with my athletic clothing line.

9. What hobbies/interests would you like to share with our department?
Love studying my Bible, I like to do hiking, trail running, working out at the gym, food connoisseur, love Japanese import cars, love to cook, and love hanging with family.

Is there someone interesting on your team that you'd like to nominate for a future issue? Send your nominations to Sam Ledford at sjones80@utk.edu!
SOCIAL MEDIA SPOTLIGHT

utkcci
Circle Park

Randy Atkins @marcusrat... · 4/22/22
Wow, @utkfacserv @UTKnoxville has worked some kind of plant magic 🤔 - what, where, HOW did you manage to grow spring wildflowers behind the Bailey Bldg? The Trilliums make me long for hiking in the Smokies 😚

utkcci
Even the Smokey statues on campus need some love. Special thanks to Cliff from @utfacilities for giving the good boy in Circle Park some attention!

View 1 comment

UT Facilities Services
Posted by Sam Jones Leffler Mar 10 ·
We saw your robot food delivery and raise you our robot mowers! 😄 Did you know @UTFacilitiesServices utilizes robotic mowers on select campus lawns? This particular device runs on the ag campus and runs on solar energy! Pretty cool, right?

View 1 comment

marc_gibson
Great stuff. Thanks for sharing!
11w 1 like Reply

thee_averyg
Thanks for providing a bit of history!!
11w 1 like Reply
"The Facilitator" is a name that has served us well for six years, but as UTFS and the university move forward, we think it's time to try on a new name. That's where you come in!

Submit your ideas to rename "The Facilitator" to Sam Ledford at sjones80@utk.edu

Winner will receive recognition for their contribution, a swag bag, and a $50 VolCard gift card

Contest Ends September 4, 2022
**GEOTHERMAL INSPECTION USING DRONE TECHNOLOGY**

During the spring semester, UT Facilities Services was partnering with University of Tennessee Tickle College of Engineering’s Institute of Geotechnology to inspect steam lines using drones with geothermal cameras.

These drone images can help Utilities Services figure out where underground leaks could be present so that they have a better idea of where to concentrate efforts. To learn more, visit: [https://fs.utk.edu/dronepartnership/](https://fs.utk.edu/dronepartnership/)

---

**BEN MILLER ON THE FUTURE OF UNMANNED AERIAL SYSTEMS IN HYDROLOGIC STUDIES**

In early May, Ben Miller, who works on our Zone Maintenance team and is pursuing his master’s degree, presented his well-reasoned thoughts on the future of unmanned aerial systems as the future for hydrologic studies. Ben has been instrumental in our drone program and shows great interest and talent where this technology is being applied. His presentation was thorough, insightful and could inform the future of drone usage in facilities management. If you’d like to hear his presentation, click [here](https://fs.utk.edu/dronepartnership/).
RETIREMENTS: RANDY MILLER, JIM HASTIE & PAUL HINSHAW

Recently, we’ve celebrated the bittersweet retirements of several of our long-term staff members, and while we’re sad they’re no longer here daily, we are so grateful for their contributions to the team!

Pictured: Randy Miller (Center in plaid shirt) retires after 31 years of service at the Steam Plant.

Pictured: Randy Hamilton (L), Jim Hastie (Center), and Jason Cottrell (R) honor Jim for 44 years of service to UT.

Pictured: Johnny Waggoner (L), Paul Hinshaw (Center) and Derek Bailey (R), celebrate Paul’s retirement from Zone Maintenance.
COFFEE & CONVERSATION

In March, Facilities Services hosted our first “Coffee & Conversation” event with more than 40 registered participants. During this event, participants were assigned specific tables hand-selected to ensure each person would cross paths with people they don’t normally work alongside. In June, we held our second session, and we’re planning future events on campus and at varied times to better serve additional shifts. The goal is to create change and cultivate relationships so that we are stronger together, and we’re already seeing the benefits! Stay tuned for information on future “Coffee & Conversation” events.

UTFS LEADERSHIP TRAINING

Facilities Services leaders recently had the opportunity to engage in a day-long training designed specifically for our department and the challenges we face. Topics included conflict resolution, succession planning, communication and more. Presentations were made by Izetta Slade (Executive Director of Employee & Organizational Development), Jill Zambito (Assistant Vice Chancellor of Student Life), Jeannie Tenant (Assistant Director of Employee & Organizational Development), Brian Browning (Executive Director of Auxiliary & Support Services), Chief Troy Lane (Associate Vice Chancellor of Public Safety & Chief of Police), and Rebecca Alcorn and Sam Ledford (FS Training and Communications Coordinators). Plans are underway for future sessions as the feedback received was incredibly productive.
CYCLIST & PEDESTRIAN TRAINING

If you weren’t able to attend the Bicyclist/Pedestrian Driver Training presented by Bike Walk Knox, you missed out! This training was insightful and helpful for everyday commuters - not just those who drive on campus. The training was engaging and educational as it covered Tennessee laws regarding right of way, how to share the road with human-powered modes of transportation, and what to look for when driving so that you keep yourself and pedestrians/cyclists safe. If you’re interested in this excellent training opportunity, be sure to let Rebecca Alcorn know.

UTFS AT UT’S CONFERENCE FOR WOMEN’S LEADERSHIP

UT recently held their Conference for Women’s Leadership, and as you can see from the photo below, Facilities Services was well-represented! Women from across the department were able to attend and learn from other campus leaders during this two-day event. While the sessions were educational, our team managed to have some fun too! Shout out to Rebecca Alcorn and Maria Martinez who were featured speakers on two different topics to two different groups of leaders. We’re so proud of all of the women on our team, and we’re honored that such a great group represented UTFS at this event!
CONGRATULATIONS TO JENI SHARP

Congratulations to Jeni Sharp for recently completing her Certified Administrative Professional (CAP) program! Jeni serves at our Steam Plant and stays busy on campus as she supports the work done by her team. She took the time to complete the International Association of Administrative Professionals (IAAP) CAP certification so that she can better support her team, her department and the university as a whole. We're proud of you, and we know the work you do at the Steam Plant will be even better with this certification under your belt!

SHOUT OUT TO RAY LOVEDAY

Hi,
I am a faculty member with an office in SMC. I've been having horrible issues with the temperature control in my office. The units are very old and I needed a new thermostat. Jerry has come by multiple times to try to fix it and decided a new thermostat needed to be ordered. It's been a few months now and the replacement still hasn't arrived.

He ended up tracking down a spare part in another building and he fixed it yesterday. He even went so far as to come by today to check on me. I know this crew is short staffed and covering lots of buildings. I'm very grateful for the extra level of attention he has provided.

Julie

Julie Ferrara
Assistant Department Head
Director of Corporate Partners
I was just thinking today, after yet another example of the commitment to service that the FS team provides, how great it is to be able to rely on such outstanding service. Some examples in just the past few weeks:

- Today, with just a few hours' notice, we at the UT Gardens were advised that the Chancellor’s office would be sending 75 Jr. High students to the Gardens for a tour. Of course when they left they all had to go to the small restrooms in our ELL building. Maria, our custodian (who is impeccable on a daily basis) noticed this influx, and though she had already cleaned once, took it upon herself to do another sweep through the restrooms and rewashed the front glass doors so that we couldn't tell a tornado of students had just been through.

- This past Saturday, we had an event booked in our pavilion for the English Department. Since the time my staff left on Friday till the Saturday event, the pavilion floor had gotten dusty again. Rado Psar called me, let me know, and volunteered to blow it off for the group if given access to our leaf-blower. He did just that.

- My two garden staff horticulturists that were responsible for mowing, both have left UT within the past two weeks. Desperate to keep the Gardens’ turf in good shape, I consulted with Jason Cottrell. Together with Matt McConnell and Curtis Pique we came up with a plan to maintain the turf temporarily with their crews, until I can get those staff positions filled.

- Our UT Gardens Gala, our largest fundraiser, is held every year the last Friday of April. This year was going to be particularly special since this was the first in-person event in two years and Randy Boyd and his wife were going to be our hosts. As in year’s past, Rado Psar rose to the occasion and provided the necessary temporary electricity that powered our catering, lights, and audio/visual needs while keeping it all unobtrusive and safe.

- And finally, here on the Ag Campus, I constantly rely on Robert Dykes for any and all maintenance issues. He absolutely one of the most responsive, respectful, and cordial men, I have ever worked around. Everything from being locked of an office, to A/C units not working, to plumbing being broken, to greenhouses being blown down. Robert answers my call and gets things moving. His guys Michael and Joseph are always asking if there is anything I need. Robert is a great example of how a positive attitude can have an effect on everyone around you in the work environment.

I could go on with examples, but this has all happened within the past three weeks. I believe this is a reflection on the type of positive leadership you must have in your organizational structure. It is refreshing to be able have problems approached with “let’s figure out a way to fix this” or “we’ll help you get this done”, rather than “it can't be done”. I so commend the FS people I have had the opportunity to come in contact with.

Sincerely,
James
Hey all,

Just wanted to thank everyone for responding to our greenhouse 14 emergency this morning. All the plastic and the infrastructure that the plastic attaches to was destroyed in the wind last night. Of course it was filled with plant material for research trials, display, education, and plant sale. None of the plants were damaged (but very well watered). Thanks to Grace, Natalie, Andy and Lori for helping find a place to move everything, including space for things soon to be transplanted out of Bay 1. Thanks to Robert more being on the spot this morning and getting in touch with the right people. Thanks also Robert, Matt, and Sam for sending folks from your crews to help with moving everything. Luckily it was our volunteer day today so with my staff, our volunteers, and the UT folks you provide we were able to “bucket brigade” everything out in about an hour and a half. I so appreciate you all chipping in to help us out!

Many Thanks,
James

---

Derek, Terry -- I’ve been out for a few days, and just noticed today how good the roofs look on the two ‘beneficial insects lab’ buildings. The two attached photos don’t do them justice! THANK YOU for your willingness to help us out and for your super-quick response! Tremendous work by UTK Facilities Services, as always. Much appreciated!
Sincerely, Bobby
Dear Perry, Bryan and Gordan,

We have successfully completed the accreditation visit from the AACSB. The team was impressed with the condition of the building, the surrounding grounds and the friendliness of the facility staff they met during their time here. I am very thankful and grateful for all the EXTRA support and effort that went into preparing our physical plant for the BIG DAY. I understand many were here on the weekend to put the finishing touches in place. In my opinion, the building looks as good or better than the first day we moved in. Please give liberal kudos to everyone involved. Please let me know if I have missed anyone. I would like to thank them personally as well.

We really appreciate your efforts.

GO VOLS!

Betsy

SHOUTOUT TO RRT ON UT TOWER MOVE

Jason/All,

The Rapid Response Team led by Chris Mabe has done a wonderful job moving each floor that has move so far to the UT Tower. The moves have gone flawlessly and I expect the remaining two floors to be the same. This team has been so responsive to every request. We did a lot of planning in the beginning and that has paid off. I want to personally thank the entire RR Team for their very professional work. My hope is the whole team gets recognized internally for how much we appreciate this campus team’s hard work. They made a big difference. *applause*

Lori Campbell
Project Manager
On May 6, UT Facilities Services hosted our fifth annual Scholarship Fund Golf Tournament. While the weather wasn’t perfect, the spirits and smiles of tournament participants couldn’t be dampened. We had a great day raising money for a great cause, and we can’t wait to do it again next year! Thanks to those who served as volunteers who stepped up to make this day a success, and special thanks to Veronica Huff and Curtis Pique for all of their work that contributed to an incredible event.
Thanks to the quick and efficient work of our Utilities Services team and the cooperation of our campus community, we were able to complete our second annual campus-wide steam outage ahead of schedule. Not only was the work completed earlier than projected, we were also able to complete additional tasks that will help maintain the steam line throughout the year. Shout out to each and every person who played a part in making this outage a success! To learn more about the work completed during the outage, visit fs.utk.edu/steamoutage22.
VOLUNTEER SPOTLIGHT

SHOUTOUT TO WES HINSHAW

I just wanted to reach out and say how amazing it has been to work with Wes Hinshaw. He has updated us about every step along the way. When there was an issue with outside contractors leave supplies and equipment in the renovation space, he stepped in and moved everything himself. He’s come by several times in person to touch base with me and review the project. The entire project has run very smoothly with him. I cannot sing his praises enough. I know that all of you in FS have way too much work, but it hasn’t shown with Wes. I feel he has gone above and beyond as the Project Manager compared to other projects completed in our department over the past 4-5 years.

I hope you have a wonderful day!

Danielle Johnson, CAP  
(she/her/hers)  
Business Manager

Employee Comment Box Locations:

- Facilities Services Complex Break Room
- Facilities Services Shop Area
- Hodges Library outside room 171a
- Steam Plant (near time clock)
- Landscape Trailer Breakroom
- 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.
<table>
<thead>
<tr>
<th>Name</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shawn Whitaker</td>
<td>06-13</td>
</tr>
<tr>
<td>Brian Householder</td>
<td>06-12</td>
</tr>
<tr>
<td>Dusten Gibson</td>
<td>06-12</td>
</tr>
<tr>
<td>James Rose</td>
<td>06-15</td>
</tr>
<tr>
<td>Raheem Obaid</td>
<td>07-01</td>
</tr>
<tr>
<td>Sean Casey</td>
<td>06-23</td>
</tr>
<tr>
<td>Charlie Burton</td>
<td>06-22</td>
</tr>
<tr>
<td>Wally Beets</td>
<td>06-22</td>
</tr>
<tr>
<td>Hannah Miller</td>
<td>06-21</td>
</tr>
<tr>
<td>Michael Mulryan</td>
<td>06-20</td>
</tr>
<tr>
<td>David Evans</td>
<td>06-08</td>
</tr>
<tr>
<td>Alexander Potts</td>
<td>06-08</td>
</tr>
<tr>
<td>Samuel Brown</td>
<td>06-09</td>
</tr>
<tr>
<td>Patrick Childress</td>
<td>06-09</td>
</tr>
<tr>
<td>Donald Carden</td>
<td>06-10</td>
</tr>
<tr>
<td>Debra Smithers</td>
<td>06-10</td>
</tr>
<tr>
<td>Richard Shepard</td>
<td>06-10</td>
</tr>
<tr>
<td>Hayes Anderson</td>
<td>06-10</td>
</tr>
<tr>
<td>Sheldon Yeatts</td>
<td>06-11</td>
</tr>
<tr>
<td>Tanya Parrott</td>
<td>06-12</td>
</tr>
<tr>
<td>Dusten Gibson</td>
<td>06-12</td>
</tr>
<tr>
<td>Brian Householdholder</td>
<td>06-12</td>
</tr>
<tr>
<td>Shawn Whitaker</td>
<td>06-13</td>
</tr>
<tr>
<td>James Rose</td>
<td>06-15</td>
</tr>
<tr>
<td>Sharon Mckinney</td>
<td>06-15</td>
</tr>
<tr>
<td>Michael Huber</td>
<td>06-15</td>
</tr>
<tr>
<td>Beverley Johnson</td>
<td>06-16</td>
</tr>
<tr>
<td>Max Hastings</td>
<td>06-16</td>
</tr>
<tr>
<td>Wayne Mason</td>
<td>06-17</td>
</tr>
<tr>
<td>Candis Sheehan</td>
<td>06-19</td>
</tr>
<tr>
<td>Frank Tallman</td>
<td>06-13</td>
</tr>
<tr>
<td>Michael Mulryan</td>
<td>06-20</td>
</tr>
<tr>
<td>Hannah Miller</td>
<td>06-21</td>
</tr>
<tr>
<td>David Hensley</td>
<td>06-21</td>
</tr>
<tr>
<td>Lauren Fotta</td>
<td>06-21</td>
</tr>
<tr>
<td>Joshua Cash</td>
<td>06-21</td>
</tr>
<tr>
<td>Wally Beets</td>
<td>06-22</td>
</tr>
<tr>
<td>Charlie Burton</td>
<td>06-22</td>
</tr>
<tr>
<td>Sean Casey</td>
<td>06-23</td>
</tr>
<tr>
<td>Richard Stacey</td>
<td>06-24</td>
</tr>
<tr>
<td>Matthew Moats</td>
<td>06-24</td>
</tr>
<tr>
<td>Austin Nicely</td>
<td>06-24</td>
</tr>
<tr>
<td>Manuel Cuellar</td>
<td>06-25</td>
</tr>
<tr>
<td>Aaron Glenn</td>
<td>06-25</td>
</tr>
<tr>
<td>Zachary Coin</td>
<td>06-27</td>
</tr>
<tr>
<td>Eric Goss</td>
<td>06-28</td>
</tr>
<tr>
<td>William Wainwright</td>
<td>06-28</td>
</tr>
<tr>
<td>Joe Whitton</td>
<td>06-29</td>
</tr>
<tr>
<td>Martine Lubelau</td>
<td>06-29</td>
</tr>
<tr>
<td>Nathaniel Howard</td>
<td>06-29</td>
</tr>
</tbody>
</table>

**JUNE**