2013 FM District Awards

Outstanding Facilities Management district staff were recognized for their efforts throughout the 2012-2013 school year on Thursday, July 18. The FM District Awards recognized custodial teams, seniors, mechanics and trades and were selected by each district’s management team. Districts recognized employees who represented FM’s 3 C’s: Customer Focused, Cost Effective, Culture of Accountability. A total of 55 staff received awards this year, as new categories were added for trades and mechanics.

view winners & photo gallery on pages 4-5

University Office Plaza
Certified ENERGY STAR

The University Office Plaza, located at the corner of 23rd and University Avenues near TCF Bank Stadium, has become the third Twin Cities Campus facility to be rated as an ENERGY STAR building by the United States Environmental Protection Agency (EPA). The Donhowe Building (June 2011) and Education Sciences (August 2011) were the first two campus facilities to receive ENERGY STAR ratings.

For nearly 20 years, the EPA has administered the familiar

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ACA & UPlan Medical Coverage Changes

(May 7 message from Human Resources Vice President Kathy Brown, available online at: http://ecommunication.umn.edu/read/archivedetail?id=106491&c=kelle847%40umn.edu&x=28398134)

Federal health care reform, known as the Affordable Care Act (ACA), will fundamentally impact the way employers provide coverage to their employees. For employers, like the University, who provide what the ACA defines as a high value plan, the ACA imposes a tax (often referred to in the media as the “Cadillac or Excise Tax”), on those employers unless changes are made to their plans. Over the past several months, the University has been working to analyze the ACA and its effect on the UPlan. It is important to understand that if left unchanged, the current cost of the UPlan would result in a $48 million excise tax on the University. This is an expense that the

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FM’s $18 Million Savings

Recently some folks have raised concerns regarding FM’s organizational structure and questions regarding savings generated by the changes we have made. I think it’s important to review what we’ve accomplished to date.

We started the FM Transformation Project and then received the two largest budget cuts since the Great Depression. Working together, we have reduced expenses $18M between FY09 and FY13 Budgets (operations, ISOs, energy) including the following points:

- Streamlined Preventive Maintenance Program to target critical equipment and programs saving $5.2M
- Drove down non-utility costs per gross square foot from $5.05 to $3.73 from 2008 to 2012
- Introduced new safety program, cut lost time injuries in half and saved $1M in workers comp costs from 2008 to 2010
- Initiated an Energy Conservation Program saving $5.6M between FY10–FY12
- Secured contracted fire alarm testing services anticipated to yield annual savings of $500,000
- Instituted changes in the Custodial Program (focus on public space, team cleaning, Fairview lease) that has saved more than $6.1M from FY10-FY12
- Increased routine square feet cleaned per custodian by 10% in part by expanded use of riding equipment and other technology

While these last two efforts reduced our need for B&G workers by 115 budgeted positions, that reduction was achieved through attrition and not through involuntary layoffs. FM’s staffing levels are in a constant state of flux. We average between 6-8% attrition in our custodial ranks and take that into account as we bring on new space. Since the last reduction, we have added staff to serve new buildings (e.g. Cancer Cardio, Rec Sports addition), meet customer requests in SLAs as well as to fulfill needs in space leased and paid for by Fairview.

We have undergone tremendous change in finding new ways to become more efficient and realize that building new teams can be uncomfortable. It can also be difficult to know if we’ve got it just right.

We recently received feedback from the “spans and layers” evaluation and learned that FM’s average supervisor to staff ratio is 12/1, among the highest in the University. It should be remembered that besides directing staff, FM supervisors also manage customer relations, work assignments, parts and equipment ordering as well as serving on project teams. As part of the larger FM team, all of our roles are important - each adds their strengths to help meet our customer’s expectations.

May 7, 2013

Finals May 13 – 18

I just wanted to remind everyone that we will be working with our partners from the Office of Classroom Management (OCM) to provide our students and faculty with a great finals experience.

May 11 and 12 are formally designated study days for students and final exams will be given May 13 through May 18. That means we need to limit disruptions (noise, strong odors, HVAC outages, construction etc.) in and around classrooms and classroom buildings.

During the 11th and 12th we’ll be opening our regularly scheduled weekend buildings to provide study space. Starting on the 13th and running through the 18th, please make sure that all buildings are unlocked by 7:00 a.m., with classrooms prepared by 8:00 a.m. and remaining open until 10:00 p.m.

Jim Green, Associate Director Energy Management

Jim Green has accepted a position with Ever-Green Energy and will be relocating to Duluth to run their district heating system. His last day in FM will be May 17.

While no one word fully describes Jim, when I think of him the word “focus” comes to mind. Since joining FM in June 2008 Jim has brought a relentless drive to reducing energy use throughout the University to the tune of about $6.2 million in annual energy costs avoidance. You don’t reach those kinds of numbers without keeping your eye on the ball.

Jim and his team took our recommissioning efforts to new heights and helped make the greater University community aware of those goals through the “It All Adds Up” campaign. Visitors to campus would have a hard time leaving without seeing the neon-green light-switch stickers, posters or sidewalk clings urging them to do their part to save energy. In addition he has facilitated a number of University buildings getting the U.S. Environmental Protection Agency’s Energy Star rating which means that those buildings are more efficient than 75% of similar buildings throughout America.

May 21, 2013

ReUse Program

When students move in and out at the beginning and end of each semester it can get messy. The University of Minnesota ReUse Program is piloting “Pack & Give Back” this May, an initiative aimed at reducing waste generated by students when moving. A partnership with The Salvation Army will help facilitate on- and off-campus pick-up routes for reusable items.
that might otherwise end up in landfills. This pilot targets students, but is open to all residents in the Marcy-Holmes and Southeast Como neighborhoods.

Items collected on campus by the ReUse Program, or brought to the ReUse warehouse by students and neighborhood residents, will be part of the program’s "Free Store" May 28 through June 1. Based out of the ReUse warehouse (883 29th Avenue SE), all items in the Free Store will be offered free of charge to students and residents of participating neighborhoods. Any remaining items not claimed by students or residents will be warehoused until the Free Store is re-opened during select September 2013 move-in dates. Items collected by The Salvation Army during its routes will be delivered to Salvation Army collection centers for future re-distribution.

The ReUse Program will collect reusable items on-campus during residence hall move-out May 8-18, while The Salvation Army will run off-campus collection routes May 28 through June 1 in the Marcy-Holmes and Southeast Como neighborhoods. The Salvation Army’s route will be identical to city trash and recycling routes, but run one day in advance of the regular pick-up schedule.

Jan Morlock from U Relations said: "Big kudos to Stacey White of Hennepin County Environmental Services, and Kendre Turonie of Student and Community Relations (and the Student Neighborhood Liaisons who work for her) for putting the machinery in place to make the campaign possible!"

Great Performance
Brad Hoff, Chief Administrative Officer (CAO)

It is with mixed emotions that I announce that Brad Hoff will be leaving the University. I am excited for him that in his next position as St. Olaf College’s Director of Engagement and Alumni & Parent Relations, he will have a four block commute. I will miss his positive and productive leadership as a member of FM’s Senior Management team. Brad began as the project manager defining and implementing FM’s Transformation 8 years ago and became the Chief Administrative Officer 6 years ago. During this time he has advanced FM’s work plan through managing agendas and task lists, directed communications planning and execution (including nearly every coherent thing I have published while at FM), enhanced FM’s customer relations both as a key contact with partners like OCM and as the facilitator for the BRIDGE group, as well as planned/implemented untold events, meetings, trainings, and more.

Brad’s last day at the University will be May 24th. Please join me in thanking him for his service to the University and wishing him well.

Shane Stennes, who serves as the University Services Sustainability Coordinator, has been named the Interim CAO to ensure we have continuity during this transition. My plan is to post the permanent CAO position the end of the summer.

May 31, 2013

Memorial Day / Start of Summer

After a winter that did not want to end, it is good to see the traditions that mark the beginning of summer: school years ending, graduations and Memorial Day.

One of my family’s traditions is to attend the Memorial Day ceremony to honor veterans. It follows the same format year after year, with the band playing the theme music for each branch, a bell rung as the names of each veteran who died this past year are read and wreaths laid for each war and conflict. It is a short program, but one full of meaning.

Many FM staff have served their country in the military or have lost someone in uniform, know a family member, co-worker, friend or neighbor who has. On behalf of the University, I’d like to thank the men and women in FM that have served our country and the families that support them.

As you plan your summers, I hope you are able to find time for time away from work with friends and family. When you do, please remember to keep safe in your travels and activities away from work, just as you do here.

Great Performance
Craig Nelson, Student Communications Assistant

At the University, we have many job opportunities for students. They get to both make some money to help pay for their education, and learn about hard work and sometimes to practice skills that will help them in their future. This week, we say goodbye to Craig Nelson who worked with Chris Kelleher, who leads our communications efforts. Craig was very helpful in advancing our marketing plans for the It All Adds Up campaign. On Wednesday, FM received three Maroon & Gold Awards from the U of M Communicators Forum for the It All Adds Up campaign and posters that he helped design. We won two maroon awards for posters and a gold award (highest honor) for the overall campaign.

Thank you Craig! Keep up the good work.

June 11, 2013

Employee Handbook

For many years FM has provided new employees with a handbook to help them become an informed, integral member of the team. The handbook provides information about the department’s policies, procedures, and core work expectations. FM’s employee handbook has not substantially changed since 2002, so it is due for an update. Over the last few months our partners in University Services Human Resources have been working with us, and other units across University Services, to develop an employee handbook for the entire University Services organization. That process recently concluded and during the next few weeks you will receive training on the updated handbook from your manager or supervisor.
FM District Awards Photo Gallery

-- 2013 Award Winners --

Health Sciences

Top Teams
John Lemoine
Phil Eddleston
Randy Pfeffer Sr
James Harrity
Mark Sandquist
William Dow
Robert Wheeler
Ronald Rousslang
Darrin Hunter
Eyerusalem Negeri
Austin Odom
Lyle Niemi
David Kelsey
Jack Ciupik
Ricky Carlson
Richard Peka

Super Senior
Nikita Lindel Sheppard
Yosief Manna

Marvelous Mechanic
Bill Hanson
Kelly O’Brien
Terrific Trade
Gary Foster
Nick Manthey

East Bank

Top Teams
Chris Dalhoe
Fatma Saeed
Seblwongel Negash
Tigist Dinesaw
Jeff Niemann
Karen Lee
Dylan Murray
Ngoc Kimmel
Richard Wiita
Daniel Cardenas

Super Senior
Bayan Gobana
Dallas Bandy

Marvelous Mechanic
Paul Thorvaldson
Mike Panning
Terrific Trade
Schad Fredrickson
Robert Juettner

St. Paul-West

Top Teams
Andre Brown
Dawit Wage
Genet Ababa
Barry Olson
Sara Tesfaye
Abayneh Woldeyes
Yishak Mola
Kevin Dean
Mark Rindfleisch
Geraldine Campanaro
Tesfaslassie Bahta

Super Senior
Yohannes Buli
Tatek Boka

Marvelous Mechanic
Ed Fortier
Eric Hagen
Terrific Trade
Dean Nelson
Al Jablonske

Health Sciences District Super Senior Winner Yosief Manna.
Mike Berthelsen, at left, Beth Louden, Andy Madsen and Schad Fredrickson.

East Bank Team 4 Manager Dave Danforth, at left, presents Robert Juettner with his Terrific Trade Award.

St. Paul-West Custodial Supervisor Conrad Anderson, at left, talks about his crew members who won the Top Team Award, including (L-R): Andre Brown, Barry Olson, Yohannes Buli, Dawit Wage, Sara Tesfaye and Genet Ababa.

Second and third shift staff watch as their co-workers are honored at the FM Awards ceremony.

Mike Berthelsen addresses second and third shift staff at the FM Awards ceremony.
UPlan Changes
(cont. from page 1)

University simply cannot take on. As a result, we have been consulting with advisory and employee groups to explore what specific changes should be made to the UPlan to avoid this significant tax burden. The University's goals are to offer employees a high quality, affordable plan with choice, and minimize the impact of potential changes on those employees with serious and chronic health conditions.

After much discussion and a thorough analysis, the UPlan's governing body recommended UPlan changes for 2014, which include:

- Offering a new Accountable Care Organization (ACO) plan—a new lower cost option with a narrower network. In an ACO Plan, an employee elects to participate in one of four ACOs, with their family, for the full calendar year. The ACO then provides comprehensive health care and ongoing health support for the employee and his/her family for that year. No referrals are required within the ACO, but referrals outside the ACO are rarely permitted. In 2014, ACO options will be available in the Twin Cities, but the ACO Plan will not initially be available in other locations.
- Increasing copays for primary and specialty care
- Introducing a small deductible on non-copay items
- Increasing out-of-pocket expenses in the HSA plan
- Combining base plans
- Merging two family cost tiers

The proposal, which is being reviewed in collective bargaining currently underway with the University's labor represented groups, is outlined in a chart available at http://www1.umn.edu/ohr/prod/groups/ohr/@pub/@ohr/documents/asset/ohr_asset_449754.pdf

Several people have asked me: "Why are we making the changes in 2014 when the news media reports that the excise tax won't take effect until 2018?" First, it takes at least 18 months for us to know whether plan changes have worked to move the value of our plan to the required level to avoid the excise tax. By making the changes in 2014, we will know whether any minor additional changes will be required in 2016, so we can address them with University advisory and consulting groups, as well as in the 2016 bargaining cycle. Given that, UPlan changes need to be made in 2014.

We realize that employees are likely to have many questions about the changes so, in addition to our normal Open Enrollment communications, we will be offering in-person campus briefing events about the changes from August through October.

We realize that employees will now be taking on additional out-of-pocket expenses, and we want to make that transition as smooth as possible. The University is currently in the process of identifying options to help mitigate the cost increases. Watch your email for more details to come later this summer.

We also encourage you to take advantage of the premium reductions offered when participating in the University's Wellness Program as another way to manage your out-of-pocket costs.

While we need to make some changes to avoid the tax impact, we remain committed to offering employees a high quality, affordable plan with choice, and to minimizing the effect of potential changes on those employees with health conditions. We remain confident that the changes being implemented meet that commitment, and that we will continue to have one of the best employer-sponsored plans in the marketplace.

ENERGY STAR
(cont. from page 1)

ENERGY STAR program for household electronics and appliances. Similar to the ENERGY STAR score sheets displayed on washing machines and water heaters, the EPA also administers a scoring system for buildings. This tool serves as a method for comparing a building's energy efficiency to the efficiency of similar buildings.

To earn the ENERGY STAR rating, the University Office Plaza's energy consumption data (including building hours, size, number of occupants, types of lighting systems, etc.) were compared to hundreds of similar buildings. Only those buildings with energy efficiency in the top 25% of all similar buildings qualify for the ENERGY STAR label. University Office Plaza earned a rating of 91, meaning it's energy efficiency rates in the top nine percent of all office buildings. Energy efficient upgrades to University Office Plaza prior to certification include a 2009 re-lamping project which installed high efficiency fluorescent lighting and the March 2012 installation of a 38.4 kilowatt solar array on the building's roof.

“The Energy Star Program provides the university with a universally accepted standard for validating the results of campus energy efficiency efforts,” said Jim Green, Assistant Director of Energy Management. "Our hope is that when the folks who work in, operate or maintain a building walk by that Energy Star plaque every morning, it will remind them to continue to do the little things that will add up to huge energy savings. It all adds up.”

Energy Management uses the EPA's ENERGY STAR rating system and the State of Minnesota's "B3" (Buildings, Benchmarks and Beyond) database to benchmark and compare University buildings' energy performance against similar buildings. The Building Energy Report Card on the Facilities Management website (http://facm.umn.edu/prod/groups/uservices/@pub/@uservices/@fm/documents/content/uservices_content_305721.pdf) was established to provide occupants with a visual indication of how campus buildings are performing from an energy efficiency perspective. The report card provides a meaningful ranking of each building's energy performance by comparing each building's weather-normalized Energy Use Intensity (energy consumed per square foot per year) to the amount of energy the building would use if it was built in accordance with the State's current Energy Code.

Collectively, these tools facilitate recognition of the University’s achievements in energy efficiency and help direct future efforts and resources to buildings where significant efficiency improvements are possible.
Mike’s Memos
(cont. from page 3)

The updated employee handbook accounts for changes in the law, technology, University policy, and work expectations that have occurred over the last decade. For example, the handbook now contains a section on the prohibition of texting while driving which reflects Minnesota statutes and has more detailed information related to potential conflicts of interest. In addition to updating the content, the new handbook will create a common tool in University Services for communicating information to employees. We are also improving our processes to ensure that the handbook is reviewed with employees annually. Thanks to University Services Human Resources and the FM employees involved in the development of the new handbook.

Great Performance

Eastcliff Landcare Garden Party Team: Jason Grode, Tom Ritzer, Britta Hansen, Todd Knowler, Josh Prust, Matt Horth, Rick Skjonsby, Jim Bossert

Eastcliff, the official residence of the president of the University of Minnesota, hosts many outdoor events during the year, so it’s critical that the grounds remain in great shape. As demonstrated by the following comment from Eastcliff staff, Landcare is up to the task:

“I just wanted to thank the whole Landcare crew for all their hard work getting the grounds ready for the big Garden Party last night. It was a great success. . .I heard so many compliments on the grounds. One of Eastcliff’s neighbors said the grounds have never looked better! I know how hard you all worked and it really showed.”

Thank you and all the turf crew student workers. Keep up the great work!

Employee Focus

They say everything comes full circle, and FM Planner/Schedule Chantelle Cuyun’s tenure at the U sure seems to prove it. A few years after graduating from Bemidji high school, she began working as an FM receptionist in the Donhowe Building. The country was in the midst of a recession, phone messages were taken by hand and e-mails were not yet clogging inboxes. She saw typewriters give way to computers (then laptops and tablets) and work orders evolve from written carbon copies to COMPASS database entries.

Cuyun worked her way through several FM roles -- zone administrator, call center operator, planner, secretary -- in various campus locations, but spent 15 years in the Health Sciences District.

“FM is a good place to work,” said Cuyun. “It takes a certain kind of person to work in facilities – down to earth, service oriented and caring. It’s really incredible how people donate vacation to those that are ill.”

Cuyun and her husband Carlos, who started dating in 1995, got married in 2006. When Carlos retired in 2007, Cuyun left FM after 20 years to move to back to his native Guatemala.

Her Spanish speaking skills were strong thanks to classes from Carlos’ brother Jorge, who teaches Americans how to speak the language. One of his pupils was actor Alec Baldwin when he was preparing for the movie, “The Juror.”

“He’s really an excellent teacher,” said Cuyun. “I learned more from him in a week than in a whole semester here. When we would visit Guatemala or he would come to the U.S., I would take classes with him.”

While she was thousands of miles away in another country, Cuyun couldn’t stay away from FM completely. Because of her experience with COMPASS and FM procedures, she was contracted to develop COMPASS presentations and create online training modules.

In 2009, Cuyun returned to the U.S. Shortly after, she was re-hired as an office manager in FM and the circle was complete. The country was in another deep recession, she began working in the Health Sciences District (once more) before moving back to the Donhowe building (where she began her FM career) and started her current role as a planner/scheduler (again).

Just as when she started working in FM, dated technology was on its way out.

“I noticed when I returned from Guatemala that nobody uses their desk phone anymore,” remembered Cuyun. “It’s all e-mail or instant messaging. My desk phone could totally go away because it just doesn’t happen.”

While many things have come and gone from FM over the years, Chantelle Cuyun seems to have remained a constant. Who knows what advancements will be made during her current tenure?
FM Anniversaries

The dedication of FM’s long-standing employees is clear when you look at the many years of service that they have provided the University of Minnesota. It is with great appreciation that we recognize the following employees for reaching their respective milestones of service.

Thank you all and keep up the good work!

### June
- **25 Years**
  - Robert Dean
  - Kraig Kahl
  - Roger Lambert
  - Jeffrey Sahlberg

- **15 Years**
  - Robert Saari
  - Kevin White
  - Jerry Luiten
  - David Peterson
  - Almaz Gemechu
  - Jeffery Nettleton
  - Gregory Tate
  - Shawn Thomsen

- **10 Years**
  - Steven Alden
  - Daniel Cardenas
  - Brandon James

- **5 Years**
  - Jason Fehr
  - Klarissa Shaninghouse

### July
- **40 Years**
  - Bruce Boudia

- **15 Years**
  - Jerry Luiten
  - David Peterson
  - Almaz Gemechu
  - Jeffery Nettleton
  - Gregory Tate
  - Shawn Thomsen

- **10 Years**
  - Michael Kessler

- **5 Years**
  - Jason Fehr
  - Klarissa Shaninghouse

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Employee Focus

In an age where hunting is mostly associated with firearms, it’s not too often one encounters a falconer on the hunt. Health Sciences District carpenter Scott DeWitt had just such an encounter when his friend unexpectedly brought a falcon along on their turkey hunt in Missouri a decade ago. Falconry’s become a big part of his life ever since.

“Most of the time I take off work is for falconry,” said DeWitt. “It’s like owning cattle, you get what you put into your bird. If you do it haphazardly, your bird doesn’t perform very well.”

Falconry, also referred to as the “Sport of Kings,” is said to have originated around 2000 B.C. in Asia, making it the oldest sport known to man. DeWitt and his Peregrine Falcon hunt ducks, partridge and pheasant (during their respective seasons) from September through February. The falcon has its own outdoor space at DeWitt’s home in South St. Paul. He also hunts with a bow and shotgun, and began bear hunting recently in his hometown of Askov, Minn.

DeWitt’s carpentry career began in Askov when he started working for a local carpenter right after high school. He then did some sewer and water construction before hitting the road for two years to build Fashion Bug stores out east. Upon his return, he ran his own siding business for eight years before re-entering the carpenter’s union. After a few years doing mostly contract work, DeWitt began working in construction at the U in 2000. By 2004, he had moved to the Health Sciences District, where he’s been ever since.

The variety of work for a carpenter at the U really appeals to DeWitt. “I get to drive to one place each day and do an array of things,” DeWitt remarked about his job at the U. “When I was working at a sheet rock company, all you did five days a week was sheet rock. Here, one day I may do sheet rock and the next, maybe it’s hardware or windows or ceilings. I get to do it all.”

DeWitt’s expertise in falconry landed him a prime assignment in the Health Sciences District a few years back. FM had been approached by the Midwest Peregrine Foundation to build a nesting box on top of the Mayo Building to attract Peregrine Falcons for mating. As both a carpenter and falconer, DeWitt was the obvious choice for the job. After several years without results, two falcons finally nested there in 2012. They birthed four chicks last year and another three this past spring.

It’s obvious when DeWitt talks about the successful nesting of Peregrine Falcons atop the Mayo building that he really cares about both falcons and his work. His presence on FM’s carpentry staff when the project began can only be described as serendipity.