As part of President Kaler’s Operational Excellence initiative the entire University is becoming more efficient, stretching operating dollars and delivering results. Facilities Management is meeting the challenge in part through the Combined Heat and Power (CHP) solution.

**Is that a Flux Capacitor?**

FM’s Energy Management division is designing a CHP power plant featuring a spinning turbine that might remind you of the flux capacitor from the Back to the Future movies. Fired primarily by natural gas, the turbine generates electricity while also producing heat that will be used to create steam for University buildings. The same units of fuel benefit the U twice.

Speaking of going back to the future, CHP was first used by Thomas Edison in an 1882 commercial power plant. CHP technology has evolved since then and is needed on campus today, as the U’s vintage 1940’s boilers are reaching the end of their service life while campus growth has increased steam demand. Without the plant, demand will exceed reliable steam production sometime in 2014/2015.

The project corresponds with Energy Management’s principles for finding solutions that are reliable, sustainable and cost-effective. The Southeast Steam plant is the campus’ sole steam production facility, so building CHP will provide redundant capacity in case something should happen to either facility. Additionally, the CHP will be a dual fuel plant, meaning more...
Quality Assurance

We are always looking for a better way to tell FM’s story. As Chief Hestness says there are two components to safety, one is actually being safe the other is feeling safe. For our part, besides cleaning our buildings it’s important to be able show we’ve done it and track the conditions over time. Several months ago we talked about the Custodial Continuous Improvement Teams or CIT’s. One group of more than 20 has been working on a system to easily collect room assessments to help us tell our story.

The new Quality Assurance (QA) program will continue to use the same definitions and assessment rules that were developed a few years ago by a diverse team of customers, custodians and supervisors. The new program will replace the current paper forms being used by supervisors and managers which are clumsy and make tallying the data rather time intensive. The new QA program, iMap, can run on several types of systems and we are investing in some tablets to document the assessments and run the software. Besides quickly generating reports which will help us spot trends and may help us adjust our resources accordingly, the new program allows us to take pictures accompanied by the date and time to show what condition the space was in. The reports are also geotagged so we know where the device was when the report is filed.

We’ll be able to use this information when meeting with our customers to show them the hard work done by FM each day. We also plan on engaging our customers in doing walk arounds with us so they can share with us their concerns and experiences. It will also give us an opportunity to explain our standards so they better understand the challenges we face and the great work you do.

I’d like to thank the Quality Assurance team for their work in reviewing more than 10 different programs, receiving four demonstrations before piloting their final selection. We’ll be rolling out a few units in each district this month with a full launch to occur in February.

Great Performance
Genet Meskela, Geafu Ousman and Abnet Rikitu – MCB Team

The good news is that many of our customers already appreciate the work we do and how it in turn impacts their success. Here is an appreciation of the MCB Team.

“Over the last two years I have had my laboratory and faculty office in the MCB building. I frequently work late and have had the chance to personally thank Genet Meskela, Geafu Ousman and Abnet Rikitu who work on the 5th floor. Each person works very hard to make our work space the best it can be. The offices, common spaces and labs experience a great deal of heavy traffic by day. Each morning, our space is clean and bright. This careful attention to the physical environment truly enhances our ability to be happy and productive. I would like to thank you and the members of your team for their contributions to our research and teaching efforts. Your work is an important part of our success that has not gone unappreciated.”

Thank you Genet, Geafu and Abnet, keep up the good work.

What’s in a Name?

With new buildings coming online we’re in the middle of a hiring push for mechanic positions. We’ll be hiring six Mechanic 2’s and seven Mechanic 3’s. After talking to outside candidates we learned that the title Mechanic is often thought about in terms of an automotive mechanic. We of course are looking for folks who can work on our buildings.

To make sure we post positions that would be understood by both internal as well as external candidates, we are using the slightly longer but more descriptive titles of Mechanic 2-HV AC Technician and Mechanic 3- HVAC Technician. If you would like to apply or know someone outside the University who would be a good prospect, make sure to have them give it a shot. Here are the quick links to the postings:

Mechanic 2 – HVAC Technician
http://employment.umn.edu/applicants/Central?quickFind=108984

Mechanic 3 – HVAC Technician
http://employment.umn.edu/applicants/Central?quickFind=108989

Great Performance
Chad Swisher – East Bank Pipefitter

The cold weather has kept many FM employees hustling as we try to stay ahead of both cold and hot calls. That hustle gets noticed. Here’s what one customer wrote to East Bank Team Manager Andy Madsen.

“Andy, Your team rocks, particularly Chad. Yesterday I had Rachel contact you about a leaking radiator and not only was Chad here to diagnose it within an hour but when I arrived this morning he had already made the repair. Top notch customer service deserves a kudo.”

Thank you Mr. Swisher, keep up the good work.

continued on page 3
Stop in the Name of the Law

Everyone in FM has a specific job to do. And then there are the tasks that don’t fit into a job description that we all end up doing such as opening the door for a professor, giving directions to a first year student - making a citizen’s arrest.

Besides carrying out our job assignments, FM staff act as additional eyes and ears to enhance campus security. We have a proud tradition of helping UMPD but on January 30, Maintenance Equipment Operator Jim Cich took it to a whole different level.

While driving his route, Jim noticed two individuals with a white pickup truck and trailer backed up to a dumpster on the south side of the Mayo building. They were stealing scrap metal. This ticked Jim off and so he alertly got their license plate number and called UMPD. The officers were in route when the suspects left the scene. Jim discreetly followed them (as discreetly as one can in a University refuse truck).

The suspects moved to two additional areas before UMPD officers caught up with them. During each move, Jim called dispatch with the new location and kept a healthy distance. When our officers pulled the suspects over they claimed the material came from a different area. I’m not sure how the law is applied but the officers couldn’t make an arrest for a misdemeanor because they hadn’t seen the suspects take the material. Enter Jim Cich.

While you may have visions of Jim’s citizen’s arrest involving him tackling the offenders as they tried to escape and then slapping the ‘cuffs on them it was a bit more tame. With the suspects detained in the squad car, Jim identified them, said he was making a citizen’s arrest and then officers were able to fill out paperwork with the charges.

Even though it might not make a Hollywood movie, Jim did an outstanding job. He kept himself safe while getting the key information to police. Here’s what Deputy Chief Chuck Minor had to say about Jim, “A citizen’s arrest is above and beyond what a lot of people are willing to do. Please thank him on our behalf!”

Thank you Mr. Cich, keep up the good work!

State of the University

President Kaler delivered his State of the University address yesterday (State of the University address - http://www1.umn.edu/president/speeches-and-writing/state-of-university-2013/) and I invite you to read it. He raised two points that are of particular relevance to FM. He called out the good work and bottom line return we have brought the U through our energy saving initiatives. He noted that the University of Texas at Austin, which is another top flight public research institution, released a report which called for among other things - energy savings. President Kaler said, “Their cost-saving initiatives include: energy savings and sustainability. We’ve been working on that for years, with our Morris campus a national leader. And we’ve been saving more than $5.6 million annually through energy conservation and by closing unused buildings on the Twin Cities campus.”

Each one of you who maintains our HVAC systems, schedules our fans, recommissions buildings and turns out the lights when you’re finished working in an area have had a hand in those savings and should be proud. Keep up the good work.

President Kaler also mentioned expanding the current academic calendar saying, “I proposed making better use of our facilities and faculty capacity on the Twin Cities campus during the summer, and we recently announced a pilot program in the College of Design to do just that.”

Should that pilot prove successful we can expect to have greater building usage during the summer. We will need to adjust some of how we do business. For example, rather than saving the majority of our custodial PM work for the summer, we will likely need to load level it throughout the year.

B&G and B&G Sr. Postings

Speaking of custodial, please be aware that new B&G positions (Requisition Number: 183267) and new B&G Senior positions (Requisition Number: 183268) were posted this week. If you are interested or know someone who would be, please encourage them to apply.

Customer Advisory Groups

(continuing from page 1)

on FM operations. The meetings also serve as a conduit for departmental questions and comments. Some of the topics covered in Customer Advisory Groups include:

- Building Security
- Construction Projects
- Specific building related maintenance and custodial issues
- Service levels
- Parking and transportation related items
- Energy Management associated issues

Customer Advisory Groups, along with the BRIDGE Group, will help FM continue to improve the customer experience and expand communication campus-wide. “Meeting regularly with our customers ensures that we are accountable to their concerns and reach consensus for practical solutions,” said Health Sciences District Director Sam Talbert.
Message from the President
(February 13 message from President Kaler, available online at:

Last week was memorable. Tuesday, Feb. 5, I sat alongside four of our professors who told the Senate Higher Ed Committee about the focused MnDRIVE initiative in our biennial budget request (http://govrelations.umn.edu/assets/pdf/state/2013/120612MinnesotaMnDRIVE.pdf). One senator enthusiastically said that the presentation comprised “the most wonderful half-hour” she’d spent in the legislature. It was impressive.

Minutes later, from that same hearing room table, three of our undergrads articulately described to the senators the need to partner with us to achieve a time-out on increased tuition. That, of course, is the central element of our biennial budget request (http://govrelations.umn.edu/assets/pdf/state/2013/122012BudgetRequestSummary.pdf). Two-thirds of our students carry debt, and their average load is $27,000 at graduation. Committee members smiled grimly when Bailey Black, a Twin Cities College of Liberal Arts senior, joked, “I will graduate with $36,000 in debt.... So, I guess you could say I’m above average!”

The next day, Wednesday, Governor Dayton delivered his State of the State speech (http://mn.gov/governor/newsroom/pressreleasetail.jsp?id=102-54689), and forcefully urged lawmakers to invest in higher education and in our students. He uncovered a sobering fact: The last time the state of Minnesota spent less--in real dollars--to support higher education than it is spending in fiscal year 2012-13 was in 1980-81! That was my third year as a graduate student here at the U, a long time ago.

Thursday, we all woke up to remarkable news: Dr. Reuben Harris and his colleagues at the Masonic Cancer Center had uncovered the causes of many breast cancers (http://www1.umn.edu/news/features/2013/UR_CONTENT_429772.html) -- a potentially historic breakthrough, and the sort of discovery that reinforces the power of our research enterprise and Academic Health Center.

Hours later, hundreds of students from our Crookston, Morris, Duluth, Rochester, and Twin Cities campuses crammed into the Capitol Rotunda to rally (http://www.startribune.com/local/190313001.html?refer=y), and then fanned out to meet their respective lawmakers as part of a student-organized “Support The U” Day. I joined them, as did our Regents, chancellors, and other members of my senior leadership team.

Then, on Friday, I detailed to our Board of Regents (http://www1.umn.edu/president/speeches-and-writing/feb-2013/borreport/index.html) a new pilot program (http://www.startribune.com/local/190488631.html) to provide more opportunities for students during the summer months. I first announced this goal—which promises to help students earn their degrees more quickly and to more fully utilize our facilities--in last year’s State of the University address. Here’s how that goal is becoming a reality (http://www1.umn.edu/prod/groups/ur/@pub/@ur/@president/documents/content/ur_content_431033.pdf).

I also explained how we’re aggressively tackling a request from the governor and legislature to analyze our administrative structure and benchmark certain administrative functions. See the details (http://www1.umn.edu/prod/groups/ur/@pub/@ur/@president/documents/content/ur_content_431032.pdf).

Meanwhile, in the days leading up to this memorable week, students and faculty from across our system received distinctive honors. To mention just a few that caught my attention:

• Emily Campbell, a University of Minnesota Crookston freshman, was named the 2013 American Honey Princess, a role that will have her promoting the beekeeping industry across the nation for the next year. That should keep her busy!

• Amid tough competition, Caity Shea Violette, a University of Minnesota Duluth senior, won the opportunity to perform her own play at the Kennedy Center American College Theatre Festival in Washington, D.C.

• And more than 130 of our faculty from Duluth, Morris, and the Twin Cities were honored with our Imagine Fund Annual Awards (http://www.artsandhumanities.umn.edu/info/annual-awards/2013-recipients) -- all for their research in the arts, design, and the humanities.

Last week told us that when we take risks, when we discard the status quo, when we put students first, and when we display the genius of our faculty and our staff--that’s when we tell the real and powerful story of our University. We confirm our deep value to the state of Minnesota.

I welcome your comments, and I thank you for all you do every day for the University of Minnesota.
Combined Heat And Power (cont. from page 1)

than one energy source can be used to fire the turbine. This gives the U flexibility in case one fuel supply is interrupted.

From a sustainability perspective, implementing the CHP drops the Twin Cities Campus carbon footprint by 15% and will be built within the existing "Old Main" structure. The carbon footprint reduction is based in part on the U's generating its own electricity and having to buy less from coal fired power plants. Repurposing Old Main saves some of the resources needed for new construction and allows Energy Management to base utility crews closer to their work, cutting down on vehicle trips. Not to mention CHP saves money.

Compared to replacing aging boilers with a traditional boiler, CHP generates $5 million in annual savings and $176 million of lifecycle savings over a 30 year horizon. Another bottom line benefit CHP provides is partially shielding the University from increased electricity rates, which are expected to jump 10% in the near future. Because CHP allows the institution to generate some electricity, the U will not have to purchase as much from the utility company.

The University Board of Regents met in February and approved designing the CHP with a single 25 Megawatt turbine instead of the two 7 Megawatt units which were originally planned. Proceeding in this direction, the project team established the following construction schedule:

- Procure long lead equipment (February, 2013)
- Secure air emissions permit (6-18 months)
- Complete construction documents (April, 2014)
- Finish construction (January, 2016)

Support from the very top

President Kaler isn't the only one who is fired up about CHP. President Obama also wants to expand CHP use nationally. The U is leading the charge, knowing the CHP plant will save both money and energy, and have a lot more staying power than a silver DeLorean.

Employee Focus

Paul Kline, Gardener
Hometown: Roseville, Minnesota
Hobbies: Camping, Golf, Boating

Working outside always seems desirable ... until it's -10° out. U of M Gardener Paul Kline knows he has to take the bad with the good in the land care business.

“People come up and say I wish I had your job,” said Kline. “Not when it's below zero and we're out picking up trash. The summers pay off, though. I think the best time is sunrise in the summer over by Pleasant Avenue. It's quiet and everything's perfect.”

Kline has been gardening most of his life. His mom had the best garden in their Roseville neighborhood growing up. She got her green thumb from Paul's grandparents who had a large garden and grew all their own vegetables. Grandma cultivated the flowers while grandpa focused on canning apple sauce, pickling cucumbers and making tomato sauce.

The early exposure to gardening led Kline to get a degree in horticulture from 916 Area Vocational/Technical Institute (now Century College) after graduating from Ramsey High School. He then spent 10 years with a lawn service before reuniting with a former supervisor at the U in 1996.

While Kline occasionally hears comments about his plantings, he takes great pride in them when he passes by on his way through campus.

Kline is also proud of his family. He and his wife Lisa will celebrate their 20th anniversary this summer. The couple has three children, including 16-year-old Tony, 13-year-old Emily and 9-year-old Julia, whom they spend a great deal of time shuttling to activities like marching band, dance class and sports. The family goes camping each summer in state parks and takes their boat out on local lakes.

Kline appreciates the beauty of the U of M, but thinks it would be even nicer if the community was more conscientious about keeping campus clean.

“When you think of gardener and you think of planting,” said Kline. “But we do a lot of trash picking. And when people want to go from point A to point B, they'll walk right through a garden because it's shorter.”

As the snow melts and spring blooms on campus, take note of the landscaping as you pass by locations like McGuire Translational Research Facility and Nicholson Hall on the East Bank; or Peters Hall Patio and Purina Garden in St. Paul. You'll see that the green thumb didn't skip a generation in the Kline family.
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!

**February**

- **35 Years**
  - Mitchell K Peka
  - Bradley Williams

- **25 Years**
  - Steven C Koppen
  - Douglas A Lauer

**March**

- **35 Years**
  - Dennis Korwicki
  - Rickey Mathias
  - Mark Sandquist

- **25 Years**
  - Lyle Niemi
  - Paul Wilken

- **20 Years**
  - Mark Brinkmeier
  - Ron Mapston

- **15 Years**
  - Gerawork Mengistu
  - Robert Petschauer
  - Fatma M Saeed

- **10 Years**
  - Todd N Sjoquist
  - Renee R Tyle

- **5 Years**
  - Berhanu Assefa

**Employee Focus**

**Bayou Tekle, Pipefitter**

**Born:** Arsi, Ethiopia  
**Hobbies:** Volunteering, Soccer, Family-time

In Ethiopia, the word Bayou means to know someone without ever meeting them. Health Sciences Pipefitter Bayou Tekle’s name is a tribute to his grandfather, who passed away two months before his arrival. While he never met his grandfather, Tekle feels that he did get to know him through his family.

Tekle grew up in Arsi, Ethiopia, before heading to Addis Ababa University in the country’s capital to study information technology. But, his degree path was cut short by a conflict between the government and its predecessor. When Tekle and thousands of other college students were forced into military training by the previous government, he knew it was time to get out.

Tekle fled to Kenya and settled in the world’s largest refugee camp. He spent four years working for relief organizations helping refugees from seven different nations cope with the environment and build communities. After four years of service, Tekle qualified for a visa to come to the U.S. for college with his wife, Anna, whom he met in the refugee camp.

Upon arriving in Minnesota in 1996, Tekle got a two-year degree in advanced systems servicing and design from Dunwoody Institute. After a five year apprenticeship, he became a journeyman and worked for several different companies before arriving at the U in 2010.

A tireless worker, Tekle has spent the last five years building his dream house in Minnetonka. The family rented until the basement was finished, and expanded into other rooms as they were completed. He did 90% of the work himself.

As if he wasn’t busy enough, Tekle also finds time to volunteer handyman services for churches and take construction management courses at the U.

Bayou and Anna have raised five children, including a daughter, Lidet (13), and four sons, Henoch (5), Yonatha (7), Birsat (15) and Worku (19), whom they adopted from Ethiopian friends soon after arriving in Minnesota.

Just as with Tekle, his children never met their grandfather, who died in Ethiopia about 20 years ago. True to his name, however, Tekle’s children have come to know their grandfather through him.

“I inherited my ambition from my father,” said Tekle. “He was a coffee farmer and put ideas in my head about what kind of life I should be living. My kids want to hear the story of my childhood again and again, and that influences them. “

Hopefully Tekle will have a chance to meet his grandchildren. But, if he doesn’t, they’ll certainly benefit from the wisdom he’s passed on to his children.