

# The Facilities Scoop



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## Idaho State UNIVERSITY Facilities Services

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### Mark Your Calendar

**Last Day of School**  
May 8

**Memorial Day**  
May 25

### Fixing the Customer

*Written by Steve Fuger*

The shoes I ordered from Amazon last week arrived on Friday. They do not fit, and I need to return them. Have you ever returned an item to Amazon? There is a bewildering array of small businesses which sell items through the storefront, yet Amazon handles most refunds centrally, painlessly, and they pay the return shipping! Amazon does ask what's wrong with the item, but they don't communicate that something is wrong with their customers. My feet are too big for the shoes I ordered, yet Amazon isn't trying to fix my feet or my poor ordering skills— they are fixing my problem. Is it costing them something? Yes – but they win the day when they keep me satisfied and coming back for more.

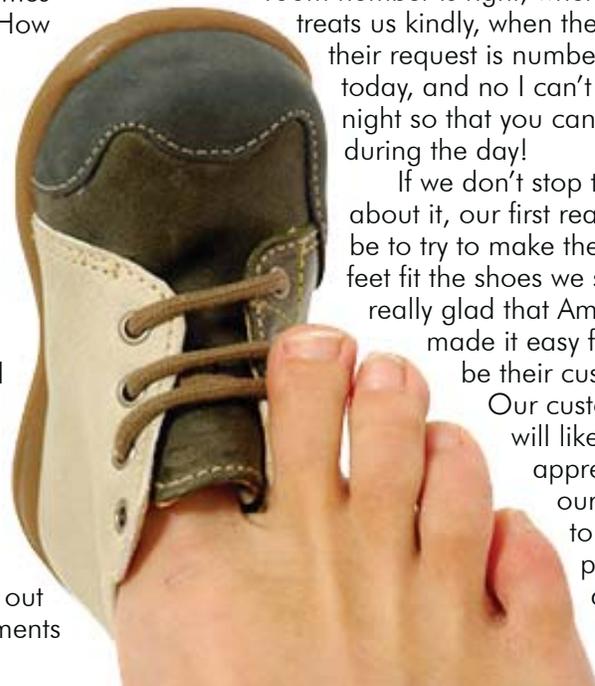
So, what of our customers? How do you think their experience is going? Some are very appreciative and sing our praises; we like to hear from these. We hear from others that they find our processes cumbersome, our responses slow, and that we can be overly bureaucratic when flexibility is needed. Is it possible that we sometimes try to fix our customers? How might that be?

Last summer, we received a letter about the lack of cleanliness in the restrooms at Davis Fieldhouse on the weekend – “why doesn't ISU do something?” We could have called and corrected the patron's misunderstanding, but all they really needed was for the restrooms to be clean. It didn't matter to this University customer which department was providing what. We fixed the problem and worked out details with other departments later.

Last week, an organizer called Transportation to confirm a bus trip for this coming week. Turns out the customer earlier scheduled the trip for May when they really meant April. Our bus system is under extreme pressure right now. Some drivers are on overtime meeting daily needs. A tempting solution would have been to fix the customer –explain their error, tell them how to make the correct request, and that they were out of luck. The customer didn't need fixed; they needed the reservation fixed. We juggled schedules, took their band on the road, and we will likely take them on their next trip and the trip after that.

How many work orders arrive with an incorrect room number? How many people are grumpy when they call to complain about a problem? How many of our customers see their needs as our number one priority? How often have you been told to come back after hours to finish what you've started? Out of the best of motives, we might want to show that we can do our jobs better when the room number is right, when the person treats us kindly, when they realize their request is number 26 of 70 today, and no I can't work at night so that you can have quiet during the day!

If we don't stop to think about it, our first reaction might be to try to make the customer's feet fit the shoes we sell. I am really glad that Amazon made it easy for me to be their customer. Our customers will likewise appreciate our efforts to fix their problems and our not trying to fix them.



## ISU Cares "Spot" Award



### Tim Weichers

Tim Weichers has worked at ISU-Meridian as a Senior Maintenance Craftsman for the past four years. Tim is a licensed electrician. He is a very busy guy, but he always is available to come and assist whenever he is needed. In his spare time he enjoys racing motorcycles. Thanks Tim, for your excellent customer service.



### Provider of the Year Runner Up: Chris Wilson

Chris was hired as the Building Facility Foreman at the Meridian Campus in 2009. Chris was recognized for all he does at the Meridian campus. He has a lot on his to-do-list, but he is quick to respond when asked to address an issue or situation, and is always pleasant and helpful. Thank you Chris for all of your efforts and the great customer service you provide.

## Welcome Jennifer Parrott

I am excited for the opportunity to join ISU Facilities Services as the Environmental and Safety Manager. I relocated with my family from Richmond, Virginia where I've lived for the past nine years. I graduated from Penn State University with a Master's of Science in Environmental Pollution Control, and have spent nearly 10 years working in the environmental field. Most recently I worked for the Virginia Department of Transportation as a National Environmental Policy Act (NEPA) Document Writer. I relocated with my husband and 10-month old daughter. As a family, we are hoping to enjoy all of the outdoor resources that Pocatello and the surrounding areas have to offer. I look forward to being part of the Facilities Services Team!



## Big Changes Coming to MLK Way

*Written by Chris Wagner and Jason Adams*

Have you heard about the large construction project coming to MLK Way this summer? By this time next year, we'll all say, "Wow!" A traffic calming and pedestrian safety project has been in the works for several years. Many hours of design and planning have been invested by ISU and the City of Pocatello.

Imagine yourself crossing campus, coming down MLK Way. Beginning at Memorial drive, the entire road will be narrowed down to one lane of vehicle traffic in each direction. There will be a safe bike lane on each side, a landscape buffer with trees/shrubs along both sides, and 10-foot wide sidewalks on both sides of the street.

The crosswalk connecting Rendezvous to Trade and Technology will be moved up the hill to increase pedestrian visibility. A new cross walk will be added connecting Rendezvous and the southeast corner of the Library, and one cross walk will be removed at the intersection of MLK and 9th Avenue.

As you drive down the hill, you will only be able to turn right on 9th. It will become a one-way street heading north from MLK Way to Love Joy in front of the Library. This will greatly reduce vehicle and pedestrian conflicts and traffic congestion (think class change time) at MLK/9th. New bus turn outs will be located in front of the Library, Dental Clinic, and Cadet Field.

The majority of this project is funded through a grant administered by the Idaho Transportation Department. The City of Pocatello is contributing matching funds in addition to surveying, design, asphalt removal, and new asphalt pavement. ISU is providing matching funds in addition to removing trees, installing irrigation, planting trees/plants, installing wood/rock mulch, and handling long term maintenance of the landscaping. The Wheatley family will be providing funding for trees and shrubs along with decorative rock and paver seating areas similar to the Quad circles.

The project has four goals:

- Increase pedestrian safety/flow
- Decrease vehicular conflicts/speeds
- Infiltrate storm water in plant areas
- Beautification

The project is slated to bid in May, and construction to begin in June. MLK Way will be closed to vehicles from Cesar Chavez to Memorial Drive and the one block of 9th in front of the library for the duration of the project. All work should be completed and the streets ready for use by fall this year. Please help us by taking pictures of the progress and sending them to Kim at: [wrigkimb@isu.edu](mailto:wrigkimb@isu.edu).

## Years of Service

### 5 Years

Leila Cameron  
Moses Collier  
Brock DeWall  
Steve Fuger  
Mason Haggard  
Jamie Hansen  
Kevin Hanson  
Ron Mainord  
Josh Peterson  
Dee Rasmussen  
Ryan Ropicky

Abner Sims  
Chris Wilson

### 10 Years

Phil Balster  
Brian Christensen  
Jay Jones  
Ed Lee  
Phillip Neilsen  
Mike Stallsmith  
Jennifer Stevens  
Chris Wagner

### 15 Years

Wade Mooso

### 25 Years

Melanie Burge

### 30 Years

Jennifer Otte

### 40 Years

Randy Owings

# Mugs of the Quarter



**Skyler Boyd**  
Custodial - 2 years

Favorite TV Show: Friends  
Favorite Color: White  
Favorite Vacation: Oregon



**Kevin Hanson**  
Custodial - 5 years

Favorite TV Show: Fringe  
Favorite Vacation: Northern California  
Favorite Superhero: Spider-Man



**Lewis Burnham**  
M&O - HVAC - 2 years

Hobbies: Skiing  
Favorite Food: Sushi  
Favorite Superhero: The Hulk



**Derek Zohner**  
Custodial - 2 years

Hobbies: Kayaking and Hiking  
Favorite Superhero: Batman  
Favorite TV Show: Malcolm in the Middle



**Jessica Taylor**  
Idaho Falls Custodial - 3 years

Favorite Superhero: Superwoman  
Favorite Food: Hamburgers & Fries  
Hobbies: Sewing & Playing Soccer



**Brian Nice**  
RISE - 2 years

Favorite TV Show: Deadliest Catch  
Favorite Food: Meat & Potatoes  
Favorite Vacation: Europe



**Ryan Ropicky**  
M&O - 6 years

Hobbies: Camping, Fishing, & Hunting  
Favorite Food: Meat  
Favorite Color: Black



**Ray Skeem**  
Custodial - 16 years

Hobbies: Cooking  
Favorite Color: Red  
Favorite Movie: Heartbreak Ridge

## Activity Zone

How well do you know the history of ISU? Email your crossword answers to wrigkimb@isu.edu or drop them off to Kim in the Facilities Building, #18. All Facilities employees who send in the correct answers will be entered into a drawing to win a prize. The drawing will take place on Friday, April 24th.

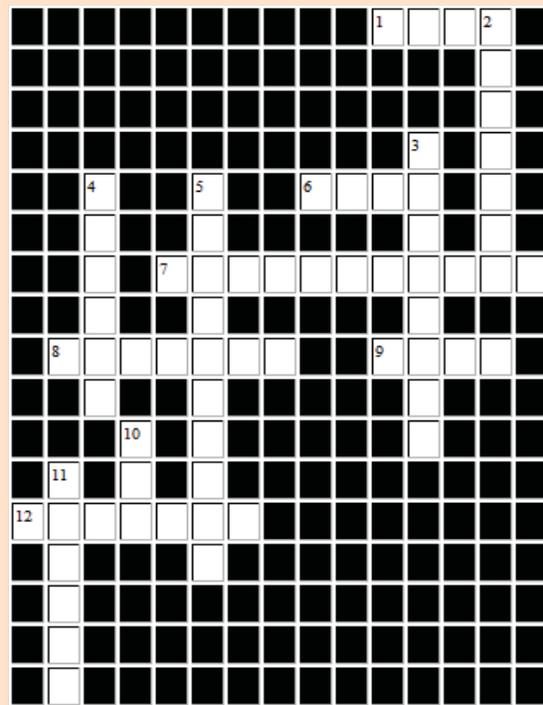
### Across

- This Idaho Falls campus building has a CAVE.
- The Meridian Health Science Center shares the building with a \_\_\_\_\_ school.

- Was built in 1965 and has a fully functional nuclear reactor in the basement.
- In 1901 Idaho State University was founded as the \_\_\_\_\_ of Idaho.
- The student union building was named after \_\_\_\_\_ R. Pond.
- Holt Arena was the first domed \_\_\_\_\_ built on a college campus.

### Down

- \_\_\_\_\_ Hall was the first building built on campus.
- Was built in 1941 and housed the first college on campus.



- The Dental Hygiene Sciences building was a \_\_\_\_\_ in 1929.
- The newest building on the Pocatello campus.
- Davis Field was named after William E. "\_\_\_\_\_" Davis.
- The \_\_\_\_\_ building was completed in 1950.

# World-Class Facilities Professionals SERVING ISU TOGETHER

## Department Updates

### Environmental, Planning & Engineering

After 8 months of searching, we have found our new environmental and safety manager. You will see changes as we implement procedures to streamline safety and environmental compliance. We will be able to offer enhanced services for air quality reporting, spill prevention plans, and Division of Building Safety (DBS) inspection remediation.

### Transportation Services

The first half of our new "off-road" fleet has arrived. We are excited for the new position opening for a bus driver/mechanic. We are looking into updating our billing process and software and trying a new bus pass program this summer.

### Custodial

We're striving to motivate people to recycle through awareness and education. Standardizing containers will assist all to tell the difference between a garbage can and a recycle bin. We are also creating a pamphlet that will show what we can and can't recycle; this will be distributed to all departments.

### Maintenance & Operations

The M&O team has been working on the 20 deferred maintenance classroom upgrade projects which include new ceiling tile, LED light kits, paint, and carpet. The Heat Plant team has repaired condensate leaks between the Heat Plant and the maintenance compound. The Electrical team has improved the power on lower campus by assisting Idaho Power with a loop feed for backup. Shops constructed 7 workstations for the Department of Research. Plumbers have installed 3 more water bottle filling stations.

### Idaho Falls

Spring came early this year, and we will be turning on the irrigation systems soon. The crew has started on spring cleanup of the mess that winter left behind. We just upgraded the emergency power system at the CAES building to make sure the automation system that runs the building and equipment will be operational in a power outage.

### Public Safety

The hiring process is under way for the new Director of Public Safety. We completed an on-site assessment for EMAP, and have met 55 of the 64 standards; we are working toward correction of the 9 non-compliant standards. We've also received approval to move forward with pay-by-space parking kiosks to replace the current parking meters.

### Meridian

The Meridian facility has been dealing with ongoing construction for the past year. Chris Wilson has been busy with project management of the A&P lab project as well as the PAS classroom remodel. The A&P lab will be completed in April. The Meridian staff has been busy receiving training on a wide variety of new, complex mechanical and electrical systems.

### Grounds

Spring has officially arrived; the Grounds crew has been out digging in the dirt and installing irrigation systems. There are many beautifications slated for this season including: finishing the planter along Cesar Chavez, beginning the second phase of the Reed Gym berm, and bringing the empty planter on the Quad side of the Business Administration building back to life.

### Exemplary Service

We provide reliable and responsible service.

### Team Unity

We are professionals serving professionals.

### Ownership Mindset

We know, protect, and improve our facilities.

### Communication

We minimize surprises through listening, understanding, and being understood.

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Do you have an article or idea that you would like to see in a future issue of the newsletter? Email it to [wrigkimb@isu.edu](mailto:wrigkimb@isu.edu).