On June 8, 2005, 18 ordinary people took a day’s vacation and turned into 18 extraordinary friends to help a fellow FP&M employee.

When the Shops (BD & BC) found out that Milton Sturies, Facilities Mechanic, was diagnosed with cancer, the ordinary people became extraordinary by banding together to help Milton and his wife, Shirley, finish a dream that was in progress.

Milton and Shirley Sturies had started building their dream house just east of Ogden. Milt planned to finish their house using his extra time away from work. He then found out he would be undergoing possible chemo and radiation treatments that would not only be expensive but would need his every ounce of energy to complete.

Electricians: Mike Cleaveland, Arzy Clapp, Dan Cox, Dennis Elliott, Mario Filippelli, Forrest “Stumpy” Grabau, Bill Hobbs, Darren Huntley, Scott Rogers, Bob Weldon, and Eric Zierke installed 7,000 feet of electrical wire in Milt’s house including drilling all holes in the framework.

Plumbers: Larry Hansen, Marc Hines, Joe Judge and son, Josh, Carrol Lind, Ed Meester, and Paul Schroeder installed 160 feet of 3” pipe, 100 feet of 2” pipe and 100 feet of 1 ½” pipe including drilling all holes necessary.

Shirley Sturies provided all their friends with great food and beverages for the whole day while the men worked.

Continuing the spirit of giving that Milt’s fellow workers began, several men including Joe Judge, Carrol Lind and Mario Filippelli, have gone back and helped him finish roughing in the house.

Is this heaven? No, it’s Iowa. No, it’s Facilities Planning and Management at Iowa State University.
Iowa State University has been first at many things…

♦ In 1862, Iowa became the first state to accept the terms of the Morrill Act establishing the nation’s system of land-grant universities, and designated Iowa State as its land-grant institution.

♦ Iowa State University has been first at many things:

♦ Iowa State was the first land-grant university to offer courses in domestic sciences, which lead to establishing the first experimental kitchen in 1876.

♦ In 1874, Iowa State University offered the nation’s first courses in forestry and the first dairying classes in 1880.

♦ In 1879, Iowa State University established the nation’s first College of Veterinary Medicine. Today, after 125 years, we are on the throes of rebuilding and refurbishing our aged facilities.

♦ In 1899, Iowa State installed the 10-bell carillon chime in the Campanile, and in 1989, was the first scientifically tuned chime in the world; the carillon has 50 bells today. This is located on our 26 acres of central campus open space, designated as one of the three most beautiful central campus open spaces by the association of landscape architects.

♦ In 1902, the first Masters of Science degree was offered in farm mechanics.

♦ In 1904, Dean Anson Marston established the nation’s first Engineering Experiment Station.

♦ In 1905, Iowa State established the nation’s first professional agricultural engineering curriculum.

♦ In 1933, Iowa State established the nation’s first Statistical Laboratory.

♦ In 1930, the world’s first electronic digital computer, fondly known as the ABC (Atanasoff-Berry Computer), was invented at Iowa State University by mathematics and physics professor John Atanasoff, and engineering graduate student Clifford Berry. If they had not packed up their computer and stored just before World War II, history would perhaps be written differently.

♦ In 1942-1954, Friley Hall was possibly the first largest student dormitory in the nation. Today it’s still the third largest.

♦ In 1971, the first generation of low-cost facsimile machines was invented at Iowa State University by an engineering graduate, David Nicholas.

♦ In 1988-1989, Iowa State University was the first university in the nation to field-test a genetically engineered plant (tobacco with pest-resistance gene from a potato).

♦ In 2005, Iowa State University received the first State Baldrige award from the Iowa Quality Center. It is possibly the first award of its kind offered in the nation to a facilities operation.
Storms Hall/Knapp Hall Demolition

By Kerry Dixon-Fox

While the exciting part of this project for most people occurred on July 19th when the buildings came down, a great deal of preparation was required by a team of individuals from Iowa State, the City of Ames, and others. Our goal was to bring both buildings, Knapp and Storms, down safely, with no injuries and little or no damage to the surrounding buildings, both ISU’s and the surrounding neighborhood. Prior to implosion, we spent a tremendous amount of time trying to think of everything that could go wrong, and how to best address those issues.

When this project was initiated, a study was done to determine the best method to bring the buildings down. Our consultant, Howard R. Green Company and demolition expert Herb Duane, looked at three methods – traditional wrecking ball, mechanical demolition done with robotic units, and implosion. After a fiscal and impact analysis, it was determined that implosion was the best method.

To prepare the buildings for contractors, we first needed to remove all hazardous materials, mainly asbestos, as well as the furnishings left inside the buildings. D.W. Zinser was awarded the contract to remove the furniture and had that work done in early 2005. Much of the furniture was turned over to social organizations for reuse.

Mid-Iowa Environmental was hired to do the asbestos abatement. This work was monitored by ISU’s Environmental Health and Safety. With crews working six days a week, they began working on January 3rd and finished on June 15th. Not only were they removing floor tile and insulation, but the caulking between all the exterior facade panels and window glazing compound contained asbestos as well. The removal was tracked by placing pieces of blue tape on each panel side when the joint was clean. Contrary to many questions received, we were not decorating the outside of the building!

After the furniture was removed and the asbestos abated, the Ames Fire Department (AFD) approached us about using one of the buildings for fire fighting training. We agreed and the AFD was presented with a unique opportunity. They hired a high rise fire consultant and used Knapp Hall for live fire training. The consultant, who has been doing this for 19 years, indicated that this was only the second time he was allowed to start a live fire in a high rise for training purposes. The AFD was very excited and appreciative of the opportunity. During the week of May 23rd, AFD started training at Knapp. On May 26th, they started fires on the fourth floor of the building and extinguished them in real life exercises.

Because the implosion method had never been done on such a large scale in Ames, we were very cognizant of the town-gown relationship with the campus town neighborhood. We started meeting with groups that could be affected by the implosion and the subsequent removal of the debris. These meetings started prior to the bidding and award of the contract and continued through implosion date. These groups included the ISU Administration, Residence Department, Dining Services, University Police, Utilities Services, Recreation Services, Environmental Health and Safety, News Services, and Instructional Technology Center; the City of Ames Public Works, Police and Fire Departments; Alliant Energy; and, of course, the residents and property owners in the surrounding neighborhood. By meeting with these groups early, we were able to identify and address concerns and issues that we had not thought of. These meetings allowed us to coordinate our efforts, and keep everyone focused on the task at hand.

As the preparation of construction documents moved ahead, we began working with Annette Hacker and John McCarroll of ISU News Service to work on the public relations aspects of the project. Long before we had a contractor, questions were coming in regarding the project and the impact in the neighborhood. A list of frequently asked questions (FAQ) and a letter were developed and sent to 300+ property owners and residents that lived south of Knapp Avenue and between Hayward Avenue and Lynn Avenue. They were invited to the first of two public meetings held on April 19th. With the help of David Wanat, a public information website was set up to assist in communicating information to the neighborhood, Ames community, alumni, and media. In looking back, University Relations proved to be a valuable asset when it came to

(continued on page 8)
**Towers Come Tumbling Down**

*Reprinted with permission from Inside Iowa State*

Months of planning and site preparation ended in a brief 14 seconds on July 19 when the Knapp and Storms residence halls were imploded. The implosion occurred at 10:05 a.m., and an estimated 5,000 to 6,000 people gathered to watch it.

From the firing of the first audible explosives, to the creation of two piles of concrete rubble, about 14 seconds passed. A breeze carried a large cloud of dust to the northeast and the building piles were clearly visible within about three minutes.

“I thought the project was perfect,” said Doug Loizeaux, vice president of Controlled Demolition Inc., Baltimore, which carried out the implosion.

He said crews used 110 pounds of explosives on four levels in each building - on low floors to knock out support columns sequentially, and on upper floors to break up debris to aid in the clean-up process. As planned, Knapp Hall fell slightly to the east and Storms Hall fell slightly to the west.

“The explosives are just the catalyst,” Loizeaux said. “We let gravity do most of the work.”

The two-story commons facility between the two towers, which still is in use, looked fine after a first walk around the site, Loizeaux said.

Iowa State’s project manager Kerry Dixon-Fox said “things went like a dream for us. I’m ecstatic that things went so well,” she said.

Ames firefighters were hosing down the debris piles within an hour of the implosion to keep dust down. Crews from Peterson Contractors Inc., Reinbeck, will begin to clear away the concrete debris on July 20. That process is expected to take five to six weeks.

Knapp and Storms were brought down because both buildings have significant deferred maintenance, including irreparable facade damage. Storms closed in 2003, and Knapp closed in 2004.

*GONE IN 14 SECONDS*
2005 FP&M Employee Survey Update

By Nancy Surprenant

Since it’s been a little over a month since the FP&M Employee Survey, we’d like to give you a quick status update.

First, thank you again to all of you who took the time to share your thoughts and ideas by participating in the survey! Out of the roughly 450 FP&M employees, about 250 people completed the questionnaire portion of the survey. That’s roughly 56 percent participation - which although we would have liked to have more people participate, it’s still a good turn out for a ‘non-mandatory’ survey. In addition, we also received about 80 of the open ended/take home surveys - so thanks to the folks who did their ‘homework’ and sent these back.

Currently, our consultant, ATW, is in the process of tabulating all the information. They have completed the tabulation of all the questions to which you answered strongly agree, agree, disagree, or strongly disagree, and have evaluated all the information together to identify areas where we think we’re successful and areas in which we need some work.

However, the tough part of evaluating the questionnaire portion of the survey is what remains. In addition to the responses on the take home surveys, ATW has indicated to us that they were amazed by the quantity of comments that people wrote or typed on the questionnaire portion of the survey - from what we hear, it totaled nearly 25 pages of comments in small type! Believe us when we say that this is great - the purpose of the survey was to find out what you really think about FP&M, and it sounds like you told us! Due to the large amount of comments, it is taking ATW some additional time to work through all the comments, summarize them, put them in a format that is useable, yet maintains confidentiality, and still keeps all the info intact so we can say ‘this is what we do well’ and ‘this is what we can improve’.

With that said, ATW is continuing to move forward, and once the information is all assembled we will share the information with all of you via meetings (projected for mid to late September), the website, and whatever methods best communicate the results.

Again, thanks for your participation and your patience as ATW processes the survey responses. As always, if you have any questions, please give one of us a call.

The FP&M Employee Survey Committee: Cherie Bohning, Mike Fields, Doug Harjes, Gina Holtzbauer, Tom Price, and Nancy Surprenant.

Prairie Border Restoration

By Cathy Brown

A prairie border grows along the east walk leading to the east entrance to the College of Design. The prairie was originally installed in 1987 to demonstrate the use of native plants in an ornamental planting, and to recognize the contributions of Landscape Architecture Professor Emeritus Robert Dyas. The prairie has served the College as an outdoor teaching laboratory for plant material, design, and prairie management. Over time, the more aggressive of the plant species dominated the planting, reducing the overall diversity of the boarder.

During the past summer, the restoration project was planned and initial steps were taken for the re-establishment of the prairie border during the past summer. The project is a cooperative effort between the Landscape Architecture Department and Facilities Planning and Management. The general steps for the restoration include removal of woody and herbaceous plants, sterilization of soil to destroy undesirable seed - via the use of a plastic barrier, top dress soil with sand and till followed by seeding.

During the fall semester the Landscape Architecture Savanna Studio will collect prairie seed from local prairie sources and dormant seed the prairie in October. The prairie will be planted as a ‘designed’ prairie in the spirit of the ‘Prairie Border’ design that was originally installed around 1987. In the spring semester, some additional seeding may be required. Next summer, Campus Services will perform two to three mowings of the prairie during the first two to three years to suppress weedy growth. In the subsequent years, the Landscape Architecture department will coordinate annual burns for the prairie area. The Landscape Architecture Department will continue to provide the primary management responsibility for the prairie area.

In part, the project has been accomplished through the generous support of Campus Services to address the portions of the project that cannot be addressed by the students participating in the studio experience.
SERVICE CENTER UPDATE

by Sherri Paul

Service Center on the move again: The Service Center was consolidated with Building Maintenance supervisor’s office space shortly after I arrived at FP&M. It was felt having support services close at hand would optimize our services.

Though a good idea in theory, in practice it didn’t take long to realize that other options needed to be pursued. Close proximity to office entrance door, the at times hectic nature of service desk operations, and supervisor/staff traffic actually created a bottle neck for effective communication.

We considered moving the desk back to the small project area and locations elsewhere in the shop area. Final plan landed us in the same space—but included a new area and new access. The supervisor’s office area has been reconfigured and our new space with a separate access, carved out of one corner. Improving communication was our goal and we have obtained it. Our official room number is 167F, feel free to stop by and see us. No need to knock—we’d prefer you just come on in.

Recently, we sent out a survey to FP&M employees—the results are back. You can view them from our web home page, by clicking on the News & Announcements Archive link, then click on July 2005, and the link for Results of Service Center Survey. You can also review the survey results by copying this link to your internet browser: http://www.internal.fpm.iastate.edu/surveys/servicecenter/results.asp.

Did you know you can reach the service desk after normal working hours? If you call 294-5100 before 7:30 a.m. or after 4:00 p.m., you will get an automated message. All you need to do is select the option for a problem that cannot wait. You will be connected with an on-call mechanic or DPS. They will contact the appropriate on-call shop personnel to assist you.

GLORIA ERICKSON RETIRES

By Lyn Foshe'

Gloria Erickson began at Facilities Planning and Management (then called the Physical Plant) on 10/29/73. Gloria began as Clerk II, was promoted to a Clerk III; reclassified as a Clerk IV; reclassified as an Office Coordinator, and finally Program Assistant, which was her title when she left on 6/10/05, which happened to be her birthday!

Gloria met and married Dennis Erickson during her employment here and they have a daughter Lindsay, who recently graduated from Iowa State and is doing substitute teaching right now.

Gloria left FPM to take a half time position at Reiman Gardens as Events Coordinator. To quote Gloria she loves her new job and is having a ball. Dennis is retired so with Gloria’s extra time they enjoy a variety of activities and travels. Her enthusiasm and willingness to pitch in wherever and whenever needed is greatly missed and all her friends and co-workers here wish her well.

Be a Part of the Internal Advisory Committee

By Wanda Martin

The Internal Advisory Committee has three new members. It was time for a rotation and Terri Arnold, Ron Kinyon, and Marc Witte are gone (We would like to thank them for all of their input to this group). Steve Rentzheier, Bruce Fisher, and Mona Wilson now join John Byerly, Roger Graden, Sally Houser, Randy Larabee, Wanda Martin, Lynn Seiler, and Gordon Woods to make up the committee. We are looking forward to hearing their views and ideas.

We have had some pretty wild discussions and it gets pretty interesting. Things we are still working on are confidential, but a few of the things we have discussed and forwarded on to the directors group for consideration are – a recommendation on sick leave NO/LOW usage (we suggested a few changes that could be made) – internet access for everyone – new ID cards (a few of us got these) – smoking and seat belts usage in state vehicles, and mass mailing.

As you can see, these are items that affect a large part of the FP&M employees. That is what we are here for – issues or concerns that affect most or all of us. If you have an issue or concern that affects a large group and would like to share it with the committee, we would welcome your input. You can get a hold of us individually or e-mail us (Global e-mail address – FP&M Internal Advisory Group).

We are always looking for new members. A fresh point of view is always good. Think you would like to be a part of this group? If so, three new members will be starting shortly after September 15 and additional members will be needed four months later. Contact Dave Miller or Gina Holtzbauer if you would like to join the Internal Advisory Committee.
Gina Holtzbauer is Secretary IV for AVP Chris Ahoy, Director of Facilities/Utilities Dave Miller, and Associate Director of Business Services, Don Chrusciel. She has been with Facilities Planning and Management since October 1, 2001. Gina is invaluable to the administration staff providing a wide range of duties. She is also the travel coordinator for administration, as well as an active member of the Directors Group.

Gina states, “One of the favorite aspects of my job, is the wide range of duties and responsibilities I have. I am never doing the same thing from day to day; therefore, my job is challenging, plus I never get bored. Another aspect that I love about my job is the people! There are so many great people that I get to work with on a daily basis, which makes my job both exciting and fun!”

When Gina is not busy at the office, she enjoys being a mom and wife; playing and spending time with her boys, Michael, nine years old and in the third grade, and Matthew, six years old and in first grade. She loves watching her boys playing sports. She enjoys spending time with her husband, Mike, who works for ISU Meat Lab and is an Irradiator Operator. Other things Gina enjoys are country music, attending ISU sport events, making fleece blankets and pillows, walking and watching NASCAR.

Gina's family, friends, and fellow coworkers are the core of Gina’s world, and all carry a special place in her life.

Gina states, “After working in five different departments at ISU, I can honestly say that FP&M is one of the greatest places to work on campus!”

If you know Gina, you know she always has a helpful smile.

Congratulations Gina, for being our FP&M Spotlight Employee.
Storms Hall/Knapp Hall Demolition
(continued from Page 3) By Kerry Dixon-Fox

dealing with the public and the news media. They had several good suggestions and basically handled the media, freeing us up to work on the implosion project itself. The training we received from them allowed us to be confident and focus on the message that we wanted to get out.

The first public meeting with the neighborhood was held prior to the award of the contract and was one of mixed reactions. The primary concern of several residents was the possibility of trucks hauling debris through the neighborhood. They were much relieved to learn the haul route was out to Mortensen and down to Elwood and south. The neighbors did think of a couple of items that we had not including “What about my dog, who spends the day outside?” and “If I will be on vacation, what should I do before leaving?” As a result of these additional items we continued to revise our FAQ and update that on the public information website.

After Peterson Contractors Incorporated (PCI) and their implosion sub-contractor, Controlled Demolition Incorporated (CDI), were awarded the demolition contract in May, we met on a weekly basis with the consultants, the contractor, the City of Ames, and most of the ISU departments mentioned earlier. These weekly meetings were helpful and informative for everyone. We were able to discuss the project with all affected entities from the implosion day planning to road closures, site security, to worse case scenario planning. As a side note, this was not the first time that CDI had worked at ISU. The Department of Energy used them to deal with the demolition of the Ames Laboratory Research Reactor located out at the Applied Science Center in 1980.

Once the implosion date was set, another public meeting was held with the neighborhood. Both PCI and CDI were present at this meeting. Again, all residents and property owners were sent invitations, and surprisingly, less than ten residents attended. We hoped that this was an indication that we provided answers in advance to many of their questions and concerns. After the meeting, it appeared that the neighborhood was comfortable with our planning.

Five days prior to the implosion, Kerry hand delivered information letters and car wash tokens to each dwelling unit within the restricted safety zone. We wanted to make sure that everyone who lived in the area was aware of what to do on the morning of the implosion. We also knew there would be a great deal of dust in that area and wanted to give everyone the opportunity to get their car cleaned up after the event. To give you an idea of the number of people affected, there are 36 registered properties in the area and over 85 dwelling units – a great number of apartments!

The day before the implosion, teams of construction managers and their students visually surveyed the neighborhood so they were aware of any pre-existing conditions on surrounding buildings. They also checked the Wallace-Wilson complex and locked it out to make sure that no one was in the buildings during the implosion. The day of the implosion, a team effort was put forth by the Project and Construction Management staff providing assistance. Staff kept track of vibration and air monitoring equipment, re-inspected Wilson Hall, and surveyed the neighborhood following the implosion to make sure nothing was damaged.

When we finally got to July 19th everything went smoother than expected. The press was present early and was able to fully document the implosion. Approximately 8,000 people watched as the buildings came down at 10:04 AM. Observers were able to walk away with the memory of a one-of-a-kind event in Iowa.

Site clean-up is now underway and moving along smoothly. PCI is separating the steel and concrete on-site. Approximately 95% of the concrete is being taken to the site of the new ISU Dairy Farm where it will be crushed to use as road bed for the new complex. The steel will be recycled with only a small amount of the debris ending up in the landfill.

All in all, as we look back at the project, it’s been a success!
On August 9 – 12, 2005, Iowa State University hosted the National Collegiate CADD Conference (NCCC) 2005. The theme of the conference was Going Beyond CADD. All sessions were held in Howe and Hoover Halls. NCCC provides a structure for exchanging ideas and information regarding the use of technology in managing the physical facilities of higher education institutions—especially on the use of Computer-Aided Drafting and Design (CADD) related services.

Lola Van Wyk, Manager, A&E Design Services, remarked upon accepting the request to host the 2005 conference, “Rich Tribolet and I are excited to be hosting the 16th annual National Collegiate CADD conference. Iowa State University was at the very first conference at Ohio State in 1990 and has been represented at 14 of the 16 conferences. We are pleased to welcome all of you to Iowa State University. The conference theme is Going Beyond CADD. We will have sessions on how Iowa State has incorporated FAMIS for computerized facilities management and how Iowa State is using ActiveProject as a web-based interactive project management/collaboration tool. NCCC 2005 will provide many opportunities to network with your peers to share information and experiences.”

These statements came true when 110 technical specialists descended on the Iowa State University campus to be educated and entertained. When they arrived on August 9th, there was a special welcome reception held at the Reiman Gardens. Old friends met again to begin their quest to serve their universities in the most up-to-date technical skills education.

On August 10th, Chris Ahoy welcomed the group to Iowa State University describing the “firsts” accomplished by Iowa State University as described in his “From the Desk of Chris” article in this newsletter on page 2. Warren Madden, Vice President of Business and Finance, also welcomed the attendees to Iowa State University. The group assembled in the Hoover Auditorium where Lola Van Wyk and Don Uchman, Board President, welcomed everyone to the NCCC 2005 Conference. The keynote speaker was Michael Beall, the AutoCAD Trainer Guy, who spoke on how CADD has become integrated into other facilities management packages.

Concurrent sessions of training were scheduled in the mornings and afternoons with such subjects as: ActiveProject, presented by Dean Morton and Dean McCormick; FAMIS at ISU, presented by Mike Hamilton and Ron Kinyon; Visualizing Information: The Integration of GIS with Space and Maintenance Management Data, presented by Stanford University; Managing Your Space with Autodesk Revit, presented by Brigham Young University; and GIS Project Update, presented by Texas Tech University.

A&E Design Services staff members who helped monitor sessions and introduce presenters were: John Byerly, Bruce Bonestroo, Terry Dannatt, Tim Fogue, Cindy Howe, Donna Imhoff, and Brandi Latterell. Steve Nystrom, CSS, provided IT support for all sessions. Marc Witte and Steve set up a computer cafe for attendees to check emails, etc.

On Wednesday afternoon, everyone was taken to the C4, C6, or the Baby Cave for a virtual reality demonstration. Later that afternoon, Jeff Witt provided a tour of the Power Plant for some of the attendees, and Steve Prater took other attendees on a walking tour of the campus. The Thursday evening activity took attendees to the Iowa State Fair.

For further information on the conference and to view copies of many of the presentations, please go to http://www.nccconf.org/.
Once again ISU FP&M has submitted an application report to the Iowa Recognition for Performance Excellence (IRPE) program managed by the Iowa Quality Center (IQC). FP&M utilizes the IRPE seven Baldrige categories format as a means to assess the overall operations.

The application was submitted before the August 1st deadline and reviews of the materials are expected to happen between mid to late September 2005. Should FP&M receive a favorable review; a team of examiners will perform a site visit mid to late October with notification of final outcomes to be announced late November.

This will be the 4th year that ISU FP&M has participated as a tier three applicant in the program, receiving the bronze recognition in FY05.

Deanna Hesson participated in the 10k volkswagen in the Iowa Games and also the 5k Midnight Madness run/walk. The 10k volkswagen was 6.5 miles and she received a ribbon. The midnight madness was held on July 9th in the evening and approximately 5,000 people ran or walked in the 5k with is 3.2 miles. Deanna walked a 5k race the morning of July 9th in Baxter, Iowa as part of their city celebration. Deanna stated, “The Iowa Games was the first time I had ever walked 6.5 miles at once.”

Stephanie Koch WINS at Iowa Games

Stephanie Koch, daughter of Connie and Tim Koch, participated in the Iowa Games Youth Swimming Saturday, July 16th, and Sunday, July 17, 2005. She swam in four relay events winning two gold medals, one silver medal, and one bronze medal. She also swam in six individual events including the 50-Yard Freestyle, the 100 Yard Freestyle, the 200 Yard Freestyle, 500-Yard Freestyle, 200-Yard Individual Medley, and 100-Yard Butterfly. She earned gold medals in all six of those events, and set a new Iowa Games record in five of them (all but the 100-Yard Butterfly). Stephanie likes to compete in the Iowa Games because it gives her a chance to meet new people and make new friends.

By Don Chrusciel
Do you need to upgrade on area maintenance, customer service, supervising tips, or get words of wisdom to help your skills as an employee? The Knowledge Management (KM) team has added a new electronic based virtual library system that can be of great value to all FP&M employees.

This virtual library information is now available via our internal webpage. Simply click “Knowledge Management”, and choose “FP&M Library” or type “http://www.internal.fpm.iastate.edu/km/library” in the browser. From the web, employees can see what resources are available for reference, where they are located, and if anyone has checked them out. Currently, there are 657 resources cataloged in the library. The library contains more than just books. There are also cassette tapes, videos, training manuals, etc. Categories include such things as Business Practices, Customer Service, Employee Involvement, Job Skill Improvement, Safety, etc.

The mission of the Knowledge Management team is to help the organization on acquiring, storing, and utilizing knowledge for such things as problem solving, dynamic learning, strategic planning, and decision making.
Twin girls were born to Jake and Jen Randall of Waukee on March 16, 2005. Kiersten Marie was born at 1:45 a.m. and weighed 4 lb 1 oz. and was 19” long. Ciera Ann was born at 2:10 a.m. and weighted 3 lb 4 oz and was 16” long. Grandparents are Matt and Julie Randall (Project Coordination Center) of Melbourne and Rock and Georgie Templeton of Marshalltown.

On August 24, 2005, Les Lawson was awarded the Essential Piece AWARD, recognizing superior support and service at Iowa State University. Warren Madden, VP for Business and Finance wanted to have nominations of colleagues or coworkers who had done something above and beyond the call of duty. Is there a Business and Finance employee who has done something extraordinarily well, or has made a difference to the university?

Les was nominated by Bill Diesslin from EH&S with the following letter to Warren Madden:

Warren Madden:

“In his capacity as Campus Services Manager, Les Lawson wears many hats. Everything from clearing snow, cutting grass, and management of campus grounds are part of his responsibilities. When something new comes along, it would be easy for Les to say “no thanks, I’m too busy”, but he chooses to take on new challenges with a positive and professional attitude.

In 2004, Iowa State University became subject to a new storm water permitting program for Municipal Separate Storm Water Sewers (MS4). Although the program is administered by EH&S, many permit requirements demand cooperation from a number of FP&M entities. Les has been very diligent about reporting spills and conditions of campus surface waters. He prepared a fertilizer and pesticide use plan for campus and regularly attends Storm Water Management Team meetings. EH&S is in regular contact with Les and he is always ready to assist, often dropping his current tasks to put customer service ahead of his own accomplishment goals. Clean water in Iowa will take everyone’s cooperation, but people like Les will do much to make Iowa State University and the State of Iowa a cleaner and healthier place to live.”

Death announcement

Bill Hobbs’ brother, Junior Hobbs, passed away. (Bill works in the FP&M Building Maintenance Shop.)

FAREWELL TO GEORGE MELLEN

George worked here from December 1, 1998 - August 16, 2005 as Chief Engineer, Facilities Services. He and his wife, Alice, are going on an extended trip around the country to visit family.
Memorial Union North Landscape Revitalization

By Nancy Surprenant

There is little doubt that one of this summer’s most noticeable campus landscape projects was the plant removal on the north side of the Memorial Union. This first step of the north landscape revitalization project might be considered the polar opposite of our typical landscape projects – as we’re usually focused on planting new landscapes and creating new spaces, not demolishing the old. However, the plant removal in the area has definitely given a new look to the Four Seasons Fountain and the Memorial Union – a look that has received mostly favorable comments by students, faculty, staff, and alumni alike.

The plant removal project was initiated for several reasons. Some of the plants, such as the mugo pines flanking the staircase and walkway, were beginning to overgrow their ‘place’ again since being replanted in the 80s. The height and size of the outer ring of the junipers were causing some safety concerns, while other plants were just starting to show the wear and tear of 70 years in the Iowa landscape. However, all these plants served a wonderful purpose over the years, as they created a quiet ‘room’ around the Four Seasons Sculpture and fountain, where many generations of students and staff have relaxed, studied, ate lunch, or visited with friends.

Due to its cultural significance to the Iowa State community, work on this project actually began over a month before the removal of any plant material actually occurred. That’s when Jeanie Hau, from FP&M Landscape Design, along with FP&M intern Anna Bogler, an ISU landscape architecture student, began to research the existing landscape in order to complete a landscape study that would document the site for historical and cultural purposes. By working with Kathy Svec, Memorial Union Marketing Director and curator of the MU archives, and Rich Tribolet, keeper of the FP&M archives, their research uncovered many interesting facts about the landscape and fountain, in addition to some great old photos and plans of the area. A few items of interest….

The 1937 VEISHEA Committee funded the fountain on the north side of the Union, minus the Christian Petersen sculpture (added in 1941-42), and a landscape design that was prepared by the Department of Landscape Architecture, under the direction of P.H. Elwood. As we all know, meeting the schedule is half the battle of any project, and the Memorial Union Fountain was no exception. The fountain was barely completed in time for the 1937 VEISHEA celebration, and the only portion of the landscape installed at the time of dedication included only some sod and gravel lining the walkway around the fountain. It is likely that the original landscape plantings, including some of the plants removed this summer, were installed in 1938.

As Jeanie and Anna were busy documenting and researching, FP&M’s Cathy Brown was coordinating the project with Memorial Union Director Richard Reynolds, keeping him updated on the extent and the schedule of the project. The project was also discussed with University Museums Curator Lynette Pohlman, the Landscape Architecture Department, the Outdoor Teaching Lab Committee, and other parties that may have a special interest in reviewing the area prior to demolition. One of the final tasks, completed just prior to the removals, was the final photo shoot by Campus Photographer Bob Elbert who took numerous photos of the site from both the Campanile and the ground.

On July 28, 2005, the landscape makeover began with the removals of all the plants on the inner ring of the sidewalk, with the exception of the large crimson maple and Juniperus procumbens, left for educational purposes. Led by Les Lawson and Barb Steiner, the Campus Services Crews made short work of the removals, and followed up with grading and seeding the newly cleared green space. Species removed include: Pinus mugo, Juniperus chinensis pfitzer, Juniperus virginiana, Prunus Americana, Prunus virginiana, and Viburnum prunifolium. In just a few days, the campus awoke to a wide-open new view of the Four Seasons sculpture and fountain, and an unveiled look at portions of the Memorial Union’s architecture (as shown in the picture).

Jeanie and Anna are currently in the process of finalizing the cultural landscape study. Following the plant removals, they contacted Dr. Jeff Iles, Chairman of the Horticulture Department, who estimated by counting the rings, that the Eastern Red Cedars (the tall evergreens that framed the walks heading to the Union) were indeed believed to be around 70-75 years old, dating back to the original landscape plantings.

The design for new landscape plantings in the area is currently being planned, although the intent is to complete replacement plantings sometime in the near future. Whether the new plantings will emulate the original planting design or will break out into something new and different remains to be seen.

So please keep an eye out for future landscape developments, but mind that you keep your feet off the new grass!
FP&M HOSTS BIG XII FAMIS CONFERENCE

By Mike Hamilton

The second annual Big XII FAMIS Conference was held at Iowa State University Facilities Planning and Management (FP&M) on August 18-20, 2005. The Big XII schools in attendance included University of Texas-Austin, University of Colorado-Boulder, Kansas State University, and Iowa State University. Two representatives from FAMIS also attended the conference.

The Big XII FAMIS Conference started out as the brainchild of the Directors at Iowa State University, University of Texas-Austin, and University of Colorado-Boulder, all of which own and operate FAMIS software at their sites. They all agreed it would be a worthy venture to get together yearly and collaborate on best practices and uses of FAMIS. The first conference was held last year at The University of Colorado-Boulder.

Over the course of the three-day event held at ISU, many discussions, demonstrations, and sharing of best practices were communal, including joint frustrations with the FAMIS product suite. Topics included the following:

- FAMIS 8i technical side
- FAMIS 8i job costing
- FAMIS space survey and space review
- Possible uses of FAMIS to track hazardous materials
- Equipment PM’s and benchmarking
- FAMIS Keys Control
- Service desk operations
- ISU/FAMIS Training Academy
- Performance measures/scorecard
- Customized workbench views

FAMIS representatives were present to hear and see first hand how the Big XII sites use the FAMIS products, what works and what doesn’t, and new ideas for improving the product. ISU is the first of the Big XII sites to implement FAMIS 8i, and they shared some of the problems they encountered during implementation.

Those in attendance who could stay over Saturday afternoon and evening took advantage of the Iowa State Fair, and got a first-hand look of our Iowa Culture.

Thanks to all those at Iowa State University FP&M, EH&S, and ITS for their support and participation in this successful event.

Next years conference will be hosted by the University of Texas-Austin in the fall of 2006.
From Dave Miller

**Action Plan 1 – Internal Advisory Team**

**1A. Internal Advisory Team:**
John Byerly, Bruce Fisher, Roger Graden, Sally Houser, Randy Larabee, Wanda Martin, Steve Rentschler, Lynn Seiler, Mona Wilson, and Gordon Woods

The Team had their first rotation of three persons leaving and new members in June. For the last several months topics included updating staff ID pictures, group gathering and additional Town Hall meetings, seat belt usage and smoking in vehicles, and setting up an employee code of ethics. All of these items were submitted to the Directors Group for further action. The team has worked on promoting the group with some publicity and will continue to work on other issues while providing feedback to the Directors.

**Action Plan 2 – LEAN Support**

**2A. T&M Contract Evaluation Team:**
Vern Faber, Tim Fogue, Mark Grief, Steve Pett, Nikki Rutz, Karen Server, and Eric Zierke

Team recommends FP&M to set up a secondary General Contractor to avoid waiting on the primary contractor during busy periods. Team recommends FP&M to enlarge the Scope of Work descriptions in the General Construction and General Contracting Services proposal request to allow contractors to perform work in overlapping areas where they are qualified, but currently restricted. Team is discussing the possibility of establishing a punch list protocol and project responsibility.

**2B. Fixed Price Project Evaluation Team:**
Lea Bartley, Lynn Burnett, Ron Cochran, Brian Dangelser, and Mark Tomlinson

Resources at this time will not be put into developing a fixed price project process. Customers should be resurveyed to determine if need still exists. Accounting capabilities should be re-evaluated due to the implementation of FAMIS 8i. Dependent on if project teams are implemented, this may be the group to do fixed price projects.

**2C. Project Shop Evaluation Team:**
Rick Branson, Terry Dannatt, Brandi Latterell, Brian Morris, Ken Soll, and Jim Ziebold

Completed data gathering and analysis, and currently revising the final document draft that will provide details on the team’s findings. The team’s goal is to publish this document that gives the results of our study and have a copy available for each Director by September 19, 2005. The team is scheduled to make a formal presentation of our findings and recommendations to the Directors’ Group on September 26, 2005.

**2D. LEAN Brainstorming Team:**
Brian Baker, Bart Dobson, Maggie Hamilton, Mark Huss, George Mellen, and Lynn Vannoy

The team has submitted a list of recommendations to the Directors’ Group, and is waiting for feedback on how to proceed.

**Action Plan 3 – HR Initiative**

**3A. Suggestion Box Team:**
Pat Foley, Mike Hamilton, and Holly Stauffer

The electronic suggestion box continues to see activity, and is working well. The team is always looking for suggestions on how this process can continue to be improved.

Since going live about eight months ago, 26 suggestions have been received and responded to with action being taken, or an explanation as to why a suggestion could not be implemented. To insure that suggestions are appropriately being responded to, the suggestion team has added a follow-up procedure to the process. This requires direct follow-up with the submitter of the suggestion to verify that they are satisfied with the response they received. Once verified, a member from the Suggestion Team closes the suggestion.

To view suggestions and responses from the Suggestion Box, please visit the internal Web page.
3B. Customer Survey Team:
Joe Kuennen, Julie Randall, Margie Tabor, and Judi Twedt
The team completed their efforts and reported to the Directors’ Group on April 8, 2005.

3C. Weekly News Bulletin Team:
Don Boyle, Gloria Erickson, and Cindy Stigler
The team submitted a final summary, and is no longer actively meeting.

Action Plan 4 – Survey & Facility Advisory Committee
4A. Annual Web Survey Team:
John Hoffman, Mike Parsons, Dave Peterson, and Beth Ritchie
The team has finalized the survey questions with assistance from the Director’s Group. The Team used Zoomerang’s web-based services to help format and distribute the survey and collect results. On March 28, 2005, the team sent the survey to 263 upper-level personnel included on the list of deans, directors, and chairs, and the list of building supervisors. By the final deadline of April 22, 2005, 98 people had responded with usable data for a 37% return. Nineteen of the 98 provided their contact information to further discuss issues.

The team then analyzed and formatted the data collected by Zoomerang, and submitted a written report entitled “Spring 2005 FP&M Annual Environmental Scan Survey Results Report” to David Miller on June 23, 2005. After submitting the report, Don Chrusciel confirmed that Team 4A has completed all tasks assigned by the Directors.

4B. Facility Advisory Committee Team:
Cathy Brown, Kerry Dixon-Fox, and Clark Thompson
The team has completed the research effort, met with past participants of the Facilities Advisory Committee, and outlined a plan. The next step for the team is to prepare a recommendation for the Director’s to review and comment.

Action Plan 5 – FP&M Community
5A. Hallway Recognition Team:
Bruce Bonestroo, Carol Eyanson, Mary Finch, Lana Hood, and Dick Reckseen
On June 6, 2005, the team presented their proposal and received approval from the Director’s Group for the following:

- Create a work unit display area, where the existing hobby display case is located, by removing the existing hobby display case and installing (3) 2’6” W x 3’6” H wood frame poster frames (similar to existing corridor style). Install 2” high acrylic letters spelling out – “FP&M Employee Recognition” above frames. Install new track lighting to match corridor standards.
- Build a display case for physical objects that work units may wish to display in conjunction with the materials presented in the poster frames. This would be built in the area adjacent to the Computer Support Services and would require the building of a small wing wall to frame the display case and to protect it from the door. This case could have lighting installed to highlight the display.
- The following are recommendations/guidelines when work units are developing display materials. The Directors responsible for the work units will approve final content.
  1. Individual display materials must fit in a 2’6” W x 3’6” H wood frame poster frame.
  2. The poster should be a compilation of stories and photos.
  3. The history of the work unit is to be included in some form.

5B. Annual Employee Survey:
Cherie Bohning, Mike Fields, Doug Harjes, Gina Holtzbauer, Nancy Surprenant, and Tom Price
ATW conducted the 2005 FP&M Employee Survey on June 3 and 8, 2005. Out of 440 employees, about 250 people completed the questionnaire portion of the survey, which is roughly 56 percent participation. ATW is currently tabulating the results, and plans to present their findings to the Directors’ Group on September 12, 2005. The team is also working with ATW on scheduling dates and times to share the results with all FP&M employees.

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Letter from the Editor

Chris Ahoy talks about the “FIRSTS” of Iowa State University and this is my “FIRST” FP&M newsletter to produce for you. What fun to be in touch with all the great things the FP&M employees are doing and contributing to the Iowa State University community in so many ways. I couldn’t be prouder to have had the newsletter passed to me. I miss Gloria Erickson and all her gifted knowledge. Thank you, Gloria, for passing the torch of the newsletter to me. I will continue trying to keep the newsletter full of information that our colleagues will enjoy.

Any information that you may want to share with our colleagues, can sent to me at: Terry Dannatt, 128 General Services, Ames, IA 50011, or email me at tdannatt@iastate.edu.

Eye on Cy is Iowa State University’s new pride and spirit-building campaign. Who better to promote pride than Cy himself! Starting Friday, September 2nd, Fridays on campus turn into CyDays. Cy will be on campus encouraging the university to show their cardinal and gold colors. Cy will make surprise visits to campus units, and walk across campus to see what faculty, staff and students are wearing. You never know where he may appear on a given Friday or what he will be sharing with Cyclone fans. Cy’s looking for the little bit of Cy in all of us!

Keep your Eye on Cy as he makes his way across campus! You may be next on his list!

Here’s a quick and easy recipe that works as a pantry meal even when there is not a disaster! It’s high in fiber, antioxidants and protein! Add hot sauce for extra kick and serve with heart healthy cornbread (see Nutrition Clinic website for that recipe!)

Six Can Chicken Tortilla Soup
Makes 6 servings

- 1 (15 ounce) can whole kernel corn, drained
- 2 (14.5 ounce) cans chicken broth
- 1 (10 ounce) can chunk chicken
- 1 (15 ounce) can black beans
- 1 (10 ounce) can diced tomatoes with green chile peppers, drained

Open the cans of corn, chicken broth, chunk chicken, black beans, and diced tomatoes with green chilies. Pour everything into a large saucepan or stock pot. Simmer over medium heat until chicken is heated through.

Per serving = 222 calories, 6 g fat, 29 mg cholesterol, 1425 mg sodium, 7 g fiber, 18 g protein

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