Summer Recap

While summer is a slower time for much of the University, it’s a very busy time for Campus Planning and Facilities. It’s the time we gear up and refresh the infrastructure or foundation upon which the campus resides.

It’s a time of renewal, hard work and satisfaction at making the campus an even better place for students to learn, live, play and make memories.

The extra hard work and diligence of Landscape Services, part of Facilities Operations and Maintenance, has not gone unnoticed this spring and summer. Many compliments on the university’s beautiful grounds have come into the office from visitors and staff.

In addition, University President Dr. Kustra, complimented the department in his State of the University address, to a round of applause from faculty and staff. Thank you Landscape Services for making a beautiful difference.
facing the exciting opportunities that lie ahead as we continue to create the infrastructure required of a metropolitan research university of distinction.

The beginning of fall is an invigorating time for Campus Planning and Facilities, a time when the campus is bustling with student activity, and a time to showcase all of the division’s hard work over the summer.

A new recreation field, an extensively remodeled Math building and 350,000 square feet of newly resurfaced parking lots are just some of the improvements provided by CPF that welcomed students to campus.

New this fall is an initiative within the president’s office called Program Prioritization. I would like to think of this initiative as “doing the right things, right”. In the short time I’ve headed CPF, and have witnessed the great amount of work we do to improve the campus experience, I’m convinced we are doing the right things.

As we move forward, we will need to rethink our standard operating procedures and question our every assumption to ensure we are doing the right things, “right”. It will be an invigorating and challenging year, but we have an opportunity to be creative and inventive.

I hope you enjoy this issue of “Connections: Connecting People and Facilities”, and I also hope you enjoy and appreciate the work our teams have accomplished over the summer. I welcome your comments or feedback so don’t hesitate to contact me at davidesmith@boisestate.edu.

### Campus Planning and Facilities

**Campus Planning and Facilities (CPF) at Boise State** is responsible for the maintenance and operations of all state-owned buildings on campus, as well as planning, design, and construction for new buildings and remodeling projects.

**Facilities Operations and Maintenance**
Facilities Operations & Maintenance (FOM) is responsible for preserving the physical assets of Boise State University and ensuring a high-quality environment for students, faculty, staff and visitors. Learn more at [http://operations.boisestate.edu/facilities-operations-maintenance/](http://operations.boisestate.edu/facilities-operations-maintenance/)

**Architecture & Engineering Services**
Managing design and construction projects, both large and small, for the University, Architecture & Engineering services plays an integral part in creating the face of the University. Find out more at [http://operations.boisestate.edu/architecture-engineering/](http://operations.boisestate.edu/architecture-engineering/)

**Capital Planning and Space Management**
Capital Planning and Space Management facilitates effective, efficient use and allocation of University capital and space resources in support of the University’s strategic plan and Campus Master Plan. Learn more at [http://operations.boisestate.edu/space-management/](http://operations.boisestate.edu/space-management/)

**Environmental Health, Safety and Sustainability**
Providing a safe and healthful campus environment through the creation and promotion of environmental health, safety and sustainability programs is the charter of the department of Environmental Health, Safety and Sustainability. To learn more, go to [http://operations.boisestate.edu/EHS/](http://operations.boisestate.edu/EHS/)

**Transportation and Parking Services**
Providing convenient access to campus, Boise State’s Transportation and Parking Services offers a host of parking and alternative transportation options.
They start moving across campus early, pedaling earnestly to gain some ground and taking in the campus as they move. It's 7:30 a.m. on a warm August morning, Saul Meza and Shelly Marler are patrolling the campus on bikes, surveying the grounds and ensuring everything is intact. They, along with Emilio Amaro, are the frontline of a new effort by Facilities Operations and Maintenance (FO&M) to proactively take care of maintenance issues.

Called the Rapid Response Crew, Saul, Shelly and Emilio are mobile members of an entire team within FO&M whose mission is to search for maintenance issues and resolve them quickly, before they become issues for the campus community. Helping them out by providing service and follow-through from the FO&M offices are "base" crew members Janie McAndrew, Rhonda Wilkins, Michael Wheeler, Dianna Slade, Ivan Lybarger and Aubri Kelly. Whether the team takes care of the maintenance needs they find themselves, or calls in a report to have a skilled professional address the problem, the Rapid Response Crew is on the move, improving campus conditions and safety, and reducing the time it takes to get things done.

“We wanted to find a way to deliver on our ongoing commitment to improve responsiveness to the campus community and solve problems before they arise”, said Michael Sumpter, Director of Facilities Operation and Maintenance. “By hiring capable mobile crew members with a wide range of abilities, and enabling them to respond quickly by bike, we can handle things that don’t even have to become service requests. We’ve reduced response times from half to a quarter of our normal time. We think it’s unique. We don’t know of any other university campus with something like it.”

The Rapid Response Crew has been successful. The effort initially started with one mobile crew member in June and has grown to three. The Crew’s speediness and “can do” attitude exemplifies the commitment the whole team, and department, shares in taking responsibility for the Boise State Campus. “We are here to help and we want the campus to know that”, said Saul. “If you see us ride by and you have a need, flag us down.”

The Rapid Response Crew doesn’t just save response time in reporting issues, they also save the time and expense of sending a skilled professional out in the field, such as a plumber or electrician, when the matter could be handled simply. Saul and Shelly identified a maintenance issue that August morning and took care of it the next day. The Caven-Williams Sports Complex had a multitude of spider webs that had collected dirt and dust from construction and were unsightly. Working across departments with Athletics, and within their own department to obtain the right equipment, Saul and Shelly removed the cobwebs within 24 hours.

"We are intent on developing as many ways as possible for the campus community to communicate with our Service Desk, and Text-N-Fix is a great example of making that communication easy,” said Mike Sumpter, Director of Facilities, Operations, and Maintenance.

Called Text-N-Fix, University students and personnel can simply use their smartphone to request routine campus maintenance by texting a picture of the maintenance issue, and providing location information in the body of the text, to textnfix@boisestate.edu. A confirmation text will be sent in reply to confirm the text request was received.

By texting maintenance requests, individuals don’t have to worry about filling out forms online or know which department to call - Facilities, Operations, & Maintenance’s Service Center will ensure all requests for non-emergency work are forwarded to the appropriate departments within the University.

"We are intent on developing as many ways as possible for the campus community to communicate with our Service Desk, and Text-N-Fix is a great example of making that communication easy,” said Mike Sumpter, Director of Facilities, Operations, and Maintenance.
On Thursday, July 25, the Department of Environmental, Health, Safety and Sustainability (EHSS) held a garage sale from 9 – 11:00 a.m., selling just a few items of the 34.5 cubic tons worth of goods they recovered during move out at the tail-end of the Spring Semester. The sale was located in the alley just west of Denver Street between Belmont and Beacon Streets and all proceeds went to the development of sustainability and safety initiatives.

Some of the items for sale included microwaves, mini-refrigerators, televisions and a small desk. Move Out Clean Out is a partnership between EHSS and University Housing and Residence Life to recycle and donate reusable items students leave behind during finals week in the spring.

EHSS held on to a few of the appliances to help fund sustainability and safety initiatives. The Food Bank received 95 pounds of food and approximately 34.5 cubic yards of miscellaneous household goods were donated to the Idaho Youth Ranch.

The Department's efforts also resulted in the recycling of 10 cubic yards of cardboard that was rescued from the dumpsters, and recycled separately to decrease impact at the landfill and increase payback for the University.

Move Out Clean Out was successful in ensuring perfectly good items didn't end up in the landfill and with the help of campus departments, also funded future sustainability and safety initiatives at Boise State.

“We were continuously pulling reusable items from the garbage,” said Barbara Beagles, Director of Environmental, Health, Safety and Sustainability. “One of our main concerns was to ensure electronics and refrigerators were not tossed as garbage. These items have special disposal considerations that do not allow them to be co-mingled with regular trash.”
Employee Spotlight

Valerie Dresslar loves to fish. Her new-found hobby landed her a 26 inch, 19.5 lb. salmon this year and that’s smaller than the whopping 30 in., 25 lb. specimen she caught in 2012. Not bad for someone that’s been fishing for just 1 1/2 years. She goes all out. So maybe it’s no surprise that this same woman was just promoted to Associate Director, from Business Manager, in Facilities, Operations & Maintenance (FO&M). Valerie started in FO&M seven years ago as Business Manager with 6 people in IT, Accounting and Administration. Over the years she’s steadily included more responsibility, people and departments. Currently her department’s mission is to deliver and maintain a world-class campus environment for students and our staff.

“Valerie’s demonstrated leadership and commitment to excellence are exactly what we need from our employees if we are to achieve our mission,” said Mike Sumpter, FO&M’s Director. “Her advancement is a direct reflection of the investment she has made in her professional development, and is consistent with our core mission to value our people and create professional pathways within our organization.”

When asked why she feels she’s been successful at Boise State, she answered, “It’s all about people, caring for customers’ needs and the needs of the people I work with - these are the people I spend the most time with.” She then added, “It’s also about not being afraid - just getting things done and not being afraid to do them”.

Can you imagine being hired, fresh out of university, with degrees in secondary education and biology, to develop a Title V operating permit application for an entire cement manufacturing plant from the ground up? That’s just what happened to Barb Beagles when she first started in the field of Environmental Health and Safety.

Barb has been the manager for the University’s Environmental Health, Safety and Sustainability department for the past 2 years, and has just been promoted to Director. Barb’s experience in Environmental Health and Safety has come a long way since she started at the cement manufacturing plant, having worked for both Micron and Weyerhaeuser for a total of 13 years prior to Boise State, covering a broad spectrum of safety programs including safety audits and environmental concerns inherent with different industries. We are lucky to have Barb’s wealth of experience as well as her “can do” attitude. She manages a team of four whose jobs translate into keeping University staff and students safe, providing safety training, ensuring the University meets EPA and state regulations, managing all hazardous and universal waste, and identifying ways to make campus operations sustainable.

Barb is an avid tennis player, loves to mountain bike, a Boise native and mom to Ethan, age 10 and Carson, age 12. She sums up her success in work and life to “follow through” and being tenacious, where there is no reason to believe something’s not possible.

Campus Master Plan Commences

Capital Planning and Space Management (CPSM) is updating Boise State’s campus Master Plan, focusing on providing the infrastructure to support the University’s strategic direction.

Using Ayers Saint Gross, a campus Master Plan consultant, CPSM will hold student, staff and community input sessions to bring stakeholder input into the planning process, helping to shape the university for years to come.
Bike Rack Upgrades Throughout Campus

In addition to parking lot resurfacing, a few members of the Summer Maintenance Crew installed new, improved, “U-shaped” bike racks across campus. Led by Mishka Chorny and championed by Stephen Ritter, the team roughly replaced 25% of all the bike racks on campus. Making it easier to use a bike on campus, helps keep the campus community riding their bikes and leaving their cars at home.

Forty eight hours after Spring Commencement was over, it’s smiling, happy graduates on their way home or possibly vacation, the real work began for Transportation and Parking Services’ Summer Maintenance crew. The Summer Maintenance crew is one of the groups within CPF that works hard to cover major ground, err asphalt, and use every, precious available moment before fall starts to perform maintenance when fewer people are on campus.

Seventy-five percent of all parking lot maintenance is done over the summer, when the crew of three expands to 20 (students and staff), working ten hours a day, four days a week to get the job done. This year they will upgrade some 350,000 – 375,000 square feet of parking lot, which is about the size of six football fields, complete with end zones. That’s six football fields of grinding off paint, cleaning out cracks in the asphalt, applying sealer, reapplying a driving surface and repainting parking space lines. Each lot on campus is resurfaced once every three years.

That’s a lot of lots to cover and it’s no surprise that the crew is very motivated to keep on schedule.

When asked why he thought the Summer Maintenance Crew was so motivated to work hard, Dan Cornwall, Maintenance Supervisor for Transportation and Parking replied, “We manage the team in an open way, with an open door policy and the independence to get projects done as the team sees fit.”

One eagerly awaited, new piece of equipment that helped keep the team on schedule is an asphalt recycler. New this past summer, the asphalt recycler heats and re-activates the binders within damaged asphalt, to create a surface that is just as smooth as it was the first time it was applied. The team can now fix cracks in a fraction of the time it took previously, saving travel-time and money on acquiring more asphalt.

Keeping the parking lots in good working order is very necessary to protecting the University’s investment in parking infrastructure, so the work the Summer Maintenance Crew does over the summer is important. Thanks to our Summer Maintenance Crew:

Dan Cornwall
Torrance Thomas
David Tovar
Kim Gibbons
Mishka Chorny
Barbara Supan
Anthony Henderson
Hannah Masson
Matthew Date
Andy Knutson
Chris Warth
Andrew Mason
Nick Warnecke
Kudos - Thank you for Doing the Right Things, Right

- **Kim Gibbons, Transportation and Parking Services**
  Thank you to Kim for making over 300 signs this summer, complete with new logo and branding.

- **Randy Bunnis, Environmental Health, Safety and Sustainability**
  Emergency Management expressed thanks for Randy’s great job as facilitator of the Active Shooter Tabletop exercise for the Administration Building, providing valuable feedback to building coordinators.

- **Bill Metcalf and crew, Landscape Services**
  A big shout out to all of the great folks in Landscape Services for our beautiful grounds - Linda Williams, Mark Hollis, Steve Davis, Chris Wait, Emilio Amaro, Scott Cook, Don Miller, Don Tisthammer, Julian Lindsay and Dave Davenport. This crew has received many emails of thanks from departments across campus.

- **Mishka Chorney, Transportation and Parking Services**
  Mishka went the extra mile, reaching out to schools to place old bike racks being discarded by Transportation and Parking Services. Through Mishka’s work, 3 schools in Boise have new bike racks.

- **Reggie Japhet, Transportation and Parking Services**
  Thanks Reggie for your great customer service assisting a student at the new Micron Business building and creating a win-win.

- **Don Whitehead, Facilities, Operations and Maintenance**
  Don provided fantastic customer service and immediate follow-through with a campus customer in the Administration Building. He responded quickly and provided answers to issues that had caused frustration for the group.

- **Aaron Whitman, Architecture & Engineering Services**
  Kudos to Aaron for managing the creation of the new and beautiful artificial turf Recreation Field. Not only was the job well done, but his level of customer service was extraordinary, especially given a last minute landscaping switch.

- **Ray Stone and Ami O’Gorman, Transportation and Parking Services**
  Thank you for your diligence, perseverance and hard work ensuring the department’s finances’ are in good order.

- **Kathleen Anderson and Helen Davis, Campus Planning and Facilities**
  Thank you for managing the division’s move with aplomb. It was an expedited and efficient move, many thanks. FO&M did an outstanding job in support of the move as well.

- **Garth Lyon, Transportation and Parking Services**
  Many thanks to Garth for ensuring the move to the Student Union Building went smoothly, putting in extra time to ensure all inquiries were answered. Great customer service!

- **Larry Stolworthy and Cory Butler, Facilities Operations & Maintenance**
  Kudos from the Raptor Research Center regarding your excellent customer service in regards to maintaining their vehicles. You were there when they needed you most!

- **Larry Stolworthy, Facilities Operations & Maintenance**
  The College of Engineering expressed gratitude to Larry for creating space provisions and staff assistance at FO&M for student projects.

- **FO&M Services**
  Kudos to the FO&M team that supported our newly acquired downtown Boise space. The College of Social Sciences and Public Affairs sent a note of thanks, after their August event. Great job!

- **Barb Beagles & Sarah Cordova, Environmental Health, Safety and Sustainability**
  Kudos was sent in from a Boise Athletic Association member that is wild about the new program to recycle during home football games. Way to support sustainability efforts on campus!