North Campus Chiller Plant and Underground Piping Project

When the dust settles from the digging on North Campus, two new engineering buildings will stand, and hidden from the eye, beneath the landscape will be over two miles of new underground chilled water piping. By next spring, the new North Campus Chiller Plant (NCCP) is slated to provide chilled water to the Computer Science Engineering and Biomedical Engineering buildings, including the seven existing buildings between them, along Hayward and Beal Avenues. Construction is beginning now on the new chiller plant building between the NC Grounds building and the Naval Architecture & Marine Engineering building. Ultimately the piping, ranging from 30” in diameter, will carry up to 10,000 tons of cooling from the NCCP plant to all major buildings on North Campus. The NCCP is the first stand-alone building dedicated to providing heating or cooling since the Central Campus Steam plant was completed in 1914.

The story began over two years ago with the idea that a central plant on North Campus could replace the many aging chillers spread across the complex, solve operating problems and create the base for efficient use of energy and maintenance effort. Members of Plant Operations (Gary Ernst et al) with UPE leads (Eric Albert, Mark Mau and Bill Verge) began developing a plan for a consolidated central plant that would produce dependable cooling now and into the future. By moving forward with such a project, the department would be able to provide more efficient, reliable and cost-effective cooling to its customers.

A project of this magnitude, however, required significant funding due to the high cost of the initial phase of the plant and its piping. The team developed a model to show significant savings in energy, operations and maintenance costs when compared to a centralized system with existing separate chillers in each building. Eventually, the $14.3 million project was financed through a combination of existing building chiller replacement funds, new building funds and energy conservation funds.

The first phase of the NCCP building includes three 1300 ton electric centrifugal chillers and associated cooling towers, pumps and electrical substation. The power for the NCCP will come from the nearby NC switching station via new under-ground electrical duct banks. The three new chillers, along with three existing building chillers, will provide enough capacity that should the largest chiller be unavailable during peak cooling load, the total system chilled water needs will still be met.

The current schedule calls for completion of the underground piping and electric duct bank in October and the building enclosure in November. The chillers, cooling towers and pumps will be installed over the winter and the system will go on line in time for next April’s cooling season. An addition to the building is already planned for 2011 when three more existing NC buildings will be connected to the system in conjunction with the scheduled retirement of their separate building chillers.

~Submitted by Mark Mau
Design Engineer
What Comes First: Service or the Customer?

Let me relate two recent incidents involving Plant Operations personnel and our customers. When I heard about them, I felt conflicted as to what should have been done. In the first incident, a Plant Custodian had just finished waxing a hallway floor. The floor was not yet dry and a building occupant walked through the hallway leaving a trail of footprints. When politely asked by the custodian to refrain from walking on the wet floor, the response was, “deal with it.”

The second situation again involved a custodian, this time one who was covering for a vacationing co-worker. The custodian had emptied a recycle bin while working in the area to which they were not normally assigned. It appears, however, that the normal custodian had an arrangement under which he would not take the recycle container until some signal was given by the office occupant. Well, you can probably guess as to the confrontation that resulted between the conscientious worker and the equally conscientious client.

Both of the above scenarios could just as easily have happened under any range of situations in any of our departments. If they happened to you, what would be the right way to avoid hard feelings, disrespect, and negative confrontations with the very clients that you are here to support? My first thought is to follow the old adage that there are two rules of conduct:

Rule 1: The Customer Is Always Right  
Rule 2: When The Customer Is Wrong, Refer To Rule 1

But this does not feel exactly right, especially for an unappreciated worker trying to do his or her best. Lack of appreciation can be degrading and even disrespectful.

I think that the correct path to follow is to take the high ground, avoiding in engaging a difficult individual, and then report the problem back to a Supervisor or Foreman. If derogatory or disrespectful statements are made they should be one-sided, coming from the client and never from the employee. Engaging in an argument only results in a “he said-she said” type of situation. I expect management to follow up appropriately with our customers when these situations arise, and that and our workers will have taken the “high road” approach described above.

I would like to make another observation: keep in mind that for every individual on campus who appears to take our efforts for granted, rest assured that there are at least one hundred who are grateful for what we do and appreciate the circumstances in which we have to work. I continue to be amazed by the dedication and commitment to the University exhibited by all of you. I, for one, am very grateful for all that you do to support this community and institution.
Celebrating Diversity

PBS Diversity Fair was held Friday, August 27, 2004. Approximately 150 staff attended. The highlight of the day was the training conducted by Jim Toy and Carole Dubritsky from the Office of Institutional Equity. Prizes were presented to Roy Korte and Tina Enos for answering the most questions on the Immigration Test.

Special thanks go to the following vendors who donated food or prizes: Chili’s, Afternoon Delight, West Texas Barbecue, Whole Foods, Olive Garden, and Max & Erma’s. Special thanks to Bruce Donald, Carie Kloack, M.L. Hargrow, Kenneth Williams, Nathan Norman, and the PBS Lead Team for their contributions and support.

The Plant Building Services’ Diversity Team would also like to thank those staff members who shared their talents through the display of their crafts: Mark Dicks, Judy Eberline, Brenda Frederick, Gregory Zelanka, Winnifred Stewart, and Gail Donald. Special thanks also to Greg Lambert who provided information on employee health. The feedback from participants has been positive; the food was great, and the training sessions were very informative. It was nice seeing all of you there.

by Terri Gleason
Administrative Associate

Tribute to Richard Williams

Mr. Williams was a great man who exemplified the utmost in character, humility and service to his family, his friends and his community. He epitomized love in action. His family, as well as his huge extended family, was his life. Richard was one of the finest, most talented, most humble, extraordinarily gifted men that I have ever had the pleasure interacting with. He was a man amongst men.

He helped countless individuals and families better their situation, professionally, as well as financially. He hired and mentored numerous individuals into professional positions, including myself. He was my supervisor, my mentor, and my friend . . . a gift from God loaned to us for a season.

by Darryl Betts

Williams Family Honored

The University of Michigan’s Board of Regents paid honor to members of the Williams family at its September 23rd meeting. More than 15 members of the Williams family have been employed with the University for several decades in departments all over campus. Eric Williams of Facilities and Operations and Human Resources spoke at the regents meeting said, “I’ve estimated that our family has contributed over 300 years to the University.” To honor the family, Executive Vice President and Chief Financial Officer Timothy Slottow read a resolution at the meeting, “they clearly exemplify The Michigan Difference. They are an example of what makes Blue go.”

By Nathan Norman

Friend and Colleague

On July 31st, our dear friend and colleague, Mr. Richard Williams passed away. Richard joined Plant Building Services in 1981 as a custodian. Over the next twenty-three years, he worked his way up through the ranks and held positions of Supervisor, Area Manager and Warehouse Manager. When I came to the University eleven years ago, Richard was one of the individuals who was extremely instrumental in helping me. His responsibilities included hiring and supervising hundreds of employees a well as purchasing millions of dollars of equipment and supplies. Richard was instrumental in the design and layout of the Plant Building Services warehouse.

Mr. Williams was a man of many talents; his hobbies included golf, auto body repair, and auto body restoration. His most prize projects included his 1960 Cadillac and his 1970 Buick convertible. He was a well-rounded individual, a skilled tradesman in the areas of masonry and carpentry and an experienced businessman, having owned and operated a successful bakery in Ypsilanti for over twenty-five years. He was famous throughout Plant Operations for his cake baking skills. I speak for all of us in Building Services when I say that we will miss him greatly.

By Nathan Norman
On The Horizon

In writing and preparing this article under this title, I was reminded of my childhood days and trips I would take in our family sedan. In my backseat boredom, brought on by the endless grain fields and grass pastures of western North Dakota, I remember watching the telephone and power poles on the shoulder of the roads coming up one-by-one in an endless supply. Comparatively in this day and age, I see those poles coming by now with signs on them: Hire New Staff for BSRB; Renegotiate the Hospital Contract; Acquire Appropriate Funding for New Buildings; Demystify Plant Operations Processes and Procedures; Establish Service Level Agreements; and the poles and signage goes on and on. Pretty vivid description of a “things to do” list isn’t it? We have so much out there ahead of us and I want to share some of these items on our horizon so you may all be equally informed.

We have proposed that Facilities Maintenance pick up the inspections and service requirements of approximately 10,000 fire extinguishers across campus. We have been challenged to do this as economically as possible and in support of the many students who attend the University and seek work study employment. This would be a continuation of a student program started by DPS several years ago and we would be further “harnessing” the database abilities of our Facilities Management System.

We are submitting a new proposal to the Gerald R. Ford Library to continue our maintenance servicing of this federal building. This would be a one year contract with four one-year renewal options. Likewise, the Hospital Maintenance service contract is up for renewal again in July 2005.

We continue to evaluate and balance work assignments to the most appropriate shops and staff. In this regard, we are working to refocus the electrical program within the Zones. Under the new leadership of Lee Lambarth, we plan to increase our overall internal Zone coordination for electrical work and in effect incrementally free up our FM Electrical Construction group for more of the mid-sized or pure electrical projects our University customers request of us.

I look forward to the results of our recently completed Denison Employee Survey. Understanding what our present management standing is within FM’s employee base is important, I am further anticipating we will work to make changes mutually benefiting our employer/employee relationships but also yielding value for our customers. This survey sets the stage for another round of strategic planning that many of you have participated in and now have even a better grasp of what you may want to suggest or improve over this next strategic planning period.

That’s a sampling of what I see behind those signs on the horizon. I hope this gives you an insight into the challenges we have on the roads ahead!

by Lowell Hanson

Summer Upgrades at the Law Quad

This past summer Construction Services has worked with the Law Quad to upgrade Legal Research and Hutchins Hall by bringing the buildings into the 21st century. Our work started with two projects in Legal Research. The first project was to install wireless technology in the underground section of Legal Research. This created multiple access points so that students are now able to connect easily and wirelessly to the internet. The second project involved the installation of electrical outlets to eleven study tables for student laptops.

Construction Services also increased the advanced technology capability in Room 100 of Hutchins Hall through the installation of permanent wireless access points, a new projector, and a new projection screen. The control panel added to the front podium now controls the lights, window shades, projector, and projection screen.

Although the Law Quad was built in the 1930’s they are working to stay with the technology of the 21st century.

Story and photos by Mark Bevington
Project Coordinator

CONSTRUCTION SERVICES

Hutchins Hall, Room 100 during the renovation process.

Hutchins Hall, Room 100 at project completion.

FACILITIES MAINTENANCE

by Lowell Hanson

Lowell Hanson, Associate Director.
Photo by Valerie Amo.
Recycling’s New Look at the Big House!

Have you been by the Stadium recently? If so, you might have noticed some changes to the recycling program there. UM Waste Management Services [WMS] and Athletics have teamed up to conduct a pilot program for two new types of recycling bins. After many years of being filled with bottles and cans, exposed to sunlight and subjected to general wear-and-tear, the original mixed container recycling bins could no longer be used, so WMS and Athletics worked together to find a replacement.

Since production of the original recycled-content bins had been discontinued, Athletics and UM Waste Management Services worked to find appropriate replacements. They selected blue Rubbermaid bins because of their durability, color (Michigan blue!) and price. For the other type of collection container, the group selected the Link-A-Bag bin because they are clear (which allows fans to see the mixed containers inside) and there is good quality control signage on the bin.

Once this season is done, the two departments will meet again to discuss which type of bin led to the most effective recycling while being durable enough for Big House conditions. Both departments hope to expand the program during the 2005 season with the chosen bins.

by Tracy Artley
Recycling Coordinator

Driving The Big Blue Trucks

It’s hard to miss them. There aren’t that many other 45,000 lb blue trucks driving on campus. But if you talk with the Heavy Equipment Operators [HEOs] from Waste Management Services, you’ll learn that there is a lot more to what they do than just driving.

The biggest misconception about their jobs, the drivers say, is that it must be easy because all they do is drive around campus all day. The HEOs not only drive the refuse and recycling trucks, but in the course of their workdays, they must also contend with traffic, blocked docks, dumpster overflows and the collection of materials not found in dumpsters.

So what are the best parts of their jobs? According to our HEOs, being out on campus everyday, driving early in the morning before traffic picks up and tooting the air horn for the kids living in Northwood.

by Tracy Artley
Recycling Coordinator


One of our big blue trucks … taking recycling on the road. Photo by Pam Smith.

Wolverines just love recycling! Photo by Pam Smith.

Photos by Tracy Artley.
More Pics!
Plant Operations is blessed with multitalented and generous people. We’d like to thank Charles Michael Erb, an Electrician at Plant Hospital Maintenance, for sharing his photos of the 2004 Plant Operations Annual Picnic.

Valerie Amo
and the Picnic Team
**TB Program Change**

Good News! Employees with incidental non-human primate exposure (Plant Operations staff, DPS, and OSEH emergency responders) will only require an annual tuberculin skin test, as opposed to the 6 month testing protocol. The testing will be conducted during the annual physical exams at MWorks Occupational Health Clinic. No further TB Clinics will be held.

This decision was made by the University Committee on Use and Care of Animals (UCUCA) and the Unit for Laboratory Animal Medicine (ULAM), MWorks and OSEH. Faculty and staff routinely working with the non-human primates will maintain the 6-month protocol for the protection of the animals.

   by Pam Barker

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**Safety Incentive Program Results**

Incentive awards are designed to allow Plant Operations to recognize improved safety performance, and give a portion of the cost savings back to the departments who are working safely. The idea is that fewer injuries mean reduced costs/ increased efficiencies and those departments who reduce their injuries on the job should be rewarded for better performance.

The Plant Operations Safety Committee-Health Management Team [POSC-HMT] is pleased to report that Work~Connections has successfully implemented their new software program and been able to provide injury data to Plant Operations for the one year period from August 1, 2003 to July 31, 2004. Based on these data, only one department, Building Services, met their 25% injury reduction goal, thus qualifying for a full 100% safety incentive award. Three other departments, Construction Services, Facilities Maintenance, and Utilities & Plant Engineering, met their 10% injury reduction goals and qualified for a 50% safety incentive award. Since the remaining Plant Operations departments did not achieve their injury reduction goals, they do not qualify for an incentive award this time.

Under the current incentive program guidelines, each department is authorized $26 per worker per year (or $13 per worker every six months) for achieving their 25% injury reduction goal. Departments that achieve a 10% injury reduction are authorized $13 per worker per year ($6.50 per worker every six months).

Each department is free to handle distribution of their incentive award as they wish. Some departments break their total award amount into fixed “prizes” (for example, several $200 prizes) and hold a “lottery” drawing to pick winners within the group of eligible employees. Other departments use the award to pay for a group activity, such as a group picnic or luncheon. How the department chooses to use their incentive award is up to the department, but subject to approval of the department head and the Plant Ops Director.

The POSC-HMT is in the process of revising the Safety Incentive Program since many of its provisions were set ten years ago. The next award period begins October 1, 2004 and runs through March 31, 2005. Please remember to report all injuries to your supervisor.

   by Keith Trombley
   764-3141
   ktrombley@umich.edu

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**West Nile Virus Prevention — 2004 UM Update**

The University continues efforts to prevent the spread of the West Nile Virus on campus. West Nile Virus (WNV) is a mosquito-borne virus that can cause West Nile Fever or a more severe inflammation of the brain and spinal cord. The program is consistent with the State of Michigan and Washtenaw County recommendations for education, bird surveillance, and larvaciding.

As of September 27, 2004 there have been seven dead birds that have tested positive for West Nile Virus in Washtenaw County. This indicates there is active transmission of West Nile Virus in the area. There have been no human cases of WNV reported in Washtenaw County this year, although statewide there have been six cases, three in Wayne County; none have died. However, August and September are the months when human cases have been most common in previous years.

The Vac Truck Crew of the Plant Operations Plumbing Shop will continue to treat campus catch basins with larvacide. The larvacide prevents the larval stage mosquito from emerging as adults.

Reports of dead birds (crows, ravens and blue jays) found on campus should be reported to Building Services, Pest Management through POCC at 7-2059. Washtenaw County has a West Nile Virus Hotline for dead birds found in other areas of the county. Call 544-6750 to report dead birds or to obtain additional WNV information or visit the Washtenaw County website at http://www.ewashtenaw.org search for West Nile Virus and the State of Michigan website for WNV information: http://www.michigan.gov/emergingdiseases

   Story and photo by Pam Barker, Manager, OSEH

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Walt Douglas and the vac truck prepare to clean and treat local storm drains.
Reporting Tools To Track Spending

Plant Operations will have a budget of $120 million to track in FY 2005. We basically use three reporting tools to keep track of the money we spend each year: nVision, Everest and Crystal Reports. Each of these tools gets information from various databases that give it unique reporting capabilities.

The first one uses information from the general ledger to generate current financial pictures. High level reports are given to Rich Robben and all Associate Directors (except Utilities) each month so they can see whether their enterprises are making or losing money.

The Everest tool (also known as EAP) uses year-to-date financial information from the general ledger, along with forecasted revenue and expense, to help management see where we are likely to end up. Corrective measures can be taken if necessary. Reports using this tool provide summary information to management and details to the shop level.

Crystal Reports uses information in the FMS database to track Work Request costs as well as many other pieces of data necessary to manage the work on time and on budget. There are literally hundreds of reports accessible via the Crystal Reports Browser for users to run. This browser can be customized to show only the report you need to run.

If you have questions or would like to know more about Crystal Reports, please contact the FMS Help desk. In addition, this fall Plant Academy will offer classes on the Everest shop reports. As money becomes tighter, the use of these tools will help Plant Operations manage its costs and deliver quality service to the University community.

by Rich Steiner
Manager

Lumber Inventory System

The Carpentry Shop, with the assistance of Plant Stores, will implement an inventory system this Fall that will help both areas streamline their current processes. This inventory system will track purchases of lumber and hardware-related items used by the University. In addition, the system will track sales of items to customers. Plant Stores is also developing custom forms to help staff requisition out material properly.

Current product lines of various plywoods, hardwoods, softwoods, and hardware items used for the many projects throughout the University will be monitored and tracked more efficiently through this system. Special thanks to Richard Gross and his staff in the Carpenter Shop in this implementation.

Story and photo by John Bogi
Administrative Associate

Upcoming Class Schedule

Plant Academy is pleased to offer the following sessions this Fall. For more information or to register for classes, please call Anna Balhoff at 647-0831.

*Employee Selection Process
October 4
*U-Financial Systems: Pcard Lab
Oct 19,20,21,22
*Leadership Principles and Practice
October 25
*Managing Stress in Work & Life
November 3
Intro to Facilities Management
November 10
*Root Cause Analysis
November 11

* Confirmed by Anna Balhoff
Administrative Assistant
Diversity Brown Bag Series

Come learn a little more about diversity at U-M and how it affects you. These sessions are generally the third Tuesday of each month (except December) from 12:00 to 12:30 at Plant Academy. Bring your lunch, a friend and we’ll provide the cookies!

October 19, 2004
Carole Dubritsky, ADA Coordinator
“Disability Awareness, Part II”

November 16, 2004
Jim Toy, Office of Institutional Equity
“Sexual and Gender Orientation”

January 18, 2005
Speaker (TBD) on the theme of the B&F MLK Convocation ...
“The Simple Art of Living Together”

These are events are brought to you by the members of the Plant Operations Diversity Community.

Communication

Workplace communication is very important and vital to creating an atmosphere of harmony. Sometimes what you don’t say may be just as damaging as words said or seemingly overheard. We all have a responsibility to assist in keeping the lines of communication flowing throughout the organization. Being a bridge to connect our diverse workforce can be very rewarding to everyone in the workplace. It also can detour misunderstandings with one another.

Bruce Donald, PODC Co-Chair
Cheryl Mayes, PODC Co-Chair

Diversity Scenario

Staff members A and B report to the same supervisor. Staff member A overhears the supervisor criticizing staff member B several times in the course of a month. The criticisms include comments about staff member B’s work performance and about staff member B’s appearance. Staff member A says nothing to staff member B about overhearing the supervisor’s comments. A week later staff member B comes to staff member A for advice.

1. Staff member B says, “I intend to file a grievance against our supervisor. It’s useless to say anything to her/him informally. S/he doesn’t listen to me.”

2. While staff member B feels that the supervisor is engaging in discriminatory harassment based on race, staff member B is reluctant to use race as a factor giving rise to a potential grievance. The staff members and the supervisor are persons of color.

3. Staff member B says to staff member A, “Should I play the race card or not?”

Points to Ponder

What was your first reaction to the above scenario?
Upon reflection, what other reactions do you have to the scenario?
By what means, other than a formal grievance, could staff member B voice the concerns noted above?
What might be the pros and cons of each means?

Learning Experience

What are the pros and cons of giving advice?
When, if ever, should one give advice?
If you decided to give advice to staff member B, what might you say?
How would you recommend that the University address diversity concerns in the workplace, including issues of race/ethnicity/national origin?

Listen While You Learn

The roots of effective leadership lie in simple things, one of which is listening. Listening to someone demonstrates respect; it shows that you value their ideas and are willing to hear them.

Of all the various tasks we perform daily in servicing our Plant Operations clients, listening may be paramount. Listening not only helps us to know what is going on around us and to solve problems, it also serves as a catalyst for innovation. Sam Walton, founder of Wal-Mart, attributed his best ideas to what his clerks and stock people had to say. And Ray Kroc of McDonald’s fame encouraged his franchisees to listen to employee and customer comments for new product suggestions...some of which later became “Big Mac” and “Egg McMuffin.”

You can help others to communicate with you most effectively when you practice the art of active listening. Active listening involves:

- making friendly eye contact with the speaker
- engaging the speaker with attentive body language
- nodding at appropriate moments
- asking questions
- paraphrasing what the speaker has said
- soliciting more information if you need it

John Baldoni
Leadership Consultant
WELLNESS

Hearts Under Construction
The Team To Beat!
The 2004 4th Annual Fall Fitness Charity Challenge kicked off September 13, 2004 and is going strong until October 24th. There are eight teams (over 100 participants) competing in this six-week team exercise program. The charity of choice is the University of Michigan Trauma Burn Center. All proceeds will benefit the Trauma Burn Center.

Both the Fall and Spring Fitness Charity Challenge are exciting and fun programs designed to help you increase or even begin to incorporate physical activity into your daily as well as weekly schedules!

Story and photo by Gregory Lambert
Wellness Coordinator

WELLNESS CALENDAR
It’s time to note our calendars of these upcoming wellness and fitness offerings for Plant Operations employees.

OCTOBER 2004
- Stepping for Your Health Program October 4
- Move Lose & Maintain – Weigh-ins October 19 and October 21
- Dynaband and Dynaloop Seminar. October 18 12:00 noon – 12:30 PM, 2029 CSSB, 1239 Kipke
- Flu Shot Clinics Begin October 18, 25, & 28

NOVEMBER 2004
- Flu Shot Clinics November 4, 5, 9, and 11
- “Almost 5K” Walk/Run. November 6. All proceeds from the event will go to the Coach Carr Cancer Fund. The course is a loop from CCRB through the Arb and back. For more information, call 763-3084 or go to www.recsports.umich.edu
- Meditation Seminar. November 9 from 12:00 noon to 1 PM, 2029 CSSB, 1239 Kipke.
- Ask the Registered Dietitian, 11 AM to 1 PM, 2024 CSSB, 1239 Kipke

DECEMBER 2004
- Colorful Choices Program (entire month of December)

For more information on these events and programs, please contact Greg Lambert at 647.4796.

FITTING IN FITNESS
With 1,440 minutes in each day, it shouldn’t be that hard to find 30 of them for exercise. But it can be an issue. Factor in work, school, the inevitable to-do list and, of course, sleep – and finding 30 minutes for exercise can be a challenge.

Still, even people with the busiest schedules can find room. Make it happen with these tips:

✓ Schedule exercise as you would any other appointment. For instance, pen in walk during your lunch hour or a trip to the gym after work.
✓ Make family time exercise time. Take group walks after dinner or schedule an outdoor family game (i.e., kick ball) for Saturday mornings.
✓ Try circuit training, which alternates short bursts of strength exercises with aerobic activities for just 30 minutes.
✓ Wake up 30 minutes earlier. Use the time to work out with an exercise video at home, take a walk or go to the gym.
✓ Sign up for a group exercise class or join a fitness, softball, soccer or volleyball team. Making a commitment to a group is a great motivator.

Source: Mayo Clinic – HealthQuest, 2004

Discounts and Benefits Offered
Did you know that by showing your MCARD you can get discounts at area merchants – even new cars? Check out the Discounts page at www.mcard.umich.edu/discounts.htm for more information. Also, you are eligible for an exclusive package of banking services from TCF BANK with Totally Free MCARD Checking. This includes a package of discounted financial services, including $50 credited to your new account upon verification of a new direct deposit relationship with TCF BANK. Redeem the “TCF Totally Free MCARD Checking” coupon located at www.mcard.umich.edu/tcf.htm. Show your MCARD and ride any fixed route AATA bus for free (excludes shuttles for U-M Football games and Art Fair). Contact the MCARD Center with any questions 936-2273.
**New Employee Welcome**

Phyllis Oliver joined the Plant Operations Call Center (POCC) team on August 9th. She came to us from UM-Flint, where she has worked since 1991 – first as a teller in the Cashier’s Office, then as a secretary for the Office of Community & Business Partnerships. Phyllis lives in Flint with her 16-year old son, Ian. She enjoys the wonderful, carefree commute on US-23. (Obvious sarcasm for anyone who travels that highway!) Phyllis was also a student at UM-Flint, majoring in Africana Studies, and hopes to transfer to the Ann Arbor campus.

In her spare time, Phyllis loves to garden, listen to music, watch movies, attend the theater and enjoys Spoken Word. She also loves traveling in the U.S. and abroad. She has been to England and is planning a trip to Jamaica. (Not during hurricane season!)

By Lori Ramirez
Secretary II

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**Newest Award Unveiled**

The CARE Team is pleased to announce the Community Service Award as the newest addition to the employee recognition program. As reflected in our strategic plan, Vision 2005, Plant Operations encourages its employees to volunteer their energy and commitment to local community activities on an individual or group basis.

The Volunteer Cross-Functional Team has developed an application and approval process for creating opportunities for recognizing Plant Operations-sponsored community service activities. For additional information, please contact Paul Guttman, Associate Director of Construction Services at pguttman@umich.edu or Alan Stevens, Work Control Estimator at ats@umich.edu.

Nominations for the Community Service Award can be made by another employee, supervisor, Associate Director, Director of Plant Operations or the organization for which the service was provided. Each awardee will receive a letter of commendation from the Director of Plant Operations and one (1) CARE coupon.

Both the Community Service Team and CARE Teams look forward to the success of this program.

By Valerie Amo
CARE Team, Member

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**Taxation of CARE Award Items**

Thanks to Nancy Polderdyke of the Central Power Plant and her Ideas 20/20 suggestion for posting information on taxation of the CARE Award items. We have placed this information on the CARE website at www.plant.bf.umich.edu/director/CARE/

Employees of Plant Operations do NOT pay any taxes on items received through the CARE Employee Recognition program. Since 1999, when the CARE program began, Plant Operations has paid the tax liability for goods received by its employees. Employees who do incur a tax liability, however, for items totaling more than $99 in the twelve month period from December 1 of the previous year through November 30 of the current year, will notice a “gross up” adjustment on one of their December paystubs. The employee will also receive a copy of the “gross up” memo with an approximate adjustment which will reflect the total value of items received plus the taxes paid by Plant Operations. As of September 1, 2004, the gross up formula is calculated by taking the total value of the item(s) divided by .6345 (25% Federal withholding tax, 3.9% State withholding tax, 6.2% Social Security and 1.45% Medicare).


By Gail Campanella
CARE Administrator

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**Did You Know?**

The Plant Operation’s Call Center…
- Handles over 7,000 phone calls in a typical month?
- Enters an average of 4,000 Work Requests (excluding PM’s) on a monthly basis?

The Plant Operation’s Key Shop…
- Issues approximately 14,603 keys per year?
- Process refunds for approximately 7,607 keys per year?
- Estimates there are 25,000 different keys in use on campus?

Stats provided by Cindy Schaedig and Rick Hadden
Retirement Celebration Planned
The Plant Operations Retirement Planning Committee is currently planning the next retirement celebration for the afternoon of Wednesday, November 3, 2004 at the Kipke Conference Center in the Campus Safety Services Building.

This upcoming retirement celebration will be for Plant Operations employees who have retired recently.

If you are an employee who plans to retire in the very near future and would like to be honored at this gathering, please contact the Retirement Planning Committee representative for your area: Betty Alberts - Plant Administration; JoAnn Brummet - Building Services; Jeanette Craft - Construction Services; Gina Flowers - Facilities Maintenance; Lori Ramirez - Work Control; Dawn Schultz - Grounds Services; and, Lisa Sheldon - Utilities & Plant Engineering.

Please note your calendars and plan to attend this memorable event in honor of your co-workers in Plant Operations. There will be a department-wide announcement in October.

By Gina Flowers
Administrative Assistant