The Physical Facilities shops and departments just completed one of our busiest summers ever. The workload this year, and especially this summer, seemed daunting. Many large projects were added mid-summer with the same deadline of August 24, making July and August even busier than usual. The commitment, dedication, and hard work of our employees working together met the challenge and completed the projects totaling in the millions of dollars. By working long hours, they also completed smaller projects and hundreds of service requests, along with taking care of their many maintenance responsibilities. The large student workforce in the division also greatly enabled the successful completion of these projects.

One of our goals is to do more for less while maintaining the standard of quality the university has become accustomed to. As we continue to strive to focus our efforts on “Service with Excellence”, we are finding that more and more individuals across campus recognize the talents, knowledge, and experience of the Physical Facilities Division by requesting their large projects be done in-house by our own employees. Thanks to all for raising our level of customer service.

Architectural Highlight

Marriott Center Seating Project

The upgrade to the seating in the Marriott Center is one of the most substantial improvements the building has seen in recent years. Two significant problems were solved by the seating project, the first being insufficient legroom for occupants. The distance between the seats made it very difficult for patrons to remain comfortable. There is now an additional 8” of legroom to adequately accommodate spectators. The second problem solved was replacing a deteriorating section of bench seating with nicer theater-type seating with cup holders for added comfort. There were 3,900 bench seat spaces removed and 2,252 new upgraded seats installed.

The work in the Marriott Center began immediately after Women’s Conference in April. All high school graduations and other events that normally occupy the building during the summer months were moved to other locations to allow for the work to be completed. Rossetti Architects was the architect for the project and Jacobsen Construction was the contractor. Jacobsen Construction maintained two shifts of personnel for the duration of the project in order to finish it on time. The new seating construction was completed August 3, 2012.

The project consisted of several major key elements. The first step was the removal of the entire bench seating section on the north side up to the concourse level, which was completed by BYU personnel, followed by the removal of the handrails in the aisles. Control points for the demolition operations were then established. The demolition began with the first five rows. Rebar was added, forms were placed, and concrete was poured and finished. This was the process for the next three levels of seating. Intermediate stairs in the aisles were then poured and formed. Irwin Seating provided the new seats which took about two weeks to be installed.

Please drop by the Marriott Center sometime to look at the project and try out the new seats! The new, blue seats are the most comfortable in the arena and are easily located on the north side of the building. There are no immediate plans to replace the remaining seats in the Marriott Center.
A Successful Summer
Ole M. Smith - AAVP Physical Facilities

It’s official: Summer has ended and fall, with the new semester, is here. As I look back on our summer season, it has been one of the busiest, if not the busiest, in BYU history. Our crews, shops, architects, planners, and construction teams have been just about everywhere on campus. Many of the medium-sized projects we take on each year are planned for the summer break so we can cause as little discomfort and disruption as possible. This year, among many planned projects, we completed the east pedestrian bridge expansion — eliminating the need for a crosswalk and increasing pedestrian safety; added new seats to the Marriott Center – replacing older deteriorating benches; finished four additional utility tunnel extensions; re-built the Tree of Wisdom and will soon have it installed; remodeled the Marriott Center men’s and women’s basketball team locker rooms; remodeled space for the new location of Outdoors Unlimited; completed the new Salon 1030 in the WSC; remodeled the Dean’s Suite in the ESC; plus we were able to remodel numerous offices, conference rooms, and classroom spaces. I think we all breathed a sigh of relief when summer ended and all the projects were brought to conclusion just in time. We are fortunate and blessed to have such a talented staff of professionals who seem to constantly amaze. We're already looking forward to a busy and productive end of the year.

NEW EMPLOYEES
We extend a warm welcome to the new full-time employees listed below who recently joined our Physical Facilities team.

Allen Hansen  Moving
Jeffrey Heinz  Air Conditioning Shop
Michael Ball  Carpenter Shop
Donald Williams  Moving
Jeff Seamons  Carpenter Shop
Gary Pryor  Information Support
Jonathan Johnson  Upholstery Shop
Jay Finch  Electric Shop
Cary Carter  Electric Shop
Joseph Beck  Construction
Robert Chestnut  Electric Shop
Ivan Mangum  Electric Shop
Richard Worthen  Mechanical Shop
Ashael Tyler Cottle  Mechanical Shop

CONGRATULATIONS TO OUR RECENT RETIREES
Howard Jackson  Carpenter Shop
Carol Fausett  Custodial

INTERNAL PROMOTIONS
Kyle Draper  Carpenter Shop Door Leadman

CONGRATULATIONS SAERA AWARD RECIPIENTS
August  Kevin Rawle  Access Services  Exceeding Customer Expectations
September  Taft Kaze  Moving  Exceeding Customer Expectations

SERVICE WITH EXCELLENCE

JULY
Jim Malone

Rudy Poecker

Clayne Larsen

Cali Wilkes

Jim was raised in Arizona. He loved living there and never realized it was so hot until he had lived in Utah for three years. He and his wife moved to Utah 20 years ago. Jim started working at BYU and has now been with the university for 18 years. Jim has worked in the Sign Shop for 14 years and is the Sign Leadman. He loves his job! Jim and his wife have one 18-year-old son, two daughters, five grand kids, and three great grand kids. He enjoys playing the guitar, hunting, fishing, and cooking.

Rudy graduated from Orem High School and later served a mission in Southern Germany. He attended BYU and married Cindy, the love of his life. He was drafted into the Army eight months after being married and spent a year in Vietnam. He worked for the Engineering Department of US Steel and has now worked for the church and BYU for 32 years. He is an Area Supervisor in the JRCB. Rudy and his wife have been married 45 wonderful years and have two children and four and a half grandchildren.

Clayne was born and raised in Salt Lake City. He has worked in the Heating and Air Conditioning Shop for 24 years and supervises 21 full-time employees as the current manager. Clayne oversees the operation and maintenance of the Central Chilled Water Plant and all of the heating, ventilation, and refrigeration equipment on campus, as well as the computer controlled building automation system. Clayne and his wife, Lisa, have three sons. In his free time, he loves to travel with his wife.

Cali is from the lovely city of Portland, Oregon. She works in the Upholstery Shop as a seamstress on campus and has been with the crew for almost two years now. In her job she enjoys being herself, having fun, and seeing all the interesting projects going on all over campus. This year she is a senior studying Theater Education, currently directing a 35 minute British piece, and will student teach this upcoming semester. She enjoys spending time outdoors, swimming, hiking, camping, and riding her bike.
Access Services is an exceptional group of individuals, consisting of six full-time and 15 student employees. This unique shop combines a team of problem-solving locksmiths and a welcoming key office, working together to provide access control in a variety of ways. Although most of campus knows them for keys and door locks, they also make padlocks, open safes, orchestrate the campus locker network, manage cardswipe access, and install and repair keypads and electronic locks like C*Cure and Persona. Access Services has a vast responsibility to keep campus secure, servicing areas including academic campus, the MTC, Motion Picture Studio, student housing areas, church areas, even working to secure construction projects.

Students in Access Services can learn to be locksmiths through on-the-job training. “We teach our students to be versatile and proficient,” says Lamar Howarth, the shop’s manager. “We are very proud of the type of individuals that our students are, and their accomplishments demonstrate that.” Asked what he likes best about working as a student locksmith, Preston Plowman says he loves that the job “taught me how to fix anything.” His co-worker Jessica Wall adds, “I love the full-timers! It’s a really good work environment. Everyone is so helpful that I never feel stressed even when there are a million things to do.” Another student employee, Tessa Wilkes says, “At first it was overwhelming, but people were really good in training me. I like it more because there are so many things to learn.”

If you visit Access Services (the Key Office is open weekdays until 4:15 p.m.), you will observe a variety of tasks happening: full-time employees design new key systems and counsel different campus areas about how to meet their changing security needs, while students cut keys of all sizes, pin and install locks, and keep careful records of every lock and key on campus. Most of the employees won’t be found in the office however. They are all across campus responding to service needs. They install all the locking hardware at BYU from simple door knobs to computerized access control systems, and manage access to meet the needs of individuals in each particular area. But that’s not all. They also create ID cards and badges for Physical Facilities and outside contractors, make repairs, and maintain manual and automated locks, and other security devices like door latches, closers, safes, and key pads. To accomplish this variety of tasks, locksmiths use an assortment of tools including common hand and power tools, along with specialty tools of their trade. The Access Services department keeps current with the latest technology in order to recommend the best security measures to keep the university secure. This also means the locksmiths must stay up-to-date with applicable building, fire, and safety codes and regulations, in order to properly inspect work and accurately estimate costs, time, and materials.

Access Services’ on-call employees respond to routine and emergency calls for repairs and service in conjunction with University Police. The locksmiths work with the other areas of Physical Facilities in order to provide the highest level of service. Like all Physical Facilities areas, they work as a team to uphold the slogan, “Service with Excellence.”

- Fun Facts -

Access Services manages:

- 86,129 Academic keys
- 84,848 Housing keys
- 4,500 Padlocks
- 10,000 Steelcase keys
- 12,000 Cabinet keys
- 45,000 ASSA locking devices
- 54,000 Medeco locking devices
- 72,000 Closers
- 144,000 Levers
- 56 Safes
- 90 C*Cure areas
- 325 Persona Units
New Faculty Fellowship

Doug Christensen

The Doug Christensen Faculty Fellowship recognizes the contribution of Physical Facilities, whose sacrifice and efforts to “do more with less” provided for the transfer of a position and budget to another campus department. The position allows a department faculty member to support and mentor other faculty members who transfer to teach. They also support and mentor adjunct and part-time professors, and students in their goals and accomplishments. Faculty members occupying the fellowship are given a one-year appointment, which continues to be assigned to new faculty members.

Summer Retreat

August 2, 2012

The 2012 Summer Retreat was a success! Thank you to everyone who put in the time and work in order for all the Physical Facilities employees to enjoy a delicious lunch.

J. Michael Stratton

1951 ~ 2012

J. Michael Stratton, BYU Director of Construction for 23 years, passed away September 1, 2012, of complications due to cancer. During his time at the university, Mike oversaw the construction of all major buildings including the Joseph F. Smith Building, the Museum of Art, the Indoor Practice Facility, the BYU Broadcasting Building, and hundreds of other construction projects. Mike was loved and admired for his knowledge and experience, work ethic, humility, and kindness. Throughout his illness, which involved months of treatments and pain, if he could stand, he was at work. Mike is survived by his wife, Connie, his two children and their spouses, and five grandchildren. Mike will be greatly missed in the Physical Facilities Division and throughout the BYU community.