Jake Jensen  
Director - Construction

I love the building and construction processes. Some of my best memories growing up were building furniture in my high school woodshop classes. I would sit down with pencil and paper to sketch out a project. Then after much time, noise, and dust, I would turn lines on a piece of paper into physical reality. I have now had the opportunity to work on many different construction projects in my 18 years in the industry. I worked for some local general contractors in Utah Valley while going to school here at BYU. I then had the opportunity to take my family and work out of state. I managed the construction of an LDS stake center in Wichita, Kansas and was also manager on the construction of the Sacramento LDS Temple. I have spent the balance of my time here on the BYU campus working on various projects for Okland Construction, including the Gordon B. Hinckley Alumni Building.

The building and construction processes at BYU are a unique and special experience. I have learned that BYU plans, builds, maintains, and services facilities like no one else. There is such a unified effort from all the parties involved. I feel blessed to now be a part of this great work here at BYU in its commitment to excellence and human potential.

Lytle Preserve Improvements  
Architectural Highlight

Lytle Preserve is a BYU owned property located in a remote desert environment near the Nevada border about 40 miles west of St. George. The property is managed by the College of Life Sciences through the Bean Museum and is used by BYU as a research facility primarily focused on desert plants, insects, and wildlife. Over the years the property has been subjected to flash flooding a number of times which eventually destroyed the old Adobe Ranch House, Modular Classroom building, and parts of the cultivated land.

The recent improvements consist of extensive flood control measures along the riverbed and constructing a new ranch house and classroom building. The flood control improvements basically consist of installing new water lines below the scour depth and armor the banks of the river channel with rip-rap. The design work for the new ranch house and classroom building was completed by the BYU Facilities Planning staff.

The building is located on a site above the flood plain overlooking the Preserve property. The building is designed in a southwest ranch style using shapes and materials that blend well into the desert landscape. The building is approximately 3,200 square feet in area and consists of classroom, dorm rooms, restrooms, showers, commons area, kitchen, and laundry facilities. There are extensive covered porches on the north and east sides of the building. There are no commercial utility services at this site. The building is powered with solar energy with a backup generator and water is supplied via an artesian well. The sewer system consists of deep trench field drains. The building is heated with propane unit heaters and is cooled with a swamp cooler air conditioning system.

The new flood control improvements and building should provide many years of useful service to the students, faculty, and visitors of this pristine desert environment for many years to come.
Mike Averett

Mike grew up in Springville, Utah where he spent many hours on the family farm. He later served a mission to San Antonio, Texas. He began working at BYU in 1978. Out of the 34 years he has worked here, 32 have been spent in the Marriott Center and Lavell Edwards Stadium where he is the Special Events Custodial Supervisor. Mike has nine children and 12 grandchildren with two more on the way. He enjoys hiking with his boys, camping with his family, gardening, and getaways with his wife.

Larry Banks

Larry grew up in Provo, Utah. He served in the US Air Force for four years, lived in Ohio and Guam, and retired after 22 years in the National Guard. He has worked at BYU for almost 33 years—two years in Custodial and 30 in the Warehouse. He enjoys working with so many good people at BYU. He has been married to Ellen Banks for 43 years and has five girls and two boys who are all married. He will have 20 grandchildren by June. Larry likes to hunt, fish, and spend time at his cabin in Fruitland.

Terry Hatch

Terry grew up in Provo, Utah with his five brothers. He spent his summers floating the Provo River and honing his archery skills. He attended Dixie Jr. High and Provo High School where he played baseball, basketball, and golf. Terry married LeNeve Kimball, a local girl from his home stake. They have six children (three girls and three boys), four of whom have attended BYU, and eight grandchildren who keep them feeling young. Terry has worked at BYU for 23 years in the Purchasing and Travel Department.

Mackenzie Carlisle

Mackenzie is from Concord, Massachusetts. She has worked in Buildings, Transportation, and Grounds for three years and loves the people she works with. She is a senior at BYU and is majoring in Technology and Engineering Education. She recently built and programmed a robot, designed and wired an alarm circuit, made a Nerf football, filmed and edited a movie for an international competition, and built a walnut blanket chest. She loves her Boston sports teams, skiing, running, and game nights.

CONGRATULATIONS SAERA AWARD RECIPIENTS

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<td>Lynn Christensen</td>
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<td>Helen Alexander</td>
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CONGRATULATIONS TO OUR RECENT RETIREEES

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<tr>
<td>February</td>
<td>Carl McClellan</td>
<td>Carpenter Shop</td>
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NEW EMPLOYEES

We extend a warm welcome to the new employees listed below who recently joined our Physical Facilities team.

- Dennis Vincent: Carpenter Shop
- John Hoffman: Custodial
- Kenny Lau: Custodial
- Whitney Hanks: Carpenter Shop
- Benjamin Ward: Paint Shop
- Chad Lott: Paint Shop
- James Murphy: Grounds
- Richard Baker: Grounds
- Scott Robinson: Grounds

Physical Facilities Student Appreciation Lunch

Games and Prizes!

Thursday, April 18, 2013 ~ 12:00 p.m. - 1:00 p.m. ~ South Field

For Physical Facilities student employees only. A ticket will be required.
The BYU Mechanical Shop is made up of 12 full-time employees and seven student employees. Contrary to popular belief, the Mechanical Shop does not repair cars! These university employees work hard to maintain the HVAC ductwork and plumbing systems in the academic areas on campus. To many, this simply means keeping the restrooms functioning and the kitchens working; however, there is much more to what they do.

Two of the full-time employees maintain and service all the fire sprinkler protection systems on campus and in the remote facilities owned by the university. Each of these systems has controls that monitor water flow and prevent back siphonage into the culinary systems. In order to be able to accomplish this work, Rick and Ace have gone through many years of training and maintain State of Utah certificates as Fire Protection Inspectors. They are also certified to test and maintain backflow prevention devices. In addition, they are responsible for the maintenance of all of the fire hydrants around campus.

Three other full-time employees, Dave, Lynn, and Steve, are also involved in backflow prevention maintenance and testing. Between the five certified testers in the shop, over 200 backflow prevention devices are tested and maintained in the buildings on campus. Each of these devices are tested and serviced annually and reports are sent to Provo City.

All of the plumbers in the Mechanical Shop hold and maintain Utah State Master Plumber Licenses. These employees maintain all of the plumbing in the academic areas of campus, which includes all of the drinking fountains and all of the water, natural gas, and sewer lines on campus. They install the piping for the heating and cooling systems and specialty gas piping on campus. Additionally, they maintain the medical sterilizers in the science buildings as well as the stills that produce the pure water for the science labs. There are several hundred buried water and natural gas valves that are operated annually. The Mechanical Shop employees read all of the water and gas meters monthly. They also spend two weeks each year either draining or filling the football stadium and baseball stadium so that the water lines will not freeze during the winter months.

The Mechanical Shop has two sheet metal workers who maintain and repair all of the heating/cooling supply ducts on campus in addition to designing and building sheet metal projects needed by the departments and shops on campus. Tim and Blake are skilled craftsmen with nearly 50 years of service on campus. They not only accomplish their daily work but have also saved the university tens of thousands of dollars because of their creativity and knowledge.

The motto for the Mechanical Shop is, “If you don’t have time to do it right the first time, when will you have time to do it over.” They take great satisfaction in being the “invisible” shop. When they are doing their job, you don’t know they exist. This is done in part by their work in preventative maintenance. At least two times every year, they are in every room on campus where there is plumbing of any kind. Any problems found are repaired at that time. Other emergency or nuisance plumbing repairs are taken care of as they receive service requests from Custodial or from concerned people on campus.

The Mechanical Shop is also involved in much of the remodeling that takes place on campus. During 2012 they took part in over 200 projects in almost every building on campus. These projects included everything from the installation of new equipment in labs to the renovation of complete office suites.

The Mechanical Shop is grateful for the opportunity to be of service to the campus community. If there are things you see that need to be repaired, please contact the building custodians or the shop at 2-5531.
On January 24, 2013, the Physical Facilities Division held its annual retreat with every supervisor, manager, director, and managing director in attendance, along with a handful of other key employees. The retreat focused on how each entity in the division could better collaborate with their campus clients, understand their needs, plan more effectively, ensure services are provided in a timely manner, and still fit within the, oft-times, tight budget constraints that accompany most projects—all while maintaining the quality standard each client requires. We learned that “Collaboration is, first and foremost, a change in the attitude and behavior of people throughout an organization.” With that in mind, the retreat broke into multiple sub-groups to conduct activities and brainstorm ways everyone could work together to accomplish more. Since there are nearly 50 separate units in Physical Facilities, all of whom have their individual responsibilities and yet who must work together as a cohesive unit, this is a complicated challenge. Much depends on attitude, willingness to work together, communication, and reporting back.

I am reminded of one of President Thomas S. Monson’s most memorable quotes: “When performance is measured, performance improves. When performance is measured and reported back, the rate of improvement accelerates.” Experience teaches that many in today’s world believe this principle to be good, as long as they aren’t the ones that are asked to measure, then return and report. When measurement and reporting back become a normal part of business, most individuals enjoy the fruits of success and feel empowered to accomplish more than ever, yet there are some who misunderstand and feel “micromanaged”. While many get new energy from improvement, increased communication, and idea sharing, others wish they could just be left alone to do their job the same way they always have. It’s an interesting paradox, one that generally can be resolved only as success mounts and time passes.

By the end of our one day retreat, each person in attendance had shared the goal and the basic strategy—developed prior to the retreat by each department, shop, or working unit—of how they could better work with each other and better service the BYU campus community. As one of the key service arms of the university, the Physical Facilities Division is committed, now more than ever, to increased collaboration and performance. We continue to focus on our motto of Service with Excellence.