As a kid my family’s home had an unfinished basement. This concrete wonderland was the subject of many imaginations and childhood antics. I spent many hours turning on the water upstairs and then hurrying downstairs to hear the rushing water move through the drainage pipes. I would turn up the thermostat just to see the furnace turn on and glow in the dimly-lit utility room. There were occasions when my curiosity got the better of me. More than once Dad had to unplug a drain because toys and other such obstacles happened to be in the way of running water.

Over a period of years my Dad and I spent many hours in the basement adding electrical lines and water pipes to areas of the house that needed improvement. We were the only house on the block that had a washbasin in the garage. We had hot and cold water to outside taps for washing cars. My mother wanted a second washer and dryer connection to better keep up with our growing family. The list went on and on for improvements we made to our home. My dad had me help in many of these projects. At first my job was to hold the flashlight. Later it was to hold this part or get that tool. After a while I was invited to help install something on my own or fix a problem I had created. The basement of my childhood play became my education as a youth and teenager. It no longer was a place to play and explore, it was a place to work and make life better for my family.

The utility tunnels on BYU’s campus are similar to that unfinished basement. Over the next few decades the newly constructed and existing utility tunnels will allow the campus to grow and improve. As technological, classroom and students’ demands change over the years, the tunnels will provide a “place to work and make life better” for our campus family. The largest benefits of the utility tunnels is the ability to make improvements and upgrades without having to tear up the rest of campus to do the work. Many of our faculty and staff need redundancy in power, water and other utilities to perform research and teach classes or labs. Student services use the utilities in these tunnels to feed and house the student body. Special events such as athletic events and church broadcasts are supported and shared with the world through the infrastructure in these tunnels. Our tunnels house high temperature hot water, chilled water, OTI infrastructure, high and low-voltage electrical lines, and many other utilities.

In years to come, classrooms will need more media and integration. Labs will become more diverse in form and function to accommodate technological advancements. Student services will expand to meet the needs of a changing economy and the social environment of the student body. Special events will reach further into the world and to a more diverse audience than it does now. These utility tunnels are a positive step forward in allowing the campus to respond to future demands. I believe the progress we have made recently in campus infrastructure will carry us well into the future. BYU will always be a great “place to work and make life better.”
We live in a world of surprises. Most of us try to manage our lives so the surprises are minimized, but some seem to come along anyway. Surprises are, by nature, unexpected. I was once surprised when a teenage son called me at about 11:00 p.m. and told me, “I’m on the way home, Dad, but I need your help. Actually, I’m two blocks from home and I just drove into the back of a parked trailer. Can you come right away please?” Hmmmm, not a good surprise. Another time a different son, upon playing the last football game of his junior year, was recognized as leading the state of Utah in tackles for the year. Ohhh, that was a nice surprise. Then there are surprises that catch you so off-guard you aren’t sure if they’re good or bad... you just deal with them and see what happens.

That is exactly what happened at the end of August. An announcement from our administration informed us that the SAS organization was being completely restructured. Many had guessed this might happen at some future time, but no one expected it would happen so soon. The details were myriad but the end result, for us, was that Larry Fairbank and most of his Facility Services/Auxiliary Maintenance team was to join with, and become a part of, the Physical Facilities organization.

We’ve been at it a month now. Larry and his people are great. They are joining in with enthusiasm and vitality. They have already added strength to Physical Facilities in many ways and, with their cadre of talents, they are allowing us to render “Service with Excellence” to more of campus than ever before. The talent level of the two organizations, now made one, is amazing. Our reach has expanded, our desire to accomplish great things has grown, and our responsibility to succeed is being felt like never before.

Although it was a shock at first, the announcement has now settled in ... and the more I see Larry’s people join with the talented men and women already in Physical Facilities, the more I now believe this is one of those really good surprises.
During the last two years since becoming employed at BYU in Physical Facilities, energy use has received an increased amount of attention. With energy being used as a social media "hash tag" in most economic and political conversations, it’s no wonder there are so many opinions on the matter.

I recently read a study on the perspective of men and women on energy efficiency. In this study a group of a few hundred men and women were asked what their idea of energy efficiency was. Men typically associated energy efficiency with different types of generation practices. This would include generation from wind and solar farms to coal gasification and carbon sequestration. Women trended toward the point-of-use issues like turning off lights, adding insulation or installing energy-efficient equipment. One of my favorite pictures accompanying the article was a picture of a house with dollar signs flying away from it. It reminded me to add more insulation into my attic.

While on campus I have come to believe that energy use is an immensely personal issue. Energy use tracks with personal habits and personal habits make up an individual's persona. There are individuals that consume a very large portion of energy compared to the norm. This energy is being used to help them be more effective in the work they are pursuing, or the entertainment they are involved in. Maybe they use the extra energy in service provided to others around them. There are some that take a minimalistic approach to energy use. They make do with minimal use of energy in hopes to better share the limited resource or to live a simpler lifestyle. Maybe they use less energy to avoid a negative impact on a neighborhood or community.

Whatever your persona type is, Physical Facilities can help. Of the thousands of work orders estimated, designed and constructed here on campus, I see just as many requests for reducing energy consumption and improving energy profiles as I do for adding additional power and increasing energy intensity. There is a learning curve for individuals and groups with regards to energy use, both in what we use energy for and the value it brings to our lives. I hope that, with this heightened awareness, more detail becomes available so we better understand our individual part of the consumption equation. I believe the campus is making good decisions regarding energy use. Yes, we have a lot of improvements to make, but compared to other campus communities, I consider us above average. Physical Facilities provides a large service to the global community through its mission and values. We also try to be a good neighbor and put forth a tremendous effort to be good stewards of the garden of energy we draw from. I look forward to working with you to find enlightened ways to improve personal and organizational energy use.

Nathan grew up in the Seattle, Washington area. He began working at BYU as a Civil Engineer in the Facilities Planning Department in May 2005. He enjoys working with the good people at BYU. He often says “I’d much rather work for the Prophet, than someone else’s profit.” He believes in the mission of BYU. He and his lovely wife, Valerie, have six awesome children: Katherine (20), Spencer (18), Daniel (16), Benjamin (14), Sarah (11), and Emily (9). He has lived in Lindon for the past 16 years. Nathan enjoys spending time with his family, caring for their yard, building, hiking, and having a good time. Go Cougars!

Bob Coleman has worked at BYU for ten years, nine of which were in the Carpenter's Shop and one year in the Construction Department. He and his wife, Sharlene, have been married for 22 years and reside in Provo. They have two sons and two daughters. Their eldest son recently returned from the Alabama Birmingham Mission and their second son recently left for the Montana Billings Mission. Bob enjoys listening to his daughters play the piano, working with the Scouts, any building project, shooting & reloading, and his new-found pastime is "canyoneering." Most of all, Bob likes people.

Richard Harker has worked for the Custodial Department for the past 30 years. He lives in Provo with his wife, Debi, and they have one daughter and four granddaughters. He currently serves as Area Supervisor over the Hinckley Center, Tanner Building and Faculty Office Building. Richard enjoys fly fishing, four-wheeling, snowmobiling and spending time with his family. The hobby that keeps him busy is turning hand-crafted pens and building handmade fly rods. He enjoys spending time in the Island Park/ Yellowstone area, where he often visits the “trout” in the Henry's Fork River.
We extend a warm welcome to the following new employees who recently joined our Physical Facilities team.

**NEW EMPLOYEES**

- Kent Poulson: Custodial/Special Events
- Ryan Robertson: Custodial/Special Events
- Troy Wells: Custodial/Special Events
- Charles White: Paint Shop
- Carlos Salazar: Paint Shop
- Donald Haney: Grounds/Landscape
- John Anderson: Grounds/Landscape
- Michael Vander Does: Grounds/Site
- Brandon Bitter: Facilities Planning
- Nathan Staheli: Access Services
- Ryan Harding: Mechanical Shop
- Brian Hudson: Mechanical Shop
- Joshua Parish: Grounds/Landscape

**INTERNAL PROMOTIONS**

- Bryan Mahoney: Carpenter/Const. Projects Lead
- Shawna Martin: Transfer to Custodial/Sp. Events
- Nicholas Arnett: Promoted to Cat. II /Grounds/Site
- Melissa Whaley: Custodial Office Specialist III
- Lynn Davies: Mechanical Shop Manager
- Don Kopp: Motor Pool Manager
- Glen Wear: Grounds Director

**CONGRATULATIONS TO OUR SAERA RECIPIENTS**

- Joseph Cleon Bird: Innovation
- Steven G. Johnson: Exceeding Customer Expectations
- Lee R. Hjorth: Respect for Sacred Resources
- Jonathan G. Quist: Exceeding Customer Expectations

**CONGRATULATIONS TO OUR RECENT RETIREES**

- Bryce Goodwin: Information Support
- Ellen Banks: Custodial/Special Events
- Kirt Mangum: Mechanical Shop
- Nancy Clawson: Business Support

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**STUDENT SPOTLIGHT**

Chris is from Acworth, Georgia. He is currently in his junior year at BYU studying environmental science. He is a returned missionary from the Colorado Denver South Mission. His hobbies include: soccer, camping, sailing, rock-climbing, fishing and playing guitar. Chris is the third member of his family who has worked at the BYU Paint Shop and is working as a painter's assistant on the road crew. His workload varies from painting curbs, roads, and handrails, to inside work when needed. He is a great worker and is always happy to perform any task that needs to be done.

**EMPLOYEE SPOTLIGHT**

Elisabeth Pletsch has been working for the BYU Grounds Greenhouse for more than three years and loves it. She started working there as a student and returned as a Category II in July 2013. She has been arranging flowers for weddings and special events for more than five years. Elisabeth is planning to get a master's degree in library and information science. She loves to sew, read, and spend time with family and friends. She has a love of sheep and hopes to one day own a sheep farm. Elisabeth arranged the floral displays that were in the Marriott Center for Summer Commencement and the Hinckley Center for President and Sister Samuelson's reception. One attendee commented, “The color and variety of flowers was stunning. There was so much thought and planning given to the selection of flowers, color, and variety down to the type of containers used. I was completely blown away.”
The architectural design group is a talented collection of individuals with knowledge and expertise in many areas. Each designer meets with clients across campus to determine needs and expectations associated with their Physical Plant work order. The designer uses the information gathered to assemble the appropriate engineers, interior designers and O.I.T. personnel to design solutions that meet building, fire, accessibility codes and campus standards. Preliminary drawings are produced using state-of-the-art computer drawing and building modeling software. The designers help in the cost-estimating process by providing additional information and support to our cost estimator to ensure an accurate cost estimate is provided to the client for approval.

The architectural designers frequently work with clients to modify designs and reduce project costs to meet a client’s budget requirements. If, after working together, budget expectations cannot be aligned with project requirements, the project can be delayed or cancelled. Clients are only charged for the design process if funding and approval for their project is secured.

Each architectural designer remains involved with his or her projects throughout the construction phase. Questions need answering, unforeseen circumstances arise during construction and construction budgets need to be managed. A typical workday involves attending and conducting various meetings, researching construction products, designing and drawing construction solutions and managing multiple approved projects. All of these activities are being performed simultaneously as new projects work their way through the design and cost-estimating process.

On any given assignment, a designer will employ skills in architecture, specification writing, computer-aided drafting and modeling, public relations, accounting, product analysis, project management, leadership, building code application, construction means and methods, construction law, risk and liability assessment, and more.

It is the goal of the architectural design group to provide "Service with Excellence" to our campus community.
Annual Summer Retreat Luncheon
August 1, 2013

The 2013 Summer Retreat was a huge success! BYU's amazing Grounds department organized and hosted the event, providing delicious food, clever place-settings, tents, and huge fans (thank you Roy) for everyone who attended. The retreat is Physical Facilities' opportunity to show the staff how much they are appreciated for all their hard work during the year. Thank you to everyone who put in the time and effort so all the Physical Facilities employees could enjoy a delicious lunch.