Oklahoma State University was recognized as a Tree Campus Higher Education award recipient, through the Arbor Day Foundation, for the 11th consecutive year. In celebration of this achievement, University Arborist Caitlin Gipson and Horticulturalist Craig Barnes attended the State Arbor Day Celebration and Luncheon on March 10, 2022. The luncheon was hosted by OCCC, who is also a Tree Campus Higher Education awardee. Luncheon attendees had the opportunity to hear presentations over diverse topics related to Urban Forestry, presented by representatives from OG+E, Tinker Air Force Base, OCCC, the Paul’s Valley community who has been a Tree City for over 40 years, and other experts. Usually this event is marked with a tree planting, but due to weather events the designated Cercis canadensis var. texensis was planted ahead of time. Attendees were still encouraged to take a photo with this year’s tree. Pictured here are OSU graduates and Luncheon hosts/attendees: Riley Coy- Service Forester, Craig Barnes- OSU FMLS Horticulturalist, Caitlin Gipson- OS U FMLS University Arborist, Mark Golland- State Forester and Director of Forestry Services, and Mark Bayes- Urban Forestry Coordinator.

OSU FMLS would like to share a few quick updates related to the Campus Forest.

- So far in 2022, we’ve planted over 30 trees with intentions to plant continually through the planting season.
- We’ve made great progress in recovery efforts after the 2020 and 2021 extreme weather events. Many trees have been replanted and there will be many more to come.
- A Service Learning Project (student tree planting) has been scheduled for March 30 at 5:00pm on the east side of the Fire Station.
- OSU Arbor Day has been scheduled for April 29 at 2:00pm in the lawn west of Seretean Center.
FSS Moves and Events Creates Excellence in Customer Satisfaction

**Moves** supports OSU with the relocation of various items campus-wide with an emphasis on safety, communication, and customer service. This includes but is not limited to, office furniture, lab equipment, athletic equipment, freight delivery, asset removal “Surplus” (items and equipment that departments no longer need), and any other items requested by campus departments.

**Special Events** supports campus departments and student groups with event needs on OSU property. Some of the event equipment offered to customers include but not limited to, 8ft rectangle tables, 5ft round tables, bistro tables, folding chairs, padded chairs, tents, staging, podiums, and PA systems.

“Superior customer satisfaction is a point of pride for the team. When I brief the team each morning on what their days will entail, I should have at that point, already spoken with the customers and set expectations. I gather as much information from the customer that I can so I fully understand what they need, so when I relay that information to the team, I can answer questions they may have. I try to set a point of contact for each work order, make sure the team is aware of any details that may have been left off the work order and even discuss equipment needs to ensure they are being efficient as possible. I request customers be available to direct or answer questions, this way expectations from them are set and they know we may need them at some point during the request. Our team believes being respectful and having good communication with our customers is very important”, stated Rob Duckworth, Ast. Supv. FSS Moves and Events.

The team expressed the job is a lot of hard work and a desire to do a good job that comes from the feeling they get when a customer’s needs have been met and they are satisfied with the job performed. The team has collectively worked on establishing a platform of high-performance customer service which is the bar for how they operate, anything less is simply not good enough. Customers are very pleased as seen below:

- *These guys are always great! Willing to help in any way possible. They are extremely efficient and make any move easy! Thanks for all your hard work!*
- *Rob and his team did an exceptional job and I got rave reviews from the clients.*

**Moves & Events Team:** Pictured Front row (L-R): Silas Smith, Caylon Masters, Derrick Crow, and David Seals. Back row (L-R): Damian Hawkins, Rob Duckworth, Michael “James” Hensley, James Moody, and Josh McDonnell.
Getting to Know the Energy Services Water Treatment Plant Operations & Crew

Energy Services supports the mission of the University by providing reliable, uninterrupted utility services to campus and fosters a university-wide sustainable stewardship of energy resources. One specific example of how Energy Services’ Utility Production Organization meets this mission is by producing potable water at the OSU Water Treatment Plant. Through the teamwork of eight staff members, they treat and deliver over 400 million gallons of water to campus each year. Raw water is conveyed from Lake Carl Blackwell through a 30-inch concrete pipeline to the Plant, where it is settled, filtered, chemically treated for disinfection, and pumped to campus. The process is managed 24/7/365 by an entire team that is passionate about their role in producing quality water for the OSU campus.

Kenny Sylvester began as Utility Production Manager in 2020 and under his leadership, the water plant has implemented numerous initiatives that has allowed the plant to run in an automated mode and has significantly reduced the safety hazards to employees. Mike Turner has a long career supervising industrial and commercial manufacturing plants. He began supervising the water plant in 2021 and has led the water plant team to a point of thriving through his communication and leadership style. Sarah Norvelle has been providing administrative support to the entire Utility Production organization and develops innovative reporting metrics for Water Plant staff to track daily compliance indicators. Senior Operators, Stan Vick and Josh Driskel have been operators at the water plant since 2008. Mark Porter, Caleb Jones, and Marcus Burgess are the remaining operators who make up the heartbeat of the plant; the Water Plant cannot function without them. Their collective knowledge and experience is invaluable when troubleshooting operational problems and during abnormal operating conditions. These five operators collectively work 24/7/365 for continuous monitoring of chemical treatment and Department of Environmental Quality compliance. Equipment maintenance is delivered by Mechanic, Tanner Graves and water quality sampling and reporting is handled by Water Treatment Specialist, Sandy Zhang. The Plant’s Water Quality Coordinator and licensor, Steven Payne, who also has a long career in water treatment, monitors all the daily water quality parameters for compliance.

The operators at the water plant work 12-hour shifts with a 7-day-on, 7-day-off pattern. Water quality is measured by its level of initial disinfection, residual disinfection (longer lasting disinfection), pH, and clarity, among other parameters. All staff working at the water plant are required to have specific Oklahoma Department of Environmental Quality licensure, depending on their roles. The OSU Water Plant is considered a class B plant (A-D, with “A” being the largest or most complex), and has a peak flowrate capacity of approximately 10 million gallons per day. The plant has approximately 1.8 million gallons of storage capacity between the elevated tower on McElroy and the storage tanks at the water plant. Also, the plant is capable of supplying water to the City of Stillwater as well as OSU and has been asked to do so several times over the past few years; most notably of which was during the February ’21 deep freeze where the City of Stillwater raw water pump stations were frozen and the City’s water supply was dwindling.

Facilities Management’s Energy Services Department is unique in that it is responsible for a water treatment plant that supplies water to all of campus and upon occasion to the City of Stillwater. The staff employed to operate and maintain the plant are second to none and take great pride in their roles. So the next time you are off work during a weekend, holiday, or snow-day, remember the operators who are stationed at the water plant ensuring the water produced continues to be high quality, and tell them thank you when you have the chance. We can all be confident in the water produced and be grateful for the men and women who are part of the team that make it happen! Article provided by Craig Spencer, Director Energy Services/Assistant Chief Facilities Officer.
Pictured:


Bottom Left: Senior Operator Josh Driskel working in the operator’s booth.

Bottom Right: Operators Mark Porter (left) and Caleb Jones completing required tasks in the WTP Lab.
Operations & Maintenance Zone 3 Creates Outstanding New System

In July of 2020, Zones 3 and 4 merged to better serve our customer Housing and Residential Life. Within that team, Zone 3 – Reactive, and Zone 3 – FGSH/PM were created. Our FGSH/PM crew was further broken down into two smaller teams focusing on either Family Graduate Student Housing, or Preventive Maintenance. Zone 3 – FGSH’s focus is to turn year-round checkouts on recently vacated apartments in addition to reactive calls and preventive maintenance. This work is comprised of carpentry, plumbing, electrical, mechanical and paint. Since the merge, staff have worked to decrease the average turnover to less than 30 days, which includes collaborating with ABM for full apartment cleaning and FSS-Pest Control for treatment. They have also decreased the number of open FGSH Checkouts from around 100 active checkouts to less than 20. On April 25, 2022, our team had only 1 checkout in workflow – an all-time low! This drastic improvement would be impossible without the hard work and dedication of Tyler Francies, Kenneth Allen, David Chennault II, Bucanon Haley, Anula Malalage, and Eddie Watts. Article provided by Heather Forquer, Zone 3 – Supervisor

“This is absolutely wonderful! Amazing work from everyone involved in this process! I think this is a testament to the fact that the Z3/Z4 reorg that was done a few years ago which set up “crews”/“areas” that focus primarily on the FGSH buildings is working and paying long-term dividends to everyone.” Joel Gatti, Operations Manager, Housing and Residential Life.

“I couldn’t agree more! You’re dedication to getting the apartments turned is paying off. Thanks for all of your hard work and your partnership!” Comment from Shannon Baughman, Associate Director, Housing and Residential Life.

Operations & Maintenance Introduces New Employee Orientation Process

In April, O&M implemented their new employee orientation process. Pictured below are Angie Duckworth and new employee Hayden Wilson, during his new employee orientation.

Angie stated, “I spend the first two days with the new employee to discuss policies, procedures and assist with obtaining an OSU ID, FM Photo ID, keys, and parking permit. With the support and direction of the FM safety coordinator, Larry Secrest, I ensure the new employee receives required safety subjects. Additionally, I show them the FM/OSU website and how to get to paystubs and W2 information. They also get a tour of FM and introductions to other personnel along the tour. We discuss campus events, benefits of being an OSU employee, the wellness program, Colvin center, EAP, Staff/Dependent waiver and other items of interest. Most of all, this gives me the opportunity to welcome new people to our team and make it fun and exciting for their first two days.”

Custodial Services, ABM, Receives a Note of Appreciation

I wanted to reach out to tell you what an AMAZING team you have in place in McElroy Hall and at Vet Med. I work in Student Services and we have all talked about how this is the best group we have had. I have been here 4 years but my boss has been here over 13. I have also had conversations with people in the Dean’s office, including the Dean himself, who has talked about how the building looks better than it has EVER looked.

Not only do they work hard but also they are so nice to speak to people and brighten days of everyone around them!

I thought you should know what a GREAT team you have working here.

Thanks for bringing the best to Vet Med! It is appreciated!

Melinda Tharp
College of Veterinary Medicine
Landscape Services Tree Tribute Newsletter

We are extremely excited to share with you Oklahoma State University’s, Facilities Management Landscape Services, FIRST EVER Tree Tribute Newsletter!

2021 was a busy year for the Campus Forest. We established a tree-specific donor funding method called the Tree Tribute Program, complete with a dedicated garden and art piece in recognition of donors. Offered several student-centered, tree-related activities. Initiated many large tree projects on Campus. All while responding to and recovering from two major and historic winter weather events.

In recognition of the year’s progress, we have created this Newsletter. Issue 2 is scheduled to be published December 2022. As always, thank you for being a part of our Cowboy Family and for your vested interest in our Campus Forest.

Thank You to Caitlin Gipson, University Arborist and Katie Beitz, Landscape Technology for the article and creation of the Tree Tribute Newsletter.

Link to newsletter: Newsletter (Soft Blue design) (okstate.edu)

List of links included in Newsletter:

Id: EPP-7323 Managing Storm-Damaged Trees. Id: HLA-6409, Pruning Ornamental Trees, Shrubs, and Vines. www.extension.okstate.edu

Campus Map Tree Layer. https://fm-gis-portal.okstate.edu/portal/apps/interactivemap/

Tree Care Plan Standards and Goals. https://fm.okstate.edu/about-us/landscape/osu_tree_care_standards.html

OState.Tv archives, Arbor Day 2021 Program. https://ostate.tv/media/REBROADCASTA++Arbor+Day+Tree+Tribute+Program/1_kh5ljgst/87553051

Tree Tribute Program Donations, How to Donate. https://osugiving.com/your-passion/campus-tributes
Voice of the Customer

Included in each newsletter are comments FM receives from customers. It is important that FM employees take time to see how impactful their work is on the success of OSU and student success. FM plays a vital role in OSU achieving its mission and the success of each OSU graduate! Thank You for Your Work 😊

Just wanted to tell you what a great job the FM folks have done getting snow/ice cleared off. I have seen them work hard and have appreciated a sidewalk cleared of snow and ice.

Just wanted to let you know I appreciate their hard work in the VERY cold temps!

Christie Hawkins, Associate Vice President, Institutional Research and Analytics

I just wanted to let you know what an outstanding job Ryan and Jeremiah (Zone 2) did for the CDL today. I got a late notice that a convection oven was coming in to replace the broken one the CDL had and called Jeremiah Friday telling him that it would be delivered today and needed to get hooked up. The guys came over, removed the old one, and installed the new one with hookups and all, done in a few hours on very short notice.

Kudo's for getting this done so painlessly!

Len Hebert, Sr. Facilities Manager, College of Education and Human Sciences

Thank you for your help with this annual field trip to the Architecture and Architectural Engineering students. Really appreciate it.

Khaled Mansy, OSU Professor Architecture

FM collaborates with the OSU Colleges to give OSU students real world experience in their field of studies. In this case, FM lead a tour of the School of Architecture Building for the senior students who will be working on systems coordination very soon and this type of collaboration aides the students in understanding how the building functions. This is an example of FM employee’s role in student success!

I wanted to tell you how much we appreciate your efforts on the restroom issues. It doesn’t seem like a huge deal but I promise you the improvements are HUGE for the ladies! I have received numerous thank you’s for the improvements and wanted to share that with you. It’s been a big hit for our female staff on the 2nd floor. THANK YOU for listening and acting on a matter that most would find silly and inconsequential.

Amanda Lowe, Executive Administrative Assistant, College of Engineering, Architecture and Technology

Great job, Scott (Scott Seabridge, Construction Manager, FM Construction & Contract Services). Thank you for all of your hard and thorough work!!

Jeremy Douthit, Facilities Manager, College of Veterinary Medicine
Employee Highlights

FM Landscape Services wished M L Duke a great retirement and thanked him for his 36 years of service.


Energy Services wished Julie Hill, Records Supervisor, a great retirement after 25 years with OSU.

On May 2, FM wished John Heusel a wonderful retirement after 35 years of service.

Thomas “Rusty” Harris announced his retirement after 11 yrs. of service. Over those 11 yrs. Rusty has been a dedicated employee and very knowledgeable in field of various roofing types and applications on campus. From the first time I met Rusty up to now he has exemplified to be, friendly, humble, caring, dedicated worker and friend. Rusty’s last official work day is Friday 5/13.

Rusty, Thank you for time here at OSU, you have made a positive impact and have done an outstanding job!  Provided by Curtis Cooper, Zone Manager, CT-Structural Trades
OSU Staff Advisory Council recognized the following FM employees as the OSU Stars Above and Beyond Award:

Lori Vogt, Procurement Services – November/December Star Award

Eric Stueber, Landscape Shop Support Services – November/December Star Award

Bobby Horner, Energy Management, November/December Star Award

Marla Boles, FM Administration – February Star Award

The following employees completed the FM Leadership Development Program:

John Lee, Landscape Services

Jennifer Burgess, Energy Services

Joseph Anthony, Business Operations, Information Technology

Sajjad Malik, Business Operations, Information Technology

Aubrey Wilson, Construction and Contract Services

Ryan Romero receiving his Ambassador Program Certificate

Pictured (L-R): Nick McKnight, Energy Services, Electrical Distribution Supervisor and Ryan Romero, Electrician

Renee Smith, Geena Brownell, Jeff Cook and Darren Stormont attended the Marshal Roundtable held on March 31. To maintain you’re Procurement Professional Certification, each are required to attend at least one of two Marshall Roundtables offered each year. The PPC is designed for those who are engaged in regular procurement activities of a department.

Pictured: Geena Brownell, Jeff Cook and Darren Stormont (in cowboy hat)
Congratulations to FM as 2022 “Gold” Certified Healthy Department

The time has come to announce our Certified Healthy Department 2022 winners. We once again set a new record this year with 131 Certified Healthy Departments! We had applicants from OSU-STW, OSU-OKC, OSU-IT, OSU-CHS/Tahlequah, OSU-Tulsa, OCES, & OPSU! I’m beyond excited for not only this year but also the upcoming year as we strive to implement bigger and better ideas to promote the importance of the CHD program. With the wonderful group of Wellness Innovators that we have and the large number of departments on all campuses that promote wellness, the future is so very bright! Huge thank you to all departments that participated in this award program and especially for all you do to promote health, wellness and safety in your work areas. You are the REAL champions who make our departments, campuses and communities a better place!

By becoming a Certified Healthy Department, you are providing a healthy environment for faculty, staff, students, and visitors; thereby supporting the culture for an overall healthier OSU. Article provided by Kim Beard, Assistant Director, Employee Wellness. Pictured above are the FM Health Innovators: Sheila Stafford, Daniel Alexander and not pictured is Geena Brownell.

FM Landscape Renovation Project

As you may have been aware, our existing patio area was in need of some upgrades, and existing landscaping was very limited North of Facility Management Admin building. The recent addition of the East ADA ramp removed some existing pavers, and the existing paver base was failing. The project also repaired some damaged sidewalks and removed or pruned some damaged trees.

The new proposed pavers are reclaimed pavers from the West entrance of Ag North. The project will be reusing the existing site furnishing, and adding some additional benches within the garden spaces. The bike loops will be replaced with the landscape campus standard bike loops.

The site is also undergoing some irrigation upgrades. Only a couple existing landscape beds had battery-powered irrigation off existing wall hydrants. This project will be able to irrigate the North lawn and all of the garden beds shown on the drawing, which will greatly enhance the landscape visually, and become more maintenance friendly.

We expect to remove construction fencing and for hardscape and site amenities to be accessible by end of May.

LS is also in the process of designing a future outdoor break area for Facilities North.
New Employees

Welcome to Facilities Management

Business Operations

Diana Maples
Jonathan Hunt
Lisa Champ
Leslie Beckwith

Business Operations

Danesha Harper

Energy Services

Thomas Streets

Landscape Services

Shawn Roggow
Landscape Services

Danica Moeder  Trace Dawes  Tony Mendoza  Michael Reece

Operations and Maintenance

Kenneth Allen Jr.  Eric Hansen  Tamara Roden  Cory Ramsey

James McDonnell  Caylon Masters  Timothy Hardin  James Hensley
Best Wishes to Student Employees

Both OSU students Grant Bellah and Nathan Bales have been employed at FM in the Information Technology department the entire time they have attended OSU. We want to thank them for their 4-year commitment to FM by highlighting them in the FM Newsletter. Best wishes as they start their new exciting careers!

Grant Bellah: Started at FM in March 2018 and graduated with degrees in Mechanical and Aerospace Engineering. He will be working at the Joint Warfare Analysis Center in Dahlgren, Virginia.

Nathan Bales: Started at FM in August 2018 and graduated with degrees in Computer and Electrical Engineering and will be working at Honeywell in Kansas designing testing equipment for nuclear missiles.

Nathan was also selected as 2022 Student of the Year. Pictured is Nathan receiving his award recognition.