

## Plant and Service Operations



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## Necessity ~ the mother of invention

Each of Key Control's three locksmiths have suffered repetitive stress injuries ranging from carpal tunnel syndrome to tennis elbow. Frustrated with the down time that comes with these injuries, they sought a solution. Modifications to the key cutting machine they were using on the job were proposed to the manufacturer. The manufacturer's reply was that it had never been done. The enterprising locksmiths from Key Control took matters into their own hands and designed and built their own key cutting machine which eliminates the repetitive stress from cutting a new key.



old key cutting machine -- handle has to be pushed down in 8 rapid successions to get a key cut.



new key cutting machine

Locksmiths **David Brandt**, **Dave Schultz** and **John Graig** modified an existing key cutting machine into a new key cutting machine by removing the handle and replacing it with a switch that releases compressed air provided by an air compressor in the shop. No key-cutting speed has been lost and actually may have been gained. The operator is limited only by how fast he can turn the dial which adjusts the depth of the cut. There are no moving parts and an o-ring is the only piece that will

eventually wear out.

Dave Schultz, who had training as a machinist prior to joining SIUC, used his skills to rework components of the machine. The cost of creating the new machine was approximately \$400.00. Use of the new key cutting machine is

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proving to be so effective that the locksmiths are working on converting their other machines. Physical Plant's refrigeration crew 1 worked with Key Control staff to provide the pneumatic plumbing for all of the machine conversions.



Dave Brandt operates new key cutting machine

Key Control's work routine includes cutting as many as 150-200 keys a day. Every year they cut 4500 keys alone for the exterior housing doors that have to be ready when the students return in August. This new machine should help to reduce the number of lost employee hours previously experienced due to repetitive stress injuries.

Locksmith foreman, Dave Brandt, is involved in a locksmith forum (discussion board) online and is a member of the International Locksmith Association. As word has spread about Key Control's invention, Dave has received requests for more information from several other universities and even some companies.

*by Nancy Nicholson*

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## PSO Christmas Party

Where were you Saturday night, December 3, 2005? About 125 PSO employees and guests were at Touch of Nature Environmental Center celebrating the holiday season by fellowshiping, eating and dancing. The band, **Southbound**, featuring Facilities Operations Center's own **Brad Dawson** on the drums, provided hours of entertainment as was affirmed by all the people on the dance floor. **Southbound Band** plays a mix of classic, 80's and southern rock. To check on upcoming shows visit the website at <http://southbound-band.tripod.com>. A variety of hors d'oeuvres as well as beverages were served.



guests enjoyed dancing to Southbound Band

More than 200 door prize items were donated and given out ranging from pencils to a bronze Saluki dog. Many University departments generously made donations as well as individuals. Some lucky participants left with a Student Recreation Center pass, "Sleeping Beauty" tickets, leather laptop bags, and a pocket knife.

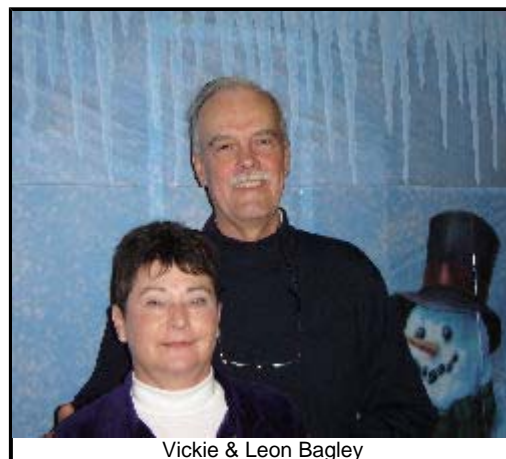
The Friends room in Little Grassy Lodge and the Indian building were the new locale for 2005's party. The Indian Building is

where the food was served, pictures were taken, and a fireplace provided ambiance for talking. The Friends room was where the door prizes were given away, the band played and everyone danced.

As in past years, a 50/50 drawing was held to give folks a chance to contribute to the Share Your Blessings cause. Approximately \$425.00 was collected and Tom Clark, electrician foreman, won half of the pot. Tom generously gave the money back to the cause.

A new feature this year was the opportunity to have your picture taken in front of a winter back drop and have it printed out on the spot. The pictures were gifts to all who wanted them. Chris Gaertner was the photographer and used a laptop to download, edit and print the photos.

When asked what she liked best about the party, Dawn Wilson responded, "the music." The party offers an opportunity to visit with co-workers that you may not see on a day-to-day basis. A



Vickie & Leon Bagley

committee of 11 PSO employees and Director, **Phil Gatton** meet and plan the event each year. 2005's Christmas Party Planning Committee included **Mark Popejoy, Joan Phemister, Rob Estes, Marty Rogers, Tonya Walker, Dave Gename, Alan Teska, Deanna Barnett, Traci Blackwell, Denny Moon** and **Rose Weisburg**. So, PSO employees, if your answer to "where were you on Saturday night, December 3, 2005" wasn't "at the PSO Christmas party", go to the back of your 2006 calendar now and make a notation to *attend PSO's Christmas party and have fun!*

by Nancy Nicholson

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### Employee of the quarter



Shirley Walker

**Shirley Walker** was selected as PSO's first Employee of the Quarter for the current fiscal year in December 2005. She is a Building Services Sub-foreman and cleans in the Parkinson and Allyn buildings.

Shirley is a generous and caring individual. She is exceptionally positive and respectful of her co-workers. Shirley goes above and beyond her duties by feeding her co-workers and student workers. She is very thorough in her duties and will often look for additional tasks. Shirley is not just your average employee; she is a woman on a mission!

The "outstanding employee" recognition program is sponsored by PSO's Employee Advisory Committee ([EAC](#)). Forms are available on the web at <http://www.pso.siu.edu/>

PSO recognizes Shirley Walker as one of its *outstanding*

employees.

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## New additions to Travel Service fleet



1 of 2 new Ford Escape "full" hybrid

Two 2006 Ford Escape Hybrids have been added to Travel Service's fleet. The Ford Escape is the first full-hybrid SUV. Full hybrid means it can run on its electric motor only below 25 mph, its gasoline engine only at higher speeds, or the most efficient combination of both, as determined by its sophisticated hybrid system controller. Because

it is most efficient at low speeds and in stop-and-go driving, the 4WD hybrid rates an impressive 36 EPA city mpg. According to **Al Quamen**, Travel Service mechanic, they're seeing 41 mpg in city driving. It's also extremely clean meeting Super Ultra Low Emissions Vehicle (SULEV II) and Advanced Technology Partial Zero Emissions Vehicle (AT-PZEV) standards.

The full-hybrid powertrain has six key components:

- an efficient 133-hp 2.3-liter Atkinson cycle I-4 engine
- a 70-kilowatt electric motor
- an electronically controlled continuously variable transmission (eCVT) that receives power from the engine and electric motor and routes it to the drive wheels
- a second motor/generator for starting the engine, recharging the batteries and helping to seamlessly blend the two power sources
- a 330-volt nickel-metal-hydrate (NiMH) battery pack
- an electronic vehicle controller that monitors system inputs, conditions and demands and manages all vehicle drive, engine starting and battery charging functions

Inside the Hybrid is a unique gauge package that includes an economy indicator with a "green zone" that shows when the vehicle is operating on battery power. A separate display shows charge level and assist for the battery pack. There's seating for five with a 60/40 split rear seat and over 62 cu. ft. of cargo capacity with the rear seatbacks folded flat. Because the sizeable battery pack is efficiently packaged as the rear load floor, cargo space behind the rear bench is a respectable 27.6 cu. ft.

Some things you might notice while driving the Hybrid are the engine shuts down on deceleration, stays down at rest, then restarts when you lift off the brake, and that the eCVT transmission seeks the engine's most efficient speed, which pushes rpm ahead of vehicle speed during hard acceleration and sometimes uphill. The controller switches the drive motor to generator duty for battery charging during braking (regenerative braking), and you won't feel much braking effect from the engine while coasting. Except for the extra 300 lbs. of weight, handling is agile for a small SUV. The "intelligent" 4WD is completely transparent until you need it, whenever the front wheels lose traction.

These two new acquisitions increase Travel Service's number of hybrid vehicles to five. There are already three Toyota Prius vehicles in the fleet. Travel Service is making their contribution to environmental and fiscal responsibility considering the rising cost fuel. Call Travel Service at 453-3357, email [travel@pso.siu.edu](mailto:travel@pso.siu.edu) or see Vehicle Request Form at PSO's website <http://www.pso.siu.edu/travel/VehicleRequest.pdf> to request an Escape for your next trip.

*by Nancy Nicholson*

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# Employee Advisory Committee

*Tonya Walker, Chair, PSO Accounting, 3-6788*

*Jim Guetersloh, Construction Management Services  
3-6740*

*Denny Moon,  
Travel Service  
3-7737*

*John Norman,  
Grounds 3-8185*

*Deanna Barnett,  
Touch of Nature  
3-1121 x243*

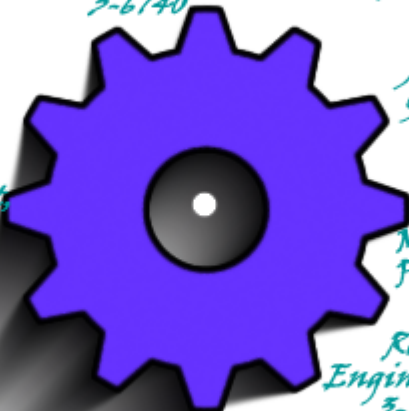
*Michelle Rositch,  
P/D 3-2268*

*Joe Tucker,  
Power Plant  
3-6762, 3-8130*

*Rob Estes,  
Engineering Services  
3-5498*

*Cyndy Green, Building Services 3-5163*

*Michele Hines, ex-officio, PSO Administration 3-6793*



Tonya Walker is the new chair of the Employee Advisory Committee. Rob Estes has stayed on the committee as a member. Leeta Wilson, Carla Quigley and Tom Miller have left the committee. Thank you for your time and service to EAC. New members are Jim Guetersloh, sheet metal worker, and Denny Moon from Travel Service.

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*Arrivals*



*a*

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*d*



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**NEW HIRES:**

Debra Martin, Building Service Worker

Mark Wilkins, Building Service Worker

David Koprek, Statistical Clerk

Tracey Neeley, Building Service Worker

Mark Robinson, Assistant Transportation Manager

Michael Brewer, Building Service Worker

Gary Lannom, Building Service Worker

**TRANSFERS:**

Melissa Koprek, Statistical Clerk moved to Duplicating Services

**RETIREES (since Oct. 1, 2005)**

Jackie Childers, Maintenance Laborer, 10-31-05

Rosemary Farr, Building Service Worker, 10-31-05

Myke Ramsey, Chief Clerk, 10-31-05, 29.5 yrs.

Ronald Hartline, Maintenance Laborer, 12-17-05

John Kovacs, Stationary Engineer, 12-31-05 , 30 yrs.

Carol Roe, Building Service Sub-foreman, 12-31-05

Gilbert Synder, Building Service Sub-foreman, 12-31-05, 9 yrs.

Beaufford Wells, Building Service Worker, 12-31-05, 21 yrs.

**DEATHS:**

<p><a href="#"><u>Nature News</u></a></p> <p><a href="#"><u>Share Your Blessings</u></a></p> <hr/> <p><b><u>Service Matters Index</u></b></p>	<p>Kristy Rushing, Customer Service Representative moved to Key Control</p>
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# Caught in the act . . .

## of caring



PSO would like to provide a forum for its employees and faculty, staff and students on campus to show their appreciation to PSO employees who have done something special and "made their day". Just drop an email to [newsletter@psu.siu.edu](mailto:newsletter@psu.siu.edu) and your message will be included in the next issue's *Caught in the act...*

As editor, I frequently see things that my co-workers do that I appreciate, so I'll give you an example.

*Editor, Nancy Nicholson*

I recently contacted Travel Service for some information regarding an article I was writing on a particular vehicle. I also requested to take a picture of the vehicle. **Lorri Aljets**, support staff employee and **Al Quamen**, mechanic, went out of their way to give me what information they could, calling me as soon as the vehicle was available to be seen, and even washing it before I came over to take a picture. The courtesy and attention they showed me made my job easier and allowed the task to be completed quickly! Thank you both and the student(s) who actually washed the vehicle. You're appreciated.

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### While you were sleeping

**Ed Morber**, plumber foreman, slipped into bed Thursday night, December 8, 2005 around 11:00 p.m. and fell asleep about 11:30 p.m. He was awakened shortly after midnight with a call from **Lance Crombar**, systems control operator, from the Facilities Operation Center (FOC) reporting that water was coming up out of the ground east of the Engineering complex-- the sign of a possible watermain break. It's Ed's responsibility to report to the campus to determine whether there is a watermain break, request assistance, make repairs and have everything back in order before the students arrive for classes. Upon arrival, Ed inspects the leak and determines there is, indeed, a watermain break. FOC calls in additional assistance; plumbers **Joe Restivo** and **Kevin Thies**, driver **Jerry Smith** to operate the backhoe, and laborers **Tim Baxter** and **David Gates** to handle other tasks like hand digging and placement of safety barricades. The investigation begins with a visual inspection of the leaking water. While the additional employees are reporting to campus, Ed examines drawings of the water distribution system from the print room at PSO to determine what facilities are affected and where the valves are located in order to isolate the leak. Meanwhile, FOC notifies all applicable facility contacts that the water is going to be shut off in their buildings at a certain time (usually 1 hour). This step is necessary in order to allow faculty and staff time to secure any affected experiments before the water is cut off.

When Ed left his home to report to campus in the midnight hour, snow was on the ground and the temperature outside was 12°F and continued to drop to 6°F before the sun rose. Snow makes it doubly difficult to locate isolation valves hidden in the grass. After locating on blueprints and closing the appropriate isolation valves, digging began. Water will take the path of least resistance to the surface, so at times soil conditions can result in water appearing on the surface a significant distance from where the break actually is. On this particular night, the workmen were fortunate the break was found only about 7-1/2 feet below the ground where water was spotted on the surface. Once the break was found, the pipe was thoroughly cleaned with rags and wire brushes in preparation for the stainless steel clamp(s) that would be bolted onto the pipes. *Can you imagine standing in water in a 7-1/2 foot deep hole, wearing large heavy gloves to prevent your hands from freezing, holding wrenches and nuts and bolts which are sticking frozen to your gloves all the while attempting to secure clamps around a pipe?* The workmen on this particular night won't have to use their imagination, only

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memory, to recall the bitter cold experience. Miraculously, the pipe is patched, water is turned back on, and the hole is back-filled with gravel and dirt. ***But the job is not finished yet.***

FOC now calls the Center for Environmental Health and Safety (CEHS) who is responsible for conducting water quality tests after a watermain break to ensure the water is safe for consumption. FOC also notifies all facility contacts that the water has been turned back on. Now the plumbers have to walk all the affected buildings checking every restroom for possible air locks in the plumbing lines which can cause the water to run continuously or the toilets and faucets to malfunction.

It's now 5:30 a.m. In just a few hours, students will be arriving for classes. Most will be unaware of what took place while they were sleeping, which is the objective of the dedicated Physical Plant employees who forfeited their sleep to take care of this unforeseen problem. Ed, Joe, Kevin, Jerry, David and Tim continued working their normal shifts on Friday. Some of the men worked 8 more hours while a few worked several more hours then used vacation hours to go home and sleep. Under the best weather conditions, the task would be enough to tax most individuals, but these men went above and beyond simply because it needed to be done.

Total costs for labor and materials were over \$1800.00 which came out of the Physical Plant's Operations & Maintenance (O&M) budget. Fortunately, pipes do not break on a daily basis. The University averages 7 to 8 watermain breaks per year.

Ed had nothing but the highest praise for each of the men that came out and worked with him to repair the watermain break. "I admire the job the guys did especially with the weather conditions that night," said Ed. He pointed out that each man was busy the entire time he was there. They are hard-working dedicated employees. PSO is pleased to shine the spotlight on this group of employees for a job well done.

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## Foremen's Christmas luncheon

One of PSO's holiday traditions for over 30 years is the annual Christmas luncheon. About a month before the Christmas holiday, the foremen meet and vote to select a foreman to organize the annual event. **Ed Morber**, plumber forman, has been selected three years in a row. The luncheon is funded entirely by the foremen. After a caterer is selected, a menu planned and the approximate number of people to be fed is determined, a total cost is calculated which is shared evenly by all the foremen. All PSO employees and retirees are invited to attend.

This year's luncheon was catered by Pat Burke from Murphysboro. Barbeque sandwiches, chicken, slaw, baked beans and cake were served.



Ed Morber multi-tasking

Ed Morber says this luncheon is a good way for the foremen to show their crews how much they are appreciated. "It's also a time to reflect and for the foremen and administration to get together," states Ed. Perhaps one of the most anticipated moments is when the retirees return. Ed had the opportunity to chat with the man he replaced 18 years ago, Cliff Grosvenor.

The foremen's Christmas luncheon is one of the more special employee events at PSO. It is a really generous gesture on the foremen's part. It's the one time of the year that PSO retirees return in great numbers to socialize with old friends and former co-workers. Many employees volunteer their time prior to and on the day of the luncheon: Grounds employees make the beautiful centerpieces and donate them at the end of the event; Michele Hines, staff clerk in PSO's administrative office, has the decorator's touch and always has the tables looking festive; Dawn Wilson, administrative assistant, and other staff in the PSO administrative offices always have the food and serving tables prepped and ready to go; and each foreman selects a couple of his crew to set up tables. The luncheon is usually held on the last day before the Christmas holiday break. This year it was held

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December 23 and approximately 250 people were in attendance. Everyone enjoyed the food and comraderie.



PSO retirees

[See more pictures here.](#)

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## A student on a mission



Amy Karnes

**Amy Karnes** enrolled at SIUC for the Spring semester as a junior majoring in Journalism with a specialty in Advertising and a minor in Psychology. She worked as a clerical student worker at Key Control for one year. On January 10th, 2006, Amy went through Soldier Readiness Processing at Ft. Snelling, Minnesota. Army Sargent, Amy Karnes, flew out January 21st and reported to active duty in Schwetzingen, Germany the next day in support of

*Operation Enduring Freedom*

Amy's mother, Debra Karnes shares, "Within 9 days of getting the call that she was being deployed, she moved out of her apartment, turned her books back in, packed up and stored everything she owns (except her cat, who is living with me) and said a heart wrenching goodbye to Shannon (boyfriend). She makes me proud."

When Amy began her college career, her plan was to earn a bachelor's degree then go back on active military duty. In a span of six years, she has already built an impressive military career. Amy spent four years on active duty in the Army. She spent one year in the Independent Ready Reserve (IRR), 10 months in the Navy Reserve, and since October 2005 she has been in the Army Reserve. Amy was cross leveled into the 21st TSC (Transportation Support Company). Cross leveling is when a soldier is brought into a unit to fill an open job position. When Amy first learned she would be activated and deployed somewhere in support of Operation Enduring Freedom, she resigned herself to the fact that it was likely she would be going to Iraq for at least 18 months. When she was given her orders to go to Germany instead, and for only a year, her jaw dropped in pleasant surprise. She responded as a good soldier in uniform would by thanking her commanding officer but containing her excitement.



This will not be Amy's first trip overseas. She spent 3 1/2 years in Hawaii with the Light Infantry Brigade and deployed to Thailand in both summers 2002 and 2003 for Exercise Cobra Gold to train with the Royal Thai Army.

Amy will be leaving behind boyfriend, Shannon Jones and her cat, Mickey. When asked how she felt about her sudden life changes, Amy responded, "Surprised, but ready. I'm prepared as an NCO and confident in my abilities." Sgt. Karnes exudes confidence and speaks respectfully of the military. In her job as a Human Resource Specialist and an United States Army soldier, Amy will serve proudly. PSO will welcome her back with open arms. As an item of interest, note that Amy would like *glitter lip gloss* and *milk chocolates* in her care packages!



Sgt. Amy Karnes in Hawaii



Amy & Shannon @ Reserve Christmas party '05

*by Nancy Nicholson*

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## Touch of Nature hosts Midwest Wilderness First Responder Training

The Underway Adventure Program hosted the Wilderness First Responder (WFR) Course at Touch of Nature Environmental Center from January 2nd through the 10th. Twenty-four participants came from as far away as Minnesota, Michigan, Wisconsin, Ohio, Indiana and Illinois to become trained and certified in wilderness medicine. Out of the 24, 11 of the course participants are SIUC or Touch of Nature employees.



The WFR course differs from conventional Emergency Medical Training courses in that it prepares for medical emergencies when help is miles away and dialing 911 is not an option. This highly demanding course prepares individuals in the outdoor fields on issues such as patient assessment, body systems, equipment improvisation, trauma, environmental hazards, backcountry medicine, wilderness

protocols and wilderness rescue.

The highly qualified course instructors work for Wilderness Medical Associates (WMA), a company widely considered the best for complete medical training for outdoor professionals. Organizations such as Outward Bound, the National Park Service and the FBI utilize the training services of WMA.

Overall, it was a highly successful course with new friendships made, difficult skills being mastered and information shared. By the end of the course, 24 people were rigorously trained, tested and prepared for any wilderness emergency, making them better outdoor professionals and the backcountry a safer place. In the past two years, over 30 Touch of Nature/SIUC employees have been certified as Wilderness First Responders, and we look forward to continuing our commitment to this kind of high quality training.



*by Erik Oberg*

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## Share your blessings



PSO's conference room was transformed to elf central - busy elves are Tonya Walker, Judy Jones, Michele Hines, Natasha Kania, Josh Plumlee & Cyndy Green

PSO employees shared their blessings to the tune of \$2,257.00 when asked to support the Department of Children and Family Services' (DCFS) annual Share Your Blessings program. Twenty-five needy children from Jackson, Williamson and Union counties were blessed at Christmas with clothing, toys and food.

**Michele Hines**, staff clerk for PSO administration, skillfully coordinates this event each year. Because PSO has participated for

a number of years, she was contacted in early November by representatives from DCFS in each of the three counties. Michele set a goal for the number of children for which to purchase gifts. DCFS asks that at least \$80.00 be spent per child. Michele received the names and wish lists of all the recipients. Right after PSO held it's Thanksgiving potluck, Michele made it known to all employees that the drive had commenced and gave a deadline for receiving all donations. Michele kept the employees informed of the progress of donations and the purchases she had made. They were invited to stop by and take a look at what their donations bought.

Michele has the heart and the instincts for this project. She knows how to shop for the children and is able to engage store employees in her mission to obtain the wished-for toys. "Thanks to an angel at Wal-Mart," explains Michele, "I was able to purchase a Little Tykes yellow and red car. The angel found a car while rearranging their storeroom and hid it away because she knew I was looking for one." A partial list of purchases made for the children included; Exercising Tigger; Dora the Explorer in several varieties, video games, movie tickets, remote control trucks, kids size table and chairs, rollerblades, Care Bears, Bratz, Barbies, Batman, Spiderman, a football, and a basketball. Food boxes were also supplied to several of the families.

PSO employees typically dig deep into their pockets and give generously. This year was no exception. **Tom Clark**, electrician foreman, went so far as to donate his winnings from a 50/50 raffle to Share Your Blessings. The return on the investment into these children's lives is priceless. "Thanks to everyone who gave with an open heart, wrapped with tender loving care and lent a helping hand loading the sleigh. One location that I delivered to said that they looked forward to our packages arriving, because there were so many and they were wrapped so nicely. I could thank you again for all your help, but I'm sure the kids would say it better," says Michele. "THANKS FOR A GREAT CHRISTMAS!"



food boxes lined up in the hallway

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by Nancy Nicholson

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