



Facility Management Quarterly

Letter from the Director

As our Department continues to grow and new employees join our family, I saw a need to improve our internal communications. One of the efforts to achieve this you now see right before you, a Facilities Department Newsletter. We will distribute this newsletter four times a year to better inform each of you of the efforts, successes, and achievements of our department. If needed, special editions will be sent out on a case by case basis. Please feel free to provide me with feedback on this first issue, so I and the management staff can provide you with an informative document.

Ralph

Important Dates to Remember Holiday Schedule for 2006-2007

Veterans' Day (observed)	Friday, November 10, 2006
Thanksgiving Day	Thursday, November 23, 2006
Day after Thanksgiving	Friday, November 24, 2006
Christmas	Monday, December 25, 2006
New Year's Day	Monday, January 1, 2007
Martin Luther King Day	Monday, January 15, 2007
Presidents' Day	Monday, February 19, 2007
Memorial Day	Monday, May 28, 2007
Independence Day	Wednesday, July 4, 2007
Labor Day	Monday, September 3, 2007
Veterans' Day (observed)	Monday, November 12, 2007
Thanksgiving Day	Thursday, November 22, 2007
Day after Thanksgiving	Friday, November 23, 2007
Christmas	Tuesday, December 25, 2007

Additional Reminders

- Open Enrollment for 2007 Healthcare
Monday, October 30 - Monday, November 13, 2006
- Deadline:
For Purchase Orders
Thursday, November 9, 2006
- To Pay Invoices
Monday, December 4, 2006
- Auditor's Inventory
Monday, January 8, 2007

Don't forget that the safety suggestion box is located outside the B-95 office. Please feel free to make suggestions as you see the need arise.

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Flu Shots



If you are covered under the

County's medical insurance, you may present your Anthem card to the nurse to get your flu shot for FREE. Don't forget to bring your signed consent form!

Your Spouse and insurance eligible dependents 18 yrs and older may also receive the vaccine. Dependents 17 yrs and younger must go to their primary care physician.

If you have Anthem or any other insurance that is not provided by the County, you may receive a flu shot for a \$20 copay payable at each location.

Comm Ctr	Nov. 2 1:15p-2:15p	Conf Rm
Broadway Bldg	Nov. 3 9:00a-2:00p	16th Floor
Taft Center	Nov. 6 9:00a-1:00p	3rd Fl Media Rm
Administration Bldg	Nov. 13 9:00a-3:00p	Rm 605 hearing
JFS A&D Bldg	Nov. 15 9:00a-3:00p	6SE201
Sheriff Offc Justice Ctr	Nov. 17 2:30p-3:30p	Rm 120
Courthouse	Nov. 17 9:00a-2:00p	Rm 455
JFS Wm Hwd Taft Rd	Nov. 20 8:30a-11:30a	T-2NE037
Sheriff Offc Justice Ctr	Nov. 21 7:30a-9:00a	Rm 120



Welcome New Employees of the Department of County Facilities



Michelle Ray
CAFM Manager



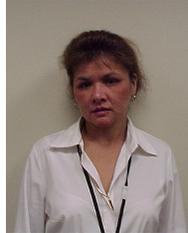
Andy Hirschmiller
Maintenance Repair
Worker



Lisa Bussey
Building Services
Assistant



Brian Stubblefield
Electrician



Ann Hall
Account Clerk



Steve Sears
Safety Officer

Safety News

By Maggie Dozier



The Department Safety Committee Members

Ralph Linne	946-5025
Maggie Dozier	946-5051
Mike Bartlett	946-5040
Ernie Hedrick	946-3330
Shelia Hope	946-5019
John Gilbert	946-9970
Mike Glacking	946-9980
David Maier	946-5094
David Stetter	946-5064

The Department Safety Committee meets monthly on the 3rd Thursday at 8:00am in the B-95 Conference Room of the courthouse.

November training:

Annual - Lockout/Tagout Audits for all county facilities operated buildings
Annual - Blood borne pathogens
Annual - Confined Space Entry Supervisor and Air monitoring

Dates and times will be coordinated by the Department Safety Officer.

Project Management

By Mark Donnelly

We have recently completed a sizeable renovation project (3,000 square feet) in the County Administration Building for the relocation of Community Development, from the 630 Main St. property. The Hamilton County Facilities Department was asked to put together budget numbers back in June 2006. Our first budget was for a move to the third floor of the 800 Broadway building with minimal modifications. Our second budget was for a more complex project at the Administration Building when it was learned that the RCC (Regional Communication Center) presence on the tenth floor was to be reduced.

In conjunction with our design partners, Cole+Russell Architects and ThermalTech Engineering, a plan was developed to provide Community Development with new office space on the tenth floor of the Administration Building to include new furniture and custom cabinetry. All architectural, wall patching, painting, electrical and HVAC work was performed by Facilities trades. Voice/data work was performed by the Hamilton County Communications Department. The only work that was out-sourced was



the demolition of the old carpet, the installation of the new carpet and the systems furniture installation.

The project was completed within the time frame dictated by events and within the budget established in the early phases of the project. All parties involved performed in a professional manner with a true spirit of cooperation.

Internet / Intranet Reminders

Don't forget the resources that are available to you on the County's Intranet site...

<http://hcnet.hamilton-co.org/>

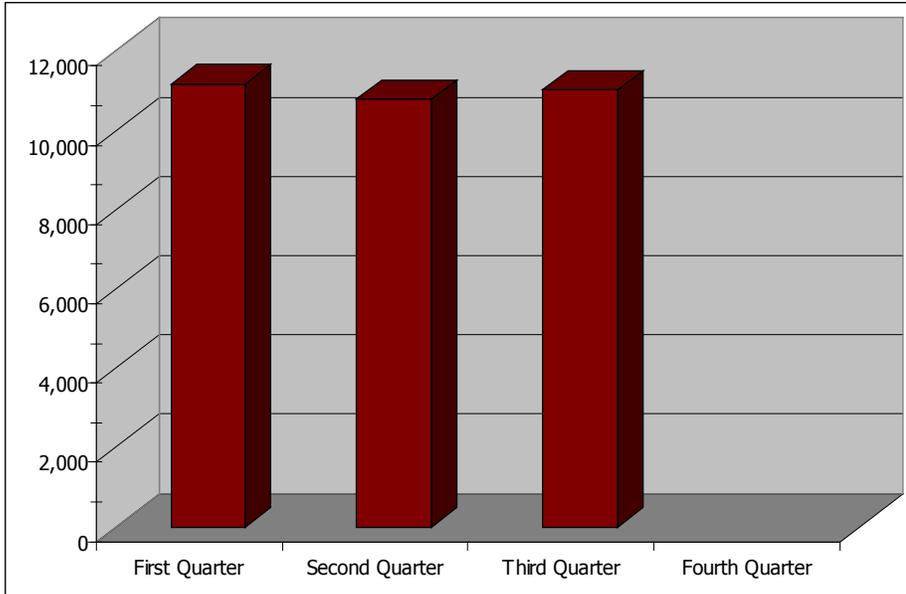
Employee Discounts
Benefits
Blank Forms
Policies & Procedures

...And the Facilities Department's updated website.

www.hamiltoncountyohio.gov/facilities/

Work Requests Completed by Problem Type

Third Quarter 2006



First Quarter	11,188
Second Quarter	10,795
Third Quarter	11,035
Fourth Quarter	
Year-To-Date	33,018

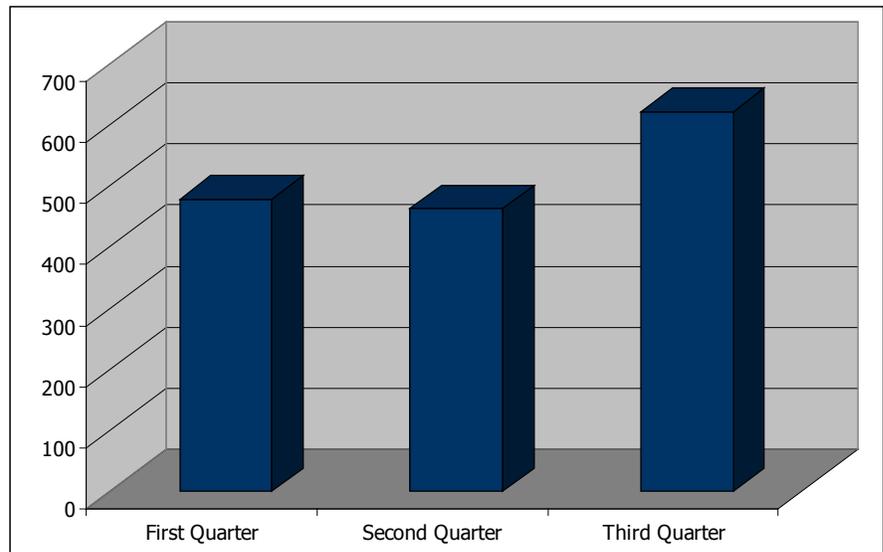
Audio Visual	4	New installation	442
Replacement of damaged ceiling tiles	57	Make/change keys	141
Cleaning	1,163	Leaking problem	218
Compliance Management Inc.	58	Light bulb	1,355
Computer	7	Mechanical problem	804
Conference room configuration	142	Move a piece of equipment and/or furn	303
Deliveries for other departments	234	Non Electronic Lock	87
Doors	563	Paint as required	210
Drywall patching/replacement	55	Public Emp. Risk Reduction Prog.	11
Electrical issue	965	Pest control activities	45
Electronic Lock	261	Plumbing problem	3,270
Elevator Repairs/Maintenance	93	Police the grounds, restrooms, etc	187
Fire System Repair/Maintenance	84	Pre-Bag Filters	25
Fleet Management issue	47	Preventive maintenance	20,840
Furniture/Furnishing issue	349	Project (Fac Mgmt only)	63
Grounds/Landscape	216	Roof	18
		Safety	111
		Signage	75
		Special event setup	27
		Stock restrooms with supplies	13
		Store rooms - Maintenance and Bldg Svc	82
		Stocking paper supplies in Tenant Areas	16
		Telecommunications - JC Visitor phones	35
		Temperature is too cold	104
		Temperature is too hot	196
		Window or glass problem	42
		Total	33,018

Open Work Requests at the Beginning of the Quarter

Third Quarter 2006

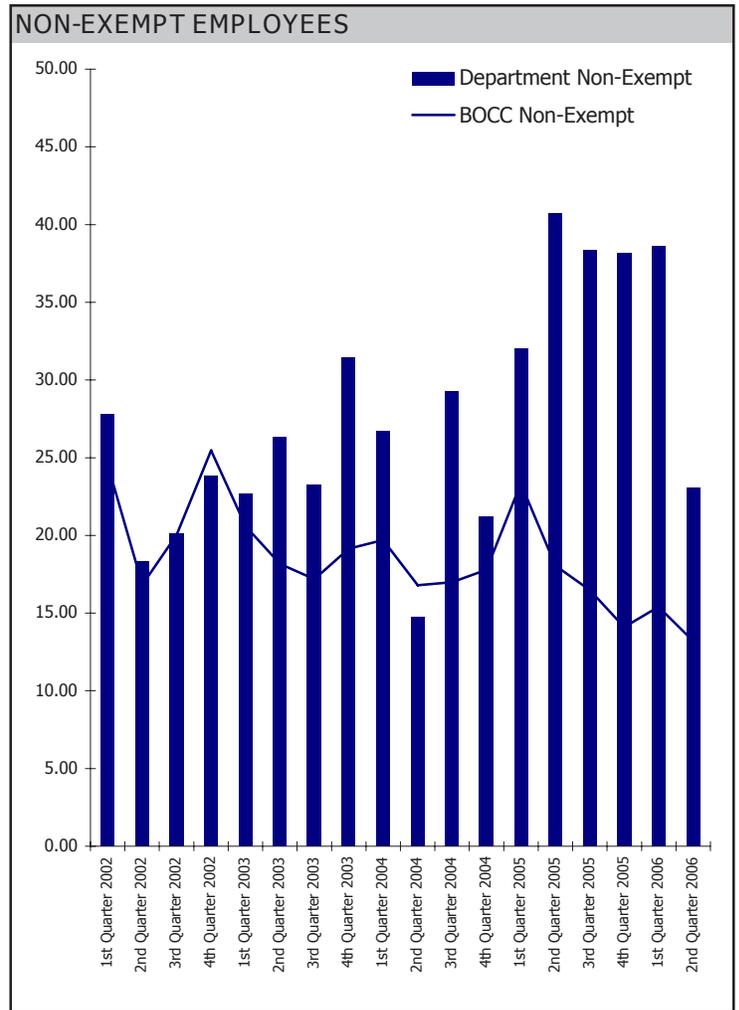
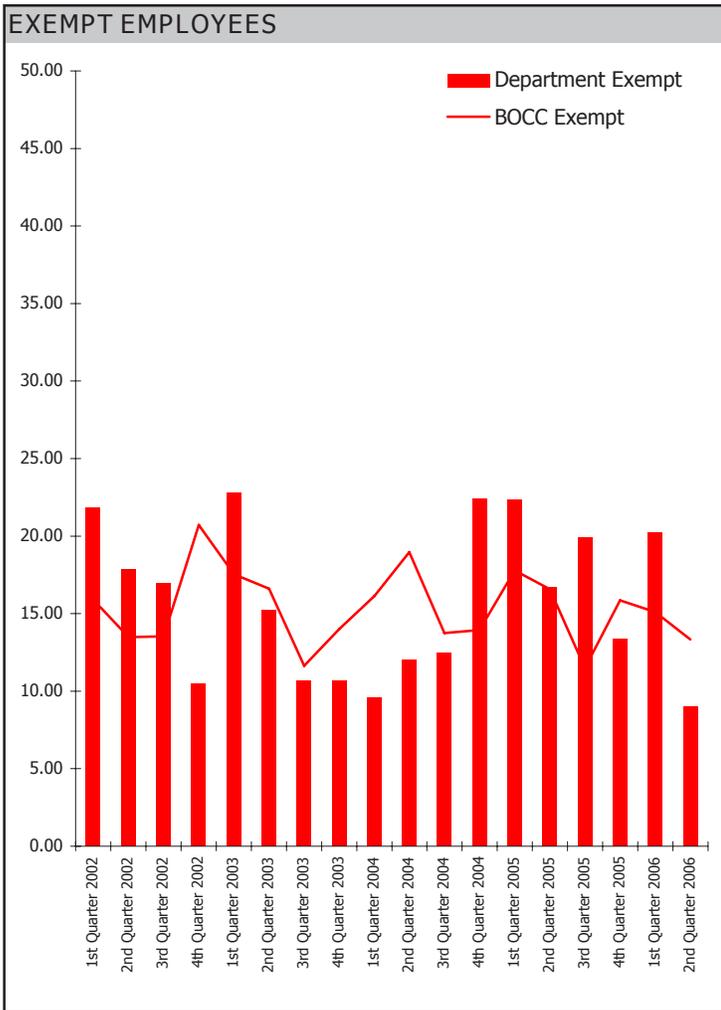
At the Beginning of:

First Quarter	478
Second Quarter	462
Third Quarter	620



Hamilton County Board of County Commissioners: Quarterly Sick Leave Report

Weighted Average Sick Leave Usage per Employee:
County Facilities Trend Report



These charts show the weighted average quarterly sick leave usage for your department in comparison to the BOCC average for each quarter. This chart provides a snapshot of your department's average sick leave usage over time, it should help you to identify any trends in usage. Additionally, it provides a snapshot of your department's average sick leave usage compared to the average BOCC employee's usage. From this chart you will be able to tell whether your department's average sick leave usage is higher or lower than the average BOCC employee's usage.

CAFM Corner

In the News

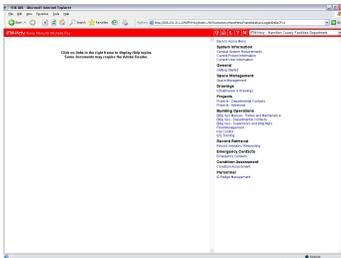
In July of this year, ARCHIBUS, Inc. of Boston, MA asked Mr. Ralph Linne to write an article for the *Facility Management Journal* in reference to our use of ARCHIBUS/FM and Emergency Planning. The article, "Come Hell or High Water: Emergency Planning Using CAFM Software", was published in the September/October issue. Some of the topics discussed were data gathering, routes to safety, communication for coordination, FEMA inventory tracking, and data warehousing.

ARCHIBUS/FM Training

The ARCHIBUS/FM training manuals have recently been updated and added to the County's ARCHIBUS/FM website. From the home page, click on the question



mark button in the top right corner in the red border. Once the screen is displayed, you will be able to click on the title of each training manual (based on security level) and a pdf file will load in the left frame. This file can be viewed as is, saved to your computer, or printed.



Tips and Tricks...

Today's tip...

In the Work Order part of ARCHIBUS, when you are scrolling through your long list of work and you click to edit a work request, using the 'back' button located under the in4 logo will return you to the same place you were in your list instead of returning to the top of the page.



Did you Know...

Do you know how much information tracking the County's ARCHIBUS system is currently being used for? Would you guess about 20 things? Here is a list of all the ways we are currently using ARCHIBUS and some future modules that are already in progress:



Building Operations - Tracking Work Orders, Preventative Maintenance, Time Adjustments, and Confined Space & Lockout Tagout Procedures (coming soon)
Fleet Management
Condition Assessment
Capital Improvement Project Estimating & Management

Equipment & Inventory including inventory for EMA & GABP
Space Management including Roofs & documentation of roof surfaces
Property Management (future)
Hazardous Material Tracking with MSDS attachments (coming soon)
Tracking of Environmental Hazards - location of asbestos and lead-based paint
Key Control including an inventory of doors and locks for some locations
Personnel using the System
ID Badges
Emergency Contacts - call tree per building
Emergency Evacuation Plans with life saving equipment locations identified

ARCHIBUS/FM Users:

Department of County Facilities
Project Managers
County Risk Manager
Building Managers
Trades and Maintenance

Departmental Contacts
Sheriff's Department
Design Partners
Emergency Management Agency
Great American Ballpark

Mr. Customer Service - Smile, You're on the Phone!

By Martin F. Quinn

When you are on the phone, what you actually say isn't that important. It's how you say it that really makes a difference. That's something that's worth remembering. To put it simply: "On the phone it's not what you say, but how you say it that matters."

When you talk to someone in person, your voice makes up 38% of your actual message. Your words are only 7%, and your body language makes up the rest of your message (55%). But, of course, in a phone conversation, your body language cannot be perceived, and your voice suddenly has a lot more to do with conveying your message. In fact, it has been said that over the phone only 14% of your message is based on the

actual words being spoken, and the other whopping 86% relates to your voice (tone, pitch, inflection, pronunciation, speed, volume, etc). That puts a lot of pressure on how you speak, doesn't it?

But, something can be done to help get your message across. Believe it or not, people can actually tell when you are smiling when you answer the phone. It makes a big difference in the way you speak. When you are smiling, it's more difficult to lose your temper or your patience, and easier to remain polite, cheerful and calm.

Try it out for yourself, and see if you can tell the difference a smile makes while you are answering the phone. It just might brighten your day ... or someone else's.



In the Community

Birthdays

October

Gaynell Green
 Don Brown
 Jerry England
 Joe Mergy
 Luke Hall
 Richard Osterbrock
 John Gehring
 Glen Wilhoit
 Rodney Hamilton

November

Pat Hassett
 Ken Kruse
 Jerry Klein
 Ralph Linne
 Greg Jennings
 Inger Rothering
 Glenn Dupps
 Steven Hoegeman
 Ernie Hedrick
 Bert Watts



December

John Wellbrock
 Jerry Graham
 Paul Hauser
 Darnell Edwards
 Steve Flammer
 John Toll

Years of Service

Ten

Gary Blank
 Jim Felts
 Ovetta Leary

Fifteen

Jerry England
 John Wellbrock
 Inger Rothering
 Diana Supe

Twenty

Howard Seal



Many thanks to everyone that contributed to the United Way Fund! This year, the Board of County Commissioners departments collectively contributed \$15,280.10 with \$652.00 coming from the Facilities Department alone! Great job everyone!

The Facilities Department's annual Holiday luncheon is scheduled for Thursday, December 21st! The cost will be the same as last year, \$10 per person. Come and join the fun!



Announcements



Greg Dzikowski and his fiance Jessica Fitzgerald are getting married on Saturday, November 18th, 2006! Congratulations!

Retirements



Don Brown, Maintenance Repair Worker II
 November 29th, 2006

Jerry England, Maintenance Repair Worker II
 November 30th, 2006

Maggie Dozier, Safety Officer
 December 31st, 2006

Jim Felts, Painter
 December 29th, 2006

Just for Fun!

According to the U.S. Department of Agriculture, Americans eat more than 22 pounds of tomatoes every year. More than half this amount is eaten in the form of ketchup and tomato sauce.



Ketchup was once sold as a patented medicine. In the 1830s it was marketed in the United States as Dr. Miles's Compound Extract of Tomato.



The estimated number of M & M's sold each day in the United States is 200,000,000.

Happy Holidays!