As a result of the prolonged period of lacking rainfall and the record low level of Fall Creek, the Cornell University Water System has issued on this date a Limited Water Advisory. As a result, all customers of the Cornell University Water System are advised of the following:

Until further notice, non-essential use of potable water must be limited. Watering of lawns, plantings, etc., washing of vehicles or other non-essential uses of water are prohibited. Please limit your overall use of water to essential needs only, especially during daylight hours.

In the event of any changes in the state of the Limited Water Advisory, an updated announcement will be issued. The Cornell Water System has contingencies to continue to provide potable water to all of its customers for essential purposes only.

Please assist us and the Cornell community by adhering to this advisory.

I recently read in the Ithaca Times that, according to the National Regional Climate Center at Cornell, the period from March 1st to July 5th of this year was the driest on record since data keeping began in 1893. During this time the Ithaca area had a total of 7.01 inches of rain. The article went on to say that, so far in July, we have only gotten 11% of our normal rainfall. Areas north of Ithaca have gotten even less rain.

We have entered what the National Weather Service calls a severe drought.

The result of this can be seen all over campus. Grass everywhere has turned brown and stopped growing. Seasonal flowers are not blooming. Even species of trees most susceptible to low water levels are beginning to show the effects.

Cornell derives most of its potable water supply from Fall Creek, which enters campus from the east and feeds into Beebe Lake. The Water Filtration Plant, located on Forest Home Drive, brings water in from the creek through a small intake station near the F.R. Newman Arboretum. The water is filtered and then distributed throughout campus.

The water in Fall Creek is at historically low levels, and the University is consuming a larger and larger percentage of what’s left. While there is no danger of us “running out” of water completely (we have mutual aid agreements in place with Bolton Point which draws from Cayuga Lake if Fall Creek cannot meet our water needs), we must conserve as much as possible to avoid exceeding the capacity of the already taxed supply and delivery system.

Clean, fresh water is the most critical of all resources and something that is rare in many places around the world, even in the United States. Here in the Finger Lakes region, we are blessed with an abundance of water. However, even here we cannot take easily attainable, high-quality potable water for granted. It takes a lot of effort to provide water to campus, and a significant investment of time and equipment. People work at supplying water daily – it doesn’t just happen.

Being a natural resource, when it comes to water we respond to nature’s whims. Right now, in terms of rain, it seems nature is also trying to “do more with less.”

As stewards of Cornell’s natural environment, we must respond accordingly. Utilities has issued a Limited Water Advisory restricting non-essential use of water. Each of us, in our daily activities, should think critically about how we are using water and how we might be wasting it. We should actively limit waste where we can. Although every drop that goes down the drain eventually completes its interrupted journey to Cayuga Lake, we waste the effort and expense that made it clean, drinkable water to begin with, and in turn waste this most valuable resource at a time of need.
CU Lift Gives Rides and Builds Friendships
Luanne Stockdale – Customer Service

The CU Lift service is a Student Disability Services program that works with Transportation and Mail Services’ Red Runner to schedule and transport students with temporary and permanent mobility issues around campus. It provides door-to-door rides to and from classes and other activities at no charge. Without CU Lift, students that otherwise would not be able to attend all their classes are able to participate and socialize with the Cornell community, improving their college experience.

During the fall and spring semesters the CU Lift drivers often routinely handle between 50-60 rides per day. At times, they have handled over 100 when campus is busy. Red Runner has two dedicated CU Lift drivers and assigns additional drivers and a Transportation Services Representative (TSR) to augment the service as needed. It’s an opportunity for the drivers to directly connect with and help students in a meaningful way.

Most CU Lift riders need the service for only a few weeks or a semester, but a few students will need the service throughout their Cornell student experience. The drivers empathize with students being away from home, some very far away, and dealing with mobility issues while taking classes. With many students having multiple rides per day, the drivers and students have a chance to build a rapport and both value the reliability of the personalized routine.

Kudos

Good morning,

I wanted to let you know, the meeting this morning in B56 will be done at 10:30 a.m. Your staff will probably be gone by then, so tomorrow morning you can catch that room vacant to clean.

Chris, thank you and your staff sooooo much for all of your help with these events! We had a table collapse this morning on the catering thankfully before set up, so minimal spill! Two of your staff (guys) were right there with mops and fans, cleaned it up in minutes, dry and ready to go! We would not have these super events without your help!!!!

Thank you!! Thank you!!!

Joann (Jo) Senecal
Cornell University
Alumni Affairs and Development
Architecture, Art, and Planning
The Steward

July 2016
Volume 2 Issue 3
A newsletter for IPP staff

Good morning,

I wanted to take a moment this morning to thank you dearly for your contribution to Janet’s retirement party yesterday. It means a lot that you took time out of your busy schedule to help put on such a successful event. The personal touches added by everyone involved really made the celebration special. Janet was thrilled with the outcome, and I am very happy to report it went off without a hitch.

With appreciation,
Lauren

Lauren N. Kornowa
Executive Staff Assistant
Cornell University Gannett Health Services

Kudos

Mindy Reeves and Martha Shepard have been CU Lift drivers for many years and with their outgoing and friendly personalities, they enjoy interacting with their student passengers. In many cases students who have recovered and left the service will see them around campus and come up to say hi and catch-up with them. It is always a happy moment when they hear a student from the service has finished their studies and is graduating.

New Maximo Fiscal Year

The new Maximo fiscal year began Monday, June 27. Please refer to the document linked below, which lists the GL account numbers to be used for repair and maintenance Service in FY 2017.

All open Service Requests and Work Orders containing the old GL Account numbers will be updated programmatically this month, prior to billing at the end of July. Facility codes in Maximo that auto-populate account numbers when SRs and WOs are created will also be updated accordingly.

The Maximo Facilities Management GL Account information can be found here and on the Maximo Standard Operating Procedures website. The Maximo Financial Period calendar is located on the bottom left of the Maximo website.

If you have any questions, please contact Dan Quail at 254-1518 or deq3@cornell.edu.

(continued from page 2)
Effective feedback has always been encouraged in IPP. The ability to collect and utilize helpful and informative feedback from the people around us is an important tool to help us become better at what we do.

The same applies not just to individuals, but also to teams.

In the spring, Facilities Management rolled out an ongoing customer satisfaction survey to gather valuable feedback from people across campus.

Survey users can enter a specific Maximo service request number they are providing feedback about, or they can select from a list of services FM provides if they don’t have an SR number.

Customers are asked to rate, on a 5 tier scale (Very Satisfied, Satisfied, No Opinion, Unsatisfied, or Very Unsatisfied), the service provided in three specific categories: Quality, Customer Service, and Timeliness. They are then asked to provide specific details in a text field.

The ratings can be converted to a 1 (worst) to 5 (best) number scale and used to track changes in overall customer satisfaction over time.

The survey is based on a responsive design, meaning it will rearrange how it is visually presented to fit a desktop, laptop, tablet, or smart phone depending on what device is being used.

Survey feedback and ratings are collected by Customer Service and shared with the Zone Facilities Directors and department directors within FM, as well as AVP, Ben Kuo. The directors then work with their staff to respond directly to feedback within one week.

The survey is linked on emails generated and sent by Maximo to customers who enter service requests. It is also linked in the “Surveys” section of the Facilities Management web page. FM staff have the option to include the survey link in their email signatures.

Through its first month of use, the survey has already returned valuable data and specific feedback for Facilities Management to act on.

You can find the FM Ongoing Customer Satisfaction Survey here.

Facilities Management
Ongoing Customer Satisfaction Survey
Results for May 15 – June 15
Average ratings (5 = best)

<table>
<thead>
<tr>
<th>Category</th>
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<td>Quality</td>
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<tr>
<td>Customer Service</td>
<td>4.39</td>
</tr>
<tr>
<td>Timeliness</td>
<td>3.78</td>
</tr>
</tbody>
</table>

Facilities Management Survey Uses Customer Feedback to Improve Service

Joe Remillard – Customer Service and Communications Manager

A training for Maximo UFRs is scheduled for Wednesday, August 10 from 1:00pm – 2:30pm at Humphreys Service Building, in 102C HE Doney Conference Room.

All new or experienced UFRs are invited to this training, which will be a step-by-step overview of creating and/or workflowing SRs in Maximo for their facility(s).

The session will also include tips on searching and filtering in Maximo, reporting information, and a general Q&A.

Please RSVP to Erin Sill (emw46).
Participate in the **IPP Green Ambassador Transportation Challenge** until August 19th!

**Get in the game! Since June 19th, IPP staff have logged in 68 times for their chance to win a Kindle!**

Each time you go across campus, to a meeting, or to and from work, and you bike, walk or take the TCAT, remember to report **EVERY TIME for your chance to win!**

**Complete this short Google form for your chance to win a Kindle in the raffle drawing!**

Did you know, if you don’t have a bike, you can sign one out from the Customer Service Center. They have helmets too!

This is a great competition that benefits your health and the environment, plus you have a chance to win a Kindle!

If you have any questions about this competition, see a IPP Green Ambassador, listed below.

**IPP Green Ambassadors**

- Pam Andersen
- Careen Arsenault
- Bob Chiang
- Lisa Ciaschi
- Kristi Cooley
- Vicki Davis
- Sarah Dean
- Delia Herrin
- Lisa Hogarty
- Renee Foote
- Erin Moore
- Bartt Smith
- Joe Remillard
- Alexa Varricchio

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**For BTC Mechanics:**

- **There is a two day Variable Frequency Drives Advanced Applications course,** July 20-21st in Harrisburg, PA.
- **There is a two day Boiler Operation, Maintenance, & Safety course,** August 10-11th in Syracuse.
- **There is a two day Electric Motor Repair & Maintenance course,** August 24-25th in Harrisburg, PA.
- **There is a two day Pump Repair & Maintenance course,** November 14-15th in Rochester.

Please contact your Supervisor and Rick Roper if you are interested in attending.

Rick Roper
B20 Humphreys Service Bldg.
Phone: 607-327-0419
Email: rmr43@cornell.edu
When it comes to pets I know most people treat them like family members, often making special areas in their homes to accommodate them. But what happens when the pet is a horse? Speaking from experience, the process starts out slow and small and then escalates.

My wife and I take annual vacations to Chincoteague Island, which is a small island off the cost of Virginia. While it is a great place to vacation throughout the summer months, the last week in July hosts the pony penning and auction event that many look forward to all year. While I personally have never been overly fond of horses, my wife has had the affliction since early childhood. It started with a visit to the island with her parents and reading the series of Misty books written about the island and the wild horses that roam there. The accepted belief and evidence strongly suggests that the horses are decedents of the survivors of a Spanish galleon which wrecked off the coast of Assateague, a barrier island protecting Chincoteague. After many generations of handing down the story it has become truth in the minds of all Chincoteague residents.

After discussing vacation plans one year my wife brought up Chincoteague and soon convinced me we should go there. Our plans were made for the last week in July and the vacation was remarkable, the laidback attitude of the whole island made relaxing easy. It was only after we settled into our vacation that my wife revealed there was an auction where ponies were sold to the public in support of the local fire department. The saltwater cowboys, as they are called, take care of the wild ponies throughout the year making sure they receive shots from the vet, etc. My wife would attend the auction with her daughters, while I chose to charter a fishing trip. All was good and we enjoyed ourselves. This became our preferred vacation spot and the tradition began.

Several years later, and I guess I should have seen this coming, I was naïve and allowed myself to trust my wife at the auction. For several years, she mentioned the ponies and how she would love to have one, however she realized it would not be possible to keep one on our half acre lot. As usual I proceeded to my fishing charter, my wife and daughters went to the auction. After the charter was over I returned to the townhouse.
and waited for the auction to end. When my wife returned I noticed she was extraordinarily nice, unusual to say the least, after sitting in the hot sun for hours. She began to make small talk and showed excessive nervousness, followed by several ‘hones’ and ‘I love yous’. I then realized what had happened.

I asked her the most logical questions I could. How are you getting it home and where are you going to keep it? To my surprise she had everything worked out including boarding at our neighbor’s farm. I was allowed to make suggestions for her name, “Miss Teague” which soon stuck.

It was not long after that that we put up a small addition to the work shop (16’x20’) which would become the first of many projects related to my wife’s addiction to Chincoteague ponies.

Since that fateful vacation we have purchased a 22 acre plot of land. A barn was the first thing we built, and our house was finished the following year. You can understand the priority, right?

My wife has since purchased and sold several other Chincoteague ponies from other people with the same debilitating disorder. A second pony was purchased on a subsequent vacation and was named “Molly” after the famed survivor of the Titanic, Molly Brown.

Today my wife still owns both Teague and Molly along with a Percheron, Ellie, and Tennessee Walker/Standardbred cross, Tanner. She has our grandchildren involved with the horses and hopes to have them riding and doing barn chores through the summer.

As I said at the beginning, it escalates. I no longer trust my wife at the auction and can’t afford to take fishing charters. We are considering starting up a small recycling business selling manure to offset the cost, we will call it “Chincoteague chit”. Yes we are still married.

Chincoteague Island is in Accomack County, VA

The Pony Penning and Carnival with auction Started in 1925 to raise funds for the Volunteer Fire Company.

Want to know more on Chincoteague Island and the ponies?

Go to: http://www.chincoteaguechamber.com/

Want to be a Steward contributor? Have an idea for something you’d like to see featured in the Steward?

Contact: Joe Remillard jhr34@cornell.edu
Julie Parsons jh252@cornell.edu
Luanne Stockdale ls249@cornell.edu
Ellen Chase emc44@cornell.edu
Barton Hall Floor Renovation
Construction Status - July 2016

Chris Davenport, Associate Project Manager

Project Introduction
The purpose of this $3.6 million dollar project is to address the continuing deterioration and failure of the track floor system. The overall scope of work for this project includes:

- Removal of the athletic surface, wood sub-floor, macadam asphalt layer and cinder concrete slab
- Installing a new vapor barrier, 3” stone subbase and reinforced 6” concrete slab
- Installing a new athletic surface, sleeves, pits, take-off boards & athletic amenities
- Installing sub-surface electric outlets, time and communication elements into the new floor system
- Striping for track and field, recreational and University use and per NCAA requirements
- Underpinning the existing Navy ROTC Blockhouse

Where have we been? What is complete?
The site has been completely isolated with site fencing at the Eastern end of Barton Hall and a temporary wall built at the West end of the Barton track.

The occupants at the Navy ROTC offices were temporarily relocated to the 3rd floor of MVR (Rooms 353, 354, 356, 357) prior to the start of construction. They will remain at MVR until construction is complete.

Roughly 5% of the existing floor removal is complete. For the entire month of July and first two weeks of August the project will be in full demolition mode. The existing rubber track surface, 2 layers of plywood, 2 ½” thick wood timbers, asphalt and cinder concrete slabs will be removed in its entirety. Below are a few photos of the progress over the first 2 weeks of construction.
Barton Hall Floor Renovation

Continued from page 8

What’s next? What’s coming?
Project completion is scheduled for late December of 2016. With roughly 6 months of major construction remaining, this newsletter will advise stakeholders and building occupants of upcoming work scheduled to be completed over the next 4 weeks. Below is a list of major items and the potential impacts.

To date roughly 5% of the existing floor has been removed. As stated above, demolition of the existing floor and subfloor layers will be ongoing.

Running concurrently with the floor demolition there will also be extensive work done at the Navy ROTC blockhouse. A new footer will be installed to support the block walls. This work will include excavation and underpinning the existing walls followed by pouring the new footer in 4’ sections.

Potential Impacts: Debris will be removed from the building with dump trucks and/or dumpsters. An increase in traffic coming in and out of the Barton Hall site can be expected. Streeter will have flag men stopping and directing traffic as needed during this time.

Major construction activities coming in August & early September:
Ø Installation of new 3” crushed stone
Ø Installation of new rigid board insulation
Ø Installation of new vapor barrier and wire mesh
Ø Forming, pouring and curing of new concrete slabs (12 major slab pours in total are scheduled from early August to mid-September).
Ø Layout and setting of new athletic equipment

Nine out of Ten Doctors Agree:
Ice Cream Cures the Summer Heat!

Employees of the Quarter Celebration AND Ice Cream Social!

12:15 – 12:45 Scooping of ice cream and socializing
12:45 – 1:15 Celebration
A look at the critters IPP staff come home to

This month: IPP Finance!

Special Fiscal Year End Mega-Edition!

Sasha trains IPP Finance staff member Cheryl Platt on the finer points of beverage quality control.

Jinhee Roper’s assistant Freddie is enrolled in the staff degree program in support of his ambition to eventually become a full time Yeti.

Renee Foote’s horses Ridgey, Levi and Sunshine patiently await that winning lottery ticket and long ride into the sunset.
A look at the critters IPP staff come home to
This month: IPP Finance!
Special Fiscal Year End Mega-Edition!

Comet helps Renee Foote maintain security of important financial data by batting it under the stove with the bread ties and that sparkly thing.

Luke documents complex financial processes for Jinhee Roper...until he hears a noise. Then he starts over. No processes have been documented as of yet.

Ruby and Bonds spend most of their time waiting to see what the other one wants to do, much like a married couple going out to dinner.

They assist Sue Kerns by holding down this cushion.
A look at the critters IPP staff come home to

This month: IPP Finance!

Special Fiscal Year End Mega-Edition!

When Jutta Brann needs a break from long days staring at financial transactions on a computer screen, Alma is glad to take over!

Addison and OrangeKitty Foote are their own clique. And yes, they are talking about you.

Pamela O’Dell’s Executive Assistant Gracie is so ridiculously fluffy and cute, she was recently declared her own comfort animal.
A look at the critters IPP staff come home to
This month: IPP Finance!
Special Fiscal Year End Mega-Edition!

Calrice, Pippi (also below), and Tiffany Foote have started their own recycling and composting of food (and almost food) scraps operation. They are calling it G3.

Halley Foote does not want this picture taken, is pretty much over this whole Pets of IPP thing, and would appreciate it if you would kindly turn to the next page please.
The Pets Behind the People

A look at the critters IPP staff come home to

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Special Fiscal Year End Mega-Edition!

Oliver, Sadie, and Olivia are not busy assisting Mary Lou Mingle, they like to sit on the couch and binge watch Game of Bones.

Lumen and Sadie help Heather Jordan, and in their off-time they campaign to raise awareness that adorably cute, tiny dogs like to bark, chase squirrels, and roll around in stinky stuff too.
The Pets Behind the People

A look at the critters IPP staff come home to

This month: IPP Finance!

Special Fiscal Year End Mega-Edition!

Pippi the Goat and all of IPP Finance wish you a happy rest of your summer!