



3rd Shift Painter brings artistic talent to IPFW

by Cathy Proctor-Droes

Many professional artists are painters, but few professional painters are artists. Then there's John Gruse, IPFW Building Services 3rd shift Painter. He rolls paint on walls to earn a living and applies brush to canvas in pursuit of his passion for art.

"All I've done my entire life is paint in one way or another," said Gruse who in 1972-74 attended a two-year commercial art program at the Division of General and Technical Studies formerly on Berry St.

After completing the program, Gruse, a Fort Wayne native, spent a few years in Bremen, Ind., painting murals on vans but later returned to Fort Wayne where he found work as a freelance commercial artist. According to Gruse, the freelance work, which consisted mostly of painting billboard signs, was not paying the bills.

"I decided I needed a 'real job,' something with a steady paycheck and that's how I ended up here," said Gruse who in 1980 started work as a 3rd shift custodian at IPFW to supplement his art career. Two years later he accepted a newly established position in Building Services as a painter and he's been maintaining the interiors of IPFW's buildings ever since.

According to Gruse you can find him at "any of the campus buildings on any given night," after all students and staff have gone home. Even though he describes his work as "steady and routine" he admits that he never really knows where he'll be painting when he

arrives on the job at 10 p.m. each evening. He and his supervisor, Ed Schmitt, review and schedule work orders as they come in and then fit maintenance painting in between.

Working into the wee hours of morning night after night doesn't seem to bother Gruse. In fact he prefers it.

"Working at night is quiet, low pressure and generally unsupervised," said Gruse. "This job lets me have a life and allows me to pursue a parallel career."

Studying graphic design at IPFW from 1983-89, Gruse says he's "maybe a half dozen classes from graduating." He took all of the studio art classes offered and even repeated some of them.

Gruse shows many of his original paintings at different places in town including the Allen County Library. He is currently working on getting limited editions of his prints published in a national art magazine. According to Gruse, his nighttime job gives him time to work each afternoon on his most recent project for publication — a vampire painting.

With all his artistic talent, it's not surprising that some "Gruse originals" have spilled out on the walls inside IPFW's buildings. Murals of geometric shapes and southwestern designs can be found in such places as the Bursar and Physical Plant offices, main floor of Kettler Hall and the student lounge



John Gruse, 3rd shift Painter, surveys his original wall design in the student lounge of Neff Hall.

in Neff Hall. Gruse says the wall designs are not really part of his job description but "it's a lot of fun to do when given the time."

This behind-the-scenes attitude is something that Gruse, as the lone painter in the department, seems to take in stride. He finds it amusing when people leave notes to "the painters" making a plural reference.

"Most people don't realize that there is only one of me," said Gruse.

But whether they know him or not doesn't matter. What matters is the pride and professional edge this artist knows he brings to his work each night at IPFW.

"Any job is worth doing well," said Gruse "and when you're doing your job well you don't tend to hear about it."

From Dave's Desk



Customer First . . .

University physical plant organizations are evaluated by the campus community on a number of items including quality of work, professionalism, communication, response time and efficiency. These items become determining factors when judging campus community satisfaction with the job we do.

Customer satisfaction is vital as we go about our daily business and must be our number one priority. Therefore we need to evaluate all of the services we provide on the basis of customer expectations.

So, how do we begin this adventure to learn more about our customers and their expectations? Determining this answer is the first step toward defining the goals and objectives of our department. Everything we do and say, and every decision we make must have the common theme of "customer satisfaction" in mind.

The first step of our journey will begin with the development of three guiding documents: a Mission Statement, a Vision Statement and a Customer Bill of Rights Record. These documents will provide the framework for the work we do, the values we embrace and what our customers can count on from our services. Only after we have established the above documents can we define who our customers are and determine their expectations.

In addition we will begin the evaluation of all aspects of our operations using a customer survey. I envision this process as an ongoing journey of improvement to not only satisfy, but to exceed our customers' expectations.

Dave



IPFW Police and Safety Department: Serving the campus community

by Lauren Denhartog, Chief of Police

The IPFW Police and Safety Department is a fully commissioned, professional force of police officers capable of handling a broad range of police matters. Newly hired officers are required to successfully complete the Indiana Law Enforcement Academy's 480-hour basic course, the same level of training as county and municipal officers.

The Police and Safety Department consists of 11 police officers, three security officers and three clerk/dispatchers. The police officers have jurisdiction on all property owned or occupied by IPFW and patrol the campus in uniform 24 hours a day. In addition to police related matters, the department handles all parking enforcement, and is responsible for the maintenance and inspection of all fire and security related systems on campus.

The IPFW Police and Safety Department offers many services to the campus community including personal escorts, handling of lost and found articles, vehicle jumpstarts and unlocks, engraving of identification numbers on personal items and educational programs on request. The department believes in a team approach to keeping our campus community safe. We encourage students, staff, faculty and visitors to report any suspicious activity they may see on campus. We also advocate a number of basic precautionary measures to ensure personal safety including:

- locking your vehicle at all times and checking the backseat before entering it.
- keeping valuables in the trunk of your vehicle and out of sight.
- refraining from lending your personal or campus keys.
- making sure all doors are locked behind you if you need to be in the buildings after hours.

Remember: the University Police and Safety Department is here to serve you. If you need a personal escort or some other assistance call 481-6827. If you have an emergency, call 6911 from any campus phone.

Environmental Health . . .

by Renee Eshcoff, Environmental Health and Safety Coordinator

Effective February 1998, IPFW has contracted with the Fort Wayne Division of Safety-Kleen, an international company that handles hazardous and nonhazardous wastes from both automotive and industrial businesses. Safety-Kleen will be handling the recycling of used antifreeze, oil filters, and gasoline filters generated from the servicing of University vehicles by the Physical Plant Grounds Department.

Used gasoline filters are safely shredded by Safety-Kleen with the metal parts being removed and sent to a smelter for processing into steel; the remaining filter media is converted to a

supplemental fuel used in cement. Oil filters are recycled in the same way as gasoline filters with one addition: the waste oil recovered from the filters is transported to Safety-Kleen's East Chicago Rerefinery in East Chicago, IN. This rerefinery is the largest in the world and is capable of reintroducing over 40 million gallons of virgin quality lube oil into the market place which otherwise could be disposed of in irresponsible ways.

Our contract with Safety-Kleen is part of continuing efforts to ensure environmental responsibility on behalf of IPFW.

. . . and Safety Issues

Seasons of Change:



Many changes have occurred on IPFW's campus since I was hired in November 1981. At that time the campus consisted of only four major buildings: Kettler, Neff, Helmke, and the Student Union with the Classroom/Medical Building and the Gates Sports Center under construction. Other buildings included Physical Plant, Chiller Plant and the County Extension.

The operations and maintenance staff consisted of ten mechanics, five for operations and five for maintenance. The operations crew worked schedules that were split into three shifts and included a swing shift, so that coverage was available 24 hours each day. The maintenance staff worked a normal five-day week with weekends off.

Today the campus has grown to almost triple the size it was in 1981. Major buildings now include Classroom Medical, Gates Sports Center, Life Sciences, Fine Arts, Williams Theatre, and Engineering and Technology. The new Science Building has been turned over to the Physical Plant and Parking Garage #2 is nearly completed.

Our present staff numbers 14, covering first and second shifts seven days per week, with 24-hour call-in coverage available. Responsibilities for all buildings, equipment operation and maintenance rest in our hands.

The following facts and figures might provide some idea of the enormity of this task.

Operation and maintenance of:

- 1.3 million sq. ft. of buildings.
- approximately 3000 pieces of mechanical equipment.

Meeting the day-to-day challenges of Operations and Maintenance

by Jim Henderson

- 80 HVAC units conditioning 1.25 million cu. ft. of air per minute
- 21 gas boilers.
- two 2000-ton chillers cooling .100,000 gallons of water to 45° F.
- 300 exterior light poles and underground wiring.
- computerized energy management system monitoring nearly 5000 points.

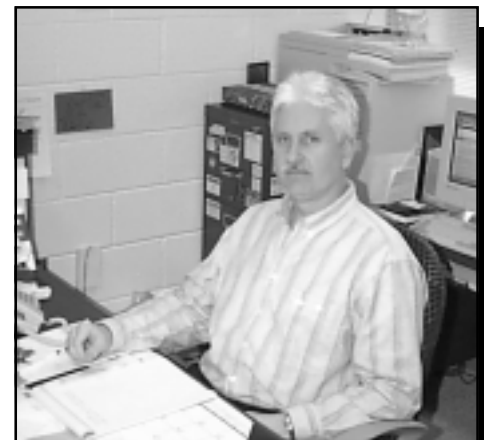
To successfully accomplish many of these tasks, a zone maintenance approach is used. The campus buildings are divided into seven zones with two buildings contained in each zone. Mechanics are responsible for repairing break downs, performing preventative maintenance and responding to all work orders generated in their assigned zones.

A significant number of calls the department receives during the spring and fall months are complaints about temperature. Because heating and cooling may both be required in one 24-hour period, the transition between seasons can sometimes prove to be challenging. Although we will never be complaint-free, temperature calls have been reduced with the addition of direct digital controls to the HVAC units.

Besides attending to zone maintenance and seasonal temperature calls, many other accommodations must also be made for off-campus visitors and organizations. Add to this the special projects requested from any of the 2,500 faculty and staff, and the job can seem almost impossible.

The services provided through the Physical Plant are never-ending.

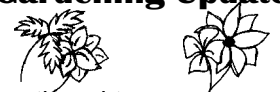
Limited resources, including budgets, staff and time, are possibly the largest obstacles to overcome. My position as Superintendent of Operations and Maintenance challenges me with the responsibility of planning for the future as well as maintaining the day-to-day operations. Demands placed on me and my staff will require honesty, integrity, hard work, and a dedication to the task ahead of us. We will only be successful through a joint effort to meet the demands of the future.



Jim Henderson, Superintendent of IPFW Operations and Maintenance.

Volunteer Gardening Update

by Janet Kelly



Work has continued to progress on the establishment of new bed areas for floral display on campus.

The anticipated start-up date of late April is still planned. The volunteer gardening workshops have been moved back to the end of March and the first of April to allow the flower beds to be constructed.

Watch the cc: mail bulletin boards (all general announcements) for more detailed information concerning the program sign-up and workshops.

Welcome New Employees!!



Three new employees joined the 3rd shift staff on 2/2/98: (l to r) Ron Volz, assigned to the Science Building, Josh Foster, Gates Sports Center and Nicole King, Kettler Hall.

We also welcome two new employees to the Police & Safety Department: Cherie Lyn, Clerk/Dispatcher hired 3/2/98 and Ron Burkart, Security Officer hired 3/30/98.



**2nd and 3rd Quarter
1998**

Ron Pequignot	30 years	08/26/68
Mike Bondar	20 years	05/16/78
Richard Igney	10 years	04/15/88
Larry Jenks	10 years	08/01/88
Dan Matthews	10 years	09/26/88
Renee Eshcoff	5 years	04/19/93
Bill Daugherty	5 years	07/12/93
Janet Kelly	5 years	05/03/93

Congratulations and thanks to these Physical Plant employees for their loyal and dedicated service to IPFW.

**Transfers, Reassignments
and Promotions**

- Susan Kersey**
Lead Custodian, Science Bldg.
- Rebecca Holloway**
Lead Custodian, Neff Hall
- Joan Mattoon**
Science Building
- Geoff Farrell**
Fine Arts Building
- Brian Itt**
Science Building
- Warren Cartmel**
*Zone mechanic, CM Building
and Helmke Library*
- Bob Brooks**
Zone mechanic, Kettler Hall
- Sam Queen**
Zone Mechanic, Science Bldg.
- Jeff Davis**
Police Officer



Former security officer, Jeff Davis (*middle*), after his swearing-in ceremony as IPFW's newest police officer. Also pictured: Police Chief Lauren Denhartog (*left*) and Vice Chancellor - Financial Affairs Walt Branson.



APRIL ~~~~~

5	Rebecca Holloway
5	Betty Roberts
11	Kelly Simpson
14	Richard Igney
18	Greg Clements
22	Sam Queen
22	Joie Thompson
27	Joel Ruprecht
29	Renee Eshcoff

MAY ~~~~~

1	Bill Reed
5	Gary Inouye
28	Lary Steinbacher

JUNE ~~~~~

2	Bob Weesner
12	Deb Jur
15	Paul Houser
16	John C. Gruse
25	Nancy Anspaugh

JULY ~~~~~

5	Jan Murray
8	Barry Kammeyer
17	Darrin Dearing
19	Dave Danielson
19	Leonard Jones
20	Bill Rowland
22	Joshua Foster

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