

News and Views from Facilities Management



April 2018

As Spring Quarter begins, it's a good time to remind students and staff about activities they may see around campus, and also remind them of the cooperation we need as activities move outside onto our beautiful grounds. In the spirit of spring and things getting green, at the end of this month's newsletter you will find a short summary of what the Outdoor Maintenance Shop does as well as a group picture to help you know who's who.

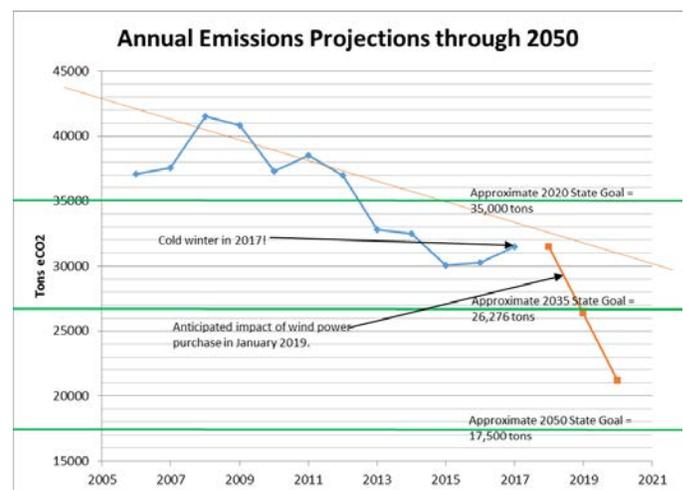
This issue also focuses on some recent successes with our energy conservation efforts and staffing changes. We had a couple of long term employees retire out of our Technical Maintenance Shop, and their replacements have been quickly coming up to speed on the intricacies and complexities of our heating and ventilation systems. Those new technicians are asking great questions about why programming is set in certain ways, and they have been tweaking certain systems to optimize performance and reduce electrical consumption. Admittedly, those tweaks haven't been entirely painless or without impact! I have received a few comments or complaints about cold rooms and other climate control issues – but nearly all have come long after the person actually experienced the discomfort, which means I can only tell you what we would have done had we known of the problem or condition.

Please don't hesitate to call or text the Customer Service Desk when you have temperature questions or any other concerns so we can jump right on it!

John Furman, Director of Facilities Management

Energy Conservation

By now everyone is familiar with occupancy switches that turn off the lights when no one is present. When lights are on and nobody's home, the waste is obvious and visible. However, heating and ventilation systems are largely hidden and in many instances, quiet. The waste involved in heating or ventilating an unoccupied space is not nearly as evident as lighting, but it is substantial – and much more complicated! Building systems are integrated systems so changing one system usually affects another, so saving energy is not nearly as straightforward as turning off a light switch. Nonetheless, several years ago, our Building Controls decided to take on the task. Aided and empowered by our Campus Energy Manager, the team has had an amazing impact on both our energy consumption and our carbon footprint!



The value of those efforts from a cost perspective is equally impressive: over the past three fiscal years alone (2015-2017), we have achieved more than 3.3

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million kWh in electrical savings equal to \$216,000 in annually avoided costs.

Admittedly, there have been times when the programming and sensors are not performing as intended or are simply incorrect. For example, we had a situation this winter where the system was inadvertently programmed to operate in a holiday

AiM IMPLEMENTATION

Facilities Management (FM) is nearing the end of a two-year project to replace FAMIS, with the overarching intent to improve the way we manage our services. This new software system, AiM, will mean a simpler work request process for campus users, a better way of tracking work, and more detailed bills for our customers. AiM will also help free up our supervisors' time away from administrative tasks, so they can focus more on supporting their teams to get the jobs done.

FM will launch the AiM system in June, and for many across the campus you won't see much change. For those of you who do need services,

General Grounds Maintenance



The University uses a "Zone" concept of maintenance with 9 Gardeners throughout the year, supplemented during the summer with teams of temporary student employees.

Within their zone, each Gardener is responsible for:

mode when in fact it was a work day. A quick call to the help desk corrected the problem – the moral of the story is: Please don't suffer in silence! Call the customer service desk and report the cold temperatures and our building controls crew will resolve the problem and get back to you!

whether it be a light fixture that doesn't turn on or a chair that needs repairing, there will be a new, easy-to-use web portal launched at the end of the month. And, for our more frequent service users, we'll be training you on the new service request and billing process.

We'll be letting you know more about AiM and the new portal in the next issue of DeskNotes. If you have any questions about FM's AiM implementation project in the meantime, please email AIM@wwu.edu.

- Mowing
- String trimming
- Edging of the sidewalks and curbs.
- Weeding
- Mulching of the shrub and flower beds
- Pruning of the shrubs & trees.
- Daily litter cleanup in each of their respective areas.

A separate utilities crew uses large riding mowers and assorted specialty mowers to mow the larger turf areas on campus. They also provide support with leaf clean up in the fall and major tree removal.

When you see these hard working staff, please consider taking the time to compliment them on their work. They have a tremendous amount of pride in the appearance of their areas, and it's nice to hear genuine appreciation from others who might enjoy the fruits of their labor!

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The Gardeners

Seated: Chad Baloy, Dawn Preuss, Stephen Mason, Heidi Zeretzke
Standing left to right: Mike McKenzie, Frank Dedourek, Oskar Kollen, Tracy Hendon, Dan Weeks, Justin Bow



The Utilities Crew

Left to right: Jatinder Ghuman, Keith Doran, Evan Bossert, Curt Page, Brandon Taylor, Scott Vallejo

Storm Water Corner

"Only rain down the drain" –WWU has a secondary storm water permit in conjunction with the City of Bellingham (COB) with specific requirements to which we must adhere. One important component of that permit is that chlorinated water and human-caused turbid water are not allowed to go into our storm water system. Practically, what that means is that any pressure washing of building exteriors and some roofs must have a containment plan in place to prevent intrusion into the storm water system.

You might see water diverted into vegetated areas, storm drains covered or dammed to prevent water from reaching the system, and we may also use filters to remove chlorine prior to reaching the storm drain.



You can find lots more information about Western's storm water management program at:

<https://www.fm.wwu.edu/facilities-maintenance-operations/stormwater-management-program/>

CLOSING THOUGHTS

If you want more information on FM billing, please let me know or ask Julie Larmore, my Assistant Director in charge of financial and business services. If there is some topic or project you would like to see addressed in these notes, please let me know. If you are interested in receiving these notes personally rather than through Western Today, please email me (john.furman@wwu.edu) and I'll place you on the distribution list.

Any time you see something that needs to be fixed, please don't hesitate to call our Customer Service Desk at extension 3420. Calling someone else usually introduces an unnecessary delay as the report will inevitably be redirected to the Desk.

You can also text us at [fixit@wwu.edu](text://fixit@wwu.edu)!