



WASHINGTON STATE  
UNIVERSITY

# Facilities Services Newsletter



April 2018

## Introducing IEIG!

By Phil Johnson

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You might be asking “what is IEIG” and “why is it the subject of the Facilities Services monthly newsletter?” Well allow me to explain....

The Integrated Engineering and Infrastructure Group (IEIG) was formed in June of 2017 consisting of seven staff members dedicated to providing a broad range of services. The goal was to combine engineering and project management skills from both divisions of Facilities Services in order to optimize operations and streamline project execution for all university clients while integrating infrastructure planning and MCR program execution. Our group was created with the specific intent to blur the lines between Operations and Capital so that we could evaluate our facilities holistically, considering the total cost of ownership (from pre-design all the way to eventual demolition). As a result, our group's roles and responsibilities cover a wide range of topics (e.g., project management, in-house engineering, design review, utility billing, operations/maintenance support, infrastructure planning and many more).

Now to introduce the team members including the number of years that have spent working at WSU and their favorite thing to do when not working at WSU!

Name	Discipline	Years at WSU	Favorite Hobby
Phil Johnson	Structural	2.5	Playing golf
Jeff Lannigan	Mechanical	17.5	Old Cars & Motorcycles
Steve Potratz	Mechanical	34	Playing guitar
Dave Kimbrel	Electrical	11	Boating
Doug Lopes	Electrical	11	Playing in a band
Roy Senter	Energy/Controls	30	Hunting & Fishing
Shuangling Li	Data Analyst	11	Ping Pong

### Highlighted Project: Utility Tunnel Repairs

As most of you probably know, we have over 7 miles of underground utility tunnels throughout the Pullman campus ranging in vintage from the 1930s to the 1990s. If you have never had the opportunity to explore them first hand, then consider yourself lucky....especially now that L&I considers them a confined space! They are cramped, congested and creepy, but at the same time critical for utility distribution on campus. The tunnels provide pathway for distribution of steam, electrical and data infrastructure to most buildings on campus. In most cases, the tunnel interior is roughly 5' wide x 6' tall with half of the space dedicated to utilities and the other half for access as shown in Figure 1 (on page 2). In reality, the congestion caused by existing utilities is often more overwhelming as shown in Figure 2 (on page 2). In addition, the concrete tunnel lid often

IEIG .....continued on page 2

Enter the Safety  
Question Contest  
on the last page of  
this Newsletter  
and you could win a  
PRIZE!



Figure 1 - Congested Tunnel Near Fulmer

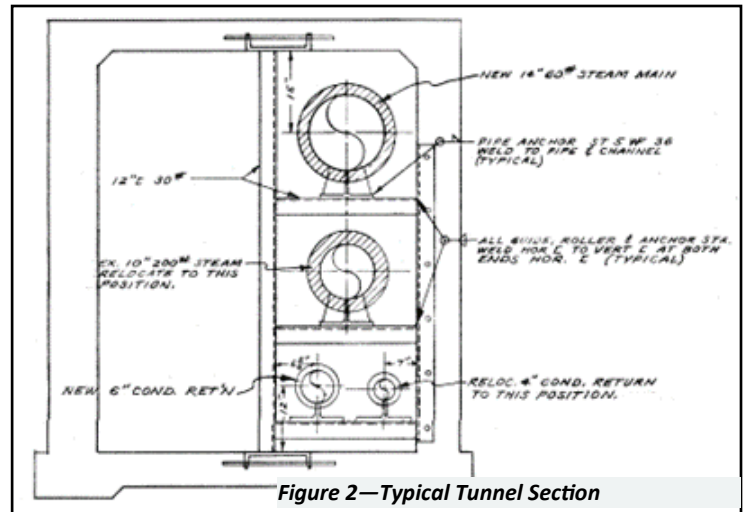


Figure 2—Typical Tunnel Section

doubles as a sidewalk or road, which means that damaged lids can create unsafe conditions for vehicles and pedestrians above. Unfortunately, this is the reason for our current road and sidewalk closures along College Avenue (reference Figure 3 and 4 for photos of the damage). With over 7 miles of tunnels in various locations and orientations it is difficult to know exactly where hazardous conditions exist, which is why we recently initiated a Tunnel Task Force with representation from EHS, Utilities and IEIG. Kudos to Jeff Lannigan, Shawn Ringo, Todd Plotner, Dave Kimbrel, Tim Leachman, Neal Wallen, and Greg Strevia for taking time every other week to don hard hats and clip-on air monitors for some exciting tunnel spelunking. As a result, we have identified three critical areas along College Avenue (base of the hill adjacent to CASP, intersection with Veterans Way, and loading dock south of Fulmer) where the concrete lid has failed. Therefore, we are currently working closely with Coffman Engineers to prepare bid documents for construction repair during the summer of 2018. The final scope of work has yet to be determined, but we can guarantee it will be complicated with anticipated project costs approaching \$1 Million.

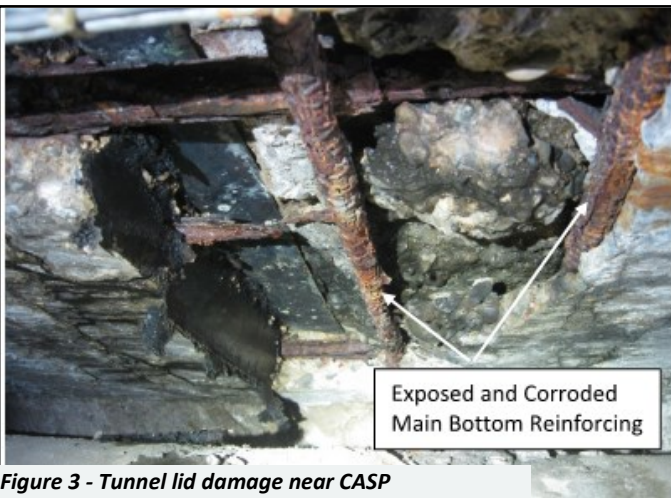


Figure 3 - Tunnel lid damage near CASP

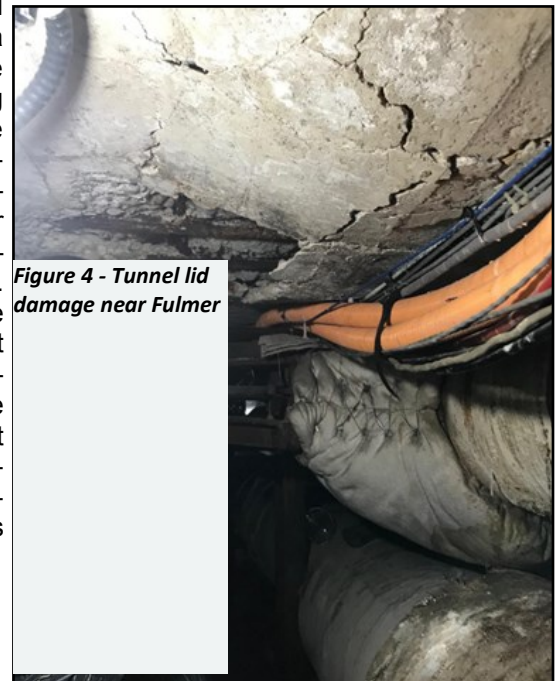


Figure 4 - Tunnel lid damage near Fulmer

## WSU Holiday Schedule

Memorial Day	May 28, 2018
Independence Day	July 4, 2018
Labor Day	September 3, 2018
Veterans Day	November 12, 2018

Thanksgiving	November 22-23, 2018
Christmas	December 24 & 25, 2018
New Years Day	January 1, 2019
Martin Luther King Day	January 21, 2019



# WSU SURPLUS

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## **From Dan Costello, Asst. VP of Facilities Services, Operations**

In our last newsletter, I compared our organization to a “boat filled with lots of different people, each with their own roles and responsibilities, all valued, all pulling in unison and all focused on the same point on the horizon”. I would like to expand on that.

Our team is varied with each member having their own unique strengths and weaknesses but in general skilled and valued. The challenge is pulling in unison and being focused on the same outcome. I would add that this is not about a particular shop or service. In a bigger sense, it is not even about Facilities Services. We are just one part of a much bigger picture. This is about providing academic instruction and research. That is why our outcomes should always be focused on supporting our clients. As we strive to earn our client’s trust as their “service provider of choice”, we need to be collaborative, technically competent and good stewards of our time and the university’s money. In short, we want to be good value.

Last year, we initiated a bottom-up review of our workflow process with the goal of improving our ability to deliver service. The review included participation at the journeyman, crew leader, supervisor and managerial levels. Seven foundational principles were identified and validated in that process. They are 1) Clear roles and re-

sponsibilities, 2) Empowered work force, 3) Collaborative working relationships, 4) Efficient and effective scheduling, 5) Proactive and planned maintenance and repair, 6) Smooth workflow with seamless transition between phases and 7) Accurate accounting of time and materials.

As we move forward together, I ask you to keep these foundational principles in mind. There are three where you can have an immediate impact and contribute to our success. Move thru your day with a sense of purpose (be a good steward of your time – efficient and effective), be accurate with accounting for your time and materials (put the time and materials on the correct work order—we are using this information to define service levels with our clients) and finally, and I’d argue most important at this juncture, be collaborative (this applies within your shop, operations, facilities services and with our clients).

A living wage, health and retirement benefits, and work schedules are a few reasons why people chose to work for Facilities Services. You may have different reasons such as family tradition, location, tuition waivers, etc. Regardless, we all have chosen to work here. So let’s create a team worth belonging to, doing work worth doing.

***MARK YOUR CALENDARS!***

**Facilities Services**

**Employee Appreciation Picnic!**

**July 19, 2018 at 11 am to 1 p.m.**

**In McCluskey Services East Parking Lot**





## Process Improvement Initiatives.....by Craig Cole

Over the past couple of years, Operations has engaged in several Process Improvement events and initiatives to identify areas in our own internal processes that can be improved as well as deliver a better service to our Campus Clients. We would like to thank all those that were involved in those events as their inputs provided us with a great roadmap for success. Here are some highlights that we have or intend to roll out in the near future. I will try and elaborate on these in future newsletters as we implement them.

First, we brought a large cross section of Operations folks together to discuss our overall Work Management process. This effort resulted in a large number of small things that needed to be changed, and a few larger, more complex procedural adjustments. Several of the small things have already been put into action. We have developed and fielded a customer survey to get necessary feedback from our Clients on how we are doing and the areas that we need to improve. There are some systems related adjustments to AiM that we continue to work, such as the ability to input additional Client's names into the system since several times a building coordinator will put in the work request on behalf of a room occupant. We are also developing a work order report that is concise and won't take 15 pages when printed out. This detailed yet concise report will provide the journeymen the level of detail that they want to organize and prioritize their response to a work order. What we still need to do is go through a series of training sessions to bring everyone up to speed on the standardized process that the group felt should be implemented. This training will be set up over the next few months and should aid everyone, from the journeymen up to the Supervisors, understand their roles and responsibilities as well as streamline the process so we provide the best service to our Clients in the shortest timeframe.

The second process improvement initiative that we have been working on for about 2 years now is the implementation of a preventive maintenance program in AiM. Right now, our journeymen are diligently accomplishing preventive maintenance using their experiences and prior knowledge, but unfortunately, the old mainframe preventive maintenance work orders have not been coming out since 2006. While those old work orders were good back then, we have been working with journeymen and leads to expand or streamline those preventive maintenance tasks so that they reflect current technologies and tactics. This effort has been a huge, detailed, and unfortunately slow process that starts with getting our asset inventory updated and correct again, and then uploading preventive maintenance work orders back into the AiM system so that they come out on the

frequency that is needed. We have to get this right. Preventive maintenance, if done right, will keep our good systems operating like they should and prolong the renewal requirements significantly. We realize though, that when we do implement all of these work orders, that our ability to respond to corrective work orders may take a little longer. However, in the long run, that will balance out as the preventive maintenance is performed and should lower the number of corrective work orders in the future.

Finally, we got another large group together to help define and standardize the responsibilities of the building mechanics within a building group. Often as the first responder to most work orders within a building, the building mechanics are expected to have a wide range of skills in order to correct as many of those calls as they can. If they cannot do it themselves, then they phase on the other trade shops for the more specialized work. What we realized was that there was a difference between the skillsets of the different building mechanics, and those differences needed to be corrected. Now that we have identified all the tasks that building mechanics are going to be asked to accomplish, we are filling the experience gap with the necessary training to get them all up to the same levels. This training is being provided by members of the other trade shops and will be ongoing for the next year.

Overall, the events were very successful. The positive attitude of the attendees was greatly appreciated and hopefully will bleed over to the implementation and out to the entire organization. Their great ideas set the groundwork for some great process improvements, now is the hard work of seeing those ideas through to fruition. To all those that participated, thank you very much, we look forward to continuing this journey with you and seeing your great ideas succeed.



## Facilities Services, Capital—Awards New Job Order Contract

By Mike LaVielle

Facilities Services – Capital is pleased to announce that the new Job Order Contract (JOC) has been awarded to Native American Services Corporation (NASCO) out of Kellogg, Idaho. NASCO's performance period begins in mid-April 2018 and potentially extends through April 2021. The contract is a 2 + 1 year performance period; meaning, the base contract period is two years with a one year option period, for a maximum of three years.

Burton Construction, Inc. and Centennial Contractors Enterprises were WSU's previous JOC contractors. Their performance period began in April 2015 and ends in April of this year. Neither company elected to submit qualifications for the new JOC contract. This is WSU's fourth JOC contract award since the program began. WSU elected to select only one JOC contractor for this performance period to increase the work throughout for the winning contractor to help minimize the contractor's proposed overhead coefficient, thereby, reducing WSU's overall cost.

The JOC contract is limited to \$4M in annual construction per year with a \$350K limit on each work

order. The JOC has averaged somewhere between \$2 - \$3M per year in work since the program began nearly ten years ago.

The JOC not only supports WSU in Pullman but all other WSU campuses and research locations throughout the State. Additionally, it supports other state entities such as Eastern Washington University who routinely leverages this contract to execute work on its Cheney campus.

Unlike low-bid or small-works contracts, the JOC tends to be more collaborative because the contractor is able to begin work without a full set of plans or specs and is allowed to partner with the owner during the design process to provide valuable input that can reduce project costs, minimize schedule impacts and cut client disruptions, depending on the project priorities and objectives.

WSU looks forward to a strong partnership with NASCO in the years to come.

### SAVE THE DATES



#### Summit Boot Truck

Coming to McCluskey

for **TWO Half Days!**

May 22, Noon—4 p.m.

and

May 23, 8 a.m.—Noon

#### Jess Ford of Pullman Hardhat Classic Golf Tournament Scholarship Fundraiser!

July 28, 2018

[hardhatclassic.wsu.edu](http://hardhatclassic.wsu.edu)



# SERVICE AWARDS



**Corrina Johnson**  
**15 Years**



**Shaungling Li**  
**15 Years**



**Bob Stilson**  
**20 Years**



**Jim Frazier**  
**35 Years**



**Service Award Recipients Not pictured:**  
**Lance Mitchell.....10 Years**  
**Shad Nilsson.....10 Years**  
**Duane Dammel.....15 Years**



# WELCOME NEW EMPLOYEES!



New employees were introduced at the Service Awards Presentation on April 4, 2018 in the Carpenters Shop. Pictured at left is Brandyn Morley. Brandyn accepted the position of Grounds Nursery Services Specialist 2. Pictured at right is Lyle Columbia. Lyle accepted the position of Maintenance Mechanic 2. New employees not present were:

David Crozier—Custodian 1  
Kalina Ebling—Custodian 1  
Amanda Goucher—Grounds Nursery Services Specialist 2



## PROMOTIONS!



**Congratulations!**

**Jon Asplund**  
**Promoted to:**  
**Maintenance Mechanic 2**



**Adam Beck**  
**Promoted to:**  
**Maintenance Mechanic 2**

Ralph Webb (pictured on the far left) and Joe Kline (pictured on the far right) congratulated Jon Asplund and Adam Beck (pictured in center respectfully) on their promotions at the Services Awards Presentation April 4, 2018 in the Carpenter's Shop.

## TRAINING FOR APRIL AND MAY

**Tues, April 10, Hearing Tests** – EHS park in back lot by bears please

**Wed, April 11, Asbestos/Lead Awareness for Trades**

8 – 10 a.m. at EHS Basement (Matt McKibbin 2 hr. class)

**Thurs, April 12, First Aid/CPR/AED (Class Full)**

8 a.m. – Noon in McCluskey Admin Conference room

**Tues, April 17, Hearing Tests – (Class Full) Please show up if you are scheduled.**

EHS park in back lot by bears please

**Tues, April 17, First Aid/CPR/AED (Class Full)**

8 a.m. – Noon in McCluskey Admin Conference room

**Wed, April 18, Hearing Protection**

**8:15 a.m.** at Capital Safety meeting

**Tues, April 24, Hostile Intruder Training**

1:30 -3 p.m. Lighty 405

**Wed, May 2, Cultural Competency**

9 a.m. to Noon, Lighty 401

**Tues, May 8, Shop Safety Meetings**

Fall Protection

**Tues, May 8, First Aid/CPR/AED Training**

8 a.m. to Noon in McCluskey Admin Conference room

**Wed, May 9, Asbestos/Lead Awareness for Trades**

8 - 10 a.m. in EHS Basement (Matt McKibbin 2 hr. class)

**Tues, May 15, Fire Extinguisher Hands On Training**

Session Choice 10 – 11a.m. or 1-2 p.m. in Public Safety Training area

**Wed. May 16, Fire Extinguisher Hands On Training**

10 – 11 a.m. Public Safety Training area

**Tues, May 22 Fire Extinguisher Hands On Training**

Session Choice 10 – 11a.m. or 1-2 p.m. in Public Safety Training area

**Wed. May 24, Fire Extinguisher Hands On Training**

8 – 9 a.m. Public Safety Training area

**Tues, June 1, Insects Wasps and Spiders**

Shop Safety Meetings

**Wed, June 13 Asbestos/Lead Awareness for Trades**

8 – 10 a.m. at EHS Basement (Matt McKibbin 2 hr. class)

Questions on  
signing up for a  
class?

Contact:

D. Thomas

At the front desk in  
McCluskey Office  
Bldg or

335-9051

**Red Cross Blood Mobile will be here May 17, 2018**

Donation sign up with: Jann Dahmen 335-5571,

Brandy Dean 335-4530 or Debbie Hill 335-9000



## KUDOS

Looks amazing, drop by and take a look sometime. Compliments to your crew on a very good job. (Employees that completed this project at the Alumni Centre Room 134 Remodel: **Caleb Hawkins, Bill West, Rick Fox, Dean Standon, Craig Gray, Rich Miller, Dave Stodick and Eric Sorenson**)

M. Wilcomb

I just wanted to tell you that our current custodian, **Tonya (Prewitt)**, is phenomenal! Not only has she been doing an excellent job, but she's also incredibly kind and Avery Hall really appreciates her! She's been a breath of fresh air around here!

J. Watson

It looks like the painters (**Bill West, Victor Edenso, and Rick West**) are all done. They did an outstanding job patching up our building. Thanks for coming out and taking care of us!

C. Hines

I would like to thank **Shiloh Farmer** for his assistance at Wegner. I had been having control issues with the stairwell heating system in Wegner and Shiloh contacted me directly so we could go over what I had already looked at and ruled out.

He found that a control valve for the heat system had failed closed and he located another one and replaced it quickly. Shiloh is exceptional at communicating with his customers, he is thorough and works well as a team member.

A. Barton

I would like to thank the roofing crew (**Scotty Nelson, Eric Bashaw, Randy Smith**) for coming over to the SCUE and working during some bad weather to clean out the parking garage gutters. They did what they could working around gutter heat tape that had failed and as soon as the 2nd half of the gutter thawed, they returned to complete the job. The entire Roofing team work well together under poor weather conditions to get the jobs done. They are all an asset to Facilities Operations and their continued efforts protect research and academic areas from extensive and costly damage every year.

A. Barton

The job was completed very well. Makes a huge difference in all our meeting rooms. (Work completed by **Bill West, Craig Gray, and Dave Stodick**) Thanks!

M. Wilcomb

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## Thanks for Working Safely!

### Dale Clark is the WINNER!

Dale has been observed using the appropriate PPE and following procedures when working on several difficult jobs such as removing pipe damaged by roots at CASP and Johnson.



“Thanks for  
Working  
Safely!”





## Facilities Services Safety Committee

### Safety Question Contest for the Month of April 2018

**Directions:** The answer to the question below can be found in one of the chapters of the Accident Prevention Program (APP). Read the question carefully. When you think you have found the answer, you may email your answer to Jann Dahmen [jann.dahmen@wsu.edu](mailto:jann.dahmen@wsu.edu) or print off this page and cut out the form on the dotted lines. You may give the form to your supervisor to send in intercampus mail to Jann or drop it off at her desk in the front reception area of McCluskey Office building. The names of all employees who submit the correct answer will go into a hat for a drawing. Whomever's name is drawn will be able to pick out one of the monthly safety awards. This contest will be open only until 5 p.m. on April 24, 2018, so get started finding the answer now and win a nice prize! Link to APP Chapters: <http://facops6/safety/APP%20Manual/Forms/AllItems.aspx>

**QUESTION:** Reference Chapter 30, Compressed gas cylinders.

**“What is wrong with this picture?”**

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**Employee submitting the above answer:**

**Name:** \_\_\_\_\_

**Division:** \_\_\_\_\_



**February's Safety Question and Answer was from APP Chapter 18** What's Wrong With This? List what is wrong with this according to Chapter 18.3 Machine and Tool Safety. If that is not challenging enough feel free to quote the WAC from Chapter 26 Electrical Safety for extra credit. Answer to February's question: *“Only remove safe guards for maintenance, service, and repairs when power sources are disconnected and controlled in accordance with Lockout Tagout Chapter 23. Return all safe guards to correct location and confirm operation after activity is complete. Report all machine and tool hazards and nonfunctioning safe guards to supervisor immediately and disconnect and lockout energy source and tagout machine with out of service label. In addition employees shall: inspect and confirm operation of machine tools and safeguards prior to each use.”*



**DEAN NEPPEL is the Winner!**

**(check out the hat Dean chose for his award)**

Dean's entry for the Safety Question was randomly selected from the total entries with correctly answered questions. Those correct entries not chosen will be placed in the bucket for the annual Safety Award Drawing at the 2018 Facilities Services Picnic.

***Thank you to all that entered the contest!***