



WASHINGTON STATE  
UNIVERSITY

## Facilities Services Newsletter



December 2017

### Why Do We Plow Snow?

By Eric Slocum

#### "Why do we plow snow?"

Recently I was asked this question and my first thought was "Are you kidding?" Then I realized that I was discussing



snow removal with someone who had never seen snow. So the basic answer is, we concentrate on snow removal to provide the safest possible travel ways for students and staff. This is one of our contributions to the education process. For someone that has not experienced the joy of winter in Pullman it will be a lot of fun learning how to deal with the cold, snow and ice. The Almanac tells us we will have a colder than normal win-

ter with above average snowfall. I am not sure what normal is but I do remember growing up here in Whitman County and last year was what I would call normal like it was prior to the last 10 to 15 years.

Snow removal has changed here on campus through my 18 winters here. Today we haul a lot more snow than we used to. Currently we try to remove the piles of snow to reduce the ice that occurs from the freeze thaw process when snow is left where we stack it. Another priority is to open up parking spots that are taken up with the piles. We all agree that parking spots are

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



Pictured left to right: Ian Allen, Kelsey Southwick, Craig Roberts, Mark Hadaller, Steve Holbrook, Todd Stewart, Derek Rogers, Logan Larson, Ian McConnell, Steve Rumiser, Kevin Hill, Derek Reynolds, Ben Breitsprecher, Bill Ettenhofer, BJ Scholfield, Chad Palmer, Mike Griswold, and Darren Palmer

important and looking at a good location full of snow is frustrating. Berms along the street in crosswalks are another priority to keep open and one of our biggest challenges. It is hard to get to some of those quickly when covering the entire campus but we are trying to prioritize them higher to accommodate pedestrians best we can. This year we are trying to cover some of the main pedestrian travel routes with a small crew on weekends to get students safely to dining centers and other high use facilities.

The crews that work so hard to keep campus safe during the long winter months probably don't think about why they plow snow. They just know their mission and take it seriously. In all the years I can only think of a

couple times that these folks have not made it in to work to provide service for campus. In the middle of the night or early mornings when most of the campus community is resting they are here doing their best to make campus accessible and safe. They take pride in their jobs and feel a sense of accomplishment when taking care of campus. They are truly dedicated to their job responsibilities. So for our crews doing snow removal this may be another good answer to "Why do we plow snow?"

The crew pictured below is responsible for most of the hand shoveling. Pictured left to right: Pat Smith, Kyle Reece, Josh Bryant, Nate Tucker, Wes Pinard, Josh Gregg, John Maurin, Tim Radziemski, Jim Frazier, and Brandyn Morley.



## From Olivia Yang, Associate Vice President

In March, 2017, we welcomed Stacy Pearson as our new Vice President of Finance & Administration. In the short time that Stacy has been here, she has brought discipline, logic and good sense, coupled with a collaborative leadership style and [sense of humor](#) to Finance & Administration and the University as a whole.

2018 will be a year of challenges. As you all know, we are still waiting for a state capital budget, which funds over a third of our operating budget. Further, the University is operating with significant financial challenges and we are expected to do our part to maintain stability in the years ahead. In spite of these challenges, we are proud of the work that you do in support of the University.

Within Facilities Services we embrace the challenges we face each day and strive to continue to improve delivery of services to the campus community. I want to take this opportunity to thank everyone for all their efforts throughout the year. The success of our University is built on the efforts of our employees and in this past year, we have enjoyed many successes. From routine tasks executed daily, planned and reactive maintenance, hundreds of renovations – big and small, and building new facilities – design through construction, Facilities Services accomplishes so much every year it is difficult to enumerate them all, but here are some of the more noteworthy from the past year:

- Facilities Services Finance/Accounting managed spending and revenue activities to finish fiscal year 2017 with positive balances in all fund types, meeting goals set in the FY17 budget hearings. Accounting also managed major and minor capital appropriated funds and provided reports to help Facilities Services close the biennium with a record low reappropriation on minor capital funds and to meet all spending goals for major capital project funds.
- Facilities Services Payroll/Personnel implemented a new onboarding process to improve training, mentoring and coaching in an employee's first few months of employment. The onboarding guide and Passport to WSU is being beta tested and will be rolled out to all new employees this next year. The Payroll/Personnel team also worked closely with FAIS to update HR Central with the new accruals calculations.
- Facilities Services Contract Administration successfully facilitated the 4th annual Design-Build Forum, in which 110 participants from across the northwest worked together on strategies for better, faster and less expensive project delivery. The Contracts group also worked with FIRM to clean out the last of the project files and boxes from Commons; disposing of unnecessary, duplicate paperwork and appropriately filing or preparing for archive the balance of materials.
- Facilities Services Operations furthered its efforts as "provider of choice" by proactively engaging our customers at work completion thru the use of customer satisfaction surveys. While our overall satisfaction rates were good, we did find opportunities to improve our communications thru the use of email and communication cards. In addition, we changed our prioritization of eye wash / emergency showers work from "routine" to "urgent" in direct response to client feedback.

- Facilities Services Operations initiated an in-depth review of our workflow processes which included interviews and suggestions from our staff, crew leaders, supervisors and managers. The result was the identification of 36 different key change initiatives to improve our ability to identify and deliver work to our clients.
- Facilities Services Operations continued its efforts to develop and implement a robust preventative maintenance program as part of our on-going efforts to move from reactive to planned maintenance activities. We currently have roofs and generator preventative maintenance programs in our work management system with fume hoods being the next category of equipment to be implemented. This program is expected to evolve in the upcoming calendar year with additional equipment items being inventoried, preventative maintenance tasks and frequency scheduled developed and implemented.

We delivered 9 major capital projects in construction during this past year. The projects included:

Troy Hall Renovation	\$32,303,000.00
WSU North Puget Sound at	\$64,563,000.00
Digital Classroom Facility	\$55,000,000.00
Food Quality Building Addi-	\$4,000,000.00
Elson S. Floyd Cultural Cen-	\$16,000,000.00
Tri-Cities Student Union	\$5,730,000.00
The Chinook (Old Bookie)	\$32,000,000.00
Chief Joseph Village Apartments Renovation (Bldg. C & Bldg. B)	\$12,300,000.00
Soccer Field Improvements	\$3,000,000.00

In addition to those projects above, the new Museum of Art will come online in the Spring of 2018. We are also well into design of the new Plant Biosciences Building (REC 5), and the Global Animal Health (Phase 2) projects.

Facilities Services Facility Information Resource Management (FIRM) continued its efforts to effectively manage and analyze facilities spatial data and resources. Over 330 new O&M's, drawing sets and studies were added into FIRM's archives. Space Information Management inventoried 21 new facilities totaling 226,850 square feet of new university space. FIRM's GIS team made major updates to 10 of the universities utility maps and added 20 new maps to support 20 new web applications. The team utilized in house GPS equipment to capture 677 new features which included property corners, utility system components, and landscape features. Over the last year, the GIS's online offerings were accessed 6,926 times. Lastly, FIRM's drafting services were able to provide support to over 80 Facilities Services projects.

AVP continued on page 4

We've come through a year that was filled with both challenges and victories. We know we can count on all of you regardless of what faces us. Facilities Services is each of you, working individually and as a team. During this holiday season, as we remember what we should be grateful for, your efforts and dedication tops that list. Working with you this past year has been a pleasure and we're proud to have you as a member of the Facilities Services team.



## WSU Scholarships

Do you have a student that will be attending WSU the Fall of 2018? Now is the time to start working on the Scholarship Applications online at:

<https://financialaid.wsu.edu/scholarships/>

**The deadline to fill out the general WSU application is January 31, 2018.** At this website, there are many opportunities for thousands of other scholarships! When you get to the website, just enter their criteria in the fields and you will be amazed at all the scholarships your student may be eligible to receive. Don't let your student miss out on free money for school!

A screenshot of the WSU Scholarships search page. It features a search bar with the text "SEARCH FOR SCHOLARSHIPS" and a "Go" button. Below the search bar, there is a text box with the text "Scholarships are available not only from WSU, but also from private donors and foundations. There are literally thousands of them! Use the form below to find awards you can apply for." and a note "All fields are optional." The background of the page shows a group of students.

## CRIMSON SPIRIT AWARD...CONGRATULATIONS!

### ABIGALE WALSER

Abigale Walser, Custodian 3 and Custodial Lead in the Voiland College of Engineering and Architecture, is the latest Crimson Spirit Award recipient. Her nominator notes that Dana Hall is currently without a day-shift custodian but that, in "true Abby fashion," Ms.

Walser has stepped in. Her nominator says, "I work in an old building that has some deferred maintenance issues. Abby will always find a way to help with the aesthetics of this old building, from waxing floors during early morning hours to vacuuming and emptying personal office garbage receptacles on Saturdays. All of these duties being ABOVE and BEYOND her description of duties as a custodial supervisor." Ms. Walser is honored for exceeding expectations and superior customer service.



# SERVICE AWARDS



**Miranda Ferry**  
**10 Years**



**Danna Medlock**  
**10 Years**



**Eric Reichmuth**  
**10 Years**



**Eric Bashaw**  
**20 Years**

## Service Award Recipients Not pictured:

**James Antoine...10 Years**  
**Rich Kramlich...10 Years**  
**Joe Semler...15 Years**



## Congratulations PROMOTION!



Ben Triplett

Forrest Gilchrist

James Bielenberg

Joe Kline

**Congratulations to Forrest Gilchrist** on his promotion to a Custodian 2 position! Joining in congratulating Forrest are Ben Triplett, Director of Custodial Services, James Bielenberg, Supervisor, and Joe Kline, Assistant Vice President of Facilities Capital.

## Welcome NEW HIRES!



New Employees were welcomed by (far left) Ben Triplett, Director Custodial Services and (far right) Joe Kline, Asst. VP of Facilities Services, Capital at the Service Awards Presentation November 29, 2017 in the Carpenter's Shop. Pictured above starting with second from the left are new custodial employees: Zhong Wang, Geoffrey Nelson, Barbra Rathbun, Reuben Concepcion, and Brian Pena. Not pictured are new custodians: Margaret Patterson, Brian Koepke, Shelly Jacobs, Marla Haskell, and Benjamin Brown.

## Safety, Health, and Security Award Winners!

Facilities Services is honored to have had several award winners recognized at the recent Safety Fair held on November 28, 2017 in the CUB Senior Ballroom. The Safety, Health, and Security Award spotlights individual efforts and accomplishments demonstrating how overall safety, health and security is a part of the WSU Culture.



Kate Kamerrer and Joe Kline presented D. Thomas with the Safety Award at the recent Service Awards Presentation.

**NOMINATION:** "Dorothy 'D' Thomas manages the Facilities Services safety training database (Train Track). D takes inputs from myriad Facilities representatives and updates the master database. Monthly, she provides detailed reports to each supervisor and the Director that detail upcoming training needs and deficiencies, including a 90 day outlook. Recently, D volunteered to be a First Aid instructor and she presently organizes those classes for Facilities Services."



**NOMINATION:** "Corrina Johnson is the Chair of the Facilities Services Employee Safety Committee. She has stepped up and held this position for 5+ years concurrently. She attends the Governors Safety Conference and comes back to the organization disseminating critical safety information during committee meetings. Because Facilities Custodial is often Facilities Services' eyes and ears in campus buildings, Corrina has repeatedly identified areas of safety concern to our committee and advocated for a safe solution."



(LtoR) Ramsey Stamper, Mel Miller, Randy Cavanaugh, Eric Bashaw (hidden & inset), Dean Neppel and President Schulz

**NOMINATION:** "Randy Cavanaugh and the Roof Shop were recently inspected by Labor and Industries for improper Fall Protection. In reality, they were following proper procedures with a fall protection plan on-site, guardrails in place and their required safety training up to date when requested by the Inspector. The roof shop tests fall protection systems on roofs to protect all employees that anchor to these systems while performing maintenance operations. Finally, they have been very proactive in identifying safety concerns on roofs during annual inspections, and following through with correcting those concerns."

## WSU Holiday Schedule

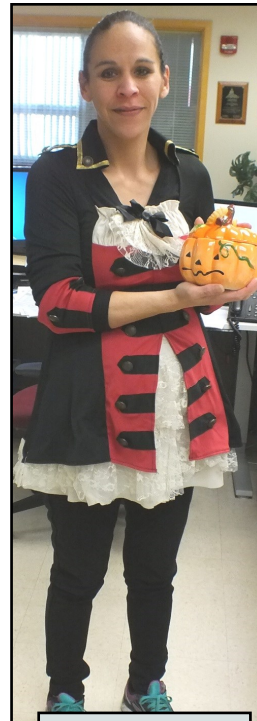
Christmas	December 25 & 26, 2017
New Years Day	January 1, 2018
Martin Luther King Day	January 15, 2018
Memorial Day	May 28, 2018

Independence Day	July 4, 2018
Labor Day	September 3, 2018
Veterans Day	November 12, 2018
Thanksgiving	November 22-23, 2018

## Halloween at McCluskey



Jackie Hedenstrom & Joanie Thomas



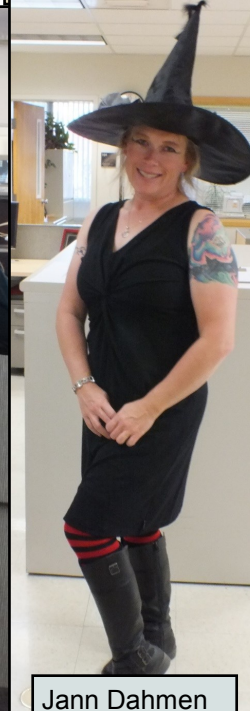
D. Thomas



Tom Burritt



"Off to See the Wizard" are Roxy Holden, Jennifer Reynolds, Stacy Gravel, & Nancy Stephenson



Jann Dahmen



Mike LaVielle

## KUDOS

"A big thank you needs to go out to **Vic Linderman** and **Eugene Pittman** for coming over to Thermal Fluids and replacing the toilet paper dispenser so quick. Thank you again."

L. Grassmick

"Thanks for putting **Dave Stodick** on this project. He was at the room shortly after the work request went in and put in the extra effort to find out more about the chairs from us so that he could repair them. He investigated the replacement parts necessary for the gas cylinders and worked with **Craig Gray** to determine that there was also a part on the chair that had come loose over their 16 years of use in our design studios. Dave and Craig were able to reattach the loose parts and fashion a replacement for those that had been lost to get all of our chairs operating properly. It is such a pleasure to have all of the chairs working again. These chairs are manufactured by Steelcase and meant to last decades. Thanks to Dave and Craig's exceptional problem solving, we will be able to keep enjoying these chairs for many more years. Great work from your team!"

B. Krikac

Johnson Tower hang painting project: "Yes, the painting has been hung, and it looks good. Thank you and your staff (**Eric Sorenson & Shad Nilsson**) for this work!"

C. Hemmens

Wegner Hall Furniture Reconfigurations: "It looks good – they (**Jeff Gulick & JB Self**) did a great job and were quite fast. Thanks again!"

B. Schmuck

Wegner Loading dock concrete deterioration project: "Thank you (**Lyle Branting, Jason Brausen and Chad Condgon**) - it is completed and done VERY WELL. Thank you again!"

A. Barton

"A wonderful job was done by the journeyman (**Eric Sorenson**) and it was done really quickly. Thanks so much for getting this task completed."

B. Rhoades

"I just had a look at it in SG 208. Great job once again!" (Project completed by **Jeff Gulick**)

J. Therrien

"I just want to take a minute to thank the crew (**Eric Sorenson and Shad Nilsson**) that came over and adjusted the school

age playground gate. The other gate they worked on was to the rolling hills. There they went above and beyond. This gate has been a safety concern, we have looked and asked around for other ideas with no luck. The crew listened to our concerns and looked at the problem and went a totally new direction. It was exactly what we needed to fix the problem. Their repair, reengineered the rolling hills gate which will help reduce cuts and pinched fingers. It may have seemed like a very small repair to your crew, but for the children, parents, and staff it was the perfect solution to our gate."

M. Chapman

"They moved all the incubators! Great job by **Ian Allen and Darren Palmer** with the very tall, very heavy Nor-Lake incubator. Adrienne's incubator was also moved. It was kind of a fiasco when the Vogel 2nd floor door wouldn't cooperate, but now everything is in its place. Thanks so much."

T. Harris

"The women up on 6th floor Fulmer really appreciate **Sue (Lewis)**. One faculty member is very particular about the cleanliness of the restroom, and she's mentioned on more than one occasion how much she appreciates her work."

T. Amonett

"Kudos to whomever (**John Rich, Sue Lewis, Steve Fredrickson, John Dawson and Danna Medlock**) it was that came through last night to clean things up. They did a great job, and in some of the rooms mentioned, I wouldn't have known we had a leak if not for the smell."

T. Amonett

Thank you **Signe Stolz**, the paint job on 3rd floor Morrill looks so wonderful!

Some months ago, **Rex Riggs** and another staff member (**Shiloh Farmer**) came to our offices in Room 62 of the Cooper Publications Building to look at our wacky "heating" system that constantly blew cold air into our office. I'd been at my particular spot in the office for two or three years, and was told by my colleagues that the heating/cooling system in our building was old and unfixable, and the office had been freezing for perhaps a dozen years or more. Finally, **Rex Riggs** and another Facilities Services technician (**Shiloh Farmer**) arrived and took the time to actually open up the heating system, unstick the painted-over fixtures, and fix the problem. The thermostat actually works now, frigid air is no longer blowing on me and my office mates, and I no longer have to wear gloves all day. Thanks very much to your great staff members for their great work!

B. DeWeese



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## Thanks for Working Safely!



Craig Gray is a WINNER!

"Thanks for Working Safely!"

Craig Gray was observed safely using a ladder to perform a repair on a greenhouse.



Riley Gale is a WINNER!

"Thanks for Working Safely!"

Riley Gale, in addition to his duties as locksmith and Unit and Division Safety Rep, has made recommendations and helped implement a more robust Lockout Tagout program in Facilities Services Operations. The latest implementation was in Waste Management. He assisted with a programmatic review and development of several stations (including in the compost yard and incinerator) that helped to solve concerns with availability of the tools employees needed to perform those tasks in a challenging environment. Thank you for your commitment to enhancing this and other safety programs Riley!

## Facilities Services Upcoming Training Schedule

Training	Date/Time	Location
Hostile Intruder	Tues, Dec 12 1:30 -3:00 pm	Lighty 405
Shop Safety Meeting – Safety Reps Choice	Tues, Dec 12	Safety Shops
Asbestos/Lead Awareness for Trades	Wed, Dec 13 8-10 am	EHS Basement
Oil Spill Handler—Initial	Tues. Dec. 19 8:45—( :45 a.m.	McCluskey Training Area Room 70
Capital Safety Meeting—Hand and Power Tool Safety	Wed, Dec 20 8:15-8:45 am	McCluskey 190C
Cultural Competency Enroll on Skillsoft ( <b>space is limited</b> ) Need help enrolling? Send employee to D.	Wed. Jan. 3 2018 9:00 – 12 pm	Lighty 401
Shop Safety Meetings—Safety Rep. Choice of Training	Tues, Jan. 9,	Safety Shops
Asbestos/Lead Awareness for Trades	Wed. Jan.10, 8—10 a.m.	EHS Basement
Capital Safety Meeting—Training TBD	Wed. Jan. 24 8:15—845 a.m.	McCluskey 190C
First Aid Class	Tues. Jan. 30 8 a.m.—Noon	McCluskey 173
Shop Safety Meetings—Chemical Hazard Communications	Tues, Feb. 13	Safety Shops
Capital Safety Meeting—Chemical Hazard Communication	Wed. Feb. 21 8:15—8:45 a.m.	McCluskey 190C

## Facilities Services Safety Committee

### Safety Question Contest for the Month of December 2017

**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 December 20, 2017, 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:** APP Chapter 14 Ladder Safety

What's wrong with THIS? Please quote what you see as incorrect from APP Chapter 14 Ladder Safety.

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Employee submitting the above answer:

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

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



**October's Safety Question and Answer was from Chapter 3 Responsibilities and Compliance:** *"Whether at the jobsite, warehouse, shop, or office, every employee has a responsibility to **themselves, to other employees, and to the public** to work safely."*



#### **Duane King is the Winner!**

Duane'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!

