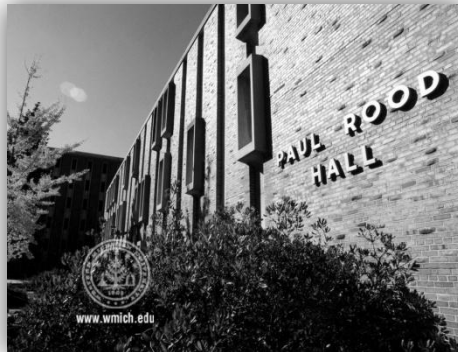


# ANNUAL REPORT 2010

## FACILITIES MANAGEMENT DEPARTMENT



# WESTERN MICHIGAN UNIVERSITY

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Introduction

Our Vision



WESTERN MICHIGAN UNIVERSITY



Facilities Management Department

Our vision is to be an exemplary higher education facilities management organization.

We will be known for

- Excellent service to the University community
- Excellence in stewardship of the campus environment
- Professional and effective communication
- High standards for professional and personal accountability
- Practicing sustainable development and management of campus resources



Planning

It is our vision to be forward thinking partners in the future development of the physical campus, exploring bold solutions and dynamic approaches to implement the university's mission and goals while balancing the interests of the various members of the university community.



Projects

It is our vision to design and deliver superior projects through creative problem solving, knowledge, expertise and effective project management.



Engineering

It is our vision to build facility excellence through innovation, state of the art technical support, expertise, and collaboration.



Operations

It is our vision to exceed our customer's expectations through responsive, caring, and fiscally responsible service.

*Message from the Associate VP of Facilities Management**Insights from 2010...*

The new Facility Management organization has been together for one full year. It has been a time of transition and continuous improvement. Each Division has stayed focused on their goals for 2010 and made great progress. Perhaps more importantly is how the professional staff in each division has supported each other and worked across divisions to move the entire department forward. Their willingness to collaborate and try new and innovative practices is evidence of a proactive and cooperative culture in our organization. Customer service continues to be an important core value in our department.



This past year has also involved the greatest number of employee retirements. 29 people totaling 968 years of dedicated service left the institution and profession they loved. While we are grateful for their service, we also welcome new members to our FM family.

Throughout this Annual Report, you will see the progress made by each division and the operating units. I want to compliment the leadership in each unit for their many successes. However, we know the work gets done by all of the dedicated and valued employees. The last page of this report shows the many faces that make-up the large and diverse group in this department. Our annual appreciation lunch was an opportunity to celebrate the hard work and contributions from the people that are responsible for the facility stewardship of our institution.

On behalf of all of our employees, we take great pride in our accomplishments for 2010 and look forward to continuous improvement and our contributions to a better University in the new year.

Regards,

*Peter Strazdas*

Peter Strazdas, Associate Vice President  
Facilities Management

## *Planning Division*



## *Accomplishments/Projects/Improvements*

- Maintained and updated websites to inform and educate
  - ✓ Campus master plan update sessions - information, discussions, updates, survey
  - ✓ Housing master plan - updates, projects
  - ✓ Campus history and project histories
  - ✓ Space management information and resources, including minutes for the Space Allocation Committee
- Conducted open online survey on campus issues, opinions, and functionality, open to any interested person
- Provided online comments form, open to any interested person
- Long term & short term plans were developed for the Michigan Ave corridor, based on Master Plan principles and concepts and in conjunction with public input sessions for the Sangren Site project. Bid documents were developed for the short term plan
- Yearly Master Plan update & review sessions were held for public input. A web page survey was conducted to obtain additional comments
- Alternative site options (on and off-campus) were reviewed & evaluated for the Archives Facility. A preferred site was selected and a conceptual design was developed for fundraising purposes
- A Request for Proposal was issued for re-development of East Campus
- A conceptual design was developed for a new Soccer Facility at the Stadium Drive Apartments site

- A conceptual design was developed for the expansion and renovation of the Lee Honors College
- Planning and design concepts were developed for a new Bronco Transit Bus Loading Area
- Planning options were developed for a new Tennis Restroom/Concessions facility in Goldsworth Valley
- Design Development & Construction Documents for the New Sangren Hall & Campus Apartments were reviewed & input provided as part of our department role
- Planning staff participated in the President's Universitywide Sustainability Committee. A staff member received US Green Building Council LEED AP (Accredited Professional) status

### ***Space Allocation Challenges***

- Temporary space for the Sustainability Group in Faunce, and permanent space for them in the Upholstery Shop.
- Space for the Seita Scholars group within Faunce
- Space within the College of Health and Human Services for the Medical School Use
- Developed use policy in opening up the 10th floor of Sprau Tower to the rest of the campus.

***Projects & Construction Division***



***Projects In Progress***

- Delivered Sangren Hall construction documents and started construction
- Delivered Apartment Housing construction documents and started construction

***Completed Projects***

- Completed Ellsworth Hall Phase I renovation by deadline and within budget
- Completed Davis Dining renovation by deadline and within budget

***Communications & Customer Service***

- Maintain good communication with our customers, ensuring projects will be completed in a timely and professional manner
- Continue to adapt to the changing needs of the project request website and keep the system user friendly

***Sustainability***

- Conduct design charrettes to explore the use of new materials and methods affecting life cycle costs and green initiative

**Engineering Division**



**Accomplishments**

- Bronco BIM Initiative – developed 135 building information models, including reviewing energy modeling options, freewheel interface, MiAPPA presentation
- Commissioned Davis Dining , Bernhard Center Renovation, CEAS Conference Room, continuing with Sangren Hall, Schneider Hall Chilled Plant and Apartment
- Continuous efforts for chiller Optimization, AHU runtime, demand Control Ventilation and Exhaust Fan runtime status with Building schedule
- Established naming convention for WMU electronic documentation and completed training for end users
- Provide assistance with Commissioning RFP and post bid selection for Sangren, Schneider Hall and Lee Honors projects
- Provided technical input and in-depth review of Sangren Hall and Schneider Hall design process
- Compiled and presented MEP for annual deferred maintenance presentation
- Installed Bernhard Center, Fetzer, North Pump House Emergency Generator
- Completed scheduled annual campus wide switch gear maintenance
- Maintained campus utility sub metering system for over 700 meters
- Implemented NFPA Arc Flash 70E training and campus access to electrical rooms
- Supported and co-designed several campus Fire Alarm Upgrades - Schneider
- Replaced end zone bleachers and installed rebuilt monster bleachers
- Replaced BC freezer refrigeration system with higher efficiency operations

- Maintained compliance with campus boiler systems
- Initiated Campus Utility Infrastructure Condition Analysis for Steam/Condensate, Electric, continued with campus sanitary piping survey using camera
- Campus snow removal plan was integrated into the GIS software
- Upgraded BAS controls in Rood, BC, Knauss and DPS
- Continue to phase out network 8000 controller
- Hosted over 10 college/private facilities groups reviewing BMPs
- Upgraded exit signs for Lawson, Miller and Draper buildings
- Provided engineering support for West Mic. Subs. through bidding and award
- Co-authored a project process flowchart with projects and construction division
- Assisted with fire protection annual testing
- Upgraded to energy efficient lighting in Seibert, Lawson, Moore, Kohrman
- Upgraded Waldo Library to Direct Digital Control with VAV
- Implemented new energy set point policy throughout campus
- Implemented winter closure energy setback project
- Sealer/coating installed in water basin of Kohrman cooling tower (Bettiga)
- Replaced “end zone” bleachers; rebuilt “Monster” bleachers and “VIP” bleachers (Bettiga)
- Replaced multiple freezer units with “multi-plexed” compressor system at the Bernhard Center (Bettiga)
- Replaced condensing unit for walk-in freezer at Draper Dining Service (Bettiga)
- Tighten up air/draft leak and added insulation at COEAS Paper Pilot Plant (Bettiga)

### *Support to Other Units*

- The Service Center processes WO's for Custodial, Landscape and Recycling
- Joint supervisor meetings (with BCSS) with Building Coordinators
- Continuous communication with Athletics through RecSpo meetings

### *Metrics*

- 14,128 Work Orders: 4,004 Called in and 10,124 submitted online

***Operations Division***

***Building Custodial & Support Services Unit***



***Professional Development***

Due to budget constraints our staff has not attended many conferences or seminars this year. However, we have participated in a few online webinars.

- MiAPPA Winter Conference 2010
- Annual Diversity Event
- U of M-OS1 operations tour and informational seminar
- Race Exhibit-Everyone Counts meetings
- Webinars
  - APPA
    - Green Cleaning Introduction and Implementation Strategies
  - Professional Development University
    - How Managers Can Confront and Stop Unacceptable Employee Behavior
  - Eco Technology Webinar

## *Carpet & Floor Crew*

BC&SS has 7 carpet cleaners. One of these is funded through DOSA and the other 6 are funded through general fund. So far this year carpet cleaning has been performed in 29 buildings.

BC&SS has 10 M-2 Custodians that focus on refinishing floors in the general fund area. Their primary focus is classrooms. So far this year these teams have been able to refinish floors in 19 buildings.

## *Special Projects*

BC&SS no longer has an official Special Projects Crew. We have a group of trained project specialists that we recall on a temporary basis provided there is funding. Project crew work is completed on a charge back basis.

These are the projects that they were able to accomplish this year:

### *Wood Floors*

- Gilmore Alumni House
- College of Health & Human Services Motion Analysis Laboratory

### *Window Washing*

- SRC Pool
- Richmond Center for Visual Arts
- President's Residence
- John Gill Press Box
- Bill Brown Alumni Football Center
- Gilmore Alumni House

### *Power Washing*

- College of Engineering and Applied Sciences



### *Lightbulb Sustainability Crew*

In January of 2010, Building Custodial & Support Services, in collaboration with Maintenance Services, created a dedicated light-bulb-changing crew. The Light Bulb Crew employs two, M-4 Project Specialists who currently address lighting issues in fourteen General Fund buildings. These fourteen buildings represent nearly fifty-percent of the total, General Fund building square footage. The Light Bulb Crew works closely with Electricians from Maintenance Services.

Initially launched as a pilot program with nine buildings, the program's success allowed for an additional five buildings to be added at the end of the spring semester. The program continued through the summer I & II semesters, and with the beginning of the 2010 fall semester became a full-time endeavor.

Lighting issues are identified primarily through reports from the regular custodial staff. Issues are also identified by building users, and then reported via the Facilities Management web-request system. Additionally, the Light Bulb Crew spends time looking for and resolving lighting issues while they are working in the designated buildings.

For the initial period of the pilot program (1/10 through 4/10), the Light Bulb Crew responded to, and resolved, almost three-hundred requests for service. For the second phase of the program, (5/10 through 8/10), the Light Bulb Crew addressed close to five-hundred requests. Since the beginning of the 2010 fall semester, they have completed nearly two-hundred additional requests.

A vast amount of data was collected during the pilot phase of the program. One of the most significant and positive results of the program was the noticeable increase in the number of lighting issues resolved before a building user needed to report them. In other words, moving from a reactive approach to a proactive approach has achieved a higher level of customer service.

The Light Bulb Sustainability Program demonstrates how Facilities Management has:

- ✓ Innovated to serve the customer by providing a more efficient response to building lighting issues
- ✓ Developed stronger, more practical and meaningful, intra-unit collaboration within the Facilities Management Department
- ✓ Expanded worker knowledge and skill-sets via clearly defined, targeted services
- ✓ Moved beyond problem identification by using a process driven approach to focus on solutions

***Green Cleaning & Sustainability***

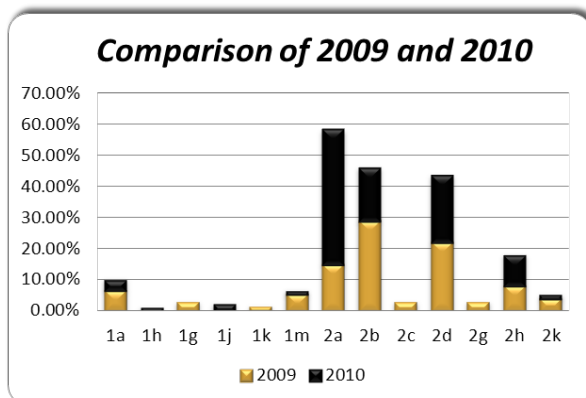
The Building Custodial & Support Services department at Western Michigan University has established many “Green Cleaning” goals and strategies to help emphasize environmentally safe, low-impact cleaning maintenance practices. BC&SS recognizes and understands its responsibility to the environment, as well as the need to provide leadership as vigilant and knowledgeable facility and environmental stewards for the University community.

BC&SS seeks to improve its operations whenever and wherever possible by:

- Educating, training, and motivating the custodial staff to work in an environmentally responsible manner
- Reviewing with and coaching all custodial personnel about their responsibility to maintain and practice our environmental policies
- Consistently working to make the most efficient use of energy, water, and human resources while at the same time providing a safe, clean, and sanitary environment for the students, faculty, staff and visitors within which to pursue higher learning and related University activities
- Maintain compliance with all current, relevant legislation and industry standards
- Use cleaning products that meet the Green Seal standard GS-37 and/or products with low-volatile organic compounds whenever possible and applicable
- Use products that meet EPA standards of high, post-consumer recycled content
- Use equipment with the most cost effective, efficient filtration
- Use concentrated cleaning products whenever available
- Use chemicals in conjunction with chemical systems which provide dilution automatically and accurately using cold water

***Discipline Metrics***

There are two significant changes from 2009 to 2010 statistics as you can see below.



The first one is 2 (a) Excessive Absenteeism. Violations for this section increased by 27% in the last year. The next significant change is 2(b) Excessive Tardiness. These violations have decreased by 11% in the last year.

### *Additional Support to Other Departments*

- Dining Service Liaison Team
- Light Sustainability Project
- Florescent Bulb Recycling
- Stub Roll Recycling
- Labor Relations
- Joint Custodial and Maintenance Building Coordinator Meetings twice a year
- Athletics
- Student Recreation Center
- Lawson Ice Arena
- Landscape
- Accident / Injury Prevention

### *Continuing Efforts*

We continue our efforts in providing a quarterly informational Custodial Newsletter. The newsletter began in 2007 and has made many improvements over the years.

BC&SS also publishes an annual calendar distributed to building coordinators and others in the university, to allow them to become more familiar with who we are and what we do.

We have begun renovating our website to meet the needs of our customers with a unique approach filled with photos showcasing our work. As we continue to work diligently please check back to see changes as they happen.

Building Custodial and Support Services strongly believes in training. All of our work is rooted in our training program. All new employees are put through a series of different types of training. These include reviewing our employee handbook and our Best Practices, Computer based training, and hands on training and instruction. We currently have 124 different training reports we use. We also have quite a few different training programs that our employees go through. These programs are put on by different departments on campus.

Our biggest partner in training has been Environmental Safety and Emergency Management (ESEM). ESEM has trained our employees in these areas: Right to Know, Blood Borne Pathogen, Active Shooter, Emergency Evacuation, Ladder Safety, Back Safety, Tornado Safety, Lift Training, Asbestos Awareness, Personal Protective Equipment Training, and others. Training enables the employees to have the knowledge they need to perform at a higher level of expectations.

## Operations Division

### Information Technology Unit



### Accomplishments

- Worked with Dan List and the GIS area to deploy mPower Integrator GIS Mapping
- New web server put online ([www.fm.wmich.edu](http://www.fm.wmich.edu)), content is continuously being migrated to
- EnergyCap dashboard report
- Various challenges with GroupWise / BES, primarily address book
- Put online Bronco Projects, a TMA unified project request
- Modifications for webcheck account to access athletics
- Migrating multiple developer reports over to web-based deployment using Oracle Application Server
- Using EnergyCap data, build dynamic Building Utility graphs
- Investigate various ticketing systems for IT support
- FM newsletter Facilities Connection
- Work on building a Windows 7 deployment strategy
- Upgrade to Sketchup 7
- Utilize TMA to track sub-projects
- Collect yearly APPA survey information
- Enhance billing report to provide more detail
- Provide web support for MiAPPA
- Member of OIT Web Infrastructure group
- Reports for Grants + Contracts
- Bronco Fix-It web reorganization and removal of the various 'portals', replaced with a single landing place
- Deploy CMS (Content Management System) for webpages – Concrete5
- Utilize Google Analytics for Bronco Fix-It, [www.pp.wmich.edu](http://www.pp.wmich.edu), and [www.fm.wmich.edu](http://www.fm.wmich.edu)

- Join the FM File Reorg group
- Spec out and purchase PDA replacement for TMA. To replace Symbol 1800 series
- RS Metrix data access / EnergyCAP
- Install and deploy new Netware server FM1 with very large drive capacity for moving files in concert with file reorganization / file renaming
- Install and deploy new Netware server FM1 with very large drive capacity for moving files in concert with file reorganization / file renaming
- TNS Packet writer errors with TMA – Ended up being a client issue. Once we identified the workstation, the problem was resolved
- Weather station support / export / etc
- Developed and adopted a formal strategic plan for FM IT
- Confined Space Monitor support – Software monitoring of hardware
- Design and print volleyball posters
- Develop online FileFinder tool, based on specification provided by the file reorganization group
- Relocated CFD\_1 server to PP server room
- Project Capitalization / F63 reports
- Provide Bronco NetID authentication for fm.wmich.edu
- InfoRoof update from version 3 to 4.3
- TMA issue no record found issue is caused by network latency. Database tuning resolved most of the issues
- Provide support for TMA Custodial deployment
- Join the Bronco BIM meetings
- Relocation of staff spaces, moved student area to room down the hall, and relocate Hollis into the old student area
- Build Revit installations for BIM initiative
- Work with internal audit to provide various information about billing
- Projects/Planning computer refresh
- Moved T-Com closet out of office, into T-Com room
- OIT in the process of migrating the Famis database into a virtual machine
- Update 2010-2011 Parking Map
- Oracle Application Server – 39 reports; 10 transportation, 9 projects, 6 maintenance, 4 work order, 3 stores, 3 personnel, 3 month end, 1 PM
- Facebook groups – WMU Facilities Management Construction Projects
- Recycling moved to TMA for pickup requests
- V drive access groups
- WebMail Plus migration training, documentation
- Identified issue with anti-virus and large file volumes
- UPS failures in PP server room
- Specified, ordered and installed outdoor webcams for Sangren site and Western View Apartments site
- CFD\_1 hardware problems with drive array (controller and disk)
- Move CFD data from CFD\_1 to FM1\DATA due to hardware failure on server
- Demo various Android phones for possible use after WebMail Plus migration
- Landscape Rainbird system new hardware
- Power Plant video streams for security cameras
- Reports update – Fire Inspection, Key punch
- Begin migrating users to new contexts
- Purchase Flip video recorders for project update videos on YouTube
- Campus Services new printer

- WebMail Plus training
- UPS battery replacement for elevator server
- Automated script to copy data to webserver
- BES migration to OIT servers
- AutoDesk 2011 rollout of Revit to BIM project
- Inventory workstations – There are 260 computers under our purview. This includes servers, desktop machines, and laptops
- Build Sangren Demolition timelapse video
- Novell Groupwise Archive conversion to WebMail Plus
- Maps for Kalamazoo Chamber of Commerce
- Install new wide format plotter for Physical Plant
- Build out Ghost imaging infrastructure
- Begin Windows 7 deployment to end-user
- BroncoBIM viewer, using FreeWheel from AutoDesk
- Build AutoCAD 2011 and Civ3D 2011 deployments
- End of Life for Groupwise
- Audit V: drive files not conforming to file naming standard
- Power Plant phone for gate access
- CSB room wizard
- GroupWise archive file removal after GW infrastructure removed from campus
- Annual Building Coordinator meeting
- Upgrade TMA to newest 8.0 release
- Begin deployment of Microsoft Office 2010
- Spec and purchase high-end desktops for BIM related projects

## *Operations Division*

### *Landscape Services Unit*



### *2010 Project Work*

#### *Concrete*

- Deferred Maintenance Concrete Sidewalk Removals/Replacements and Safety Hazard
- Gilmore Theatre Complex loading dock area; removed and replaced deteriorated walk and curbing
- Gilmore Theatre Complex loading dock; repaired and re-poured crumbling dock steps
- Gilmore Theatre Complex entrance; removed and replaced deteriorated walk
- College of Health & Human Services circle drive; added rolled curbing to eliminate erosion issues
- Amphitheater steps; removed deteriorated step safety hazards, and added concrete modifications to prevent hazard conditions
- Bigelow Hall north sidewalk; removed and replaced deteriorated walk and curbing
- Gilmore Alumni House; removed and replaced deteriorated slate walkway
- Kanley Chapel; removed and replaced deteriorated walks
- Rood Hall; removed and replaced walk to eliminate tripping hazards
- Physical Plant; added curb cut to sidewalk along Eddie's Lane
- French Hall; steps were rebuilt and sealed

#### *Hardware & Fencing*

- Various work orders for minor hand rail repairs throughout the year
- NW Unit; fence repairs (almost monthly)
- Installed fence partition inside the Gilmore Theatre Complex mech room
- Rebuilt backstop on ball diamond1 on intramural softball fields

## *Utility Work/Road Repairs*

- Restored/re-poured concrete walk sections at 10 campus locations due to Consumer Energy gas line upgrade
- Rebuilt 12 collapsing storm water drains/vaults and inlets, which includes re-pouring concrete walks and curbing:
  - Valley I
  - Valley III
  - Lot #49
  - Lot #33
  - Rankin Street
  - Oliver Street
  - Faunce Student Services Building
  - Ad Building
  - Dunbar/Brown Halls
  - Elmwood "A" Building
  - Gilmore House driveway
  - Improve drainage behind Valley I; build berm/repair storm drain
  - Fifteen tons of cold patch used to repair/fill pot holes

## *Landscape Improvements*



## *Overview*

- Direct planning of landscapes on two major projects; new apartment complex and reconstruction of Sangren Hall
- Landscape renovations to the President's Courtyard area of the Bernhard Center
- Continue to develop and expand our educational campus tree walk

- Sangren Hall Construction Related Projects:
- Removed/relocated outdoor furniture to create new seating areas at:
  - Rood Hall bus station stop
  - Chemistry Building
  - College of Health & Human Services
- Relocated campus information sign
- Relocated Huntington art sculpture to the West District Round-a-Bout
- Added sod and re-landscaped areas of the Round-a-Bout
- Built new parking area/entrance off of Parkview Avenue at Asylum Lake Preserve, including a rain garden
- Asylum Lake Drake Road parking lot design completed
- Rejuvenation of Elmwood courtyard gardens; Buildings B, C, and D
- Added garden at Elmwood J Building
- Removed old yews and planted fresh perennials, bulbs, ornamental grasses, and annuals at Valley I Residence Halls
- Cleaned and prepped Garneau-Harvey courtyard for student planting beds; removed old shrubs, added perennials
- Added Hosta to Garneau-Harvey entrance garden
- Installed new corner garden at Zimmerman
- Installed annual entrance garden beds
  - Siedschlag
  - Ernest Burnham
  - Bigelow
  - Bigelow food tube
  - Zimmerman
  - Davis
- Power washed residence hall and Bernhard Center entrances
- Assisted with fraternity plot
- Bio-swale planted in Lot #23 storm water basin
- Fetzer generator area
- Rebuilt SRC outdoor volleyball court
- Planted Redbud tree at CHHS for Arbor Day
- Improved Walwood main entrance with perennials, annuals, and mulch
- Redesign of WMU entrance sign landscape at Eddie's Lane

- Redesign of “flagpole bed” at Ad Building
- Redesign of the east entrance to the Ad Building
- Redesign of the main entrance and sign to Kanley Chapel
- New garden and walk by the 2009 Arbor Day tree at the UCC
- Several landscape bed enhancements for President Obama’s visit to the SRC and Read Fieldhouse
- New landscaping for DPS sign
- Graffiti by vandals removed throughout campus; hot spots continue to be East Campus, Roundabout tunnel, and Howard Street bridges
- Fertilized 37.4 acres of Class I Lawn Areas; three applications; spring, fall, and winter dormant - applying 1# N/1000 per sq’
- Applied broadleaf weed killer on 37.4 acres of Class I, II, and III Lawn Areas; spring
- Re-mulched shrub beds and trees in Class I, II, and III Areas, using shredded bark
- Weed control spraying (Round-up) campus wide on shrub beds, tree wells, parking lots, curb lines, sidewalks, fence lines, etc.
- Monthly mowing schedules adhered to for outlying properties; Asylum Lake, and farm
- Lawn restoration and hydro-seeding at several locations due to:
  - Snow removal repairs
  - Washouts
  - Utility work
  - Projects
  - Special events
  - General upgrades
- Solid waste removal campus wide
- Algae control on all campus water features (GV and CEAS ponds)
- Installation of 8,000 square feet of annual flower beds:
 

<ul style="list-style-type: none"> <li>○ The 3-D floral peacock at Miller Circle Drive</li> <li>○ Miller Circle Drive</li> <li>○ Chemistry Building/Waldo Library</li> <li>○ Haenicke Hall</li> <li>○ Schneider Hall/Fetzer Center</li> <li>○ Gilmore Theatre</li> <li>○ The Oaklands</li> </ul>	<ul style="list-style-type: none"> <li>○ University Seal at SRC</li> <li>○ French Hall</li> <li>○ Lee Honors</li> <li>○ Bernhard Center</li> <li>○ Ellsworth Hall</li> <li>○ Kohrman Hall</li> <li>○ Moore Hall</li> <li>○ CHHS</li> <li>○ Little Theatre</li> </ul>
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- Walwood
- 1201 and 1219 Short Road
- Various areas around residence halls and apartments
- Installed five flower trees at the Chemistry Building
- 190 plus planters circulate around campus
- 38,000 square feet of existing perennial and grass gardens
- Emerald Ash Borer; identified campus ash trees, monitored for infestation, and treated 100+ main campus trees and 50 at BTR Park
- Contracted the services of KLS for snow/ice removal on campus parking lots and roads
- Three message centers installed containing maps and informational signage at Asylum Lake Preserve
- Asylum Lake comprehensive trail system design completed
- Asylum Lake vegetation survey completed
- Kleinstuck Preserve:
  - 855 volunteer hours logged; clearing invasive vegetation, improving trails, reducing erosion; 25 workdays held
  - Two benches installed
  - Approximately 5,000 native grasses, flowers, and shrubs planted
  - Three native trees planted
  - Received a \$3,000 grant to complete a vegetation survey

***Sustainability/Leed-EB Initiatives***

***Adhere to all Mowing Protocols***

- Use mulching mowers for routine mowing and mulching of leaves during the fall season
- 12 to 20 foot buffer zone around bodies of water:
  - no mowing
  - no fertilizers
  - no pesticides
  - no dumping of soils/leaves/debris
- Curblines, roadways, parking lots, and sidewalks:
  - mow with chute side in
  - Two passes around the perimeter, then proceed w/our pattern
  - If littering of impervious surfaces w/grass clippings in unavoidable; clipping will be blown/swept back into the lawn area in a timely fashion
  - Mower clean-up area is to be swept daily and the grass clippings placed

- in yard waste dumpsters
- Recycle all yard waste/composting

### ***Adhere to all Fertilizing Protocols***

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- Inside the maintained 12-20 foot buffer zone around GV Pond and Arcadia Creek, there is no mowing, fertilizing, pesticide applications, or dumping of soil, leaves, or debris
- Non-phosphorus fertilizer is used in lawn areas adjacent to bodies of water, outside the buffer zone (mandatory)
- Non-phosphorus fertilizer used on all other lawns (our choice)
- Apply only 2 pounds of N per season
- All lawn fertilizers must meet the approval of the Landscape Services Director before being purchased and applied; including all contracted lawn fertilization program products
- Applicators must read and understand all label instructions for application and calibration rates; any questions to be directed to supervisor
- Areas where fertilizer is sprayed onto impervious surfaces must be blown/swept into lawn area in a timely fashion
- Equipment will be cleaned after every use

### ***Use of IPM Practices for all Pest Control Activities***

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- WMU and contracted pest services (building perimeter applications) have Integrated Pest Management Programs for monitoring and identifying pests and evaluating the short and long term effects of pest control
- All sprayer units have pesticide spill kits
- We use a portable mix/rinse pad; any drips are reused in the sprayer

### ***Adhere to all Storm Water Management Protocols***

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- Including this year's inception of Storm Water Pollution Prevention Initiative (SWPPI)
- Inspect storm drain receptors in parking lots, streets, and grounds five days per week; keep them clear of collected litter and debris
- Clean up sediments from curbs when a washout occurs; typically within 24 hours

### ***Maintenance plan for water retention basins***

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- Daily - pick up trash and debris from basins and surrounding areas
- Weekly - inspect hardscape (boulders, retaining walls, bridges) for signs of erosion;

- inspect and repair washout areas; trim/mow around hardscapes
- Quarterly - remove yard waste from detention basins and surrounding buffer zones/no mow areas
- Semi-Annually - perform percolation test on the bottom of basin

***Implementation of Snow-Melt Systems at Building Entrances***

- Standard for new construction is to add snow melt systems to eliminate the need for salt and/or de-icing agents around new building entrances

***Use of Beet Juice as a Pre-Wetting Agent for Rock Salt***

- Better melting performance as well as less salt use

***Computerization of the Irrigation System to the BAS***

***Recycling of the following materials***

- Yard waste
- Wooden pallets
- Concrete
- Asphalt
- Metal

***On-Going Projects***

- Tree inventory using GPS; 6,500 trees inventoried, identified, and measured
- Irrigation inventory and mapping using GPS
- Installation and maintenance of memorial plantings
- Champion tree collection
- Goldsworth Valley Pond improvements
  - Algae control
  - Storm water management
- Tree evaluation and fertilization
- Improvements and use of anti-icing products, beet juice
- Woodland/natural area management

***Equipment Improvements***

- Replaced one plow truck/pick-up truck
- Purchased two new carousel tables w/umbrellas for newly landscaped area at the Rood

Hall bus station

- Purchased and installed 60 new pole baskets as replacements for missing and/or damaged ones
- Purchased and installed four new plexus benches and two trash baskets for Dalton Center Courtyard

***Support for Special Events & Community Activities***

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Sculpture Tour</li> <li>• Bronco Bash</li> <li>• Homecoming</li> <li>• Soap Box Derby</li> <li>• Campus Classic 5K Run</li> <li>• Athletic Events                     <ul style="list-style-type: none"> <li>○ CommUniverCity Night</li> <li>○ Home Football Games (6)</li> <li>○ USTA @ Sorenson Courts and Welcome Party at Miller</li> </ul> </li> <li>• BTR Bike Race</li> <li>• Student Garden Organization</li> <li>• Fall Welcome Activities</li> <li>• Residence Hall Move-In/Move-Out</li> <li>• Various Residence Hall Life activities</li> <li>• WMU Commencements</li> </ul> | <ul style="list-style-type: none"> <li>• WMU United Way</li> <li>• Kalamazoo In Bloom</li> <li>• Asylum Lake Preserves</li> <li>• Kalamazoo City Parks                     <ul style="list-style-type: none"> <li>○ Composting on WMU Orchard Property</li> <li>○ Advising and consultation</li> <li>○ Kalamazoo Pesticide/Herbicide Advisory Committee</li> </ul> </li> <li>• John F. Kennedy Center Five Senses Garden</li> <li>• Special Olympics Polar Plunge</li> <li>• Various Dedication events</li> <li>• Spring and Fall Into the Streets</li> <li>• Stewards of Kleinstuck</li> </ul> |
|---|---|

*Operations Division*

*Maintenance Services Unit*



*Accomplishments*

- Light Bulb Pilot Program
- City backflow preventer inspections
- Elmwood steam repair
- SRC / University Arena steam leak repair
- Condensate main at Physical Plant
- Haenicke garden drain lines and vault update/repair

*General Fund*

- T8 initiative
- Waldo Library lighting
- 511 Monroe upgrade
- Netting installed at Health and Human Services
- VFD in Waldo Library

*DOSA Fund*

- Painted balconies over Hoekje, Henry, Bigelow
- Bernhard Center roof top unit
- Relief line mufflers for steam
- Norm Risk certified for lead inspection
- New flooring in Woodlawn Place
- Replace five exhaust fans at the Bernhard Center
- Heating valves re-done for Big Four
- Low temp rack system for the Bernhard Center
- Repaired electrical for Fox Hall elevator

- Repairs to Bernhard Center heating
- Painted rooms in Harrison and Stinson
- Refurbished eight (8) Hall Director and GA apartments
- Sealer/coating installed in water basin of Kohrman cooling tower (Bettiga)
- Replaced “end zone” bleachers; rebuilt “Monster” bleachers and “VIP” bleachers (Bettiga)
- Replaced multiple freezer units with “multi-plexed” compressor system at the Bernhard Center (Bettiga)
- Replaced condensing unit for walk-in freezer at Draper Dining Service (Bettiga)
- Tighten up air/draft leak and added insulation at COEAS Paper Pilot Plant (Bettiga)

### ***Support to Other Units***

- The Service Center processes WO’s for Custodial, Landscape and Recycling
- Joint supervisor meetings (with BCSS) with Building Coordinators
- Continuous communication with Athletics through RecSpo meetings

### ***Metrics***

- 14,128 Work Orders: 4,004 Called in and 10,124 submitted online

## Operations Division

### Robert Beam Power Plant Unit



### Highlights & Accomplishments

- Successfully installed a new 600 horsepower (20,700 lbs/hr) Cleaver-Brooks fire tube boiler supplied by Dean Boiler at ERC in partnership with W. Soule established through a formal public bid process. Project funded in large part through installation and partnering savings from Boiler 10. Installation included demolition of old, unreliable water tube boilers 1 & 2.
- Plant staff successfully installed a new Cleaver-Brooks 300 hp gas burner on the existing fire tube Boiler 3 at ERC and in the process received a \$20,000 credit from Dean Boiler for their efforts for self-performing this work. An increase of over 10% in boiler output capacity was realized through the installation of this more efficient, higher turndown burner.
- Successfully completed the required emission testing for our Renewable Operating Permit administered through the Michigan Department of Environmental Quality. This permit is issued on a 5 year cycle.
- Successfully completed a new three year contractual bargaining agreement with the local 15 member Michigan State Employees Association union (MSEA) effective July 1, 2010.
- Completed installation of a new capacitor bank for the central power plant enabling turbines to be operated at a higher power factor and producing more real power.

- Implemented a new 10 year long term service agreement of services with Rolls Royce Energy services for care of the combustion turbines. New agreement based on a fixed cost arrangement for selected services rather than a fixed fired hour rate that the original service agreement was based on.
- Power Plant staff completed installation of an oil pumping and delivery system for Boilers 9 & 10
- Plant staff completed rebuilding of the boiler blowdown collection system for the central power house. After completing installation of a new collection tank last year, new blowdown lines individually routed to the tank were installed this past year.
- New compressed air equipment was purchased through a bid process and installed by plant staff after expiration of the lease for existing compressed air equipment.
- Bid out and installed new protective relay batteries for central power plant.
- Plant staff installed new cloth expansion joints on the exhausts of both turbine engines realizing cost savings on the order of \$10,000 through self-performing this work.

## Operations Division

### Recycling & Waste Reduction Services Unit

#### 2010 Accomplishments

- Implemented recycling for plastic bags.
- Expanded recycling opportunities for rechargeable batteries to include all faculty, staff and students through Call2Recycle. Previously only campus-generated batteries were accepted due to cost
- Became an EPA WasteWise partner by providing Baseline data to USEPA.
  - This will allow us to better track our recycling and waste disposal through the Re-Trac system.
  - We will enter data yearly and obtain a final report including greenhouse gas emissions in April of each year
- The second year of the Bronco Bash Green Team was a great success
- Replaced all of the outdoor recycling containers with stainless steel units made in Allegan
  - These are more sustainable due to the material and manufacturing location than the old containers
- Implemented a inter-residence hall recycling competition in conjunction with the national RecycleMania competition
  - The competition was successful, but will be reduce to 4 weeks next year as interest waned significantly after the first month
- Started accepting work orders through TMA
- Coca-Cola Enterprises provided several 55 gallon barrels with special lids to use as bottle/can recycling containers at events
  - These barrels hold about 300 bottles/cans and are portable. The barrels are also being used in the Student Recreation Center
- Completed presentations for 18 sections of First Year Seminar, including 2 for the special Global Climate Change sections, which included a research project by the students to find the best methods for educating young adults about environmental issues



**Metrics**

- See attached for EPA WasteWise Baseline year (2009) data
- I had 4 work orders submitted through TMA, since beginning the service in May
- 355 gallons of paint donated to Kalamazoo Deacons Conference
- Donated 3000 pounds of partial rolls of paper towel and toilet paper to Ministry with Community and Kalamazoo Deacons Conference
- Recycled 1955 pounds of plastic film and tape cases at Maine Plastics in Schoolcraft

## *Operations Division*

### *Transportation Services Unit*



### *Communications*

Maintain good communications with customers and make sure all concerns are addressed

- A significant amount of communications has taken place over the year due to changes in the garage area. Some noted changes included vehicle size, reorganization of the fleet in order to get better utilization of vehicles, additional generators have been put into use, and fuel system cards are constantly being updated. The communication aspect has been “tops” and has ensured that the changes in operations and procedures were successful.

### *Preventative Maintenance*

Ensure that the semi-annual preventative maintenance is completed on all university vehicles, equipment and generators as scheduled.

- Scheduled maintenance on University vehicles has proceeded on schedule even though the garage is currently down by one mechanic from previous staffing. A small amount of overtime was necessary in order to get back on schedule.

### *Expenses*

Contain expenses as much as possible by monitoring, updating and modifying the parts inventory to coincide with the current model year vehicles.

- Non-essential inventory was reduced and items no longer applicable were returned to vendors for credit. The remaining inventory is constantly monitored as vehicles come into or move out of the fleet.

### *Professional Development*

Ensure that educational training of university vehicle mechanics continue in an effort to keep up to date with new technologies.

- Mechanics have attended a series of 6 (every other month) diagnostic automotive seminars where the emphasis is on “great technical training”. Shift adjustments were made to accommodate the training sessions.

### *Recycling, Technology and Sustainability*

Make sure our recycling efforts continue by using recycled antifreeze and by recycling our waste oil, waste antifreeze, used oil filters, metal, plastic, cardboard and paper products and by having our old tires disposed of through a tire reclamation vendor.

- Recycling continues to be a top priority and has been very successful. Battery recycling has been added to the list above and therefore a minimum number of items from the garage go into the trash bins.

Specify, Bid and purchase new fleet vehicles for those select units that have exceeded the seven year replacement cycle. Take advantage of trading in the old vehicles whenever the value given is acceptable and in Western Michigan University’s best interest.

- This effort has greatly improved the fleet. Some older vehicles have been replaced by newer vehicles that are being retired from the fleet. This is an advantage for departments where funding is not immediately available and they can thereby upgrade their older vehicle with one that is a few years newer before replaced vehicles go to auction.

When purchasing new vehicles or equipment, work with each department in developing specification that will meet their needs and be cost effective.

- Departments have well received the invitation to work with developing specifications in order to get the appropriate vehicle for their needs. The buy-in from departments and

their opportunity to go through options available has contributed to a more effective purchasing operation.

Continue to monitor new technologies in an effort to upgrade our fleet to more fuel efficient and more sustainable vehicles as they become available.

- New technologies are always on our “radar screen”. New technologies are dynamic, abundant, and constantly changing which makes this a challenging task. This effort will continue to have our emphasis.

Upgrade the garage service truck with a new one and transfer service equipment such as the air compressor system and service crane from the old truck.

- This was accomplished this year. The new truck has contributed to the overall efficiency of the garage operations.

Investigate and Identify a good quality self contained mobile lubricant pumping and exchange station that can be installed temporarily (as needed) in the back of the garage service truck when doing generator services.

- This is still being investigated but we are close to a resolution as to what needs to be done.

## APPENDIX A

February 4, 2010  
Mr. Lowell Rinker, Vice President and Chief Financial Officer  
Office of Business and Finance  
Western Michigan University

We are pleased to provide you our 2010 annual goals and work plan for the Facilities Management Department. The four divisions and six units in the operations division have identified their strategic priorities for this year. The goals for each division and unit are in alignment with four broader organizational visions: The Facilities Management Department, Business and Finance Division, Western Michigan University, and the facilities management profession. More specifically, our goals follow the details outlined in each vision.

Facilities Management Department (Appendix A)

- Excellent Service to the University Community
- Excellence in stewardship of the campus environment
- Professional and effective communication
- High standards for professional and personal accountability
- Practicing sustainable development and management of campus resources

President Dunn's vision of WMU in his "Building a Healthy University" State of the University address on September 10, 2009. <http://www.wmich.edu/president/downloads/2009-State-of-the-University.pdf>

- Sustainability
- Diversity
- Enhancing our Strength and Health

Facilities Management profession. APPA developed a Thought Leaders Series to promote dedicated discussions on the future of higher education and the impact of that future on educational facilities.

[http://www.appa.org/files/PDFs/FINAL2008APPAThoughtLeadersBrochure\\_000.pdf](http://www.appa.org/files/PDFs/FINAL2008APPAThoughtLeadersBrochure_000.pdf)

- Improving accountability
- Planning for workforce changes
- Becoming the workplace of choice
- Integrating sustainability into total operations
- Implementing total cost of ownership practices
- Making facilities a strategic partner with university leadership
- Leading change

Each Division and Unit's goals and strategies will be reviewed on a quarterly basis. Their daily and weekly work plans are guided by their goals for this year. We should see the results in their weekly and annual report.

Regards,

*Peter Strazdas*

Peter Strazdas, Associate Vice President

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**Appendix**

Facilities Management Department Vision	A
Facilities Management Organizational Chart	B

## Planning Division Goals

- Ensure that projects adhere to the principles and Fundamental Concepts of the Campus Master Plan
- Ensure that the original project programs and goals are carried throughout the design, construction, and operation
- Be involved in strategic discussions
- Anticipate and educate ourselves on future needs
- Educate the university community on planning principles, standard practices, and university guidelines, such as space utilization and sustainable design and construction

## Engineering Division Goals

- Complete FM Document Webpage Search Engine , storage and retrieval and Consolidation Process of both libraries ( CFD and PP)
- Continuous Commissioning - enhancing and expanding the program to include Demand Control Ventilation (Outside Air Volume Monitoring)
- Facilitate National Electrical Code Update training for campus electricians
- Provide , maintain and train all electrical trades with use of Arc Flash Clothing
- Complete installation of emergency power to Building 93,
- Complete connectivity of emergency generators status with building automation system
- All Fire Alarm and Emergency Lighting Inspection reports will be available within 2 weeks of completing the inspection and deficiencies identified and correction plan in place within 30 days of notification
- Complete Phase 2 Campus Wide Mass Notification Project
- Maintain accuracy of Central Monitoring Fire Alarm System floor plans, communication links and complete Sprau Tower, Schneider and Computer Center Building Upgrades
- Complete 10 year comprehensive Elevator Upgrade Plan, enhance maintenance contract workflow procedure for open work orders, invoices and deficiency list , review and justify operating budget requirements
- Submit for min. 2 department awards or publications yearly - All WMU publications included
- Convert mechanical and electrical Guidelines to new CSI format for posting on FM webpage
- Eliminate obsolete Network 8000 from Bernhard Center.
- Convert all existing GIS files (maps only) to a format that matches the new data server search format
- Complete identification of Secondary Electrical Infrastructure Lines for both campus
- Complete and additional 30% of Sanitary Line Condition Analysis
- Create a Comprehensive Asset Management Plan for all exterior entities

- Complete energy management upgrades for Waldo Library, Kanley Chapel and Everett Tower and T12 Conversion ( an additional 25% of campus)
- Provide campus community with monthly information regarding conservation ideas to encourage culture of sustainability via energy webpage, WMU news media or forums, seminars, lecture series, etc
- Create a Comprehensive 5 year Campus Wide Energy Master Plan
- Complete all engineering projects within 1 year of request date, have all project documentation transferred to FM Library within 90days of project close out
- Create work flow efficiencies for project management forms and electronic data storage, transfer, closeout process

This is a portion of the engineering divisions 2010 goals, this is above and beyond the responsibilities that the engineering division has such as daily operational technical advise , customer service and support that is provided to other divisions, department, operating units and skilled trades across campus, emergency responses, analysis and technical reports, presentations and engineering projects that are completed annually.

## Projects/Construction Division

- Deliver Sangren Hall construction documents within budget and start construction
- Deliver apartment housing construction documents within budget and start construction
- Complete Ellsworth Hall, Phase 1 renovations by August 15 and within budget
- Complete Davis Foods renovation by August 15 and within budget
- Educate campus community of furniture standards and use of Interior Designers
- Conduct design charrettes to explore the use of new materials and methods affecting life-cycle costs and green initiative

## Operations Division Goals

### Building Custodial & Support Services Unit Goals

- Preventive maintenance program for the appliance repair shop using TMA up and running
- Safety handbook entered onto the computer
- Best Practices handbook updated and changes made to the Power Point presentations, testing portion on the computer
- Continue quarterly newsletter
- Implement recycling of BCSS chemical bottles, working toward a higher degree of sustainability
- Continue pilot program with Maintenance on re-lamping

- Joint building coordinator meetings between BCSS and Maintenance supervisors
- Workforce changes: Review of Rec/Spo region
- Apply for awards as they can be found
- Setting up a discussion or visit to University of Michigan regarding their OS1-A cleaning initiatives

### **Landscape Services Unit Goals**

- Work through the Michigan Department of Agriculture (MDA) for state certification in sustainability practices
- Continue with the following sustainability practices:
  - We use beet juice to pre-wet bulk road salt and as an anti-icer to improve the effectiveness of our snow removal operations. An added benefit is a reduction in the amount of salt used; we realized a 19% savings in salt usage in the 2008-09 winter season. We have set goals for another 20% savings in salt usage during the 2009-10 season. We will also continue to meet our high snow removal standards for this winter.
  - Computerization of irrigation systems to the BAS. This will be the first full year of our “smart watering” implementation; using the new weather stations and ET rates for a totally complete system. It will allow watering only when necessary, maintaining optimum growing conditions, with no over-watering, thus saving water!
  - Continue to recycle the following:
    - yard waste
    - wooden pallets
    - concrete rubble
    - asphalt rubble
    - scrap metal
  - Continue to follow all fertilizing protocols; no phosphorus lawn fertilizers are used on campus. We will be experimenting with compost tea this coming year on approximately 20 acres at CEAS/BTR lawns.
  - Continued use of and commitment to Integrated Pest Management (IPM) practices for all pest control activities
  - Continue to adhere to all mowing protocols
  - Continue adherence to all storm water management protocols
- Develop Master Plan for landscapes as they relate to various buildings; residence halls and apartments, classroom buildings, visitor venues, etc. Our goal is to combine overall themes which will compliment the area and consistently meld sustainable landscapes, including storm water and natural areas.
- Implementation of a Horticulturalist position to provide expertise in sustainable landscapes, storm water management and natural areas.
- Carry on our proactive activities/work with Tree Campus USA including; Arbor Day Celebration, tree replacement program for dead, diseased, hazard take-downs,

development and expansion of existing plant collections, including the use of native plants to increase the number and diversity of healthy viable plants campus-wide.

- Continue to market campus to increase and retain student populations by best management practices in the maintenance of campus grounds; neat, clean, and green with pizzazz.
- Extend training programs and educational opportunities for staff to keep them on the “cutting edge” of grounds maintenance.
- Continue with web page improvements.

## Maintenance Services Unit Goals

Based on the following areas of primary goals established by the Office of Associate Vice President of Facilities Management - sustainability, customer service, workforce changes, technology and efficiencies, raise profile of FM, accountability, synergy and cooperation between units and divisions and others.

Maintenance Services Operating Unit has set the following as primary goals for 2010:

- Upgrade all PDA's for continued paperless workflow management
- Complete 2010 summer classroom audit and provide comprehensive analysis/summary
- Establish Pilot Program Light Bulb Crew between Building Custodial and Maintenance Services for campus – evaluate and provide recommendation for campus wide implementation
- Establish bi- annual joint supervisors meeting (BCSS-MS) with building coordinator to review enhancing customer service
- Through the PM shop establish a comprehensive PM crew that would service mechanical, electrical, plumbing and carpentry requirements via 6 months interval
- Maintain consistency with other operating units processes regarding Collective Bargaining Agreement interpretation by having operational units bi- annual joint meetings
- Establish 0 lapse period for new hires to replace retiring staff/trades
- Continue to work towards elimination/reduction of work order survey with rating of below 3
- Maintain a minimum of 95% Student First 24 hour customer response rate
- Maintain a minimum of 85% Classroom First 48 hour customer response rate
- Establish building interior “Walk-Thru” Program for classroom and public gathering building on a monthly basis via student assistance.
- Submit for min. 2 unit awards or publications yearly - All WMU publications included
- Implement operating unit uniform standards

## Information Technology Unit Goals

- Deploy new fileserver FM1 : **Goal**-condense disparate files from multiple servers. Provide a single storage location for all shared or public files for Facilities. Increases storage

- capacity. **Caveat**-Increased storage capacity exceeds our backup capacity. Will spawn reengineering of backup strategy.
- Backup Strategy : **Goal**-based on new capacity, reengineer of entire backup strategy; areas to include tape backup, disk-to-disk, DR. **Caveat**-will have to purchase additional disk space to accomplish a solid backup strategy.
  - FM Disaster Recover site improvements at CEAS : **Goal**-Disk-to-disk backup should be accomplished at the FMDR site. Additional improvements to the space should include storage cabinets. An environmental review of the FMDR site, as more hardware is brought online. **Caveat**-Concern that there might not be enough cooling at the site.
  - Server Room Reorg: **Goal**-Rework the space in the server room to accommodate changing servers. Moving hardware to CEAS as needed.
  - Remote Management : **Goal**-Add IP based KVM switch to both main server room and DR site, so that remote management of the hardware in each location could be accomplished.
  - Migrate login and homespace to single server : **Goal**-Move user accounts from CFD1 server to PPMAN server. This allows for consistent administration of all user accounts.
  - Create budget mechanism for future hardware refresh : **Goal**-work with FM departments to identify a financial plan for purchasing computers and other hardware needs in a cyclic nature.
  - Proactive monitoring (network) : **Goal**-Have in place mechanisms to be able to quantify network speeds to identify points of latency. **Caveat**-Requires access from OIT to view/access router information.
  - Oracle Standby/Recovery : **Goal**-Have a database disaster plan that will minimize data loss and have quick recovery time. This should also be applied to our other databases – MS SQL and MySQL.
  - Identify class of users and create hardware strategy based on that – baseline : **Goal**-Have enough spare (and built) machines to be able to drop a temporary replacement on any desk.
  - Refresh shop manager workstations :
  - Identify key location for additional staffing : **Goal**-Have students that have adept computer skills be able to perform simple tasks at satellite locations.
  - Define meaningful metrics (performance / downtime)

### Long Term Goals

- Engineer Windows 7 : **Goal**-Be ready for Windows 7 when the University is ready. Will require us to be working on FM application distribution, imaging, etc.
- Proactive Monitoring (applications) : **Goal**-Put in place a mechanism to identify applications that are experiencing speed or access problems.
- Work toward deprecating servers PPCAD and CFD1 : **Goal**-A majority of the files on CAD and CFD1 will eventually be relocated on our new FM1 fileserver.
- Evaluate backup/recovery/importance of each server/service.
- File+Print / Active Directory

### **Recycling Unit Goals**

- Institute process for better collection of recycling data. Recycling data is kept by many departments, including recycling, landscape, custodial, maintenance, environmental safety and emergency management, residence life, etc. Options include purchasing software on the market, design of our own database or partnering with EPA Waste Wise and using the free version of Re-Trac available to Waste Wise partners.
- Increase recycling rate throughout Recycle Mania by at least 1 percentage point. This will be completely dependent upon participation of the campus community. Facilities are available for the recyclables.
- Reduce Kalamazoo phone book deliveries so that we have less to recycle at the end of the year. Reduce or eliminate the campus directory since the information is available on-line.
- Look at using the TMA work order system for recycling requests.
- Meet with Landscape and Custodial to brainstorm ways we can help each other complete our missions in the most efficient manner.
- Update the recycling website. Investigate adding a blog or other customer-friendly announcement area to the site.
- Use the Facebook recycling group more effectively by announcing new programs and events.
- Initiate a surplus office supplies exchange.

### **Power Plant Unit Goals**

- Install new variable frequency drive starters on boiler feedpumps 6 & 8
- Installation of new capacitor bank
- Install new Boiler 5 in ERC and new burner in Boiler 3 and demo/remove Boilers 1 & 2
- Specify, bid and install new air compressors in central power plant
- Complete required Title V renewable operating permit testing
- Complete new MSEA-WMU labor agreement – current one expires June 30, 2010
- Establish new long term service agreement with RRESI

### **Labor Relations and Transportation Services Unit Goals**

- Continue to maintain an informational relationship with AFSCME and MSEA so that communications can be facilitated and shared when concerns develop, or are about to develop, in order to reduce any adversarial consequences.
- Provide thorough, timely, concise and well thought-out responses to second step grievances answers.
- Treat union members, co-workers, managers and supervisors with respect, dignity and courtesy.
- Provide accurate and pertinent responses to managers/supervisors who inquire about contract interpretations and/or other contract provisions.
- Maintain good working relationships with bus and truck providers to the University.

- Appropriately render assistance when the garage supervisor is bidding vehicles and review bids to verify specifications are met.
- In conjunction with the department office associate, create and maintain a database in order to log all grievance activity from second step through arbitration. This database would include information on the status of grievances as they move through the system, as well as the final decision and the appropriate controlling contract article.
- Participate in contract negotiations and/or special conferences with AFSCME, MSEAS, and POA as needed.
- Maintain good communications with customers and make sure all concerns are addressed.
- Ensure that the semi-annual preventative maintenance is completed on all university vehicles, equipment and generators as scheduled.
- Contain expenses as much as possible by monitoring, updating and modifying the parts inventory to coincide with the current model year vehicles.
- Ensure that educational training of university vehicle mechanics continue in an effort to keep up to date with new technologies.
- Make sure our recycling efforts continue by using recycled antifreeze and by recycling our waste oil, waste antifreeze, used oil filters, metal, plastic, cardboard and paper products and by having our old tires disposed of through a tire reclamation vendor.
- Specify, Bid and purchase new fleet vehicles for those select units that have exceeded the seven year replacement cycle. Take advantage of trading in the old vehicles whenever the value given is acceptable and in Western Michigan University's best interest.
- When purchasing new vehicles or equipment, work with each department in developing specification that will meet their needs and be cost effective.
- Continue to monitor new technologies in an effort to upgrade our fleet to more fuel efficient and more sustainable vehicles as they become available.
- Upgrade the garage service truck with a new one and transfer service equipment such as the air compressor system and service crane from the old truck.

Investigate and Identify a good quality self contained mobile lubricant pumping and exchange station that can be installed temporarily (as needed) in the back of the garage service truck when doing generator services.



**FACILITIES  
MANAGEMENT  
EMPLOYEE  
APPRECIATION  
LUNCHEON  
2010**



**FACILITIES MANAGEMENT VALUES OUR GREATEST ASSET  
OUR EMPLOYEES**