Window Washing Fan Club
by Tom Parrish

On January 21, 2015, a class from the Children’s Center traveled across campus to watch the art of Window Washing. Instructor Martha Chan was looking for something interesting for her class to do and had seen the response from the kids to the window washing when we had cleaned some windows at the Children’s Center in October. She contacted Custodial Services and arranged for them to observe Barry Birdsell and Joe Beck working. Barry and Joe found a good location where the children could watch them, through glass, apply their trade. The children enjoyed a snack and then asked questions and talked with Barry and Joe. They seemed to enjoy their day out and Barry and Joe got an opportunity to build our relations with another department. We did have a little touch up work to do on the glass that the kids were looking through after they left but that was a small and expected price for being able to entertain some future Cougs.
As we welcome the new year, I want to let you know about the organizational initiatives that we have planned for this year. Our initiatives were carefully prioritized and selected to 1) improve the delivery of service to our clients and 2) foster and formalize collaborative efforts across all of Facilities Services’ departments (Administration, Capital and Operations) in the delivery of those services. The effort of articulating these organizational initiatives give us an opportunity to list and prioritize the initiatives we want to take on each year. Each initiative involves resources (time and money) and we want to make conscious decisions about where we spend these resources and what opportunities we are trying to improve or enhance.

The following is an overview of the key initiatives:

1) Integrated Project Delivery: This initiative has both an internal (within Facilities Services) as well as a campus focus. The goal here is to define and document processes by which we deliver service to the campus (from capital projects to maintenance work orders). We are engaging team members from Facilities Services as well as representatives from the campus in this process. This is a very exciting initiative in that we have the opportunity to re-tool our processes to improve how we work together. A very important associated effort is to use this work to form the basis of policies and procedures for how Facilities and the academic facilities liaison people work together, and to devise a training program to orient new academic facilities liaison staff.

2) We are working with the Budget Office and the campus to better integrate the capital budget process. For a long time, our capital money has come from the state. Over time, we have developed new fund sources (bonds, gifts, etc). As a result of the merge of FacOps and CPD, there has been a distinction between major capital projects and minor capital projects. An integrated process looks at developing projects based on prioritized needs and optimizes ways of getting the projects done without worrying about whether something is in the Major Capital silo or the Minor Capital silo. An important part of this initiative is refining the current capital budget timeline so that it can respond to all capital projects, instead of only to state funded projects.

3) Examination of the capital projects business model. The Capital projects group is one of the self-sustaining groups in Facilities Services. The basis for the assessment and collection of revenue is being re-examined to ensure that it is consistent with our practice.

4) We are close to completing our implementation of several AiM modules, an effort which began in 2012. These modules are Space, Capital Project/Project Management and the Work Order Management modules. These changes are largely invisible to the campus but will facilitate how we deliver service, track our efforts in this delivery and give us business information on the work we do.

Each of these four initiatives will engage us as an organization fully, and will demand from us collaboration and creativity. I need not add that for many of the people immediately involved, this is work in addition to their "day jobs". The importance of these initiatives cannot be overemphasized. When taken to a degree of completion, these initiatives will further support our goal of being the campus’ service provider of choice in allowing us to optimize limited funds in delivering the most benefit to the campus.
SERVICE AWARDS

Chad Palmer
5 Years

John Lawson
5 Years

Rick West
10 Years

Eric Slocum
15 Years

Signe Stolz
15 Years

Mike Watson
15 Years
Service Awards

Larry Marshall
15 Years

Angie Wilbur
25 Years

Steve Potratz
30 Years

Arlynn Mumau
30 Years

Service Awards not pictured:
Mike Pope 15 Years
Danny McBaine 25 Years

Open to the public every Friday 10am-3pm
http://surplus.wsu.edu
WELCOME NEW EMPLOYEES!

New employees pictured at left were introduced at the Service Awards Presentation in the Carpenter’s Shop on January 14, 2015. They are Jamil Sepulveda, Program Assistant; Jon Asplund, Maint. Mech. 1; & Milan Barton, Maint. Mech. 1. Not pictured: Richard Bennett, Grounds Nursery Services Specialist 3; and Dion Mobley, Stationary Engineer 1.

Promotion!

Congratulations to John Rich on his recent promotion to Facilities Operations Maintenance Specialist (FOMS)

Daylight Savings Time Begins! March 8, 2015
Set Your Clocks Ahead 1 Hour

KUDOS

Special thank you to our Facilities Services First Aid Trainers! The following people recently completed their instructor recertification training with the American Heart Association:

Dave Baker, Margot Buckley, Jim Phillips, Scott Fleischman, Gene Gourley, and Brad Guenther.

WSU Holiday Schedule

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Memorial Day</td>
<td>May 25, 2015</td>
</tr>
<tr>
<td>Independence Day</td>
<td>July 3, 2015</td>
</tr>
<tr>
<td>Labor Day</td>
<td>September 7, 2015</td>
</tr>
<tr>
<td>Veterans Day</td>
<td>November 11, 2015</td>
</tr>
<tr>
<td>Thanksgiving</td>
<td>November 26-27, 2015</td>
</tr>
<tr>
<td>Christmas</td>
<td>December 24 &amp; 25, 2015</td>
</tr>
<tr>
<td>New Years Day</td>
<td>January 1, 2016</td>
</tr>
<tr>
<td>Martin Luther King Day</td>
<td>January 18, 2016</td>
</tr>
</tbody>
</table>
Happy New Year! We made it through 2014 and now we must face 2015! 2014 went by way too fast! What will this new year bring? Anybody have a crystal ball?...RIGHT...

Have any of you tried the shortcuts in the last edition of Grandma’s IT Bits and Bytes? I apologize for the lost formatting in that article. The table should have shown you the result of trying one of the shortcuts, but the formatting was lost in translation!

There are many more shortcuts available in Windows 7 and Office 2013. This month’s article is about shortcuts using the Windows key plus 1 or 2 more keys in combination. Their usefulness depends on what you need to do and if you actually remember to use them! Some of the key combinations may not work depending on settings on your computer. For best results make sure your cursor is on the desktop and not in a document, otherwise, you may find a new shortcut and get a reaction you are not bargaining for… or at least the key combination will not work!

<table>
<thead>
<tr>
<th>Press this Key</th>
<th>Plus this Key</th>
<th>To do this</th>
</tr>
</thead>
<tbody>
<tr>
<td>![ ]</td>
<td>+D</td>
<td>Open or close the Start menu. Shows the desktop and hides all open windows. – Click + D again to show the hidden windows. Remember “D” is for Desktop</td>
</tr>
<tr>
<td>![ ]</td>
<td>+M</td>
<td>Minimize all windows. Be sure to learn the next one before you use this one! Remember “M” is for Minimize</td>
</tr>
<tr>
<td>![ ]</td>
<td>+Shift+M</td>
<td>Restore minimized windows to the desktop.</td>
</tr>
<tr>
<td>![ ]</td>
<td>+E</td>
<td>Open “Computer.” (same as choosing Start and then choosing “computer” from left column). Remember “E” is for Explorer</td>
</tr>
<tr>
<td>![ ]</td>
<td>+F</td>
<td>Opens a Search box so you can search for a file or folder. Remember “F” is for Find</td>
</tr>
<tr>
<td>![ ]</td>
<td>+L</td>
<td>Lock your computer or switch users. Use whenever you leave your computer. Remember “L” is for Lock</td>
</tr>
<tr>
<td>![ ]</td>
<td>+T</td>
<td>Cycle (or Tab) through programs on the taskbar. If you pause a second or two, you will see the program that will be shown when you release the keys. Remember “T” is for Tab</td>
</tr>
<tr>
<td>![ ]</td>
<td>+a number</td>
<td>Start the program pinned to the taskbar in the position indicated by the number. If the program is already running, switch to that program. (Don’t count the Start button as number 1)</td>
</tr>
<tr>
<td>Shift+ ![ ]</td>
<td>+a number</td>
<td>Start a new instance of the program pinned to the taskbar in the position indicated by the number, i.e. you have one Word window open and you want to open another Word instance so you can see 2 documents on the screen</td>
</tr>
<tr>
<td>![ ]</td>
<td>+Tab</td>
<td>Continually cycle through open programs on the desktop opening the one you stop on. By holding the windows key and clicking on and off the Tab key you will advance through the open programs one by one. Depending on your computer settings, this may not work. You can still cycle through your open programs by using the Alt+Tab combination.</td>
</tr>
<tr>
<td>![ ]</td>
<td>+spacebar</td>
<td>Shows the desktop for as long as you hold the keys down.</td>
</tr>
<tr>
<td>![ ]</td>
<td>+Up Arrow</td>
<td>Maximize the window on the screen</td>
</tr>
<tr>
<td>![ ]</td>
<td>+Left Arrow</td>
<td>Maximize the window to the left side of the screen. Keep the Windows button depressed and each press of the Left arrow moves the window further to the left (use with multiple monitors)</td>
</tr>
<tr>
<td>![ ]</td>
<td>+Right Arrow</td>
<td>Maximize the window to the right side of the screen. Repeat above using the Right arrow key to advance from position to position.</td>
</tr>
<tr>
<td>![ ]</td>
<td>+Home</td>
<td>Minimize all but the active window. Used a second time, brings those windows back. Remember how to “Shake” an active Window to minimize all the other windows? See my 1st article – 8/2014</td>
</tr>
</tbody>
</table>

Continued on page 7.................GRANDMA’S IT BITS & BITES

Page 6

Facilities Focus
Some interesting changes are scheduled to take place this Summer concerning how Facilities accomplishes our minor capital and major capital construction projects. The City of Pullman will take over code compliance design review and inspection responsibilities which have been performed by Facilities Services and outside consultants. About 35 years ago, WSU and the City entered into an agreement that WSU would perform design review and code inspection on all projects on the Pullman campus. Then sometime in 2013, WSU and the City of Pullman had cause to review that agreement. Attorneys for both parties agreed that the old process did not comply with state law, so for the past 18 months WSU and the City have been working to transfer those responsibilities back to the City of Pullman Building Department. We hope to implement these new processes in July, 2015.

Representatives from Facilities Services and the City have been working closely to develop a process that complies with the legal requirements we must meet, but retain our ability to be responsive to our customers. While the final details of the new agreement are still being worked out, below are a few summary points of how we think the new process will work.

1. Maintenance Work: It is our goal that routine maintenance work will be largely unaffected by this change in process. The regular repair and maintenance of typical building components will not require a permit or inspections. In the few cases where a routine maintenance call turns into a project requiring significant alterations to a system or space, we will need to follow one of the scenarios below.

2. Small Construction Projects/Alterations: These projects, most of which are completed within Craig Coles’ construction shops will need to be permitted in some cases. It is likely that projects involving over 4,000 sq. ft. of remodeled space, or require changes to life safety systems, accessibility, or structural modifications will require a permit. The City has passed an ordinance allowing WSU to obtain a blanket permit to cover many of these types of small projects. We will be utilizing the new AIM system to track these permit requirements and report to the City inspectors.

3. Larger Construction Projects / Public Works Contracts: Larger construction projects and all contracted public works projects will be required to obtain design review and inspection services through the City of Pullman.

The folks at the City of Pullman Building Department have been very good partners in developing the new processes and all the parties involved look forward to implementing these changes with the least amount of impacts to our ongoing operations. It is important to note that almost all other colleges and universities follow a very similar process where the City is the authority having jurisdiction over the building permit process, so we are not doing anything out of the ordinary. As WSU’s work will represent a large percentage of the City’s overall workload, we are looking forward to developing partnerships with the city representatives. We ask that all of our WSU Facilities folks approach these changes with an open mind and work with us to make the transition as smooth as possible. If you have any specific questions or comments, please feel free to contact me.
WSU Prosser (Irrigated Agriculture Research and Extension Center)
by Steve Hall

WSU Prosser is receiving additions to two of their research buildings: The Agricultural Technology Building and the Multipurpose Building (Viticulture Building).

The Ag Tech Building is receiving an additional 13,000 square feet to accommodate the Center for Precision and Automated Agricultural Systems (CPAAS). The expansion will provide faculty scientists, engineers and graduate students additional office and conference space, a mechanical shop, automation laboratories, an electronics and robotics lab and a three-bay equipment fabrication area. This group is working closely with the Washington Tree Fruit industry to develop automated systems to increase efficiencies in pruning and harvesting.

In addition, 3,700 square feet is under construction for the Multipurpose (Viticulture) Building to address expanding fruit tree hardiness/crop protection programs, and the viticulture crop protection program, and will house the administrative offices of the Washington State AgWeathernet (AWN), as well as its supporting research programs. AWN coordinates a complex system of over 130 weather stations, which provide data to growers to aid them in making critical crop management decisions during weather related events. Four new growth chambers have been purchased and will be delivered in March for installation by the contractor.

So far there have been no change orders, and the majority of the contractor’s contingency has been spent providing new equipment for the Multipurpose Building. Substantial Completion for the two buildings is scheduled for March 31st, but it looks like the buildings will be completed before then.

Graham Construction and Cortner Architecture are the Design Build Team on these projects.
Custodial Building Audits

During the calendar year 2014, Custodial Services completed 177 building audits. An audit is where a Custodian Supervisor or Lead goes through a work area and inspects the work of an employee. The audits scores range from 1 to 5. The APPA Cleanliness definitions for the cleaning levels are as follows:

- Level 1 - Orderly Spotlessness
- Level 2 - Ordinary Tidiness
- Level 3 - Casual Inattention
- Level 4 - Moderate Dinginess
- Level 5 - Unkempt Neglect

Of the 177 audits we had 26 audits that scored better than a 2.00. Any score that is better than a 2.00 is an extremely good score considering our current staffing levels are right around Level 5. The department has set a goal for all employees to meet or exceed a score of a 2.75. Of the audits completed we only had 8 audits that failed to meet this goal. That would equate to over 95% of the audits meeting or exceeding this goal. We had a total of 19 employees with at least one audit score that was a 1.99 or better. They are Colleen Baldridge, Paula Beck, James Bielenberg, Kurt Brantner, Fred Cook, Duane Dammel, Paula DeWolff, Richard Engelhardt, Josh Fey, Dave Geppert, Jay Harrison, Toby Hundtoft, Aaron McArthur, Joy Neal, Helen Peru, Isaac Simmons, Melissa Tholstrup, Tammy VanDyke and Jolanda Whitacre.

We had many other employees get very good audits scores that were in the low 2’s as our departmental average score was a 2.26.

The average audit score by work groups were:
- Appliance Shop: 2.02
- Bohler Crew: 2.19
- Daggy Crew: 2.26
- Fine Arts Crew: 2.35
- Food Science Crew: 2.29
- Johnson Crew: 2.19
- McCluskey Crew: 2.36

The audits are an important part of the information that is provided to the Facilities Services Management. These consistently show that the Custodial Department as a whole provides a much higher level of service than what you would expect given our current staffing levels. Good job to all those that consistently maintain their areas and meet or exceed our goals.

Pictured at left:
Front row: Jolanda Whitacre, Paula Beck, Josh Fey, and Joy Neal.
Back Row: James Bielenberg, Jay Harrison, Melissa Tholstrup, Colleen Baldridge, Duane Dammel, and Kurt Brantner.

Pictured left to right: Fred Cook, Richard Engelhardt, Helen Peru, and Paula DeWolff.
Employees not pictured: Dave Geppert, Toby Hundtoft, Aaron McArthur, Isaac Simmons, and Tammy VanDyke.
KUDOS

I just wanted to thank you all (Caleb Hawkins and Craig Gray) for your help with getting those screens installed on our windows (at LJ Smith). They look great.

D. Wilk

Maintenance Staff, Thank you all for keeping our facilities in amazing condition. You keep Cougar Athletics running and I appreciate all of your hard work!

S. Logan, WSU Volleyball Player

Wow, I agree! It looks really great. I ran down there and peeked at it (sign work done at the College of Education). You do really nice work and we are so lucky!

J. Therrien

Please thank you waxing crew (Mike Kiddy and Victor Marx) for me. My office is so nice. They did a great job.

L. Aldrich

Thank you (David Pearson) for keeping our classrooms clean and presentable.

R. Jensen

Just wanted to express our appreciation for the great work Rusty Poesy does for us in the Commons Building. One example: Last night at 4:00pm, I requested maintenance on an entire bank of ceiling fluorescent lights that had gone out. It affected the whole office suite on the south side of the building. Rusty arrived before 8:00am, installed new bulbs, checked the system, and had the problem solved before most people arrived for work. Another example: Christmas Eve (another late afternoon request), we had a fan in a restroom seize and of course the motor got hot and created a burning smell. He tracked down the problem, disabled the unit, and had the situation mitigated so we could leave for the holiday feeling our building would be safe. Thanks Rusty! We appreciate all of your efforts!

J. Durfey

Our custodian (Kyle Davis) is going so good, the elevators and bathrooms smell so good in the mornings coming in. He is always busy cleaning something, whether sweeping the halls and foyer, washing the fountains, cleaning toilets, mopping the floors, and his attitude is so friendly and respectful. I hope you are happy with him like we are. Thanks for hiring him!

P. Rose

I would like to give a special thank you to Barry (Birdsell) and Joe (Beck) for taking a few minutes and going over to help Arron fix a window blind yesterday!!! Way to go Guys!

D. Abel and A. McArthur

The tenant called and is very happy to have the window fixed. (at the Research Park) Thank you (Craig Gray)!

H. Yockey

The repair was finished (Bustad) and it seems to be working. When we had the snow and rain it didn’t leak. We appreciate the nice finish work they did (Caleb Hawkins, Jeff Gulick, Jason Brausen, Dave Stodick, Matt Malakowsky, and Dean Standon) It is nice to have the new ceiling tiles and the wall painted.

J. Luft

Mark Your Calendars!

Help save lives

Red Cross Blood Drives will continue at Facilities Services!

2015 Blood Mobile Schedule

Thursday, May 21, 2015
Tuesday, July 21, 2015
Thursday, September 24, 2015
Miguel De La Mora is the Winner!

Miguel’s entry for the Safety Question was randomly selected from the 16 total entries all correctly answered. Those correct entries not chosen will be placed in the bucket for the annual Safety Award Drawing at the 2015 Facilities Services Picnic.

Congratulations Miguel!

Thank you to all that entered the contest! Be sure to enter this month’s contest by completing the jigsaw puzzle with all the correct answers.

Joe Harder is the WINNER!

“Thanks for Working Safely!”

Joe was nominated by Rusty Poe-sy for choosing the correct ladder for a job and wiping it off to store correctly.

APP Safety Question Winner!

AAALAC Accreditation.................by Ralph Webb

Once again it is time for the triennial AAALAC (Association for Assessment and Accreditation of Lab Animal Care) accreditation for the WSU Office of the Campus Veterinarian. All of WSU animal facilities are AAALAC accredited and many departments and individuals are involved to keep our animal facilities in compliance with these standards.

Facilities Services Maintenance/Construction’s part in this process is to verify and/or correct animal facilities air flows in each room to have 10 to 15 air changes per hour. The supply air entering the room is measured along with the exhaust air leaving the room. The room total square footage is divided into those figures to calculate air changes per hour. This information is documented and made available to the Campus Veterinarian and the visiting AAALAC inspection team for review and recommendations.

Control Tech Joe Harder and MM1 Shiloh Farmer taking air flow readings in the new Vet Med Building
Facilities Services Safety Committee

Safety Question Contest for the Month of February 2015

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 Lorrie Arrasmith lorriea@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 Lorrie or drop it off at her desk in room 103 of McCluskey Office building. The names of all employees who submit the correct answer will go into a hat for a drawing. Whoever’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 February 19, 2015, so get started finding the answer now and win a nice prize! http://facops6/safety/APP%20Manual/Forms/AllItems.aspx


ACROSS
1. Get _____ when lifting or carrying heavy or bulky objects
3. Objects should be carried _____ to your body
5. A _____ mattress can help keep your body in a neutral position while sleeping
8. _____ before lifting can help prevent back injuries
10. Use your _____ when lifting, not your back

DOWN
2. Frequent _____ can help your back stay healthy
4. Avoid _____ movements when carrying or lifting
6. Strengthening your _____ muscles can help prevent back injuries
7. Reaching above your _____ should be avoided
9. When lifting or carrying, you should never _____ at the waist

Employee submitting the above answer:

Name: ______________________________________________
Division: ____________________________________________

Congratulations to December’s Safety Question Winner Miguel De La Mora (see Miguel’s Picture on previous)

December’s Question—Chapter 5: This APP question is fill in the blanks. It is Facilities Services policy that safety inspections of work areas will be conducted no less frequently than annually. However, high-hazard areas, i.e., workshops and job work sites should be inspected more frequently. The following is the safety and housekeeping inspection schedules:

ANSWER IS:
1. Shop work areas will be conducted ___Monthly__.
2. Job work sites will be conducted ___Monthly___ by one or more of the following: directors, managers, and supervisors or more frequently depending on the complexity, hazards, and location for routine maintenance and repair work.

3. Construction worksites are to be inspected ___Weekly___ by one or more of the following: supervisor, lead, project manager, or director.

4. Building mechanical and electrical rooms, closets, penthouses, etc. will be formally inspected ___Annually___ at a minimum and informally on a rotational basis.

5. Office areas will be inspected ___Annually____

6. Warehouse and storeroom areas will be inspected ______Monthly ________