June 2018

This edition addresses a number of important projects that are underway in Facilities Management, and which have significant impact on campus. A particularly important project is the implementation of our new enterprise facilities information system (aka AiM). In addition to FDCB’s public works contractors you see on High Street and elsewhere, FM crews will be busy in all parts of campus including installing new carpet in parts of Wilson Library, new hydration stations in various residence halls, and renovating spaces in Old Main, Arntzen, and Biology. We will also be completing our normal summer maintenance on the Steam System (shut down Aug 27th – Sep 4th). Finally, electrical service will be shut down in various buildings starting on Aug 27th and running through Sep 21st as we perform maintenance on transfer switches and high voltage equipment. Occupants of affected buildings will receive a number of notices to remind you of these events!

With temperatures going up, it is an opportune time to remind everyone that Western is not an air-conditioned campus. Even though on a given day or week there may be high temperatures, the actual average temperatures we experience do not warrant a multi-million dollar investment in central air conditioning. EHS, Facilities Management, Space Management and Human Resources have developed an informal response to complaints about locally hot spaces, but solutions do not include purchase of personal, portable, or window unit air-conditioners.

As always, if you are interested in receiving these notes personally rather than through Western Today, please email me (john.furman@wwu.edu) and I will place you on the distribution list.

John Furman, Director of Facilities Management

AiM Implementation

Today (June 25th), Facilities Management (FM) has launched AiM, its integrated facilities information and work management system. Our new software has been three years in the making, from selection to implementation and I am very proud of all the people who helped make it happen. AiM will mean a simpler work request process for campus users, a better way of tracking work, and more detailed bills for our service users. AiM will also help free up our supervisors’ time away from administrative tasks, so they can focus more on supporting their teams to get the jobs done.

The entire FM team from custodial to grounds to all the trades have has been trained on AiM, and you’ll see many of our crew using the new handheld devices to manage their workload. Our more frequent service users have also been trained on the new service request and billing process.

For those of you who do need services, whether it be a light fixture that doesn’t turn on or a chair that needs repairing, you no longer have to fill out an eSign form. There is a new, simpler web portal, ReADY. ReADY is very easy to use and you can access it through MyWestern or through the FM website, https://www.fm.wwu.edu/. For those of you who have key requests, the ReADY request for keys will not be live until the week of July 2. In the meantime, please call our Customer Service Center at x3420, or wait a week for your request.

Thank you for your patience. If you have any questions about AiM or the ReADY portal, please email AiM@wwu.edu. We welcome your feedback.
**Summer Project Planning**

With the summer season just around the corner, project planning is nearly complete, and FM crews are scheduled for nearly the entire summer, through to September. If you do have work that absolutely must be completed before the start of the Fall Quarter, please get your request in ASAP. Every year there is a customer who contacts us in early September with some work that can’t possibly be finished in time – that particularly applies to work that requires a design and/or a City of Bellingham permit.

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**Labor Relations**

Related to summer project planning, please don’t try to do that work on your own!

Most of you are aware of the fact that many Western Washington University positions are represented by a Labor Union. Western’s obligations to both employees and the Unions are defined by the currently negotiated Bargaining Unit Agreements, locally negotiated Memoranda of Agreement, and past managerial practice. One area of recurring Labor-Management challenges is the use of outside service providers instead of our in-house work force. Under certain circumstances, student labor could also be considered an outside source.

When University entities contract for work that has historically and customarily been performed by in-house employees, those entities place themselves at risk of a Union grievance with possible financial ramifications. If a grievance is upheld, your department could be held financially liable to the Union for the amount of money the Union would have received had the work been done in-house – in short, you could be required to pay twice.

When in doubt, call Customer Service at X3420 or text fixit@wwu.edu.

I encourage you and your staff to consult with Facilities Management to help you avoid violations of our collective bargaining agreements.

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**Campus as a Living Laboratory**

Perhaps one of the less commonly known activities in which Facilities Management participates is directly supporting certain academic classes by making personnel or facilities available as an active learning experience. Our campus energy manager, Scott Dorough, recently led a tunnel tour for a class from the Institute for Energy Studies.

The tour was intended to help students in the Energy Policy minor to understand the scope and scale of our campus infrastructure and how buildings utility services are provided.
More on Summer Temperatures!
My office is uncomfortably hot! What is Western going to do about it?
Heat affects different people differently, and when the summer temperatures reach into the 80’s (and occasionally the 90s), many people who are so used to more mild temperatures may feel they are baking in the sun, or even indoors. If you are uncomfortable in your space and a desk fan along with cooler summer clothing isn’t effective enough, give the customer service desk a call.

- EHS will evaluate space temperature and humidity conditions, providing fans if necessary or available. If there is a health concern, refer the person(s) to HR.
- FM will evaluate temperature trends and determine what additional methods we can employ in our building controls systems to improve the situation.
- Space Management may identify alternative air conditioned work spaces to accommodate special conditions or needs.
- Ultimately, HR is available to provide supervisors guidance regarding tools at their disposal to respond to employees with heat concerns when all other options have been exhausted.

Facilities Management – Faces you should know
Sometimes it’s easier to call someone when you can put a face to the name. In FM, when in doubt, call the Customer Service Desk – but just in case your topic is more personal, here are some of our key people:

<table>
<thead>
<tr>
<th>Photo</th>
<th>Name</th>
<th>Title</th>
</tr>
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<tbody>
<tr>
<td><img src="image" alt="John Furman" /></td>
<td>John Furman</td>
<td>Director</td>
</tr>
<tr>
<td><img src="image" alt="Julie Larmore" /></td>
<td>Julie Larmore</td>
<td>Assistant Director for Financial and Business Services</td>
</tr>
<tr>
<td><img src="image" alt="Hub McCaulley" /></td>
<td>Hub McCaulley</td>
<td>Construction Manager, Central Shops</td>
</tr>
<tr>
<td><img src="image" alt="Chris Brueske" /></td>
<td>Chris Brueske</td>
<td>Assistant Director for Maintenance &amp; Operations</td>
</tr>
<tr>
<td><img src="image" alt="Greg Hough" /></td>
<td>Greg Hough</td>
<td>Assistant Director, Facilities Asset Management</td>
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When you see something that needs fixing, text what you found to fixit@wwu.edu. Pictures are welcome!