Happy New Year!

This week FM will be sending out a survey to all customers as we strive to improve our services as well as understand the condition of your workspace, as we develop our capital plan for the next biennium. We want to know what things we are doing well as well as what services, processes, or spaces need improvement. The more responses we get, the better information we have to help you. Please also consider providing additional comments that might help us to better understand your feedback. Thank you for taking the time to help us improve!

Under the category of improving service to campus, we have done some reorganizing of the lock shop, placing electronic access services in the Technical Maintenance Shop and traditional brass keys under the Carpenter Shop. By the end of the month, the locksmiths will physically relocate from their current location in the campus services building to the Physical Plant. As that relocation is finalized, we also intend to begin delivering keys and credentials to campus customers as we strive to improve customer service. Stay tuned for more communications on how and when that delivery process will start!

In other news, University Residences and Facilities Management have decided to move the URES custodial function under the Facilities Management custodial organization. The expected benefits of this move include improved standardization of training and cleaning standards, increased opportunities for employee growth and promotion, and potential efficiencies in material & equipment purchases.

John Furman, Director of Facilities Management

WINTER WEATHER REMINDER
Although we escaped November and December without any snow or ice events on campus, it’s way too early to declare victory! Late January and February are often our most wintry months, and current models are hinting at cold temperatures and precipitation over the next few weeks. Please refer back to my winter desk notes as any weather approaches.

You might ALSO consider bookmarking our emergency page as a favorite to easily find information on transportation, decision-making process and more.
http://emergency.wwu.edu/inclement.html
SPOTLIGHT ON CUSTODIAL SERVICES

Just before the holiday break, Custodial Services hosted its own end of year celebration potluck and handed out dozens of certificates of recognition for outstanding services to campus. With a team of more than 50 (and growing with the addition of the URES crew), it’s difficult to get everyone in a picture! Instead, here are a few group pictures to help you get to know the team.

The “Do what’s needed crew” – Floor cleaning, Shannon Point backup, sports field bunker, Ohio Street, Left to Right: Galen Simpson, Kasoma Duplantis, Byron Gouette, Jeff Osthimer, Wayne Galloway

Haggard Hall, Wilson Library, College Hall Team
Left to Right: Wayne Galloway, Sarah Pearson, Jim Reichart, Khoa Truong, Thanh Nguyen
If you need additional information on custodial services, please feel free to contact Wayne Galloway at extension 3932.

As always, if there is some topic or project you would like to see addressed in these notes, please let me know. If you are interested in receiving these notes personally rather than through Western Today, please email me (John.Furman@wwu.edu) and I’ll place you on the distribution list.