

FACILITIES MANAGEMENT



APRIL 2022 DESK NOTES: NEWS AND VIEWS FROM FACILITIES MANAGEMENT

With Spring Quarter underway and as we return to our more traditional on-campus presence, it's a good time to remind students and staff about what to expect, how to ask for help, and to generally explain why certain activities are happening.

Supply Chain

I have included some examples about our supply chain challenges that are directly impacting you, our customers. Because we can't rely on same day or next day delivery – and because we never know day to day whether a delivery will be delayed or canceled – I have instructed our construction teams to not start work unless they have ALL the materials on hand needed to finish the job. I realize that approach has disappointed some customers, but the choice was clear when the alternative is possibly staring at unfinished work for months on end.

Work Force

Also under the theme of challenges, Facilities Management is not immune to the work force issues we read about every day. Nearly every shop has at least one vacancy, with some having multiple vacancies. In some cases, we have been advertising for months with no success in attracting qualified and interested candidates. Naturally this hiring challenge is also impacting our

response times to your needs as we try to get all the essential work completed and squeeze in project work or other lower-priority jobs whenever possible. I'd like to say this is a short-term challenge, but the reality seems to be a protracted challenging period as society emerges from its COVID cocoon. Please be patient as we try to adapt in these trying times!

Even with those challenges, we still want to know what your needs are and what might be needed in your building. This is the time of year when we need you to start anticipating what your needs may be next fall – in other words, what has to get done over the summer before classes start in September?

Any time you see something that needs to be fixed, please don't hesitate to call our Customer Service Desk at extension 3420. You can also submit a service request through our ReADY portal at <https://ready.eas.wvu.edu> or you can text us at fixit@wvu.edu

John Furman
Director, Facilities Management



Meet the Customer Service Team

Sometimes it's just nice to know who the face is on the other side of that phone call. Here's our amazing customer service team that answers your calls, texts, and emails. They are the first point of contact for all service requests, taking your information, converting the request to a work order, and routing to the responsible shop.

They are available to answer your questions, and if they don't know the answer, will find someone who does!

← From left to right: Wyatt Ayers (student), Jody Lee, Nayeli Duarte, and Jamie Granger

Fisher Fountain

Fisher Fountain is one of the locations on campus that's always a great photo op for campus visitors. In order to keep this iconic structure working, Facilities Management schedules an annual shutdown in October then a restart in March. Throughout the spring and summer in between we have a monthly maintenance schedule to make sure all the pumps and fixtures are functioning properly and that the water level is where it needs to be.

Fast Facts

- It takes 44,000 gallons of water to fill the fountain
- At 2022 utility rates, that's about \$600 for each filling.
- It takes about 30-40 hours of staff time to restart every year, which includes painting, outdoor maintenance, plumbing, and electrical work.
- It takes 7-10 hours of staff time to shut down and winterize for the season.
- While filling the fountain, toilets on the top floor of Bond Hall do not function properly because the water feed to the fountain comes off the Bond Hall water line.

Unfortunately, we also have to respond to pranksters and vandals who find the fountain an irresistible target of opportunity. Each time someone pours soap or otherwise contaminates the water, we have to drain the entire system and refill. From the standpoint of our campus sustainability values, each time this happens there are unseen impacts. I hope that awareness of some of these impacts might make a prankster think twice!

Facilities Management notifies the Bellingham wastewater treatment plant every time we drain the fountain. Those 44,000 gallons of fresh water flowing into the wastewater plant all at once can impact the water chemistry causing additional testing and administrative tasks for the plant operator. The operator also needs to be aware of what other materials might be in the water so as to not impact the effectiveness of the plant operations.



44,000 gallons of water is the equivalent of:

- 27,500 flushes per day (1.6 GAL flush)
- 2,200 10 minute showers (2 GAL/min)
- 2,933 loads of laundry (15 GAL/load)
- 44,000 people's daily drinking water (1 GAL/day)

FM Billable Services

Within academic buildings, the operating budget basically covers all systems or equipment that are permanently attached, wired and plumbed to the facility. The operating budget also includes maintenance or repair of all utilities as well as all grounds maintenance.

There are some exceptions to the operating budget which are generally specialized equipment installed by, or on behalf of, a department. All exceptions, and other systems and/or equipment that are typically movable, are maintained through self-sustaining budgets.

More complete guidance can be found on the Facilities Management web site: <https://www.fm.wvu.edu/facilities-management-billable-services>. You can also call the Work Control Center at X3420 or email FM.WorkControlCenter@wvu.edu.

Before & After

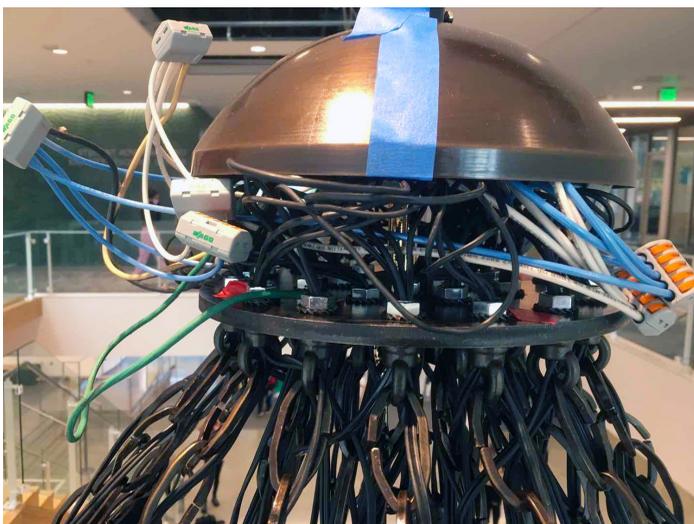
I always like to highlight some of the work that just happens around campus. Sometimes I'm able to get a before and after picture that really tells the story of the skills and craftsmanship in our shops, other times the final product has to speak for those skills by itself.



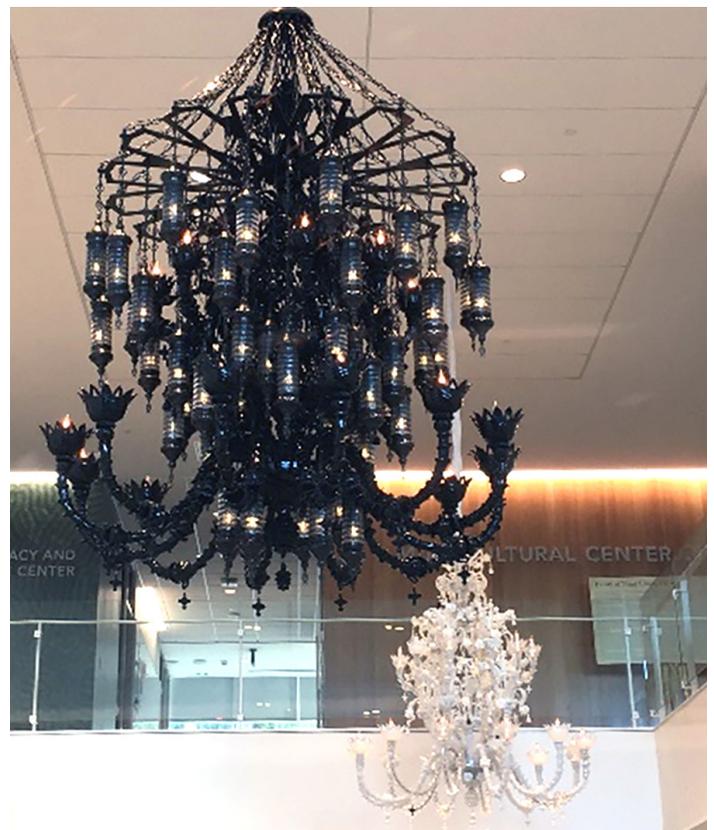
Fume hood replacement in ES 226.



Before & after shower repairs in Fairhaven Stack 7.



Wiring for the new chandeliers in the VU Atrium.



After installation of the chandelier sculptures.

Supply Chain Challenges

The following are some examples from our supply team. The current number of open orders is 191 which compares to our typical number between 60 - 70. The oldest open orders date back to April 2021 and are for vehicles.

- Locksets/door hardware is unpredictable at best. Takes 1 - 2 months for most orders. We have some that arrive within a week. The oldest are August and December 2021.
- Door orders can be 1 month, 3 months, 6 months, or 8 months.
- Fire alarm parts have no ETA for delivery from suppliers. We have Fire alarm strobes on order since August 2021, Fire Alarm Power Supply on order from January and February, and a Fire Alarm System Button on order from January.
- The replacement ice machine for Biology was ordered in August 2021. On February 20, the manufacturer was still saying shipping was 4 - 6 weeks due to lack of materials.
- Custodial equipment for Clarke Glass start-up was ordered in October 2021. Four types of equipment in various quantities have still not been delivered.
- At one point in February, the cost of a sheet of plywood more than tripled in a matter of 4 days – then that price plunged back down a few days later!
- Contact cleaner and electric motor grease have been on order since December and January. These used to be one-day turnaround items.
- We have a damper actuator that was ordered in January that has not been received. But there was a different one ordered in February that we received within a month.
- We have a condensate pump switch ordered in January with an original ETA of February 14th. The new ETA is now March 21st.
- LED flat panels, LED fixtures, and certain fluorescent lamps have also been difficult to get. Panels ordered in November 2021 have no ETA. The fixtures and lamps used to have a three-week turnaround but are now at a minimum of 2 months!

And the list goes on...

Storm Water Management

“Only rain down the drain!” WWU has a secondary storm water permit in conjunction with the City of Bellingham (COB) with specific requirements to which we must adhere. One important component of that permit is that chlorinated water and human-caused turbid water are not allowed to go into our storm water system. Practically, what that means is that any pressure washing of building exteriors and some roofs must have a containment plan in place to prevent intrusion into the storm water system.

You might see water diverted into vegetated areas, storm drains covered or dammed to prevent water from reaching the system, and we may also use filters to remove chlorine prior to reaching the storm drain



You can find lots more information about Western’s storm water management program at www.fm.wwu.edu/facilities-maintenance-operations/stormwater-management-program/facilities-management-billable-services. You can also call the Work Control Center at x3420 or email FM.WorkControlCenter@wwu.edu.

Closing Thoughts

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.