MESSAGE FROM ASSOCIATE VICE PRESIDENT
CHARLES KENNEDY

I want to reach out to our Transportation Services employees this month and acknowledge the extra effort and dedication they put forth in relocating their office space from the University Transportation Center to various points around our campus.

As some of you may know, to a greater need, the University reallocated the UTC for a future expansion of campus daycare facilities. As a result, TS staff have moved into the former Staff Human Resources Building (SHRB) and the UW Tower, and another group will soon move to the north end of the Plant Services Building.

All of this activity occurred in a relatively short timeframe. TS staff went above and beyond in continuing their service with a minimum disruption. Our appreciation goes to Transportation Services for making this move happen while continuing to serve the University and maintaining great attitudes.

I would also like to extend my appreciation to a number of other Facilities Services departments for their support and partnership in helping TS implement this substantial endeavor.

• Thank you to the staff of Moving and Surplus for the assistance in moving and relocating a considerable amount of furniture, boxes and office equipment from the old space to the three new locations around campus.
• The FMC Grounds crew did their usual great job in cleaning up and beautifying the outdoor spaces around Transportation Services’ new space on Campus Parkway.
• Also, a thank-you is sent to UW Tower Operations for assembling furniture and helping to reconfigure office space.
• Additionally, the Custodians in the Building Services Department cleaned the new spaces for their TS colleagues.
• And finally, a thank you to the FMC Mason shop staff who relocated their space to another part of Plant Services to help accommodate TS.

As the saying goes, it takes a village, and I appreciate the continued can-do attitude of this great organization.

COMBINED FUND DRIVE
ROOKIE OF THE YEAR, JOHN CARROLL

Jolyn Mason, the Combined Fund Drive’s development coordinator, took extra time to recognize the efforts of Facilities Maintenance & Construction’s Southwest Zone Manager John Carroll (pictured right) as one of the drive’s Rookies of the Year. The following is an excerpt from his nomination materials:

“John empowered his team to adapt the CFD message to the culture of their individual work groups and provided them with exceptional resources and promotional materials. John invited in speakers and created special campaign packets for his team members. He set a clear goal – increase participation by 2% and he ultimately increased it by 3%.”

“While this is a great reflection on Facilities Maintenance & Construction, Facilities Services and the University, the real value is the time and energy you provided that led to our teams’ improved giving, and ultimately, the benefit to the charities we are supporting,” said Deputy Director for Facilities Maintenance Jon Parkin.
FS NIGHTSHIFTS HOLD FIRST-EVER EVENING ALL-STAFF MEETING
FS AT THE SAFETY, SUSTAINABILITY AND PREPAREDNESS EXPO

On February 10, three Facilities Services groups (Transportation Services, UW Recycling and Emergency Management) joined more than 70 other booths at Environmental Health & Safety's first-ever Safety, Sustainability and Preparedness Expo.

Emergency Management's Siri McLean served on the planning committee for the event.

"Initially EH&S wanted to host a Lab Safety fair, but with more discussion we convinced them to broaden the scope and include preparedness and sustainability, thus creating a larger event with greater interest," said McLean. "Attendees walked away with a bag full of goodies to start their emergency kits."

Emergency Management has found an increased interest in preparedness lately after many popular articles about the big one have gone viral.

"UWEM had over 400 people stop by our booth alone. Some were familiar with our department and some didn't know we existed," said McLean. "Events like these are a great opportunity for UWEM to get our face out into the community and share the resources we can provide."

EM's new seismic resilience program manager Stacie Smith appreciated the opportunity to promote her seismic walkthroughs.

"I had 17 people sign up on the mitigation walkthrough sign up sheet, all from different departments, including some faculty [which are more difficult to reach],” said Smith. “One woman has already requested that I survey three floors in the building she works in. These 17 sign-ups mean a lot more than 17 people. Each person that signed up is effectively five to 25 people learning about earthquake safety in the workplace, which I think is just awesome!"

Emergency Management wasn't the only FS department to find the expo a unique outreach opportunity. Transportation Services was excited to test out its new Bike Wheel of Fortune.

“EH&S had approached us last fall about participating in the expo. We thought it would be a great forum for us to talk with people about commuting safely," said Transportation Services’ Miriam Castro. "I wanted to be able to connect with people in a fun and interactive way, and we brainstormed a cool outreach tool—the Bike Wheel of Fortune. The expo was its inaugural 'spin'."

UW Recycling also jumped at the chance to participate, signing up immediately after EH&S invited them as an exhibitor. Program coordinators Erica Bartlett and Liz Gignilliat, Assistant Director Emily Newcomer and Truck Driver Lead David Speed participated in the tabling event, which included fielding questions and hosting the “Wheel of Waste” sustainability quiz game. Reusable water bottles were awarded to over 100 participants, and even after running out of prizes, people still wanted to test their knowledge and chat about recycling!
Facilities Staff From UC Riverside Visit Facilities Teams

Highlights from LuAnn Stokke, FS Chief of Staff

They say the best way to learn a foreign language is immersion—spending time in the place and within the culture where that language is spoken daily, and where its citizens conduct their lives using it. This concept of immersion is the mindset of the Vice Chancellor of Administration at University of California-Riverside, Ron Coley. Coley researched Lean and Balanced Scorecard in higher education, learned about UW Facilities Services, and reached out to Charles Kennedy to learn more.

After Charles and I visited UC-Riverside’s FS-equivalent leadership team last fall, Coley committed to bring his entire team of almost 30 leaders to UW to see Lean in action, at what he considers a world-class example of Lean at a world-leading research university.

This large contingent arrived in Seattle on Sunday, February 7 and then spent the next two days meeting many of our teams in Transportation Services, Facilities Maintenance & Construction, Finance & Business Services, Campus Engineering & Operations, and Building Services.

Tour groups interacted and asked questions of custodial teams in Suzzallo-Allen, Odegaard, and Savery Hall, impressed with the huddles and idea implementation they saw. They traversed the Power Plant, and walked through utility tunnels.

The second day, Plant Services was the site of tours to FMC’s Regulated Materials, Project Managers and Building Envelope teams, along with FABS’ Moving & Surplus, FS-Stores and Warehouse, and Accounts Payable areas.

Visitors were impressed with teams’ ability to set goals and daily targets, track and measure them, and generate ideas to improve. Everywhere they went, they experienced our focus on improving our work every day.

Closing out the visit, the group learned from several Balanced Scorecard measure owners and senior leaders. Coley extended his deep thanks and respect to FS’ employees for their willingness to share their time and experience. He challenged his team—at the visit’s end—to commit to following our path of Lean engagement. We will stay in close contact, and build upon this partnership.

FS Takes Over Professional Development Class

In early February, a Professional and Organizational Development (POD) class found itself completely full with Facilities Services employees.

In this Core Strengths Accountability class, a part of the University’s Strategic Leadership Program, POD Director Ujima Donalson and instructor Linda Callecod, taught this group of FS leaders about conflict, communication and leadership styles.

From left to right, instructor Ujima Donalson, André Vasquez, Victor Cardona, Rasonda Settles, Joles Tabaro, Ashley Kangas, Jazmyne Green, Kay Dumlao-Doherty and instructor Linda Callecod.
SUCCEEDING IN OUR 2015 SAFETY GOALS

“Hello, I really don't think I’m the person to talk to about this,” said Facilities Maintenance & Construction Director Damon Fetters. “This is all the work of employees coming together to make safety a part of the culture and a part of the work that they do.”

Facilities Services set a record safety incident rate of 7.9 for 2015, well under the target of 9. Facilities Maintenance & Construction and Campus Engineering & Operations helped lead the way by coming in significantly below target, and Facilities Employee Services and Emergency Management met their 0-incident targets.

“Damon and FS Safety Manager Tracey [Mosier] told us what our goals were for this last year, and the FMC safety team looked at how we could achieve that,” said Facilities Construction’s Carpentry Lead Mark Pekarek. “We’re trying to have our employees be more proactive about safety, assessing their scope of work ahead of time and thinking through everything before they begin the work.”

For FMC, safety has really become a part of their work culture. In May the department will be holding an all-hands meeting entirely focused on safety.

“Complacency will get you killed,” said Pekarek. “If you jump on that ladder without fully inspecting it, you’re really putting yourself at risk; especially if the ladder isn’t tall enough for the work you’re doing.”

The cultural shift comes alongside a number of programs taken on by FS Safety in the last year.
“We launched the Stop Work program last year, and I’m sure that’s helped introduce conversations about safety in the field where conversations might not have taken place before,” said Safety Manager Tracey Mosier. “We also provided support to Building Services in tackling stair-related injuries with a Lean launch last year, held our first ever fall-prevention open house, and brought Barbara Brown onto our team, which has allowed us to be more responsive in our training needs.”

For the next year, target incidents have been set even lower at 6.9, but Mosier is excited about the new programs coming up to help FS reach its new goal.

“We have a personal protective equipment (PPE) open house on April 20, and the results of Building Services’ SHIP grant coming in 2016,” said Mosier.

Funding from the grant allowed BSD to take a hard look at the tasks that cause custodians the most discomfort, and are the leading cause of work-related injuries. The result will be new short-term and long-term solutions that prevent discomfort and injuries to Building Services employees.

Additionally, FS Safety will begin implementing its new Hazard Communications training materials this year, borne out of a Lean team launched in 2015. The team also hopes to launch a new hoisting and rigging program, and with the help of Meredith Brothers in Facilities Maintenance & Construction, a refresher course on erecting scaffolding.

“A lot of our employees have been around for some time, and a refresher course always helps keep safety at the forefront of their minds,” said Mosier. “Our employees are also really great at helping each other better understand training, because they have so much experience.”

Correction: an earlier version of this article implied the FS Safety team would create the scaffolding class. They would like to update it to give credit where credit is due: FMC’s Meredith Brothers, who has worked hard to help make this class happen.