MESSAGE FROM CHARLES KENNEDY

The Facilities Services organization is committed to providing world class customer service. As you know, our FS Lean initiatives support our endeavor to review and improve the methods in which we provide an excellent customer experience. But how do we look at providing admirable service to our own community?

On Saturday, October 10 we held our first-ever Facilities Services Day of Service. Nearly 100 of our employees volunteered their time over a stormy morning to help clean up and fix up University Way.

Volunteering to help others is one of many ways we can give back to the University community and support our organizational initiatives. In Facilities Services, we act as citizens in a community; we’re caring, and we know that when we volunteer together, what we can do becomes larger than ourselves.

You may be reminded of the powerful impact that the annual January MLK National Day of Service has in our communities. Dr. King’s vision empowers individuals to strengthen neighborhoods, bridge differences and move the nation closer to his goal of a Beloved Community. So whether it’s sprucing up windows, picking up trash or fixing a trip hazard, when we come together we can make a world of difference.

More photos online at the Facilities Services Flickr account: uw.edu/facilities/photos

+TRAINING

Managing for Performance
Thursday, October 15
10 a.m. to noon
https://goo.gl/IPL6VF

Introduction to FS Lean
Friday, October 16
12:30 - 2:30 p.m.
https://goo.gl/VqzQrY

How to Hire a Winner
Thursday, October 22
10 a.m. to noon
https://goo.gl/IIN4Dr

Confidence in the Contract
Thursday, November 19
10 a.m. to noon
https://goo.gl/HEBVnb

Making Cents of Payroll
Thursday, December 3
10 a.m. to noon
https://goo.gl/xCsgF4

The 1-2-3s of Financial Management
Thursday, December 10
10 a.m. to noon
https://goo.gl/rfLC20

Have an idea for a class?
If you have an idea for a class, please get in touch with the FS Training Center via their online recommendation form: http://goo.gl/RG8zN
The UW Tower second shift includes Peter Gorokhovskiy and Eric Johnston, and the third shift includes David Record and Adam Diriye. The second shift is sometimes joined by Mike Craig, providing audio/visual support to events.

The tower was purchased by the University of Washington from Safeco in 2007, and with it came a dedicated staff of around-the-clock maintenance workers.

“I came with the building,” quipped UW Tower Manager Troy Swanson. The tower’s crew of evening and overnight Facilities Operations Maintenance Specialists (FOMS) have all been here for at least 10 years, with many of them pushing 30 years on the job.

“There’s no uncertainties in our work,” said overnight specialist Adam Diriye. “We know this building inside and out. We know every piece of machinery and all about every task we could possibly have to do.”

And not only are they in-tune with the building’s quirks, they’re passionate about the work they do.

“Sometimes I feel like the tower’s my child. It needs a lot of attention, and I’m here to take care of it,” said overnight specialist David Record. “I’m really proud to work for the University of Washington. I put on my uniform with pride when I arrive every night. I just love to talk about the amazing things going on at the University that I get to help support in this job.”

WHY NIGHTS?
The tower has two evening shifts, second shift, which runs from 3:30 to 11:30 p.m., and third shift, which runs from 11:30 p.m. until 7:30 a.m. the next
day. Second shift workers help shut the building down after University employees have left for the day. Third shift workers help bring it back to life in the mornings, before the tower’s 1,800+ employees arrive for the workday.

“I like how calm evenings are. Nothing’s a rush, and most everything is routine. I like the calm and being able to focus on what I’m doing without getting distracted or flustered,” said Record. “I also really like how when I’m off work, I am free during the day! I can go to appointments and enjoy the sunshine. Traffic is lighter when I’m commuting, and when I leave, and parking is less expensive. On night shift we also get paid a little more. I really enjoy being on third shift.”

For his third-shift partner, nights were what was available when he applied.

“When I started working, night shift was the only shift available, so I took it. But I’ve grown to really like it,” said Diriye. “David had been working here for 30 years when I started, so he gave me a lot of encouragement. He’s worked at it as a career, and I can do that too.”

For the second shift workers, from the afternoons until 11:30 p.m., they like evenings for the same reasons.

“I really like the structure of night shift. I get to work more on projects without being called away to other immediate problems,” said Eric Johnston. “I’m not spending my time putting out brushfires all day, we’re working on longer term projects, like upgrading all of the tower’s toilets to low-flow fixtures. We just go in and do it! That’s the beauty of night shift. There’s nothing in our way.”

PROJECTS
Currently the sustainability-conscious tower staff are working on installing low-flow toilets and urinals throughout the building, replacing hundreds of older water-hogging fixtures. But when the four evening and overnight FOMS employees aren’t working on this project, they’re responding to requests and work orders from the employees who work in the tower every day.
“If it’s your problem, then it’s also our problem,” said Johnston. “Our customers’ needs are our most pressing needs. Until those problems are solved, then it’s the most important thing in our minds.”

“We’re here to make people happy,” said second shift specialist Peter Gorokhovskiy. “When we get a work order about a particular issue, we always say ‘no problem’ and come up with a fix.”

The night staff also comes up with improvements for how to do their work.

“I do a lot of curtain repairs and repairs that involve shutting down plumbing or electrical systems, so I had this idea to use the building’s floorplans to keep track of lighting changes and curtain types,” said Record. “It makes it faster to go out to a floor and make a change, we can go right out to the location that needs to be fixed instead of hunting around for it.”

In a way, the UW Tower is a bit like an island. The Tower has its own dedicated crew of Facilities Operations Maintenance Specialists (FOMS), its own equipment, and its own quirks. It’s the same size as the UW-Bothell or UW-Tacoma campuses.

And it takes a dedicated crew of around-the-clock staff to keep this campus-within-a-campus running.
Tell us about what you do for Finance and Business Services.

I'm the web developer supporting all of Facilities Services. I primarily support the public-facing departmental sites, which are built in Drupal. Drupal is a content management system (think Wordpress) that's used by many UW departments and around the world. Alongside the maintenance of the Drupal code, I develop custom applications that help FS interact with its staff and customers.

How did you get into web development/this field of work?

I've always been drawn to puzzles and problem solving. While I was an undergrad at the University of Washington, I worked at the Capital Projects Office as a computer help desk student. After graduating, CPO gave me the opportunity to move into a permanent position as a web developer. My skills grew and expanded over the next six years at CPO. I began working with Drupal in 2009, though it wasn't my primary focus until starting at Facilities Services in spring of 2014.

Editor's note: Jeanna was recently asked to be a co-maintainer of the Boundless Drupal theme for the entire University. Congrats, Jeanna!

Tell us more about some of the projects you're working on right now.

My big project right now is Drupal 7 and the UW Boundless theme. Last fall, UW Marketing unveiled the new Boundless theme for all university communications, including the UW homepage. The web theme was originally only developed for Wordpress. In early 2015, Creative Communications released a version of the theme for Drupal. FABS IT is very excited to be moving towards brand compliance and taking this opportunity to upgrade our websites to a newer version of Drupal (Drupal 7). As we upgrade each site, we will work closely with every FS unit to ensure that the sites truly meet the needs of the audience and represent us as the world-class organization that we are.

Outside of work, what are some of your interests?

What I'm really excited about at the moment is travelling! My husband and I are heading to the original Munich Oktoberfest at the beginning of October. After Bavaria, we continue to Amsterdam, Dublin and finally, London. It's going to be a whirlwind two weeks. Cheers!

What's something unique about yourself, something others may be surprised to learn about you?

I'm a geek who doesn't like Star Wars. I've tried, I really have. Ewoks are cute, but I'll take Serenity over the Millennium Falcon any day.

If you want something less nerdy...I'm a big supporter of rescue animals and no-kill shelters. At the end of October, my husband and I will be attending the Black Cat Ball dinner and auction put on by Purrfect Pals, the wonderful shelter where we adopted both of our fuzzballs (Romi and Queso).
Huddled on the edge of Red Square, three tables shielded from the sun were filled with informative pamphlets, sign-up sheets, and most importantly: free merch.

Facilities’ own UW Recycling, Emergency Management and Transportation Services, alongside UW Sustainability, took to the bricks to participate in the UW Dawg Daze Student Activities Fair.

As a collaboration between the University of Washington’s First Year Programs and Student Activities Office, UW Dawg Daze was created to promote on-campus services, bring awareness to registered student organizations, and discover unique ways to get involved across campus.

Before students begrudgingly emerged from their dorm rooms for early morning classes, Facilities Services staff and collaborators were up and ready to mingle.

When the clock struck 10 a.m., UW Recycling and UW Sustainability’s table was covered in waste flow charts, composting infographics, and a tiny chair for Sqwatch — the UW Sustainability mascot. Emergency Management started off the morning with a “Wheel of Misfortune.” When community members spun the wheel, they could participate in analyzing survival situations, including a zombie apocalypse. Transportation Services table had a collection of giveaways: stickers, Clif bars, and an opportunity to score bigger prizes.

While Facilities Services departments prepped their tables for the Student Activities Fair on Thursday, Oct. 1, TS kicked it into gear earlier in the week outside the ASUW Bike Shop for their “Ride to the Center of the Universe.” Emily Kathrein and Ana Seivert from Transportation Services took students on a trip down to Fremont, but not before teaching a hands-on lesson about the ABCs of biking: checking
your air, brakes, chain, cassette and crank.

While being a “clean” method of transportation was one of the reasons students chose to bike, Kathrein pointed why biking is part of her commute: it’s fun.

After they clipped their helmets, checked their air pressure, and slung on their backpacks, the bike riders peddled down Stevens Way and off to the Burke–Gilman Trail.

Later in the day, Transportation Services took over the Commuter Commons. Located on the far edge of the Husky Union Building, Miriam Castro, a program operations specialist, and Casey Gifford, Commute Options’ individualized marketing specialist, took turns delving into a sea of students to deliver smoothies and milkshakes. Food was the perfect persuasion, as the Commuter Commons was soon packed with students eager to blend their own snack.

Instead blending their treats with electricity, students burned calories. Students got in line to pedal on the innovative “Bike Blender,” swapping shifts to put their calf muscles to the test to fuse chunky strawberries and chocolate syrup.

Using sustainable energy never tasted so good.

“We work hard to make sure students know they have options when it comes to commuting, and that there are great transportation benefits that come with being a UW student, including Universal U-PASS membership and access to our Commute Concierge service,” Gifford said. “We try to get them involved in fun, interactive and memorable ways, such as through bike-blended treats.”

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blended treats, temporary tattoos and accompanying conversations. And students get it—a whopping 93 percent of students come to campus via non-drive alone options, and that’s something we’re really proud of!”

On Tuesday, Sept. 29, Facilities Services own UW Surplus plastered up purple and gold Dawg Daze signs to welcome new Huskies to their weekly public sale. The line for checkout, guided by two retractable stanchions, weaved throughout the store. Athletic apparel, large UW bulletin boards, and empty trash cans were toted through the line, some rolled by carts and others cradled in the arms of customers.

Behind the line, items were dispersed throughout the store. The chair section was filled with red and brown retro school desks. Hidden on shelves were cash registers, dozens of computer monitors, and oddities like enormous Gatorade coolers.

The store was swamped, and for a good cause: each item stacked on the shelves had been used before, part of the UW Surplus’ mission to reuse first, re-purpose second, and recycle third.

“Sustainability is both the guiding principle and the propelling engine for UW Surplus, as it informs every facet of what we do and why we do it. UW Surplus takes in items that are no longer needed from all UW departments and medical facilities—from boxes of miscellaneous office supplies to furniture, from computers to toys, sports equipment to vehicles, broken items to remodeling leftovers and architectural salvage,” said Eric Wahl, the Office Program Coordinator for UW Surplus. “Our job, and our point of pride, is selling, auctioning, or recycling the greatest percentage of what comes to us, and our customers continue to tell us how happy and often surprised they are to find such great deals in the Surplus Store when compared to regular retail prices.”

Customers patiently wait in the line with their reusable items during the UW Surplus’ weekly general public opening. Hours for UW Departments and General Public openings can be found on the UW Surplus website.

Eric Wahl, UW Surplus’ office program coordinator, logs a customer’s purchases during the promoted Dawg Daze event.

UW Surplus has tons of oddities, including this husky portrait. The warehouse has everything from enormous Gatorade coolers to retro school desks.
Did we miss you at Dawg Daze? Hosting a sustainable event on campus? Is your department developing a new sustainability project, or making sustainable improvements? Email fscomm@uw.edu to send your story ideas.

Casey Gifford shows students how to blend up a pedal-powered drink.

Stacie Smith with Emergency Management shows off the Wheel of Misfortune.

Sehre Bokhari, a volunteer EMT with Husky CERT, teaches students how to perform CPR.

Search for UW Facilities Services on Flickr to view all our photos.
BUILDING SERVICES HOLDS ANNUAL RECOGNITION EVENT

RECOGNIZING YEARS OF SERVICE

5 years: Ben Henkel, Jose Sanchez, Rasonda Settles, Almerante Sison.


20 years: Billy Santiago Bagaosian, Mary Martin, Jose Marquez, Dehab Seare.


30 years: Naiseng Sae Chao, Du Li Kim, Chhe Lim.

35 years: Rodolfo Masangkay, Robert Bell.

RECOGNIZING ATTENDANCE


1 day absent: Tewolde Amelesom, Haile Bekru, Keo Bouddy, Luz Flores Campbell, Mihret Dessu, Edgar Fierro, Aniceta Baguant, Elsa Gebrehiwet, Nigisti Habtemicael, Bruce Jitodai, Mulu Sium, Herman Yu.


3 days absent: Getu Teklu Abebe, Reynard Cruz, Serafin Divina, Beyene Gebrezgiher, Akberet Habtemariam, Neghiyst Habtis, Albert Hyseni, Tracy Jackson, Florence Joaquin, Mehereteab Mengistu, Hongvilay Sengary, Arlington Stubbs, Habte Tesema.
LIGHTNING STRIKES HISTORIC MEANY SEQUOIA

On Saturday, Sept. 5 a lone storm cell hit the University of Washington campus and brought with it a bit of lightning. Unfortunately for campus, the lightning bolt hit one of the last trees left on campus planted by UW alumnus and professor Edmond Meany.

Meany was responsible for some of the campus’ tree plantings. He established a seed exchange program with botanical gardens across the country and abroad, nurtured the seeds in his home garden, and transplanted the seedlings to campus.

The tree, estimated by campus arborist Sara Shores as just over 100 years old, was taller than Smith Hall, just beside it. Amazingly no windows were broken on the building when half of the tree exploded to the ground. Pieces of the tree were found as far away as the Suzzallo/Allen Library and the southeast corner of Thomson Hall.

The lightning pierced the tree into quarters all the way to the ground, which makes it a poor candidate for reuse projects such as tables or benches according to Finish Carpentry Shop lead Ed McKinley. Facilities Services crews saved some usable remnants for smaller projects.

Facilities Operations Maintenance Specialists Pat Lauterbach and Bill Sieg responded to the lightning strike as well. After lightning hit the tree, the current travelled through the ground to the Allen/Suzzallo Library where it “fried” one of the fire alarm panels.