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We would like to thank everyone who contributed articles, photos, and elements of this newsletter. Your contributions are appreciated and are imperative to the future of Facilities Connection.

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A Message from the Office of Associate VP

The start of the Fall Semester is an exciting and transitional time for all of the employees in Facilities Management (FM). After a long and very hot summer, we are excited to see the campus full of life, the housing units active, and students traveling between buildings all over campus. It also means the work and preparations during the summer months will be seen by all returning faculty and students.

Each Facilities Management Division and Unit prepared months in advance for the busiest four months of the year. Building, grounds, and utility work is best accomplished during summer sessions when we have fewer students on campus. By September 1, over 400 FM employees transition to service work and preparations for projects next year. So what exactly does it take to prepare our facilities and grounds for the start of the Fall Semester? While many faculty and students are gone for the summer months, what is the Facilities Management staff doing? I hope the articles in this newsletter help answer these questions and provide insight to the important work performed by all of our teams.

I would also like to take the opportunity to highlight our major projects completed this summer. The early completion of the Lee Honors College expansion, with the added classroom space and building improvements, is a great asset to the College. After two years of construction, the new Sangren Hall and West Michigan Mall in the center of our campus is done. The building, outdoor water feature, and mall area are receiving rave reviews.

Several roads and parking lots were paved and the bus depot was moved to Wilbur Avenue. Construction started on the Western View 2 apartment complex. With the loss of parking spaces in this area, added parking was constructed by Schneider Hall and Sincdecuse Health Center. Kanley Track has a new surface with improved drainage. There were numerous improvements to various buildings including elevator upgrades, new roofs, electrical/mechanical upgrades, classroom seating, and painting. Our Utility team replaced several underground lines to improve system reliability. Finally, our Grounds unit struggled with one of the hottest and driest summers to keep our trees and green spaces healthy. They also completed several sidewalk and landscape improvements.

I hope you appreciate the work our teams have accomplished during the summer.
It is no secret that the tight economic times in which we live require everybody to tighten their belts in order to continue providing better services with fewer resources. In June of this year, Building Custodial and Support Services (BCSS) undertook a pilot program in order to study and learn the efficiencies that could be gained by changing to a new team cleaning concept. This was undertaken after looking into different types of cleaning processes. Our focus was getting ready for a new academic year in our buildings.

BCSS partnered with Bob Cummings, the creator of Pro-C-Systems. Bob is a very key player in the cleaning industry and he has experience on the supply and distribution end of the cleaning profession, along with years as a team member of some of the largest cleaning building service providers on the east coast. After branching out on his own, he developed a team cleaning system that can be customized to a facility’s needs using the latest ergonomic tools and productive equipment.

After Bob made a campus visit in the spring of this year, and references were checked, it was determined that working with Bob on improving our cleaning operations would be very beneficial. We began the work of re-staffing Schneider Hall in the first week of June. First, we physically gathered the square-footage of every space cleaned by the six custodians in the building. After finishing that task, the actual training began. First he trained the supervisors for Schneider on the cleaning concepts and the duties of the team specialist.

The restroom specialists maintain the university touch cleaning system’. The general floor specialists use the back-pack vacuum to remove dirt and debris from both carpet and hard floor surfaces. The general cleaner specialists use light-weight ergonomic tools, microfiber cleaning cloths, and portion Pac chemicals, allowing them to clean more square-footage in less time. The utility specialists work is mainly done in public areas such as hallways, stairwells, entrances, and cafés. The variety of tasks may be different from building to building for the utility specialists; this person could use automatic floor scrubbers, or riding sweepers in addition to the same tools used by the other specialists.

This work is accomplished by dividing up the building into a four quadrant system and assigning each of the spaces a day of the week to detail the rooms in the quad and routine clean the rest of the spaces. In addition each Friday is designated as a detail day by quads.

The pilot program for the new Customer Care system took place over the entire summer and is now Schneider Hall’s standard cleaning daily procedure. The new Customer Care system worked so well that it has been implemented at the new Sangren Hall.

With Sangren being new we gathered the square footage and floor types in order to determine the workload for the building and produce the staffing schedules. This entire program will allow BCSS to maintain a level of service by reorganizing some of the crews to fill in for absences and do essential detail work.

This program would not have been possible without the support and open-mindedness of the office staff, the managers, the director, and most importantly, the custodians to give these concepts a chance to work.
This summer the Special Projects Crew in BCSS had many projects to accomplish before school resumed. In order to prepare Miller Auditorium for commencement, all of the windows were cleaned both on the inside and outside of the state-of-the-art auditorium. They also cleaned the windows within and without of The Richmond Center, as well as the crossover to Richmond, and the windows on the outside of Brown Hall and Dalton Center. This labor intensive work was well worth the many comments received.

The windows in Sindecuse Health Center were scrubbed on the outside by projects and the inside by crew regularly assigned to Sindecuse.

Waldo Library windows were cleaned to look pristine on the outside as well as the Chemistry Building, Computer Center and the College of Health and Human Services.

Perhaps the largest undertaking was the power washing of the entire football stadium and washing the windows in Bill Brown, John Gill Press Box and the Seelye Center.

In addition to the many windows, the crew-pressure washed the stairwells in the parking ramp with a heated pressure washer that was provided by shop 6. This allowed them to get the loose paint off of the stairwells so they may be repainted in the future with good results.

The Special Projects Crew did a great job this summer and has received multiple compliments on the jobs that they completed all over campus. They should be very proud of all the work that was accomplished to prepare for the Fall semester: A Job Well Done.
Landscape Services works throughout the summer to enhance campus landscapes that aid in student recruitment and retention. As part of our mission to provide a pleasant and inviting campus, we renovate and renew planting beds, lawn areas, and landscape features. We add color and beauty to campus with our numerous floral displays. Hardscape items such as baskets and benches are replaced or refurbished. Concrete surfaces, including steps and walks, are added or repaired via funding for deferred maintenance. Sporting venues such as Hyames Field, Sorenson Tennis Courts, and the intramural fields are spruced up to look their best. We provide support for a variety of student activities such as Fall Welcome, Residence Hall Move-In, Recycling, Bronco Bash and the CommUniversity football game.
Western Michigan University’s campus is often referred to as a “city within a city.” This is easy to understand considering the campus has 8 million square feet of space located on 1,200 acres of land, with the equivalent of 49 miles of utilities, and an academic year student population of 25,000.

Facilities Management Maintenance Services works year around to ensure the campus is in the best shape possible for all facility users. This is not a simple task. On any given day, there are always more maintenance issues than there are available time and human resources to address them. Maintenance Services receives more than 35,000 requests for service each year. In order to manage this volume effectively, requests are prioritized according to urgency, with life/safety issues always receiving a top priority. Leveraging down-time is another technique that Maintenance Services employs to get the most “bang for the buck” for its customers. Holiday and semester recess periods, and particularly the summer I & II semesters, afford opportunities to address issues that are more difficult to resolve during the academic year.

Between May and August each year, the campus sees a noticeable decline in vehicle, pedestrian, and building activity. During this time, Maintenance Services works diligently on a pre-determined list of regular, yearly, and unique, one-time tasks. In the Student Affairs areas, regular, summer tasks include painting and re-carpeting resident living areas, replacing smoke detector batteries, repairing furniture, cabinets, plumbing and electrical fixtures. Many of these tasks cannot be accomplished when these spaces are occupied. An example of a unique, one-time task from the summer of 2012 is medicine cabinet upgrades. Liners were installed in the Goldsworth Valley II & III Residence Halls to cheer-up still functional, but old and tired looking, medicine cabinets. In the General Fund areas, summer tasks also include painting and re-carpeting. Additionally, each summer Maintenance Services engages a classroom audit team to review all university classrooms for maintenance needs. Issues are identified, and then requests are created for the service staff to resolve the issues prior to the start of the fall semester. The May to August period also provides Maintenance Services the opportunity to address many exterior needs. For example, Waldo Stadium receives a thorough review to ensure it is ready for the football season. Parking lots, light poles, handrails and kiosks are among the many things to receive attention.

Though many may look to summer to take advantage of its more leisurely pace, Maintenance Services sees a noticeable increase in activity. The dedicated staff work hard to ensure the university’s campus, and all members of the university community, benefit from a positive, productive summer in the “city” within a city.
The Facilities Management Engineering Division is responsible for the design, development, and management of the university's infrastructure and utilities. This division also oversees energy management, compliance with federal, state, and local regulations, as well as compliance with state-mandated LEED sustainability certification.

The FM Engineering team takes advantage of the reduced activity during the summer months to move forward with many projects. The following are examples of the recent accomplishments during the summer of 2012.

- Replaced High Intensity Discharge lighting with fluorescent lighting
  - Gabel Pool

- Replaced existing high bay lights with fluorescent high bays, extending lamp life from 12,000 hours to 45,000 hours
  - Student Recreation Center
Projects were also completed in Davis Hall, the Little Theatre, and University Arena.

**Davis Hall**

*Upgraded controls for heating water system*

**The Little Theatre**

*Updated controls to heating and air-conditioning system*

**University Arena**

*Variable air volume controls were upgraded from pneumatic to direct digital control*

Other projects included supplemental air-conditioning for the Sindecuse Health Center pharmacy, installation of a heating and air-conditioning unit at Lawson Ice Arena, installation of a new make-up air unit at Davis Dining Service, an upgrade to the Schneider Hall chiller plant to include cooling for the New Sangren Hall, relocation of the West Michigan Avenue electrical substation, and on-going data gathering and input for the Building Information Modeling (BIM) initiative.

**W. Michigan Ave. electrical substation relocation Project**

**New Sangren Loop Switches**

**Schneider Hall**

**Steam Absorbers**

**Cooling Tower**

The on-going efforts of the FM Engineering Division may not always be highly visible, yet the work it does provides multiple benefits for all members of the university community.
When the month of May arrives, and many begin their summer vacations, Facilities Management moves quickly on the scene with exciting summer project improvements across campus. Summer 2012 was another busy season filled with many complex new projects and several renovations that were starting or in progress. As new Sangren construction continued on, breaking ground for Western View Apartments Phase II began and various other remodeling projects swiftly were under way with impressive and inspiring end results.

SANGREN HALL   The largest construction project on campus for the past two years came to an amazing finish this August. Sangren Hall is a new 230,000 square foot, four story facility which is projected to receive LEED Gold certification for sustainable design construction. Architectural features include a 2 story atrium commons space enclosed by glass with stunning views, state of the art classrooms and labs, and the Education Library. A new pedestrian mall was developed in front of Sangren along the south side of the building creating an extension of the existing mall to the west. This new mall allows for new parking, service and drop-off areas near the north side. Looking ahead, in May 2013 old Sangren Hall abatement and demolition is expected to be completed.

Constructing a Vision

Demolition of Old Sangren Hall

Associate Vice President of Facilities Management Peter Strazdas explains how chilled water is transported to the new Sangren Hall from Schneider Hall by using heat-recovering absorbers instead of electric chillers.
LEE HONORS COLLEGE  Donations were received from the Lee Family to add an addition of 3,300 square feet to provide added learning and seminar space to Lee Honors College. The project scope focused to facilitate the addition of a new learning lab, a centralized seminar room, ADA compliant restrooms, and an open atrium lobby space to allow for improved circulation and additional exhibit space. Two classrooms, the resource library and the lounge were reconfigured and updated with audio visual equipment. In addition to the building interior improvements, a unique out-door learning classroom was added to the south elevation of the building to accommodate 24 students. From state-of-the-art media technology used in the learning lab to the outdoor classroom space, these building improvements will enable advanced learning opportunities for years to come. The completed renovation is pictured below.

WESTERN VIEW APARTMENTS  Phase II of Western View Apartments broke ground this summer with an expected completion time of August 2013. The buildings are modeled after Phase I apartments, which are 3 story, wood framed structures, with masonry exteriors, and are LEED certified. Phase II expansion will total 80,093 new square feet and will provide space for 174 additional residents. These three major projects are just a few that have been in development over the past summer months.

Various classroom upgrades also took place this summer ranging from flooring, new furniture, to new marker boards in various locations. Dalton Hall also received several upgrades over the summer. The main recital hall received all new theater seating and flooring upgrades, and windows have been updated with new window treatment throughout the building. In addition to the summer improvements, Dalton lecture hall will also receive new fixed tablet auditorium seating and new carpet flooring by the end of the year.
Another vast improvement for student athletes, as well as campus community members is the new Kanley Track coating surface that was completed in September. This project included electrical/data upgrades and a new asphalt and track coating system. Student Recreation Center also received a new roof upgrade for their facility this summer. A look at the new track project progress is shown below.

An exciting project renovation recently completed, is the renovation of the old university bookstore near Howard Street for the Office for Sustainability (OFS) department. The facility was renovated to create new office space for the department with sustainable approach. Several of the sustainable aspects of this renovation include, re-purposed old Sangren furniture, use of existing concrete floors, re-use of building materials such as doors, frames, windows, partitions, fixtures, conduit, to name a few. OFS is relocating to their new location this month.
Hyames Field Player Lounge also received upgrades consisting of a new space configuration with a new entry doors, windows, flooring, and new furnishings. Elevator and life safety projects were completed, including a new elevator interior cab upgrade in Moore Hall and a new freight elevator in Miller Auditorium. Fire Alarm upgrades included replacement of the fire systems at Burnham Hall, Trimpe, and North Kohrman.

In addition to the exciting building projects, new roads and parking lot resurfacing were also completed this summer. Parking lot resurfacing took place in 5 parking lots, while new road paving was completed for Rankin Road, Crane Lane, and the new bus loading zone on Wilbur Street.

With the completion of Sangren Hall, Lee Honors College addition, classroom upgrades and other various projects, students, faculty and the campus community will be able to learn, educate and interact in ways that will enhance their experiences at Western Michigan University.
WMU Sign Shop

Each year before school starts, there exist many unforeseen last minute details. With a slew of new faculty members and forever changing rooms, the Sign Shop steps in to cover the visuals. The WMU Sign Shop has served as a resource for departments and students since 1994. “We are a full service shop.” explains Sign Shop Coordinator Trent Hines. Whether you need a new name badge as a faculty member or a banner for a student RSO event, the Sign Shop has the equipment and experience to make it happen.

The WMU Sign Shop is located in the Physical Plant Building off Stadium drive. “We are here to help.” says Sign Shop Graphic Designer Todd Draves. “We make sure the projects we create follow University standards and can suggest materials that you might not think of.”

During the summer they work closely with Projects & Construction for the finishing touches on remodeling departments and spaces around campus. “As the new academic year gets closer, the more name badges and room number inserts are requested. For your convinience, the sooner you get to us, the better. We are extremely busy the week before school starts but we are not complaining” says Trent Hines. “The Sign Shop is here for the University to utilize and we are proud of our contribution to the look and feel around campus.”
Every fall we must prepare an update to the Five Year Comprehensive Plan, the Capital Outlay Project Priority List, and the Capital Outlay Priority Request. The current edition and eventually the last three archived editions of the Five Year Comprehensive Plan can be found at http://www.fm.wmich.edu/planning. The List and the Request can be found within the Plan document. All of this is required by the State of Michigan, which also requires us to obtain Board of Trustees’ approval of these documents.

The Plan includes a tremendous amount of data regarding the University’s academic programs as well as the current state of our facilities. The List represents the Administration’s thoughts on how to address our future capital needs as does the Request. These may change slightly from year to year as projects are funded and new challenges arise.

Every fall the Planning Office has specific projects it is working to develop. Last fall it was the Legacy Collection and the Lee Honors College addition, to name a few.

This Fall we are working on a new apartment project, a new dining hall facility, a new residence hall complex, and finishing the design on the new School of Medicine located in the WMU Building on the W.E. Upjohn Campus.

The new apartment project will be similar to the Western View Apartment Project One. The goal is to provide a home away from home on campus, yet done in a much different way. The new dining hall facility will provide the most current state-of-the-art dining experience that will exceed expectations of today’s college student. The new residence hall complex will provide a venue that will support the best first year experience a freshman can have. The School of Medicine will have two new lecture halls that will facilitate both traditional lectures and Team Based Learning (TBL). There will be a regional simulation center as well as a large meeting hall. The School, including the facility plans, received the first approval from the Accreditation Committee in July and is on track to receive the second required approval in October. It will be another interesting and exciting fall!
I just wanted to take a moment to share a well done with you and all your staff! Campus looks AMAZING!!! What a great kick off to welcome week to see such a beautifully landscaped campus. As a staff member, alumni and current grad student I am so proud of this gorgeous campus. Your staff has worked so hard and it shows, not to mention how friendly they are to the campus community and our guests. The ‘W’ in the new roundabout looks awesome, I can’t wait till the flowers come into full bloom this fall. Thank you for all you and your staff do, it really is a great day to be a BRONCO!!

-Jill”

I wanted to take the time to say thank you to you and your staff. While on my drives and walks around WMU I can’t be more proud of all of our campus looks!

During one of the hottest and driest summers on record, the flowers, lawns and landscaping look amazing. I imagine it has not been easy to keep everything looking the way it does.

Please pass along my gratitude to all of your staff, because they’re doing tremendous work.

Thanks again.

Go Broncos!

-Kyle”

“Hello, I am a student taking classes this summer so I am on campus a lot. I just want to say thank you for all the work you do to make our campus beautiful. I really appreciate and enjoy walking to class on such a nice campus, and I know others do as well because I recently overheard some parents at orientation commenting on how great everything looks. Please pass this on to others in your department and let them know that all the work they do is appreciated and definitely does not go unnoticed. :)

Thank you!

-Alexa Kus”

I would like to take this opportunity to thank you and your team for the excellent work carried out at the facility. I’d like to mention the great job done by Moe and her crew - the electricians, plumber, carpenter and mechanical guys. It has definitely improved to the quality of the work place and made a lot of aspects of working there much more pleasant. I’d also like to say that this is the best and most pleasant experience I’ve had dealing with a university service unit. The attitude and professionalism of all involved has to be commended.

Thank you for the excellent work.

Sincerely,

Sudesh