



2024 Facilities Services Annual Employee Appreciation Picnic

The Annual Facilities Services Employee Appreciation Picnic was held July 27, 2024 in the McCluskey east parking lot. Tents were setup to shade the picnic tables along with fans to attempt to keep everyone a bit cooler. Great food, prizes and company. Thank you for attending and we hope you enjoyed the picnic!



Picnic...continued on page 2

Inside this Issue:

Facilities Services Employee Appreciation Picnic 1-2
KUDOS 3
Hardhat Classic 4
Thanks for Working Safely Award 4
Avant Loader 5
Crimson Spirit Award 6
Service Awards 7-9
Promotions 9
WSU Holidays 9
New Employees 10
Important Update Parking & Safety 11
Splitting Custodian Groups 11
Supply Management Services 12-13
APP Question Contest 14

Enter the Safety Question Contest on the last page of this Newsletter and you could win a PRIZE!

Picnic...continued from the front page



KUDOS

"I apologize for my delayed message, but I wanted to thank you (**Eldon Loe, Troy Hooper, Katy Kilborn, Signe Stolz, Brittany Cox, and Lori Brockman**) for your work on the Ida Lou Anderson House. Val and I were amazed at the before and after of your work. It is much appreciated. Thanks again."

D. Cillay

"I wanted to give Kudos to the custodian a (**Molly Trindle**) s she saw us unloading things from our faculty retreat as she was walking in to start her shift and offered to help us. I thanked her for her help, but I think bosses should know when an employee goes above and beyond. We appreciated her!"

K. Rollins

"I wanted to let you know that our custodian, **Molly Trindle** is wonderful! Molly is very thorough and our office suite, the stairwells, conference room, and bathrooms have never been this clean. The entire building looks nice and well kept. I spoke with her last night and let her know how thankful and appreciative our office is for the great job she is doing but I wanted to make sure you were aware as well ."

K. Shelton

"I was so happy that **Jordan Wolf** got the Antonio Carraro tractor running again today! He called asked a couple questions as he was doing the job and then told me when he finished it. I want to thank you for encouraging that great communication during and after the job was done! I really appreciate that!"

D. Pehrson

"Recently the Chris Hughes morning team (**Richard Priebe, Kobe Tippet and Chris Hughes**) refinished our floors in Wilson-Short Hall (SESRC). I am sure this was not an easy task for the morning team, especially with the heat and limited team members. Chris Hughes and the morning team did a great job and were extremely professional to work with. Often departments do not realize the time and effort expended by the facility teams that make our areas clean and bright. On behalf of the Wilson-Short Hall SESRC, thank you for a job well done!"

K. Shelton

"I just wanted to extend my sincere appreciation for **Angie Scott**, one of your supervisors in the custodial group. Angie's work ethic and positive demeanor have made a significant impact on the custodial group. There have been instances when a building faced critical shortages on supplies, and instead of being quick to point a finger, Angie proactively reaches out to Supply Management Services to grab a few items to address the issue. Her commitment to learning and growing, coupled with her thankful attitude, serves as a valuable reminder that patience and positivity can create a better work environment for everyone involved. Thanks for having such dedicated supervisors like Angie on your team!"

S. Cottrill

"I wanted to commend you and your team on the incredible maintenance that has been happening here. **Balthazar (Wando)** is an absolutely wonderful presence and really getting the area clean, which is SO appreciated, especially since we have a summer program and a July event. He is making us look sooooo much better. Thank you for hiring such quality employees. I wanted to recommend him for his hard work, positivity and excellent demeanor, unless it means he gets promoted and you take him away from us!"

P. Warner

"A big THANK YOU to all involved (**Jeff Gulick, Zway Erickson, Eric Sorenson, and JB Self**) for installing the AC unit here in my office at Van Doren. For many, many years, my office would reach nearly 90 degrees after a day of my door being shut for ZOOM meetings. Eric, you did a great job on the estimate and giving us various options, and JB, you and your folks did a great job installing it in this old building of ours. You folks did a SUPER job and I just wanted you to know how much I appreciate it! "

C. Kincaid



Jess Ford Hardhat Classic Golf Tournament Fundraiser Results...By Craig Cole

I can't believe it, but this year was better than last year. The weather was outstanding, just a little smoke on the horizon and the temperature was incredible. We had 123 golfers this year, which is the most we have ever had. Also, we were so thankful to have had some of the scholarship recipients out there to help with the sign-up, three out of twelve of them made it this year. The scholarships this tournament funds are all about supporting the next generation, and this will enable us to give \$2000 to each of the recipients for the 2024-2025 academic year. We were able to raise about \$38K this year, which is our new record amount!!

We could not have had such a tremendous year without our sponsors. Jess Ford of Pullman returned as our title sponsor and the "Hole in One" sponsor. We had a record of eleven Gold Sponsors this year; two Silver Sponsors; and one Bronze Sponsor. We continued the Beverage Cart sponsorship this year that provided the entire tournament with one free beverage. Then, we had another record number of Hole sponsors, more than one sponsor per hole! We also had sponsors for the Women's Longest Drive, the Men's Longest Drive, the Women's Closest to the Pin, the Men's Longest Putt, the Women's Closest to the Pin, and the Women's Longest Putt. Finally, the coveted Last Place trophy award for the most honest team (we brought back the toilet bowls) and a local business supplied us with lots of water for our participants.

The Silent Auction was fantastic, we tried to streamline that a little this year since the \$10K putt took so long. All of those items were donated, so whatever was paid went straight into the scholarship fund.

We got some great pictures of everyone as they made the turn, check out the website for those as well as the final results <https://hardhatclassic.wsu.edu/>.

In our \$10,000 putt competition, we had a plethora of golfers qualify for the putt-off, seven in total. They were Jason Bland, Ben Barlow, Brian McCrae, Jeff Mallett, Brian Talbot, Jason Chavez, and Tom Burritt. Out of the putt-off emerged Jason Bland to putt for the \$10K, but his shot went a little wide. Unfortunately, nobody sunk a hole-in-one either, one of these years though, it is going to happen.

Thanks to all the Facilities folks that helped out this year, both on the Committee as well as the day of the event, they include: Teresa Cole, Phil Johnson, Maja Huff, Robbie Dudley, Rich Miller, Steve Holbrook, Dylan Griffin, Amy Hickman, Monika Jones, Rex Riggs, Jason Sampson, Tom Burritt, Chris Fischer, and Morann Johnson.

If you want to get involved on the Committee or help out next year during the event, drop me a note craig.cole@wsu.edu and we will get you involved.



2024 JESS FORD HARDHAT CLASSIC

CONGRATULATIONS!

Kelly Cooley is a WINNER! "Thanks for Working Safely!"

Kelly Cooley of the custodial group at Webster was nominated and observed working safely, he was using good ergonomics and proper PPE while removing material and cleaning baseboards.



Annette Carpenter is picture at right congratulating Kelly as he picked an award from the Safety Award cabinet located in the McCluskey Shop building to the right of the Key Shop. Go check out all the prizes!



Attach & Conquer: The Avant Loaders' Multitasking Mastery

By Stacey Trevino



Welcome to Facilities Services Grounds Department the Avant 800 series, Mini front end loader with multiple available attachments. You might see this green loader around campus and around the grounds yard. Grounds acquired it for the awesome capabilities that we have in the Bobcat skid steer, John Deere tractor, and Tool cats. The Avant pushes the limit of a compact loader with more lift height of 137.8in and more lift capacity of 4190 lbs.!

The Avant's great reach potential with the signature telescopic boom, no need to drive around the truck when loading. Grounds will utilize the Avant for loading and unloading Bark Mulch, dirt, and compost. Also, with the attachments available

Grounds will have the capabilities of Stump Grinding, Snow Removal and clearing Debris from tree work and larger brush areas. The Avant's lift load capacity will allow for lifting stone pallets with ease, or in Grounds departments case pallets of ice melt salt and Hydroseed materials.

The Avant is compact enough to work in place where bigger machines cannot go and can be transported on a conventional car trailer. Avant has an articulate design where the driver sits in the front chassis and has a perfect view of the attachment and work area, making work and driver more secure.

Avant has an engine power 57 hp and drive speed of 18.6 mph. The safety features to include ROPS safety frame (rollover protection) and FOPS canopy (falling object protective structure) cab and the GT cab is vibration insulated and has low-noise levels. There is longer wheelbase and lower center of gravity for better stability and Excellent, unrestricted field of vision to the attachment and working environment.

Attachments available are so many that we would not have the room to list. Buckets, Forks, blades, plows, brooms, mowers and grabbing tools and asphalt and concrete attachments to mention a few. Grounds will be getting a stump grinder and are on the fence between a grapple bucket and a demolition grapple bucket, if you get a chance check out the website for the Avant at Avanttechno.com and let grounds know which bucket would do best for picking up large brush piles and tree trimmings. Also, check out the hundred or so attachments available.



Congratulations to Wade Brantner

Crimson Spirit Award Winner !



Congratulations Wade Brantner on being nominated and chosen for the Crimson Spirit Award!

Wade's nomination for the award: "As a Research Leader and USDA-ARS Pullman Location

Coordinator, I want to express my support and gratitude for the services that Central Stores/University Stores has provided to ARS Research Units located on the WSU campus. I have been at WSU for 45 years and during that entire time, Facilities Services has been essential to the ability of all five ARS Research Units on campus to carry out their research missions. With the construction of the new ARS Plant Biosciences building on the footprint of Johnson Hall, a new chapter in the WSU/ARS partnership is beginning and ARS will be relying on Facility Services even more in the future.

I particularly want to express my support and gratitude for the outstanding service that Mr. Wade Brantner has provided to the ARS Wheat Health, Genetics and Quality Research Unit. My Research Unit supports the ARS/WSU Small Molecules Bioanalytical Laboratory, located in 330 Vogel Plant Biosciences Building. Our current research focuses on the rhizosphere metabolomes of dryland and irrigated wheat and natural antibiotics produced by pseudomonads in the root microbiome that provide protection against soilborne pathogens.

For more than 25 years, Wade has worked with my WSU biochemist Bob Bonsall to supply compressed gases to our bioanalytical laboratory. Many times, Wade has made emergency deliveries of tanks of ultra-pure nitrogen when our in-house compressor or nitrogen gas generator failed. Our Waters SYNAPT G2-Si Mass Spectrometer requires a continual supply of nitrogen and without these emergency nitrogen deliveries, the mass spec. would have automatically vented and shut down, resulting in tens of thousands of



Wade Brantner is congratulated on being chosen for the Crimson Spirit Award by Kate Kammerr;

dollars in repairs, and lost productivity and research samples.

In the last several years, the failure of our compressor or nitrogen generator has become a chronic problem. To solve this problem, Wade and Bob worked together to design a more cost effective and reliable supply of nitrogen gas as a back up to our nitrogen generator. Wade designed a system using liquid nitrogen instead of compressed gas cylinders, and worked on a manifold system to supply the nitrogen to our mass spec. For the new nitrogen delivery system to work properly without interruption to our research, timed

deliveries of the liquid nitrogen are coordinated between Bob and Wade. I appreciate that these types of special liquid nitrogen deliveries are atypical, and therefore, I want to thank University Stores for making an exception and express how important Wade's service to my Bioanalytical Laboratory has been. Wade has exceptional skills related to gases used in research and he always has the tools and knowledge to fix any problem. His focus on customer service is exceptional and his service has helped my Bioanalytical Laboratory to be highly productive for many years."

Additional Nomination support: "I have witnessed first hand Wade's commitment to the university community, his customers and the mission. He is often available to assist with last minute requests or unexpected issues after close of business or on the weekends.

The SMS budget when Wade began as manager was running a deficit each year and stocks were bloated, spoilage was high, and the warehouse was a disorganized mess. Through his collaborative efforts, creative problem solving, team leadership and dedication the budget is balanced and we are again saving to an equipment pool, stocks are right sized and spoilage has been dramatically reduced, and the warehouse is running more efficiently and effectively than it ever has. He has stepped up to the role of manager, coaches his staff to perform well, and always works to exceed expectations. Dr. Weller's note is just one example of exceptional customer service and dedication to the WSU community."

Length of Service Awards



**Ryan Farr
5 Years**



**Teresa Beltran
10 Years**



**Dale Clark
10 Years**



**Kelly Kirpes
10 Years**



**Blair Myron
10 Years**



**Matt Turcotte
10 Years**

Length of Service Awards



Brian Funke
20 Years



Steve Holbrook
20 Years



Bob Nichols
20 Years



Kevin Poitra
20 Years



Joe Beck
20 Years



Eric Lockie
30 Years

Length of Service Awards



**Wade Brantner
35 Years**

Service Awards Not Pictured:

Brandy Berney - 10 Years

Steve McGahan—25 Years

Yi Guo— 30 Years

PROMOTIONS for June, July, & August 2024



Pictured L to R: Lane Kenworthy, Spencer Pope, Matthew Miles, and Jess Lungu. Not pictured is Stacey Trevino

CONGRATULATIONS!

Name	Promoted Position	Division
Lane Kenworthy	Maintenance Mechanic 2	Trades & Shops
Jess Lungu	Occ. Safety & Health Spec. 1	EH&S
Matthew Miles	Custodian 3	Custodian
Spencer Pope	Maintenance Mechanic 2	Trades & Shops
Stacey Trevino	Occ. Safety & Health Spec. 1	EH&S

WSU Holiday Schedule

Veterans Day	November 11, 2024
Thanksgiving	November 28 & 29, 2024
Christmas	December 24 & 25, 2024
New Years Day	January 1, 2025
Martin Luther King, Jr. Day	January 20, 2025

Memorial Day	May 26, 2025
Juneteenth	June 19, 2025
Independence Day	July 4, 2025
Labor Day	September 1, 2025

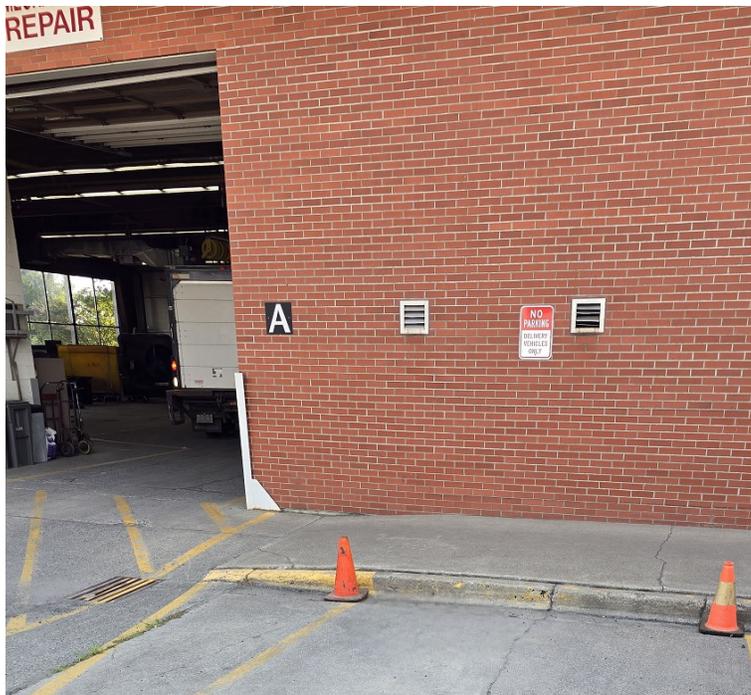
Welcome New Employees! (June, July, and August 2024)



Back row: Harry Davies, Lynell Mareko, Leanne Livingstone, & Megan Rinehart.
Front row: Nick Renn, Shawna Harris, Jenae Jones, Cassie Quiring, & John Sanchotena

Name	Position	Division
John Sanchotena	Refrigeration Mechanic	Trades & Shops
Shawna Harris	Custodian 1	Custodian
Nick Renn	Grounds/Nursery Spec. 3	Grounds
Harry Davies	Plumber/Pipefitter/Steamfitter	Trades & Shops
Samuel Quinlivan	Custodian 1	Custodian
Jacob Rider	Custodian 1	Custodian
Balthazar Wando	Custodian 1	Custodian
Lynell Mareko	Custodian 1	Custodian
Leanne Livingstone	Grounds/Nursery Spec. 2	Grounds
Josh Palmer	Truck Driver 2	SMS
Jill Tripp	Custodian 1	Custodian
Megan Rinehart	Custodian 1	Custodian
Adrianna Sital	Custodian 1	Custodian
John Williams	Custodian 1	Custodian
Jenae Jones	Custodian 1	Custodian
Cassie Quiring	Custodian 1	Custodian
Maguire Nichols	Custodian 1	Custodian

Important Update on Parking and Safety....by Jeremy Hansen



We are excited to share an important update aimed at enhancing safety and efficiency within our premises.

As of July 1st, we have introduced a dedicated Delivery-Only Parking Spot to streamline operations and reinforce our safety protocols. This new spot is specifically located in the first parking space closest to the MP garage door. It is reserved exclusively for delivery vehicles, allowing them to unload and load goods with greater ease.

The introduction of this designated area brings several benefits. It helps reduce congestion in high-traffic zones, minimizes the risk of accidents involving pedestrians and other vehicles, and improves overall operational efficiency by providing clear access for deliveries.

To ensure smooth operation, please observe the following guidelines: The Delivery-Only Parking Spot is available strictly for delivery vehicles during

designated hours. Vehicles must adhere to the maximum time limit to ensure availability for all deliveries, and it is crucial to maintain clear communication and coordination with delivery personnel to prevent any disruptions.

This new parking spot has been in effect since July 1st, and we encourage all team members to familiarize themselves with its location and guidelines. Maintaining a safe and efficient work environment is a collective effort. By following these guidelines, we all contribute to a more secure and well-organized workplace.

If you have any questions or suggestions about this update, please do not hesitate to reach out. Your feedback is invaluable as we continue to enhance our safety measures.

The benefits of splitting the two groups of custodian groups on swing shift and making three groups....by Danna Medlock

Splitting into three groups has helped by making the groups smaller and more manageable. Supervisors now can spend more time with the custodians and check on their progress of the cleanliness of the buildings. When we split the groups into three groups, we tried to keep certain buildings grouped together. Grouping the buildings together helps the leads manage the area and custodians that they work with safer and help with time management.

Hmong Lee (Mo) is the supervisor for the Fine Arts group. The buildings that Mo's crew takes care of are mainly the classroom buildings. This group buildings are located more central of campus. [This group works from 5:00 PM – 1:30 AM.](#)

Perry Berger is the supervisor for French/Lighty crew. The buildings that Perry's crew takes care of is more of mixture Classrooms, offices, and children center. This group mainly has the buildings on the east of stadium way. This group works from 5:00 PM – 1:30 AM.

Marcia Simmons is the supervisor for the Bohler crew. This custodian group works in the athletic buildings they work Monday- Friday from 7:00 PM – 3:30 AM. This helps the Bohler group to be able to accommodate the athletic activities in this area. This group checks in at Smith gym on 3rd floor. Marcia the supervisor for the Bohler group is organized by listing all the upcoming activities on the extra white boards that she now has access to.

Supply Management Services Business Process Improvements By Supply Management Services

Supply Management Services has undergone considerable changes over the course of the last few years. Critically examining each step of our business model and processes at Supply Management Services (SMS) has allowed us to identify and eliminate inefficiencies and make significant Business Process Improvements (BPI) which have resulted in substantial cost savings for both Washington State University and Facilities.

The initial step in our process was to establish a one-stop service center for all incoming small package, Less-Than-Truckload (LTL), and Full-Truckload (FTL) freight destined for Washington State University. This included both inbound stock and non-stock inventory items for Facilities Services and direct to campus customers. The one-stop service center functions as the final mile delivery point for all direct-to-customer packages and serves as a central hub addressing all queries.

As a result of this strategic planning, Central Receiving and Delivery (CRD) relocated from their Dairy Road site to property 358J and merged with University Stores. The merger has improved fiscal management between the two units and led to the rebranding of University Stores and Central Receiving under the new department name, Supply Management Services.

The second step in the Business Process Improvement entailed a comprehensive review of our entire inventory, with a particular focus on non-moving inventory, or “dead stock” inventory.

University Stores was challenged to reduce total inventory and bring the operating budget back into the black. Building systems across campus are updated and modernized or requirements evolve due to changes in regulations, codes, and consumer needs. As a result, the inventory to support maintenance and operations changes which means things we used to stock are no longer needed by Facilities Services. The process of isolating and addressing non-moving inventory resulted in a reduction from 12,431 inventory parts to 7,195 active item numbers. That is a 42.1205% reduction in total inventory. We have made great progress but have a way to go. Current valuation of items that haven't sold since 2015 is north of \$300,000.

Step three in the BPI was to update data for all active inventory parts.

Over the past two years, Supply Management Services has been diligently updating the data for all inventory. This comprehensive process included transferring warehouse inventory (both physically and in form of data input) to new locations to accommodate Central Receiving, updating vendor catalogs from legacy with newer Workday SU contractor numbers, revising inventory part descriptions, adding images to all active inventory items, renegotiating contracts for better pricing, ensuring contracts are renewed on time, isolating duplicate inventory item numbers, setting up new supplier contracts in AIM, and analyzing our min and max levels for appropriate inventory levels.

Step four in the (BPI) was to improve logistics and our approach to customer service.

The Request for Shipment process has been revamped to improve approval authority designations and streamline the process for our personnel and customers on campus. We also introduced SC logic tracking which improved transparency regarding the package's status in the process, whether its in-process, out-for-delivery, or has been delivered. Chain of custody is maintained at every stage in the process. This system also generates detailed reports on package delivery times, delivery performance, and other key metrics to improve service levels.

We have streamlined our purchase request process and are working to improve communications with shops personnel. Requestors now receive emails with copies of receiving reports and packing slips for scheduled staged purchase requests, will-call purchase request, and rush purchase requests. The parts table was relocated to the front counter to facilitate customer assistance and field questions more effectively. We've also managed to reduce our total staff without compromising on our service quality.

Is BPI working? Here are some stats:

Packaged and shipped out over 575 hazardous packages across the nation, in collaboration with the Office of Research Assurances (ORA) in 2023 and 2,339 non-hazardous shipments processed by SMS.

Received and delivered 98,979 total pieces of freight to customers across campus in 2023, a 7.25% increase in deliveries from 2022 and 17.82% increase from 2021.

SMS averages between 2 to 5 million pounds for deliveries on campus on auto freight shipping alone.

Delivered over 141,000 liters of liquid nitrogen across campus,

Supply Management continued on next page

Supply Management Services Business Process Improvements continued from previous page

7,000 pounds of dry ice, and handled 3,957 gas cylinders for research across Washington State University in 2023.

Recorded 1,868 point-of-sale (POS) transactions in 2024, an astounding 843% increase in face-to-face customer service from year 2022.

As of 2024, SMS has already observed a 23% increase in walk-ins compared to the same period in the previous year. In essence, we are very much open for business and here to help! We appreciate your ongoing support and look forward to your continued partnership .



Front Parts Counter



Warehouse



Warehouse



Inventory



Supply Management Services

Facilities Services Safety Promotion Committee

Safety Question Contest for the Month of September 2024

Directions: The answer to the question below can be found in one of the chapters of the Accident Prevention Program (APP). Read the question carefully. When you have found the answer, you may email your answer to Teresa Cole teresa.cole@wsu.edu or print off this page and cut out the form on the dotted lines. You may give the form to your supervisor to send in intercampus mail to Teresa or drop it off in the APP Question box by the McCluskey Key Shop. The names of all employees who submit the correct answer will go into a hat for a drawing. Whoever's name is drawn will be able to pick out one of the safety awards. **This contest will be open only until 5 p.m. on October 31, 2024** so get started finding the answer now and win a nice prize! Link to APP Chapters is on the Safety Sharepoint Site. <https://emailwsu.sharepoint.com/sites/FA/facilitieservices/Operations/Safety>

Reference APP Chapter 27 Extreme Cold Weather Safety QUESTION: What are the employee's responsibilities when working in cold weather?

Answer:

Employee submitting the above answer:

Name: _____ **Division:** _____



Bill West with his Safety Award.
(Brad Griesser's picture was unavailable.)

**Bill West and Brad Griesser
are the Winners!**

June's APP Question Contest!

Bill and Brad's entries for the APP Safety Question were randomly selected from the total entries with correctly answered questions. Those correct entries not chosen will be placed in the bucket for the annual Safety Award Drawing.

Check out all the Safety Awards you could win if your correct answer to the APP Question is drawn. The awards are displayed in the glass cabinet outside the Key Shop in McCluskey Shop Bldg.

Thank you to all that entered the contest!