



Washington University in St. Louis

SCHOOL OF MEDICINE



Washington University School of Medicine
Facilities Management Department

Guide to Facilities Services

Supporting the Physical Environment

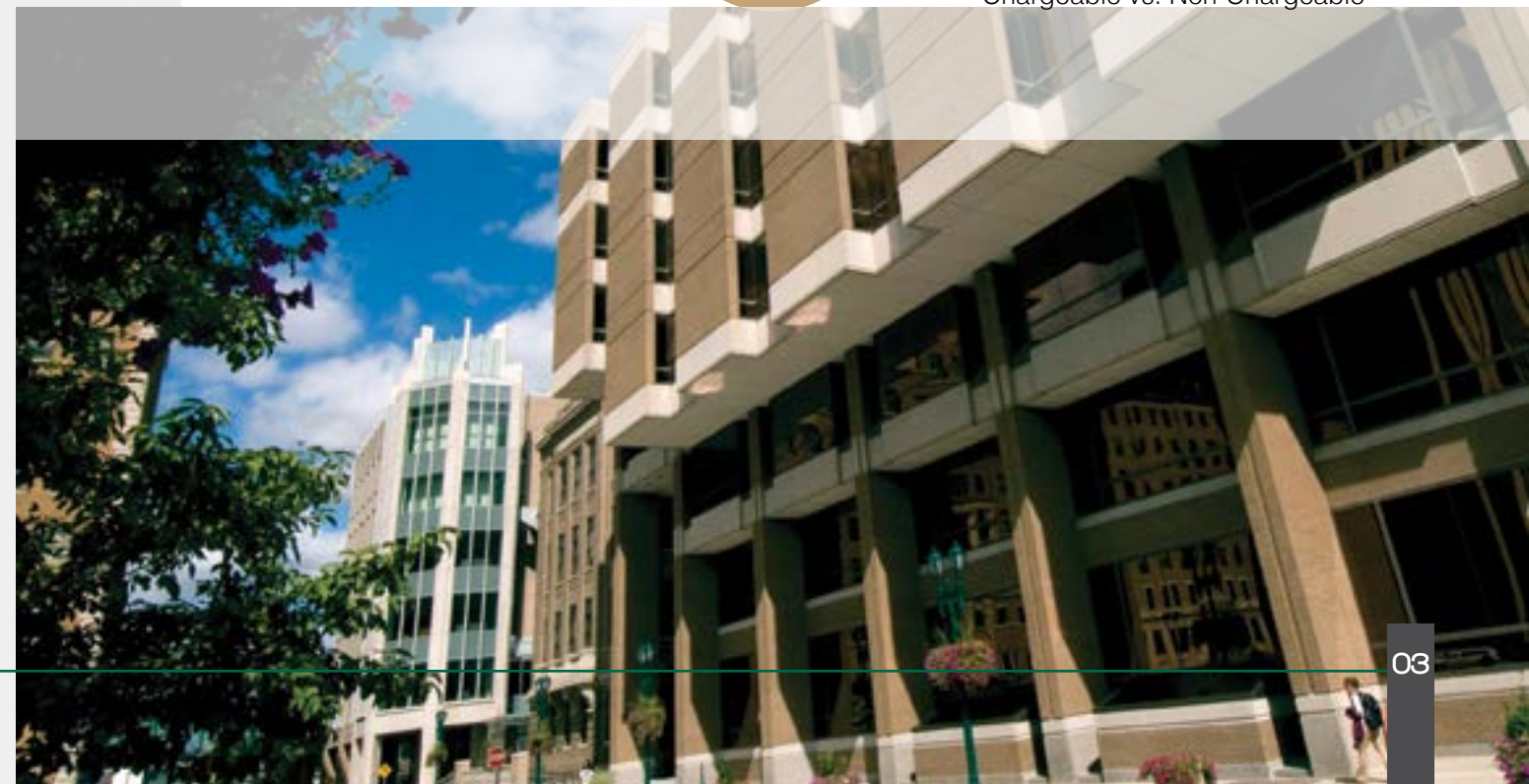
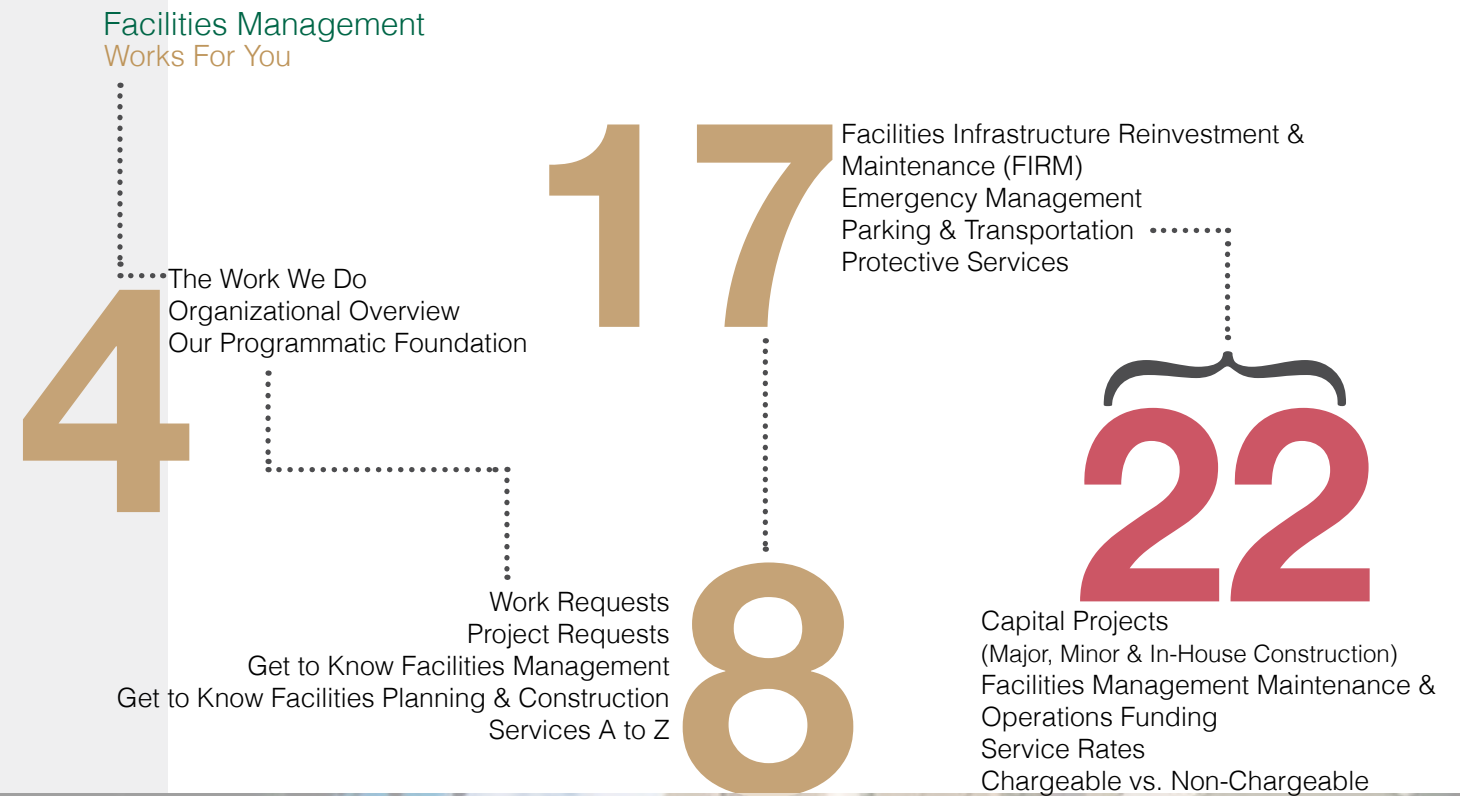


OUR MISSION

Welcome to the **Guide to Facilities Management Services**
This handbook has been developed to provide a comprehensive A to Z overview of services. Details can be found at facilities.med.wustl.edu/guide-to-facilities-management

Mission Statement

Provide responsible stewardship for the long term preservation and growth of Washington University School of Medicine's physical assets while working to ensure a safe, welcoming and high-quality environment for students, faculty, staff and visitors in support of the School's mission of clinical care, research and education



The
WORK
We Do

Facilities Management supports Washington University School of Medicine's academic needs to ensure a quality environment for students, faculty, staff and visitors in support of the University's mission of clinical care, research and education.



{ Photo Courtesy of Robert Boston }

Organizational Overview

Business Operations

Business Operations Supports financial, purchasing and contracting needs for Facilities Management.

Auxiliary Contracts Provides contract, billable and general trades, maintenance and custodial services to auxiliary areas on campus.

Facilities Integrated Service Center

HR/Payroll

Project Controls

Purchasing/Asset Management

CONTACT US

314-362-8097

314-362-2371

314-362-3100

314-362-3099

314-362-8097

314-362-2371

Capital Projects

Oversees major (over \$4M) campus design, construction and renovation projects, technical support services and building design standards and also oversees minor construction and renovation projects (under \$4M).

314-362-5251

Physical Planning

Proactively supports and plans for the School of Medicine's physical needs to ensure proper stewardship, care and expansion planning in its mission of patient care, research and education

314-747-2893

Facilities Administration

Manage program support units which include employee programs, lactation room program, operational and administrative services, marketing and communications.

314-362-2534

Facilities Operations

Provides campus services for HVAC, building automation, mechanical, central plant operations, energy services, sustainability, auto, fleet, lock and key services. Provides pest control, landscape master planning, grounds and fields maintenance, solid waste and recycling, moves and event labor services and custodial services.

314-362-3100

Protective Services, Emergency Planning, Parking & Transportation

Provides security to the Washington University School of Medicine and certain off-campus properties owned by Washington University. Plans and prepares for campus emergencies.

314-362-4357

Our PROGRAMMATIC Foundation

To support Washington University School of Medicine's Academic Plan, Facilities programs help lay the foundation for the future. This comprehensive and integrated approach to our business functions will maximize opportunities, synergies and efficiencies.

Details about these programs can be found in the following pages and at facilities.med.wustl.edu/about

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STRATEGIC PROGRAMS

- Energy Services and Sustainability
- Integrated Technology Management (ServiceNow, OSIS and PMWeb)
- Planned and Preventive Maintenance
- Project Delivery and Management
- Capital Renewal
- Facilities Centralization



PRIDE

Core Values

“Excellence is the gradual result of always striving to do better.”

-Pat Riley
Former NBA Player and Coach

- Professionalism
- Respect
- Integrity
- Dedication
- Excellence

ACCESS *Service*

To submit a **Service Order** or track work order status, access our ServiceNow work order system at <https://wusm.service-now.com/myLogin.do>

Facilities Integrated Service Center handles all routine customer requests on Washington University School of Medicine campus, including:

- > Badging
- > Custodial
- > Event Setup/Labor Service
- > General Facilities/Service Questions
- > Grounds/Landscaping
- > Parking/Transportation
- > Solid Waste/Recycling
- > Utilities

ServiceNow will allow students, faculty, and staff to enter facilities service requests directly into Facilities Management's work order system via an easy-to-use self-service interface.

For facilities that require immediate attention to maintain safety or preserve work productivity, please call the Facilities Integrated Service Center (FISC) at 314-362-3100.

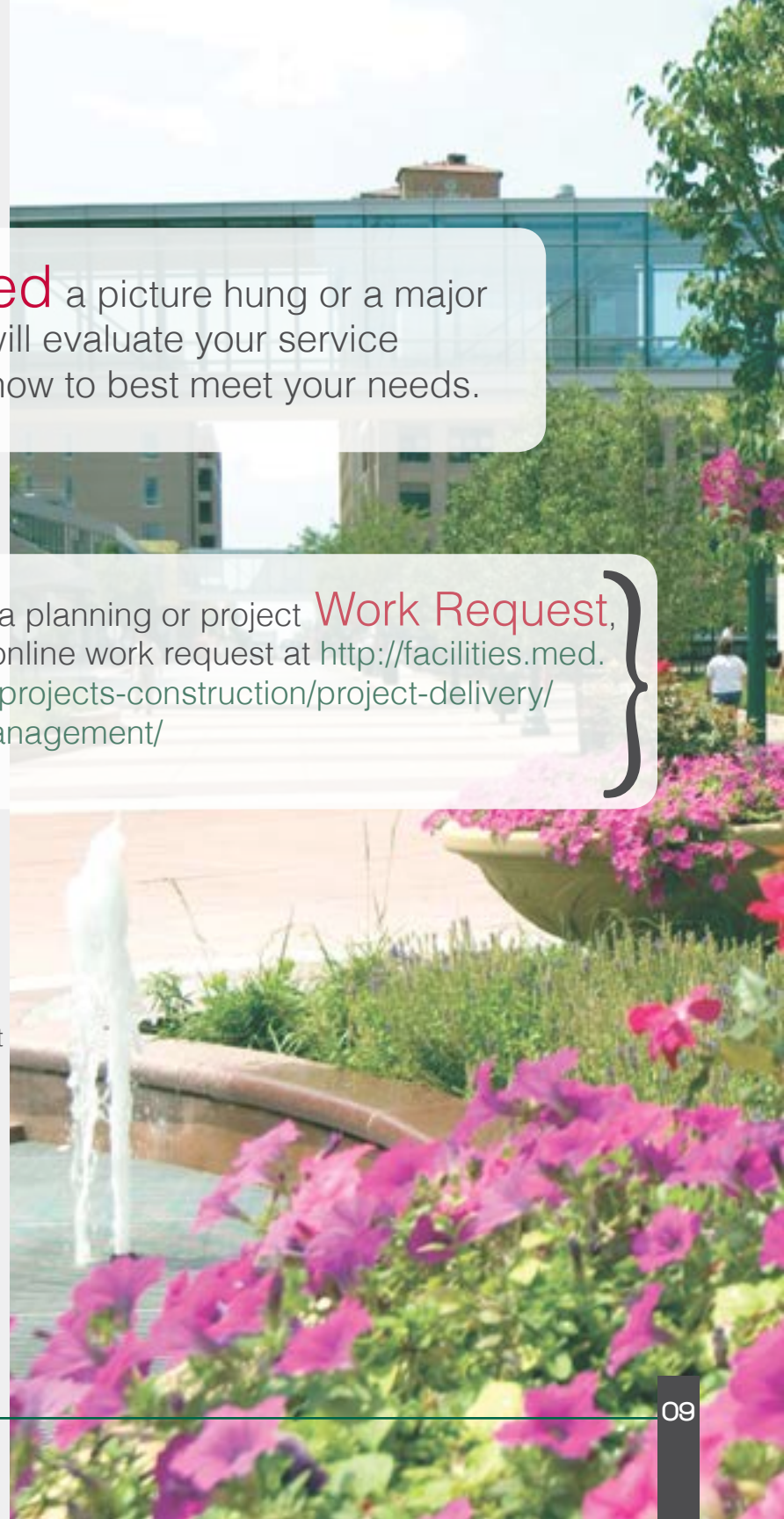
Whether you need a picture hung or a major capital project, our staff will evaluate your service requests and determine how to best meet your needs.

To submit a planning or project **Work Request**, fill out an online work request at <http://facilities.med.wustl.edu/projects-construction/project-delivery/project-management/>

Requesting planning or project support

The online project initiation form is the single point of contact to submit a request for several kinds of projects including:

- > Capital Plan Projects
- > Cost Estimates
- > Real Estate Projects
- > Space Renovations or Upgrades
- > Campus Signage
- > Space Requests
- > Study Requests



Get To Know Your YOUR FACILITIES Management Team

Pride in Service, Do the Right Thing

Becoming Benchmarks for Service, Stewardship and Sustainability

Facilities Management is a service-oriented sector that is structured to efficiently manage the maintenance of Washington University School of Medicine's facilities and grounds. We have streamlined by combining a number of areas according to services. The primary areas of Facilities Management include:

Facilities Management Administration

Melissa Hopkins 314-362-4970
Assistant Vice Chancellor
Assistant Dean of Facilities

Joanne Johnson 314-362-2534
Staff Recognition & Community Outreach
Program Coordinator

Michelle Gubin 314-362-0214
Communications Coordinator

Facilities Operations

Jim Stueber 314-362-3260
Senior Director of Facilities Operations

Mark Hume 314-362-3095
Assistant Director of Maintenance & Engineering

Rocco Lewis 314-362-5229
Manager of Custodial Services 2nd Shift

Business Operations

Karen Seifert 314-362-4369
Director of Business Operations

Brent Ray 314-362-2371
Assistant Director & Auxiliary Contracts Manager

Regina Sykes 314-747-5101
Senior Business Analyst & Facilities Integrated
Service Center Manager

Maria Lenoir 314-747-0854
HR Generalist

Sarah McManus 314-362-3230
Leasing Agent for Olin Residence Hall

Capital Projects

Steve Sobo 314-362-5251
Director of Capital Projects

Protective Services

John Ursch 314-362-4357
Director of Protective Services

Theresa Horn 314-362-0460
Protective Services & Emergency Management
Program Coordinator & Life Safety Team

Ty Davisson 314-747-8208
Director of Emergency Management

Ryan Nicholls 314-747-5013
Emergency Management Planning Specialist

Sedric Altman 314-362-4357
Patrol Manager

Mike Murray 314-362-4357
Crime Prevention/Special Investigations

Ken Zimmerman Jr. 314-362-0382
Operations Manager

Brandon Morgan 314-362-0385
Security Contract Manager

Get To Know Your FACILITIES PLANNING Construction Team &

The Physical Planning and Capital Projects Team is responsible for the oversight of all renovation, additions, alterations and new construction for all of the Washington University School of Medicine campus. The department offers programming, design and construction services as well as facilities information. The primary areas of the Physical Planning and Capital Projects team include:

Facilities Physical Planning

Melissa Hopkins 314-362-4970
Assistant Vice Chancellor
Assistant Dean of Facilities

Kristen Windmiller 314-747-3751
Senior Planner III

Ron Olech 314-747-2935
Senior Project Manager

Katie Aholt 314-362-8116
Project Manager

Capital Projects

Steve Sobo 314-362-5251
Director of Capital Projects

Paul Mayer 314-747-5063
Project Manager

Nick Dochwat 314-747-2906
Project Manager

Project Managers

Paul Duell 314-362-8387
Senior Project Manager

John Brauer 314-362-8184
Senior Project Manager

Jim Jackson 314-362-2907
Project Manager

Paul Schermesser 314-362-8016
In-House Construction & Specialty Shops

Services A to Z

Explore this overview of
Facilities Management's
most requested services.

Detailed information can be found at
facilities.med.wustl.edu/a-z-list-of-services



Building Design Standards

facilities.med.wustl.edu/projects-construction/project-delivery/design-standards
Development guidelines for campus, including specifications for design, contract administration, construction, plumbing, HVAC, fire, electric, site and infrastructure.

Building Plan and Archives

facilities.med.wustl.edu/projects-construction
Electronic images or architectural and engineering drawings for all campus buildings.

Communications

facilities.med.wustl.edu/about/communications-and-strategy
Departmental media requests, news releases, publications and marketing.

Custodial Services

facilities.med.wustl.edu/operations/facilities-operations/custodial-services-2
Cleaning services, including floors, restrooms, public and private spaces.

Elevators

2-3100
Elevator (vertical transportation) and service for all campus academic buildings.

Emergency Management

facilities.med.wustl.edu/security/emergency-management
Plan for and coordinate all personnel and materials required to mitigate, prepare for, respond to and recover from natural or man-made disasters.

Energy

<http://facilities.med.wustl.edu/operations/facilities-operations/>
Energy services for main campus, maintenance of university utility systems, energy metering and building energy audits.

Environmental Affairs (EH&S)

ehs.wustl.edu
Environmental regulatory compliance, chemical waste disposal, infectious waste disposal, air and water pollution permitting and prevention, contracting of asbestos and mold assessment and abatement, emergency spill response and liaison with regulatory authorities.

Fire Systems

<http://facilities.med.wustl.edu/operations/facilities-operations/537-2/>
All alarm and fire retardant systems in academic buildings.

HVAC and Mechanical

<http://facilities.med.wustl.edu/operations/facilities-operations/537-2/>
Maintenance of all building heating and cooling systems.

Information Technology

citservices.wustl.edu/Pages/Welcome.aspx
Help desk and user assistance, network access and database resource design and support.

Landscaping and Grounds

<http://facilities.med.wustl.edu/operations/facilities-operations/537-2/>
Landscape design, installation and maintenance of sidewalks.

Lighting and Electrical

<http://facilities.med.wustl.edu/operations/facilities-operations/537-2/>
Indoor and outdoor lighting, including changing bulbs.

Locks and Keys

<http://facilities.med.wustl.edu/operations/facilities-operations/537-2/>
Brass keys and locksmith services for rooms and buildings.

Mapping

facilities.med.wustl.edu/projects-construction
University building and infrastructure maps can be provided digitally or in hard copy.

Occupational Health, Safety and Education

ehs.wustl.edu
Identification, evaluation and elimination of workplace hazards.
Education programs to ensure compliance with federal, state and local regulations.

Operational Accounting

<http://facilities.med.wustl.edu/facilities-integrated-service-center/>
Departmental accounts payable, billing, billing rates and invoices.

Plumbing

<http://facilities.med.wustl.edu/operations/facilities-operations/537-2/>
Maintenance and repair of building plumbing systems.

Preventive Maintenance

facilities.med.wustl.edu/operations/facilities-operations/537-2
Maintenance and service for building automation, including fire, electrical, heating and cooling systems.

Project Accounting/Contract Management (Business Operations)

<http://facilities.med.wustl.edu/facilities-integrated-service-center/>
Establishment of cost centers, contracts, project numbers, fund accounts, contract administration, preparation and support, invoice payments, accounts payable, project analysis and reporting, vendor inquiries and annual audit/compliance reports.

Planning and Project Requests

<http://facilities.med.wustl.edu/projects-construction/project-delivery/project-management/>
Access point to request Capital Projects, cost estimates, space requests, space upgrades and renovations, study requests and campus signage.

Purchasing

<http://facilities.med.wustl.edu/facilities-integrated-service-center/>
Departmental purchase orders, requisitions, training and payment requests.

Radiation (EH&S)

ehs.wustl.edu
Supports laboratories on campus working with or storing radioactive materials, lasers or x-ray machines and safety training courses.

Real Estate
314-747-2757

Real estate purchasing and leasing, strategic planning services and property management functions for properties owned or leased by the University.

Recycling

<http://facilities.med.wustl.edu/sustainability/>
Recycling program planning and development for all campus facilities and special events.

Skilled Trades

<http://facilities.med.wustl.edu/operations/facilities-operations/537-2/>
Provides minor construction and renovation services under \$1M for carpentry, plumbing, painting and exterior maintenance.

Sustainability (Danforth)

sustainability.wustl.edu

The Office of Sustainability leads Washington University in St. Louis' efforts to transform our campus into a living learning laboratory that connects teaching and research directly to sustainable campus operations.

Parking and Transportation

facilities.med.wustl.edu/parking-transportation

Facilitates campus access to faculty, students and the community for university business and activities.

Physical Planning

facilities.med.wustl.edu/projects-construction/physical-planning

University space studies and assignments and assignments and strategic planning for future space needs across the University.

Protective Services

facilities.med.wustl.edu/security

Protects the campus and certain off-campus properties owned by Washington University on a 24/7/365 basis.

Utility Services

facilities.med.wustl.edu/operations/facilities-operations/utilities-and

Provides electricity, natural gas, steam, domestic water and compressed air on campus.

Facilities
INFRASTRUCTURE REINVESTMENT & Maintenance

Budget cycle starts in July

Project Funding allocated based on:

- > Facility Conditions
- > Functional Adequacy
- > Reuse Opportunities

Contact: **Jim Stueber**
Senior Director of Facilities Operations 314-362-3260



{ Photo Courtesy of Robert Boston }

{ Photo Courtesy of Robert Boston }

EMERGENCY Management

The goal of the Emergency Management program is to provide a safe location for our faculty, staff and students to work and learn by proactively coordinating disaster planning, education, training and exercises through an integrated approach, encompassing the Emergency Management phases of mitigation, preparedness, response and recovery.

Mitigation Actively identifies hazards and associated risks and works with campus partners to develop strategies and projects for preventing or reducing their impact on life safety and campus operations.

Preparedness Seeks opportunities to enhance campus emergency readiness through planning, training, exercises and coordination with other University departments, hospitals and public safety stakeholders.

Response Provides coordination of emergency support functions and management of campus emergency operations center during significant campus emergencies or events.

Recovery Assists in the development of plans and strategies to ensure a prompt and full recovery and business continuity following an emergency event.

Working in coordination with Washington University departments, state and local public safety entities, and Washington University Medical Center campus hospitals and partners, the School of Medicine Emergency Management Program seeks to provide a seamless and comprehensive framework for improving the disaster resilience of the campus community.

Major Services Provided:

- > Emergency Plan Development
- > Emergency Alerts/Notifications
- > Campus Fire Drills
- > Emergency Operations Center Management
- > Disaster Preparedness Training / Education
- > Business Continuity Planning

Other Services Provided:

- > Public Safety & Disaster Response Exercises
- > Emergency Response Liaison Support To Partner Hospitals
- > Campus Hazard Identification / Risk Assessments

FOR EMERGENCIES: Call 314-362-4357(2-HELP from a campus phone)

Emergency Management:
Director, Ty Davisson
314-747-8208

For More Information: <http://emergency.wustl.edu>

PARKING & *Transportation*

Transportation Services coordinates and regulates parking for community members at the School of Medicine as well as maintaining the parking facilities on campus.

Services Provided:

- > Parking Permits
- > U-Pass Distribution
- > Reciprocity Parking with BJC & Danforth Campuses
- > Special Event Parking Arrangements
- > Bike Parking
- > WeCar (*Car Sharing*)
- > DeBaliviere/CWE Shuttle

Parking Rates for FY 2015

Facility	Rate per Month
Clayton Garage	\$69
Clayton Garage – Reserved	\$99
Metro Garage	\$81
Metro Garage – Reserved	\$108
Surface Lot	\$56
Surface Lot – Reserved	\$103
WUSM Parking at BJC Facilities	\$91

Transportation Services:
 Facilities Integrated Service Center
 314-362-3100

For More Information: facilities.med.wustl.edu/parking-transportation

{ PROTECTIVE *Services*

Protective Services protects the facilities and community of Washington University School of Medicine (WUSM) and certain off-campus properties owned by Washington University. WUSM Protective Services is a combined force of armed response officers, unarmed communications and public safety officers which provide security coverage for campus on a seven-day per week, 24-hour basis.

Major Services Provided:

- > Patrol Campus
- > Safety Escorts
- > Crime Prevention
- > Criminal Investigations
- > Access Control / I. D. Badges

Other Services Provided:

- > Motorist Assists
- > Lock/Unlock Bldgs - Offices
- > Lost And Found
- > Aeds, Fire Drills & Extinguishers
- > Parking Enforcement

Protective Services:
 Director, John Ursch
 314-362-4357

For More Information: facilities.med.wustl.edu/security

Physical planning & CAPITAL PROJECTS

(Major, Minor and In-House Construction)

The Facilities Management Capital Projects and Physical Planning teams are responsible for facilitating project initiation, approvals, consultant selection, planning, design, construction and close out for all Washington University School of Medicine new construction, renovations, infrastructure/energy upgrades and major building maintenance initiatives.

The Capital Projects and Physical Planning teams consist of professional staff with experience and backgrounds in planning, architecture, interior design, engineering, construction, project management and owner's representation. These teams stay current with the latest sustainability initiatives and trends in the construction industry to help manage projects efficiently and effectively.

Contact: Steve Sobo
Director of Capital Projects
314-362-5251

For more information:
facilities.med.wustl.edu/projects-construction

Facilities Management MAINTENANCE & Operations Funding

Facilities Management uses Maintenance and Operations funding to provide basic utilities, repairs and ongoing maintenance costs in campus buildings, excluding residence halls and most athletic and auxiliary facilities. Individual unit funds are used for each department's equipment and service enhancements.

As a general rule, Facilities Management is responsible for components that are common to most buildings. Imagine an empty classroom or office with no furniture, office machines, laboratory equipment or other added features – the cost of maintaining this space is covered by Maintenance and Operations funds. Any addition to this space would normally be covered by departmental funds and would be considered billable work.

Contact: Jim Stueber
Senior Director of Facilities Operations
314-362-3260

For more information:
<http://facilities.med.wustl.edu/operations/facilities-operations/facilities-infrastructure-reinvestment-and-maintenance/>

{Photo Courtesy of Robert Boston }

SERVICE RATES



Service	Billable Rates
Custodial	\$30/hr
Mail & Receiving	\$30/hr
Facilities Engineering	\$56.50/hr
Renovation	\$62.25/hr
Machine shop	\$70/hr

The chart above represents LABOR rates only. Material will be billed at cost as applicable.



Non-Chargeable Services

Maintenance and Engineering funds are used to maintain and repair campus buildings.

Examples include:

- › Repairs resulting from normal wear and tear, including plumbing, central HVAC and electrical systems.
- › Maintenance of the building envelope – windows, foundation, walls and floors.
- › Maintaining clean and safe campus buildings.

Chargeable Services

Facilities Management has the desire and technical expertise to provide services that are not covered by Maintenance and Engineering funding. Some of these projects may require the submission of a project request (see page 9)

Examples include:

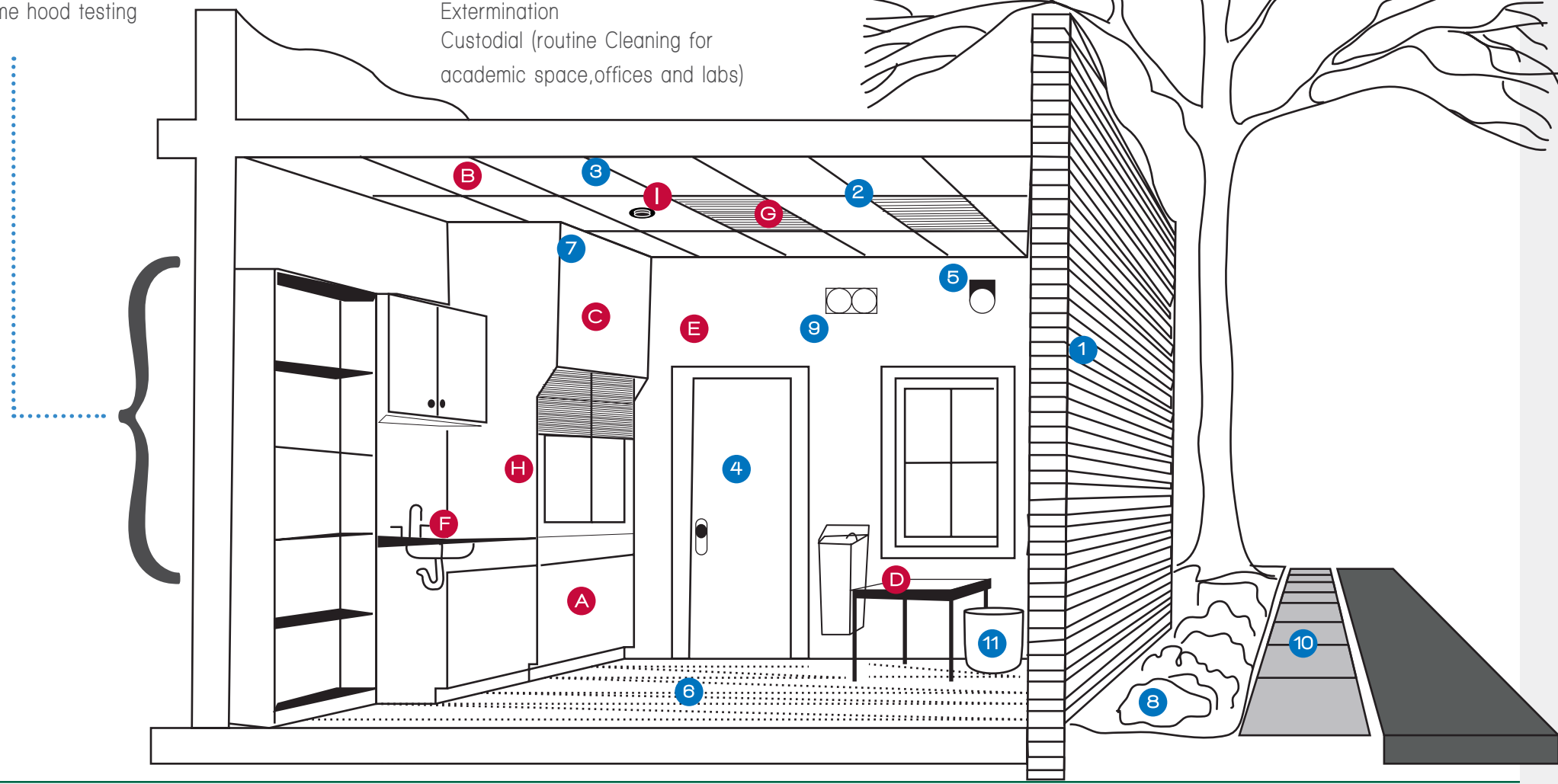
- › Minor renovations, conversion of space, installation and/or maintenance of specialized equipment affecting the building systems, such as fume hoods and acid drains.
- › Repair of department equipment, such as window air conditioners, furniture, etc.
- › Installation of items that require only minor modifications, such as pictures, wall brackets and wall clocks.
- › Fabrication of shelves and equipment, non-scheduled painting, changing ventilation equipment and adding electrical service.

Non-Chargeable Services

1. Building maintenance & exteriors (roofs, masonry, windows)
2. Building systems (central HVAC, plumbing, electric, sinks, drinking fountains, faucets & drains)
3. Ceiling tiles (general repairs, scheduled replacement)
4. Doors
5. Fire Alarms
6. Floors (scheduled carpet vacuuming and floor cleaning)
7. Fume hood testing
8. Grounds & Landscaping
9. Lighting fixtures & emergency lights
10. Road & Sidewalk repairs
11. Trash removal (non-event)

Other Services

- Elevator Repair
- Extermination
- Custodial (routine Cleaning for academic space, offices and labs)



Chargeable Services

- A. Carpentry (fabricating shelves bookcases)
- B. Ceiling tiles (new installation / lab animal & special research)
 - Electrified Door Hardware
 - Environmental Alarms
 - Environmental Permit Fees
 - Equipment Repair
 - Eye wash / Safety Shower
- C. Fume Hood systems & bio safety cabinets
- D. Furniture assembly
- E. Interior finishes (above scheduled maintenance)
 - Lighting (display cases)
 - Maintenance of departmental equipment
 - Moving (furniture, boxes, surplus equipment)
 - Security systems repairs & services
- F. Sinks, faucets & drains (in kitchens, labs and research cabinets)
 - Special Event Services
 - Air conditioning systems for specific departmental use (computer/server rooms)
 - Window Coverings (drapes, blinds) – installation & washing
 - Window Washing
- G. Special Environmental HVAC systems for lab animals, research equipment including environmental room (not for cold rooms)
- H. Specialized compressed air systems
- I. Non Standard access, fire alarm or life safety systems



Washington
University in St. Louis
SCHOOL OF MEDICINE

Facilities Management

ADDITIONAL RESOURCES

Student Admissions
[http://medicine.wustl.edu/
education/admissions/](http://medicine.wustl.edu/education/admissions/)

Human Resources
medschoolhr.wustl.edu

Environmental Health & Safety
ehs.wustl.edu

Central Information Technolog
citservices.wusm.wustl.edu

To Report An Emergency
Call 2-HELP or 314-362-4357
for Protective Services