

**Need a new badge? Parking? U-pass? Maintenance or Repair? Renovation? Event Set-Up or Moving Support? Office cleaning?**

## **Facilities Integrated Service Center**

Effective Monday, May 5<sup>th</sup>, 2014, Facilities Management opened the Facilities Integrated Service Center (FISC) and consolidated business operation. This streamlined facility offers a variety of business services, including new employee badges, parking and U-passes.

### **Frequently Asked Questions**

**Q: What is Facilities Management?**

A: The Washington University School of Medicine Facilities Management Department provides a range of services for the WUSM community, including planning, capital projects, transportation & parking, campus safety, custodial services, operations and maintenance for facilities, grounds and utilities in a customer-focused, efficient and sustainable manner. FMD maintains 50 university buildings and provides service to over 5.5 million gross square feet of space.

**Q: What is the purpose of the Facilities Integrated Service Center and consolidated business operation (FISC)?**

A: The FISC merged the operational service centers for Olin Residence Hall, Custodial Services, Facilities Engineering and Parking & Transportation into one. **It is a one stop place to go for any Facilities related needs, such as badging, parking, custodial, engineering, grounds and utilities.** The FISC also serves as the desk operation for the Olin Residence Hall. This change expanded our days and hours of operations in support of the students and campus to proactively meet our customers' business needs. The back office includes all FMD Business Support functions and was consolidated in support of the FISC and Quadrangle Lease Management activities.

**Q: Where is the FISC located?**

A: The lobby on the first floor of Olin Residence Hall (4550 Scott Avenue).

**Q: What is the phone number and email for the FISC?**

A: 314-362-3100 or [wusmfacilities@wusm.wustl.edu](mailto:wusmfacilities@wusm.wustl.edu)

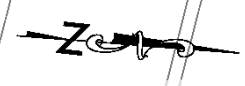
**Q: What are the hours of the FISC?**

A: Monday to Saturday, 7:00 AM to 7:00 PM and Sundays, 1:00 PM to 7:00 PM - After hour calls will be routed to our computer room and 24 hour/7 day a week support is provided.






**Q: If I have more questions, who do I contact?**

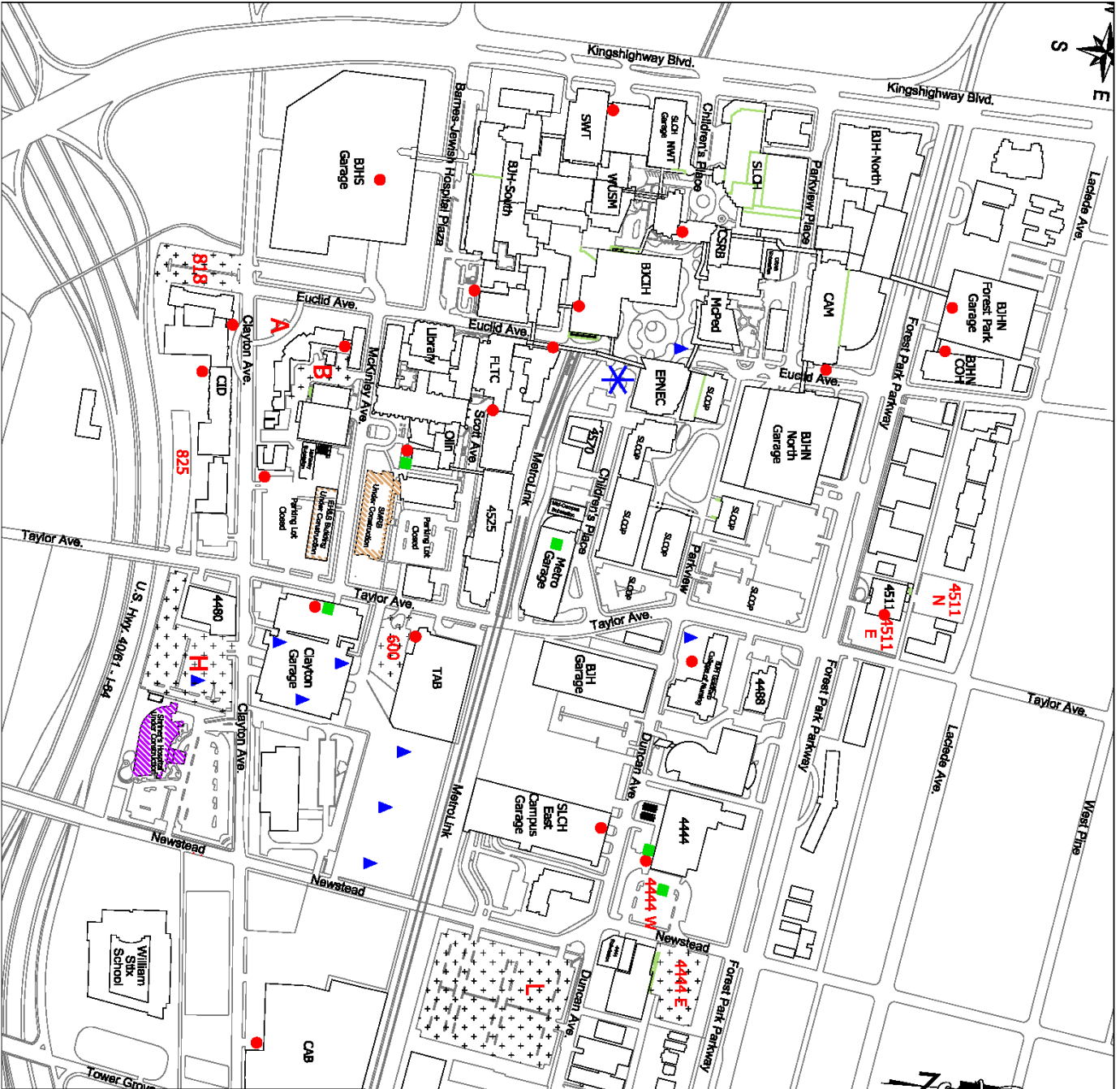
A: Please visit the FMD website at [facilities.med.wustl.edu](http://facilities.med.wustl.edu) or contact Michelle Gubin, Communications Coordinator, at 314-362-0214 or email [gubinm@wusm.wustl.edu](mailto:gubinm@wusm.wustl.edu) or Melissa Hopkins, Assistant Vice Chancellor/Assistant Dean of Facilities, at 314-362-4970 or email [hopkinsm@wusm.wustl.edu](mailto:hopkinsm@wusm.wustl.edu).





**Facilities Integrated Service Center**  
**Olin Residence Hall - Lobby**  
 4550 Scott Avenue  
 314-362-3100  
[wusmfacilities@wustl.edu](mailto:wusmfacilities@wustl.edu)

-  WUSM Surface Parking
-  Main Shuttle Depot  
(Please see shuttle map)
-  EMERGENCY BLUE LIGHTS/  
INTERCOM
-  Bicycle Racks
-  Motorcycle / Scooter Parking



**BIKE RACK LOCATIONS**

- BHN Garage from Barnhart Library (C&O) South Side
- SLCH Employee Garage-North Side
- Galinhos School of Nursing-South Side
- 4511 Building-East Side
- Taylor Avenue Building (T&J)-South Side
- WUSM Olin Garage-1st Level West Side
- Olin Center Off McKelvey Ave. West Side with Drop Lock that Requires WUMC DP\*\*
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- CID (School)-South Side by Penn. Bank Side
- CID (School)-North Side by Clayton Ave. Circle Drive
- F&TC in Alley-Side (East Ave. Side)
- Between BCL and Striner's
- 500 S. Euclid-South Side (South of MetroLink Platform)
- Medical/Pharmacy Bldg.-South Side (2 areas)
- 1100 Bldg. (S&W S. Euclid)-North Side (West of New) with Drop Lock that Requires WUMC DP\*\*
- Children's Place-South Side (C&O) Link "Redwood Area with Drop Lock that Requires WUMC DP\*\*
- Forest Park Garage-South Side, 1st Level
- Forest Park Garage-South Side, 2nd Level
- Center for Advanced Medicine (CAM)-East Side (By Euclid Ave.)
- SLCH Public Garage-West Side, 5th Level (Must Contact SLCH 362-5275 for Proxy Card Access)
- Emergency Department Garage-West Side, 1st Level

**MOTORCYCLE AND SCOOTER PARKING**

- Parking for Olin and Forest Park in Canal Area in front of Olin Hall off McKelvey
- North end of Lot 6 (End of McKelvey and Taylor)
- 4444 Building-South Lot (Off Duncanson Ave.)
- Metro Garage, 2nd Level (to North of Attendant Booth)