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

(Cover 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**

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).**

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.

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

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.

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.
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

**Our PROGRAMMATIC Foundation**

**SP**

**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

[Photo Courtesy of Robert Boston]
Accessing 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

{ Photo Courtesy of Robert Boston }
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 Horin 314-362-0460
Protective Services & Emergency Management Program Coordinator & Life Safety Team
Ty Davison 314-747-8208
Director of Emergency Management
Ryan Nichols 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

Facilities Physical Planning
Melissa Hopkins 314-362-4970
Assistant Vice Chancellor
Assistant Dean of Facilities
Kristen Windmiller 314-747-3751
Senior Planner III

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

Project Managers
Paul Duell 314-362-8387
Senior Project Manager
John Brauer 314-362-8184
Senior Project Manager

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 Planning & Construction Team

Ron Olech 314-747-2935
Senior Project Manager
Katie Aholt 314-362-8116
Project Manager
Paul Mayer 314-747-5063
Project Manager
Nick Dochwat 314-747-2906
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.
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.
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

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 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.
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

Facilities Management

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.

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.

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

Facilities Management

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.

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

<table>
<thead>
<tr>
<th>Facility</th>
<th>Rate per Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clayton Garage</td>
<td>$69</td>
</tr>
<tr>
<td>Clayton Garage – Reserved</td>
<td>$99</td>
</tr>
<tr>
<td>Metro Garage</td>
<td>$81</td>
</tr>
<tr>
<td>Metro Garage – Reserved</td>
<td>$108</td>
</tr>
<tr>
<td>Surface Lot</td>
<td>$56</td>
</tr>
<tr>
<td>Surface Lot – Reserved</td>
<td>$103</td>
</tr>
<tr>
<td>WUSM Parking at BJC Facilities</td>
<td>$91</td>
</tr>
</tbody>
</table>

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.

Other Services Provided:

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

Facility Management

Transportation Services:

Facilities Integrated Service Center
314-362-3100

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

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

{Photo Courtesy of Robert Boston}
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.

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: Steve Sobo
Director of Capital Projects
314-362-5251
For more information:
facilities.med.wustl.edu/projects-construction

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/
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.

Who Pays?

Service Rates

<table>
<thead>
<tr>
<th>Service</th>
<th>Billable Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Custodial</td>
<td>$30/hr</td>
</tr>
<tr>
<td>Mail &amp; Receiving</td>
<td>$30/hr</td>
</tr>
<tr>
<td>Facilities Engineering</td>
<td>$56.50/hr</td>
</tr>
<tr>
<td>Renovation</td>
<td>$62.25/hr</td>
</tr>
<tr>
<td>Machine shop</td>
<td>$70/hr</td>
</tr>
</tbody>
</table>

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

{ Photo Courtesy of Robert Boston }
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
Additional Resources

Student Admissions
http://medicine.wustl.edu/education/admissions/

Human Resources
medschoolhr.wustl.edu

Environmental Health & Safety
ehs.wustl.edu

Central Information Technology
citservices.wusm.wustl.edu

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