CUSTOMER KUDOS

You and your staff are the very BEST! Gratefully Helen Wilhelm World Languages and Cultures

Scott stopped by earlier, and I am told that "they" stopped by to let me know it has been fixed. That was unbelievably fast! Great job, all! – Donna Stevenson – Library

A great big thank you to Stan and Ted for giving Benton Hall fresh / pure water. Greatly appreciated by all! Laura / Music

Thanks for the quick response. – Dwanne Howard History

Thank you for putting the light switch in my labs. It's made a huge positive difference. Warm regards, Paul Ha-Yeon Cheong – Chemistry

You wouldn't believe how many people have stopped by to thank me for getting this door fixed. Apparently this was a really big deal. Thanks for making me look good! – Joy Jorgensen – Enrollment Management

Work Center, I want to thank the electricians that installed the exterior security lighting at Oak Creek yesterday. I think it will make a huge difference in terms of safety and security. Thanks!
Al Shay – Hort

My staff gave the person who did the freezer door work this week very high marks – FYI.
Bob Murray - LARC

Thanks LeAnna, I like the way you include us in the information loop. Have a nice day, Laura

Our many thanks to Facility Services and Ben for the prompt attention to our rather extensive problem of stained and broken ceiling tiles. We feel that our building has regained more of a professional look, thanks to you.
Arnold Appleby – Crop Science

Today, walking down 26th from the Hilton to the Women's Bldg, the walk could not have been more beautiful or interesting. Thank you for a marvelous landscaping job- the thoughtfulness of the plantings and the care taken contribute enormously to the beauty if the campus.
Sincerely,
Jocelyn Warren
Energy Center is currently staffed with 7 operators to run a 24/7 operations

Stores is currently staffed with 2 property specialist 2 positions

WCC is currently staffed with 2 coordinators & 1 OS2
SHOP UPDATES

Paint Shop:
The OSU Painters have entered into a partnership with COS and CLA to paint numerous areas on campus. Check out the video progress: https://www.youtube.com/watch?v=WKvD7W0NvcQ

Carpenter Shop:
The Carpenter Shop just completed a remodel of an old photo lab into a beautiful conference room in Waldo Hall. We will highlight this via pictures in our next months update. Respond and repair roof leaks during rain events, assisting Customers with: door, window repair, floor replacement projects and more. The Carpentry Shop has also relocated as part of the Washington Street/15th intersection project.

Maintenance Shop:
Currently working with the WCC to load data into PM module for air compressor and backflow preventer maintenance. This will help us to perform a shake down on the PM module. PM tasks are a number one priority for us. They help us to protect the investment we have made in buildings and equipment.

Custodial:
Infectious Diseases Response Team reviewed the campus protocol to respond to potential contagious disease incidence on campus. Recognition of the extensive worldwide connections and travel that OSU students and researchers are involved in heightened concerns about a small but serious outbreak in the Middle East. Discussions have begun regarding contract changes for buildings cleaned by the QRF contractors within the core of campus. Revisions to the contract language and service standards are being developed to align the service expectations with the primary custodial contract for E&G buildings. This will provide more uniform expectations for the campus community regarding service levels for their areas as well as making it easier for building managers to understand what services are included in the base contract for their building. Updated custodial service levels and building schedules have been posted on the Facilities services webpage. http://oregonstate.edu/facilities/ upgrades and improved user navigation will be provided with the new web page rollout expected later in the year. Based on campus feedback it seemed more important to make the updated information available than to wait until the revised webpage rollout was ready.
SHOP UPDATES

Urban Forestry:
Completed contract amendment to provide advanced risk assessment on the first phase of larger older trees in the core of campus. OSU was one of four recipients of the first Corvallis / Benton County Heritage Tree Awards. This award was announced publicly in early October. This distinction goes to an Oregon white oak tree estimated to be nearly 350 years old. Located on the north side of Magruder Hall this distinctive tree showcases the university’s commitment to care for its historic urban forest. Tree and stump removals were completed to enable the final phase of the solar array installation on Campus Way.

Landscape contracts for offsite properties:
Completed onsite inspections with the contractors to review service standards and performance at each of the properties.
As a member of the Alternative Transportation Advisory Committee - supported Be Bright Be Seen commuter safety program in the MU Quad.

Stores:
Brought Fastenal in to increase cost savings and create vendor managed inventory. Reduced costs, increase efficiencies, live time reporting, all inventory owned by Fastenal, paid at point of dispatch for all vending (consigned), Fastenal managed. Goal is to better service OSU campus community. Implemented employee van inventory and auditing for employee vans for items over $50 per accounting standards, created proper tracking of refrigeration gases & completed stores operating manual.

Access, Lock & Key:
The OSU Access, Lock & Key department (formally known as Facilities Key Shop) has a new name and home. They are being relocated due to the Washington/15th Street intersection. Their window hours will remain the same. 11am – 3pm. New location is 560 SW 15th entrance is on the west side of the building facing McAlester Fieldhouse. Lock & Key is very involved with the many space moved across campus in addition to normal routine service repairs & key fabrication.
SHOP UPDATES

Energy center / Refrigeration shop:

The Energy Ops staff is skilled at providing continuous plant operation through challenges on campus and with Pacific Power and Light breaker and substation issues that normally would have a greater impact to the campus as a whole. We provide 100% of the steam required for heat and hot water campus wide as well as 1/3 to ½ of the electricity the campus consumes with an equitable cost savings to the campus. By generating directly to the PP&L substation we also provide a small buffer of electricity for use in the surrounding community when the need arises. Truly win/win situation.

Daily we work closely with departments across campus and Facilities Services Planning and Design to address the ever growing needs of the campus community. This is especially critical for departments involved with research. Solutions may involve replacement of undersized or failing equipment to re-engineering systems all together in order to maintain reliability.

Increased metering capability was added for flow meters on the condensate return, 60# steam flow to campus, the dump condenser as well as domestic waters. These types of modifications and repairs require an extraordinary amount of foresight, collaboration and planning with the campus community, outside agencies and vendors alike. We have a very short window in which to perform the work. This year we had the additional challenge of rescheduling at the last moment to ensure the shutdown did not interfere with the success of Commencement after a late stage change in scheduling.

The refrigeration shop has undertook some major projects, replaced both chillers in Magruder the cooling tower in ALS to improve those critical services. Also to ensure the reliability of the campus chillers we have partnered with Carrier Corp. to open and inspect four chillers on the campus, also conduct quarterly inspections on all building chillers. Daily checks of cooling towers are also performed, to ensure no heavy debris is removed and towers are operating properly.

To involve the community, locally and across the state we conduct Student and Staff tours of the plant as well as other agencies.

Check out our Steam Tunnel Video...
http://www.youtube.com/watch?v=LTDhK6Hudx4&feature=youtu.be
SHOP UPDATES

Electrical Shop:
Completed controller upgrade project for Greenhouse Operations. Partnering with a Consultant group examining the campus grid. Upgrading electrical services throughout campus. Filled a election vacancy.

Alarm Shop:
Upgraded failed data control center for campus wide fire system. Performs monthly checks on fire systems campus wide. Working with Simplex to inspect and repair campus wide fire systems and ensure they are up to code.

Elevator Shop:
Completed elevator upgrades at Cordley & Cascade. Performs monthly checks/service on campus wide elevators. Hired a second elevator mechanic.

WCC Update:
Since July 1, 2013 the WCC has entered 7000 work orders - 55 daily average

Launch Social Media to connect with the OSU Community and share our Story...
https://www.facebook.com/OSU.FS?ref=hl
https://www.youtube.com/channel/UCzUiHvK8oB3OYF1uouAVVoQ?feature=watch
https://twitter.com/OSUFacilities
http://instagram.com/osufacilities

Created Building Manager Program Document
http://campusops.oregonstate.edu/files/building-manager-program.pdf
Created a new Facilities Services Maintenance Agreement
Weather Challenges

September 28 – 30
Crews responded to major flooding & down trees across campus
123 man hours

December
Snow, Ice & Broken Pipes...

88 work orders & 589 man hours and counting