

Building Coordinator Information



**WESTERN
MICHIGAN**
UNIVERSITY



Overview

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General Asks

- Review Monday morning open work order report for your building
- Relay information that comes from FM Service Center to building occupants
- Maintain building access and schedule through DnaFusion software



Who is the FM Service Center?

- The one-stop customer service hub for all Facilities Management units.
- Open 7 a.m. – 5 p.m., M-F
 - Closed during regular University closures
 - Calls outside of those times go to an after-hours answering service, making facilities available 24 hours a day, 7 days a week, 365 days a year
- Communicates information regarding road/sidewalk/parking lot closures and utility outages.
- Processes Bronco Fix-It requests
 - Online request portal to submit request for maintenance, custodial, landscape, lock shop, etc.
 - Only monitored during regular hours
 - wmich.edu/facilities/fixit

Contact Information:

Phone – (269) 387-8514

Email – fm-servicecenter@wmich.edu



DNA Fusion

- DnaFusion software is used to control card access areas of your building.
- Students, employees and visitors with Bronco Cards or guest ID cards can be assigned access to designated areas.
 - Can be permitted during certain days/times, or allow for 24/7 access
- Also able to set up time schedules for exterior doors or interior areas to be unlocked during designated times.
- Questions relating to the software can be directed to Matt Page, Security Systems Administrator
 - Email – matthew.page@wmich.edu
 - Phone – (269) 387-2857



Events in Your Building

- All special events for your building require you, or the event organizer, to submit an event services request.
 - Must be 5 business days or more before event
 - Form can be found at: wmich.edu/facilities/facility-event-service-request
- Services that may be required during or after business hours include:
 - Custodial cleaning pre/during/post event
 - Trash removal
 - Extra trash/recycling containers
 - Additional dumpsters
 - Specialized mowing needs
 - Irrigation shut off
 - Snow removal
 - Onsite maintenance (plumber, electrician, controls, etc.)
 - Additional/temporary power
 - Portable restrooms
- Please provide funding and cost center on form, as some services require a chargeback.
 - Our event coordinator will provide a quote for any services that will be charged.
- You will need to review and follow the Public Events Policy, found at wmich.edu/policies/public-events
 - Specifically, any event requiring a tent MUST be approved beforehand.
 - If your tent request is approved and there is no option other than using stakes, a MISS DIG must be submitted so utility lines are not hit.
- Any questions regarding events can be directed to Jade Hart
 - (269) 387-8595
 - jade.j.hart@wmich.edu



Other FM Information

- Snow removal
 - An snow removal plan (“Snow Book”) is provided each year by Landscape Services which details plow routes for streets, parking lots and sidewalks
 - Updated book can be found at wmich.edu/facilities/landscape/snow-removal
- Recycling
 - Carboard boxes need to be broken down and can be placed near the recycling containers in your building, then custodial will collect.
 - Other general items that can be recycled on campus are: paper, metal, plastic bottles/jugs, glass bottles
 - Styrofoam #6 can be recycled in specified receptacles on loading docks
 - Toner cartridges can be returned to the supplier
 - Contact Environmental Health and Safety to recycle batteries, lamps and electronics at, (269) 387-5590
 - Remember, when in doubt, throw it out!

