



February - 2024

Maintenance and Operations



In the past year **Work Control** has focused on opportunities to improve our Work Control processes. As a result of this effort, we have made several improvements related to how we communicate with our customers and how we can better use our

tools to improve the customer experience. Here are some of the improvements we have made.

- **Activation of the WCU Mobile “Report a Problem to Facilities” capability from mobile devices.** Customers can now leverage the **WCU Mobile** app on their mobile device and use the “Report a Problem to Facilities” selection to report a problem to Work Control. Features include the ability to upload photos that could be helpful to the Facilities teams in reference to the issue.
- **New Work Order Status** selections have been added for our Work Control team that will trigger automated updates to customers with new status comments. An example of this might be an update related to parts that have been ordered that make take 1-2 weeks to receive and install.
- **Adding multiple email addresses** to the work order ticket enabling updates to go out to multiple individuals that want to be kept informed on the status of work orders.
- **All Work Orders now require comments by Facilities**, describing work performed to address the problem and other comments that might be relevant to the customer.
- **We have also implemented a customer survey for all subset of all completed Work Orders.** Customer responses to the surveys are reviewed weekly by the Facilities team and are used to drive awareness and needed process improvements.

1. Satisfaction with the completed job?
 Poor Fair Okay Good Outstanding Not Applicable

2. How well did facilities keep you informed during the process?
 Poor Fair Okay Good Outstanding Not Applicable

3. Comments:

Survey responses have resulted in several improvements including: improved tracking and work orders status updates and improved tracking of future events that are scheduled in advance.

Facilities Campus Services



The WCU Grounds Dept. is responsible for the snow removal operation on campus. Whenever a snow event begins; snow removal starts the same day. This past January, West Chester University got its first significant snow fall in almost two years when mother nature delivered a total of 8 inches of snow in the same week. Each storm has a

unique set of challenges on a campus with 1.1 million square feet of parking lots to clear, 500,000 square feet of sidewalks to be swept, 250,000 square feet of roads to be plowed and 65 buildings to be shoveled.

When the snow does arrive, the Facilities Campus Services department, led by the Grounds Maintenance team, are prepared to keep the campus community safe and accessible for all students, staff, faculty, and guests.

“I think all of the folks in Grounds follow storm tracks more than meteorologists” said Stephen McStravick, Executive Director of Facilities Campus Services. That’s because when a weekday storm hits, dozens of Grounds staff get an early morning call to report to campus at 3 a.m. to begin their snow removal operations. When a storm lasts all day, the team keeps going!

Grounds staff utilize a variety of equipment and techniques to make sure the sidewalks and parking lots are cleared, and ice melt is ready to go to make sure campus isn’t slippery when all the snow melts. Working alongside the Grounds staff, WCU custodians are assigned building entrances, ramps, and staircases to shovel.

“I don’t think there’s a member of our operation who does snow removal that doesn’t care about the safety of the campus community,” says McStravick.

[WCU Grounds Dept.](#)



New year, new look for the Uptown Loop. Starting this semester look out for the new Uptown Loop bus servicing stops in residential and shopping areas in West Chester

Borough. Over the years, the loop has gained popularity which added Saturday service in the Spring of 2023.

[WCU Shuttles](#)

Environmental Health and Safety



Health & Safety

West Chester University Public Notice

In accordance with the National Pollutant Discharge Elimination System (NPDES) Municipal Storm Sewer System (MS4) permit requirements, West Chester University (WCU) prepared a **MS4 Report and Pollutant Reduction Plan (PRP)**. The PRP was originally adopted in 2018 and is proposed to be revised. The revisions include Best Management Practices (BMPs) constructed and installed by WCU since 2018 and changes to the locations and types of BMPs proposed to be installed to meet the remaining permit requirements.

Notice is hereby given that beginning February 1, 2024, the plan will be available on WCU's [website](#) and a hardcopy may be reviewed in person at the Environmental Health & Safety Department at 823 S. High Street, West Chester, PA during business hours. The community is also invited to a public meeting on **Wednesday, February 13th, 2024, 1:30PM at West Chester University's Sciences & Engineering Center and the Commons (SECC) Room 101A.**

This Public Comment Period is an opportunity for members of the public to read and comment on the draft revised MS4 Report and PRP. Written comments may be submitted to Gary Ludwig, Director of Environmental Health and Safety, 823 S. High Street West, Chester, PA, 19383 or EHS@wcupa.edu through March 4, 2024.

Please visit the [Environmental Health and Safety](#) website for more information.

Employee Spotlight



Rob Williams

Job Title, Department: Carpenter, Carpenter Shop

What do you love the most about your line of work: There is something different every day, it's not mundane.

What has been your greatest accomplishment at WCU: Working under Project Work Force, I helped remodel 210 Rosedale & Custodial Office Suite in Ehinger. Two large jobs that required coordination with our staff, designers, and subcontractors to accomplish the project.

What is a fact about you that few people are aware of: I'm a member of the Philadelphia Curling Club.



Issac Beltran DelRio

Job Title, Department: Roofer, Carpenter Shop

What has been your greatest accomplishment at WCU: I was part of a committee that helped secure higher wages for current & future AFSCME employees at WCU.

What's your favorite part of being an employee of WCU: My co-workers; they're all nice people to work with and they make the days fun.

Fun Fact: I can solve a Rubik's Cube in under a minute!

Promotions



RAM SWAP (Surplus Property to reuse on campus)

The Surplus Property Manager and Facilities assist with the removal and redistribution of equipment and office furnishing which are unwanted but still usable. Ram Swap's goal is to enhance sustainability efforts and receive maximum amount of value from a piece of furniture or equipment by finding re-use on campus. This platform is currently open to all Faculty and Staff.

[Surplus Property](#)



Shuttle Services

WCU Shuttles are free to campus community and are a quick and easy way to travel around campus, West Chester Borough (including Giant Food Stores), or to the Exton Train Station. Download the TransLoc App to view a real-time location of each shuttle. Visit our website for the most up-to-date information.

Key Reminders & Best Practices

Pest Control: WCU uses a licensed pest control service to monitor and prevent our most common pests, year-round. Our pest control contractor is on campus every Wednesday to respond to service requests. For More information click [here](#).

Need to Submit a Work Order?

Work Control Hours:

Monday-Friday 8:00 a.m. – 4:00 p.m.

Phone: 610-436-2444