### MISSION – WHAT WE DO
Facilities Services and Campus Operations are dedicated to excellence in the delivery of campus services.

### VISION – ASPIRE TO BE
One of the premier public facilities management operations, where services are provided in a sustained manner at the highest standards of quality and efficiency.

### VALUES
- Collaborative
- Customer Focused
- Inclusive
- Integrity
- Recognition
- Respect
- Sustainability
- Proactive
- Transparent

### FOCUS ON FACULTY, STAFF, STUDENT & COMMUNITY
- Work with Students, Faculty, and Staff to enhance Campus Safety culture
- Restore Emergency Management training and resources to the campus community
- Continue to enhance communications with our internal and external customers
- Collaborate, communicate & coordinate with campus partners on projects from concept to completion

### INTERNAL BUSINESS PRACTICE
- Strengthen organizational structure and systems to ensure consistent business practices
- Continue to streamline online systems (FSCO website, SharePoint, Megamation)
- Improve fiscal health by developing cost analysis, budget forecast, and compliance plan
- Assess current FSCO reporting structures and develop succession plans

### ORGANIZATIONAL CAPACITY
- Enhance opportunities to recruit and retain staff, Fill current vacancies
- Develop protocol for internal HR processes across all units
- Ensure vital data retention for all units virtually
- Reassess job responsibilities to ensure accuracy and departmental consistency

### RESOURCES
- Update comprehensive deferred maintenance and asset refresh plan and schedule
- Develop a comprehensive unit safety compliance plan
- Maintain and enhance Gold status in the Sustainability Tracking Assessment and Rating System (STARS)
- Evaluate and effectively utilize current physical space

### 2023
- Work with Students, Faculty, and Staff to enhance Campus Safety culture
- Strengthen organizational structure and systems to ensure consistent business practices
- Enhance opportunities to recruit and retain staff, Fill current vacancies
- Update comprehensive deferred maintenance and asset refresh plan and schedule

### 2024
- Restore Emergency Management training and resources to the campus community
- Continue to streamline online systems (FSCO website, SharePoint, Megamation)
- Develop protocol for internal HR processes across all units
- Develop a comprehensive unit safety compliance plan

### 2025
- Continue to enhance communications with our internal and external customers
- Improve fiscal health by developing cost analysis, budget forecast, and compliance plan
- Ensure vital data retention for all units virtually
- Reassess job responsibilities to ensure accuracy and departmental consistency
- Maintain and enhance Gold status in the Sustainability Tracking Assessment and Rating System (STARS)

### 2026
- Collaborate, communicate & coordinate with campus partners on projects from concept to completion
- Assess current FSCO reporting structures and develop succession plans
- Reassess job responsibilities to ensure accuracy and departmental consistency
- Evaluate and effectively utilize current physical space
KEY RESULT AREA 1: FOCUS ON FACULTY, STAFF, STUDENT & COMMUNITY

Deliverable

Work with Students, Faculty, and Staff to enhance Campus Safety culture

Tactics

• Establishing an advisory council to advise the work and to help build collaborative trust and understanding among our community.
• Making safety-related decisions that center our values of equity and social justice.
• Re-examining our relationship with the Bothell Police Department.
• Clarifying role of unarmed safety officers, their training, and expectations.
• Training members of our campus community in CPR/First Aid, conflict de-escalation and resolution, and anti-bias skills.
• Employing and training students to serve as peer “resource navigators.”
• Rethinking Campus Safety uniforms to more accurately reflect the role and authority of the officers and to project a welcoming image.
KEY RESULT AREA 1: FOCUS ON FACULTY, STAFF, STUDENT & COMMUNITY (cont.)

Deliverable

Work with Students, Faculty, and Staff to enhance Campus Safety culture

Tactics

• Employing threat-assessment consultants.
• Creating effective, comprehensive responses to incidents of sexual assault and domestic violence.
• Identifying and meeting the needs of the campus’ Counseling Center.
• Establishing a system for streamlining all communication, trainings and community education related to community safety, emergency preparedness and response, and wellness care resources.
• Planning to meet residential life needs.
• Implementing physical improvements for safety (lighting, security cameras, etc.)
• Re-envisioning the infrastructure for all safety, emergency prevention and response, and wellness services to work in collaboration in order to provide the most appropriate response to the wide variety of community needs.
KEY RESULT AREA 2: INTERNAL BUSINESS PRACTICE

Deliverable

Strengthen organizational structure and systems to ensure consistent business practices

Tactics

• FSCO SharePoint Site
• Standard Operating Procedures
• Attendance Policy
• Records Retention
• Recruitment Protocol
• Hazard Review Plan
• Purchasing Policy
• Systems audits
KEY RESULT AREA 3: ORGANIZATIONAL CAPACITY

Deliverable

Enhance opportunities to recruit and retain staff; Fill current vacancies

Tactics

• Recognition program
• Onboarding and offboarding
• Professional Development plan
• Appreciation and having fun
• Coaching and Mentoring
• Cross train
• Boost benefits of working here
• Retention funding
Deliverable

Update comprehensive deferred maintenance and asset refresh plan and schedule

Tactics

• Complete a comprehensive inventory on all building equipment that includes information on current conditions.
• Enhance the preventative maintenance (PM) work orders in Megamations into a comprehensive process.
• Develop and share a 10-year deferred maintenance plan.