



# AUXILIARY SERVICES NEWSLETTER

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## Letter From the Director

*Auxiliary Services is dedicated to identifying and implementing sustainable business practices while maintaining a high standard in all areas of customer service. The practices and initiatives in this issue vary in scope and impact, but even the smallest efforts exhibit our growing and constant commitment to sustainability. The process of identifying and implementing new projects improves our leadership, sense of stewardship, creativity and knowledge, while also enhancing the satisfaction of our customers.*

— JOHN ECKMAN  
Executive Director



## Commitment to a carbon neutral PSU

Updating hardware and modifying energy use behaviors should put Portland State in good stead for meeting 2015 state goals for reduced energy use. Acing 2040 goals to become carbon neutral, however, will rely on a combination of further energy reduction efforts and emerging technologies that decrease the University's reliance on fossil fuels.

Portland State's improvements haven't gone unnoticed. The Association for the Advancement of Sustainability in Higher Education recognized Portland State in March with a Gold Rating for its progress toward sustainability. The University is in a unique position when it comes to energy sustainability, according to John Eckman, Auxiliary Services executive director. It is, after all, in the business of helping develop the future.



**We're central to the community in more ways than geography. We're a strong leader and we're a valuable partner..."**

Universities are expected to develop, pilot and push initiatives forward, he explained. "We're central to the community in more ways than geography. We're a strong leader and we're a valuable partner."

Auxiliary Services is well on track for reaching Oregon's 2015 goal for all state-owned buildings to be 20 percent below 2000 levels of energy usage. Some of the residence hall buildings on campus are approaching or are already below this goal for natural

gas usage, including Broadway and King Albert. However, electricity levels still need to be significantly reduced; Parkway Manor and St. Helens Court Residence Halls are the only two buildings on campus that currently meet 2015 standards.

Retrofitting campus buildings is both eco-friendly and cost-efficient. The quickest payback comes from lighting, according to Wayne Wilcox, Auxiliary Services Maintenance manager. This includes replacing bulbs and lighting systems in favor of products that are more energy efficient. Residence hall storage and laundry rooms are now equipped with sensors that turn off lights in unoccupied rooms, and bathrooms now have low-flow showerheads that reduce the amount of energy used to pump and heat water.

Several Auxiliary Services buildings now have more energy-efficient water heaters. Others have new control systems that reduce energy use for space and water heating. Eighteen months ago, the Blackstone Building was retrofitted from boiler-space heating to efficient steam heating, resulting in vast energy savings.

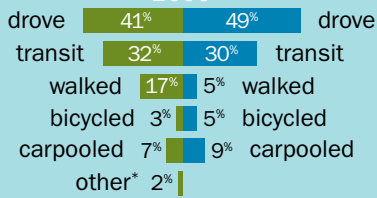
Eckman believes equipment updates like these will support 30 to 40 percent of the energy reduction the University needs to achieve 2040 carbon neutral goals. Ongoing efforts to promote behavior changes will also remain essential to limiting energy use. Events such as the recent University Housing energy competition serve as encouragement for the greater community. The residents of Broadway and Ondine were the champions of this event, reducing their energy consumption by 20 percent. "In addition to helping pioneer new technologies that will assist in limiting our carbon footprint, we look forward to contributing in novel ways to the culture of sustainability at Portland State as it continues to evolve and mature over time." ■

**AUXILIARY SERVICES** comprises Transportation & Parking Services, Conferences & Events, Food Services, Smith Memorial Student Union, Retail Services, University Place Hotel, University Housing, Property Management, Accounting Services and Auxiliary Maintenance. Our 100 staff members and 125 student employees and graduate assistants provide critical self-supporting services to the University. We do not use tuition or tax dollars to support our programs, but generate funds that support instruction and other primary Portland State programs.

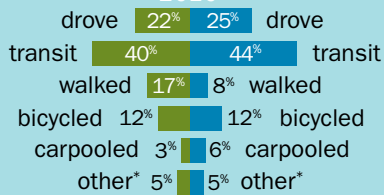
## Commuting to PSU in the last ten years

# Students & Employees

2000



2010



*Other includes responses such as "motorcycle/scooter," "was dropped off," and "other." Prior to 2010, these options were not available to respondents.*

## Bike spaces increase (again)

Last summer, Portland State made bicycle commuting drier and safer with the opening of the Montgomery Street Bike Garage. In addition to hundreds of outdoor bike racks across campus, this facility added 77 secure bike parking spaces on the west side of campus. The number will be tripled this summer with the addition of Portland State's third such facility.

With the opening of the Harrison Street Bike Garage last September, 86 secure spaces were added to campus. This June, another 60 spaces will become available at the Fourth Avenue Building, in what had previously been an unused kitchen. The new garage will sport a secure entry, security cameras and a changing stall.

For details about using this bike facility, contact the Bike Hub at 503-725-9006 or visit [www.pdx.edu/bikehub](http://www.pdx.edu/bikehub). ■

## Transportation shift favors environmentalism

Serving the commuting needs of students, faculty and staff while influencing transportation trends requires a delicate balance. However, planning and investing in transportation facilities is essential to serving changing transportation needs.

Every autumn, the campus population is surveyed to assist the transportation planning process. The 2010 survey results demonstrate the trend toward public transit has grown in the past ten years, up from 32 percent in 2000 to 40 percent in 2010 for students, and from 30 percent to 44 percent for faculty and staff. Bicycle commuting has also increased during the past ten years. Only three percent of students and five percent of faculty and staff commuted by bike in 2000. This past year, 12 percent of both groups pedaled to campus.

**“Portland State is the multimodal center of the region...”**

Single occupancy car commuting has also decreased dramatically during the past ten years, down from 41 percent to 22 percent for students, and from 49 percent to 25 percent for faculty and staff.

## Green Team helps AUXS focus on sustainability

The Auxiliary Services Green Team is larger than its seven members. Those members represent many of the large buildings and organizations on campus—namely those that, by their nature, can make big reductions to their carbon footprints.

It was one of the first Green Teams on campus when it formed three years ago. Sarah Renkens, Transportation & Parking Services manager, helped revitalize the group three months ago and serves as chair.

“I sort of weaseled my way into it,” acknowledged Renkens. “My degree is in environmental education and that’s where my passion began, I guess.”

Green Team members from Housing, Transportation & Parking, Smith Memorial Student Union and other Auxiliary Services departments meet monthly to brainstorm ideas, interact with guest speakers, and share success stories about “greening up” their departments.

Rani Boyle, associate planner, said the annual survey is an excellent tool for campus planners. “We ask respondents about barriers to cycling, walking, transit and carpooling. We consider these responses in making investments on campus, plus we share them with the City and with TriMet.”

Communication with both the City of Portland and TriMet has influenced the modes of transportation available to students, faculty and staff. Currently, 15 bus routes, the green and yellow MAX lines and the City streetcar all serve the PSU campus.

“Portland State is the multimodal center of the region,” said Dan Zalkow, Planning & Transportation associate director. “It’s the only place where the light rail, streetcar and bus mall intercept—at our urban plaza—with the Bike Hub only a block away and 20 or more Zipcars located throughout the district.”

None of this is coincidental. Transportation & Parking Services consults with TriMet and the City on an ongoing basis, and the University encourages ridership with discounted transit passes.

“We also work closely with the City on bicycle and pedestrian improvements in the University district,” he said. Doubling the number of bike parking spaces and expanding the Bike Hub tenfold in the past two years have gone a long way toward increasing bicycle commuting. ■

“We look for simple practices that we all can implement,” Renkens explained.

The group has recently focused on installing compost bins within the Auxiliary Services departments, developing an ongoing energy use audit, and promoting intra-department recognition programs for green practices.

Partners include the other Green Teams on campus, the City of Portland and Portland State’s AmeriCorps volunteer, Laura Schaefer. ■



## Bike to PSU, the challenge begins

April showers bring May flowers. They also ushered in the May 1 beginning of the Bike to PSU Challenge. Sponsored by the PSU Bike Hub, this friendly month-long competition is designed to encourage students to try commuting to campus by bike. Faculty and Staff are also welcome to join.

Visit [www.BIKE2PSU.com](http://www.BIKE2PSU.com) for details. You can join as an individual, or form a team with fellow Portland State riders. Log on each day to record your commutes and compete for a wide array of prizes, including Showers Pass cycling rain gear and a new Surly Long Haul Trucker Bike.



“We provide the social and physical support that leads to people bicycling more frequently,” explained Ian Stude, Transportation Options manager. “Teaching riders to become more self-reliant and keep their bikes running properly makes it more likely they’re going to ride more often.”

The University’s support for this form of sustainable transportation is working. Bike trips to the campus increased from four percent in 2000 to 12 percent in 2010, making bicycling the most rapidly growing form of transportation students are relying on to reach campus. ■

**“ We provide the social and physical support that leads to people bicycling more frequently...”**

Supporting bike commuting is the year-round mission of the Bike Hub, located at the Academic and Student Recreation Center on the corner of Southwest Sixth Avenue and Southwest Harrison Street. In addition to offering professional repair services, the Bike Hub teaches bike safety and maintenance, provides tools and workspace for self-service repairs, and sells discounted bicycle accessories and parts. Students and employees can best take advantage of this resource by becoming Bike Hub members for \$15 per term or \$30 per year.

### Green U.

In a recently published list of the 100 Greenest Schools, the Sierra Club cited PSU as one of only four schools in the nation that received a perfect ‘10’ rating for Transportation.

—Sierra Magazine, October 2010

## Less food ‘waste’ goes to waste

Thanks to efforts by PSU Dining & Catering and its customers, 120 tons of food “waste” didn’t go to waste. Instead of going to landfills, it was composted.

Dining & Catering on campus is operated by the food service vendor Aramark. Ninety percent of PSU’s catering customers opt for sustainable service, which includes compostable tableware, according to Lisa Potter, Dining Services director. “Compostable tableware is also available in all PSU dining venues.” During the past nine months, 964 catered events were provided composting services in the Smith Memorial Student Union.

She said diners are also taking the opportunity to sort their meal refuse at the composting station that was installed in Smith last autumn. In fact, more people are doing it and fewer errors are occurring.

By purchasing from as many local food vendors as possible, Dining & Catering’s sustainability efforts also save transportation fuels and decrease emissions.

Additional sustainability efforts have removed trays from the dining experience, which saves water and electricity used during washing. “We also find that diners don’t have as much leftover food if they fill plates more than once, instead of loading up trays with more than they find they can actually eat,” Potter said.

Many leftover foods are donated to St. Vincent DePaul, and even some of the vegetable oil used in cooking gets a second life as biodiesel.

For Potter, the positive response from diners in the various venues is rewarding. “More and more people are getting involved in these ‘green’ options, which are quickly becoming the norm.” ■

## Spring term Bike Hub workshops

All workshops are scheduled for 5:30 p.m. - 6:30 p.m. in the Bike Hub and are free for members.

**BASIC MAINTENANCE CLASS**  
Wednesday, May 25

**ADVANCED CLASS SERIES**  
Tuesday, May 10 : Bearings  
Tuesday, May 17 : Wheel Theory  
Tuesday, May 24 : Wheel Building

**WOMEN’S REPAIR NIGHT**  
Monday, May 16

## Why, Thank You

Several Auxiliary Services departments have been recognized over the years by the City of Portland’s BEST (Businesses for an Environmentally Sustainable Tomorrow) Business Center for demonstrating excellence in business practices that promote social equity, economic growth and environmental benefits.

2005: BEST Award for Transportation Alternatives (Transportation & Parking Services)

2005: BEST Award for Stormwater Management (University Housing)

2006: BEST Award for Sustainable Food Systems (PSU Dining Services)

## Stayin’ close to home

Here’s a list of the local vendors we rely on in order to serve healthy and delicious meals to the Portland State community:

Cedar Grove	Pacific Seafood
Columbia Gorge Juices	Portland French Bakery
Charlie’s Produce	Portland Roasting
Franz Bakery	Service Paper
Marsee Bakery	Stumptown Coffee
Oregon Country Beef	Sunshine Dairy
Pacific Coast Fruit	United National Foods



*The community garden, located at 12<sup>th</sup> and Montgomery, is in its sixth year of providing a space for residents to grow their own fruits, vegetables and even flowers. The garden is part of University Housing's goal to put in place more sustainable practices and procedures that benefit the University and its residents.*

## Staff Spotlight: The man behind the beautiful walls

Arturo Lachino is a familiar face to resident students. He's the only full-time indoor painter for the University's ten residence halls, so his work is never finished.

Originally from Mexico, he enjoys interacting with both local students and those from all around the world. He learns about their cultures and their studies while he makes their homes here more comfortable and attractive.

**“ Arturo is probably at the top of his profession...”**

“Arturo is probably at the top of his profession as far as the quality — as well as quantity — of his work,” said Wayne Wilcox, Auxiliary Services Maintenance manager. Wilcox knows the business; he began his career as a painter.



Additionally, Lachino utilizes his knowledge of the trade to benefit the University and its resident students. He recently served on the selection team to replace traditional paint with a brand that is more environmentally friendly. “He pushed the initiative, tested a lot of the paints that are available, and offered the selection committee feedback and advice,” Wilcox explained.

Lachino moved to Portland from San Diego 15 years ago, and then from here to North Carolina for two and a half years. The heat and humidity weren't for him. “I think I belong to Portland more than to North Carolina. People here are nice, they wave and say ‘hello,’ and make you feel like you count.”

Upon his return to Portland, he met and married Veronica. They now have two daughters and Lachino doesn't expect to leave Portland. “There's something about this place. It doesn't let you go.” ■

## AUXS News & Notes

▶▶ **Showcasing Event Services with food, friends and fun**  
PSU Conferences & Events recently hosted an evening open house to showcase its enhanced services for more than 100 campus event planners.

“We have a service-driven mission and constantly adjust operations to improve the overall guest experience,” said Brian Hustoles, associate director. “The event thanked our clients for their loyal patronage, brought them up-to-date with what we have to offer and provided a networking opportunity for campus event planners.”

Guests were treated to new menu items provided by PSU Catering and were able to view the latest event technology from the Campus Audio Visual Event Services Team, Hustoles explained. “The showcase was a tremendous success and we hope to make it an annual tradition.”

▶▶ **UPL gets a spring refresh**

Whether you're a conference attendee or an overnight guest at University Place Hotel, you'll soon notice a difference.

“We're incredibly excited about the improvements being made throughout the property,” said Brian Hustoles, Conferences & Events associate director. The second floor ballroom and conference rooms will have new carpets, draperies and wall finishes.

More than 100 guest rooms will also be updated. “We have made both aesthetic and comfort improvements to the rooms,” Hustoles explained. “Rooms will have contemporary new bedding, decor and lamps, along with flat screen televisions and radio alarm clocks that are MP3 ready.”

▶▶ **AUXS gets creative**

Auxiliary Services recently formed AUXS Creative to market and promote its departments and their benefits to the University.

“We develop compelling printed materials, online platforms and comprehensive marketing plans to fulfill long-term department goals,” explained Tony Cleasby, Marketing and Communications coordinator. In addition, AUXS Creative now offers its design and marketing services to other departments across campus looking to connect with the community at large.

The unit launched a website of its own in March. Visit [www.pdx.edu/auxscreative](http://www.pdx.edu/auxscreative) to view a portfolio of its efforts so far.

## Contact

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DROP BY: Ondine 207, M-F 9 a.m. - 5 p.m.

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