

January 2017

Facilities Management

Monthly Report



Delivering The Experience



Western Kentucky University



THE DFM TEAM



Gerald Belcher
Environmental Services Manager
gerald.belcher@wku.edu



Trent Blair, MBA, CFM
Director of Facilities Management
Facilities Management
270-745-3253



Richard Cowan, I.C.E.
Director of Environmental Services
270-745-4916



Dale Dyer, LEED AP
Plant Operations Manager
270-745-6179
dale.dyer@wku.edu



Rodney Hull, I.C.E.
Housing Facilities Manager
Southwest Hall 008
rodney.hull@wku.edu



**Angie Jackson, PHR,
SHRM-CP**
Fiscal Service Manager
angie.jackson@wku.edu



Jennifer McLeod
Sodexo Human Resources Manager
Facilities Management
270-745-2290
jennifermcleod@wku.edu



Tim Salloum
Training and Safety Manager
270-745-5403
tim.salloum@wku.edu

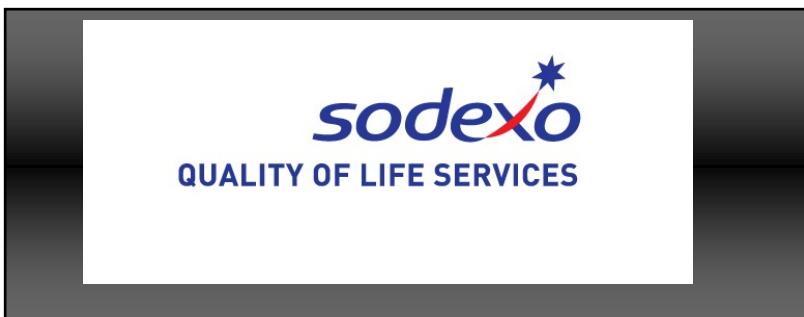


**Josh Twardowski, CFM,
RLA**
Campus Services Manager
270-745-5820
joshua.twardowski@wku.edu



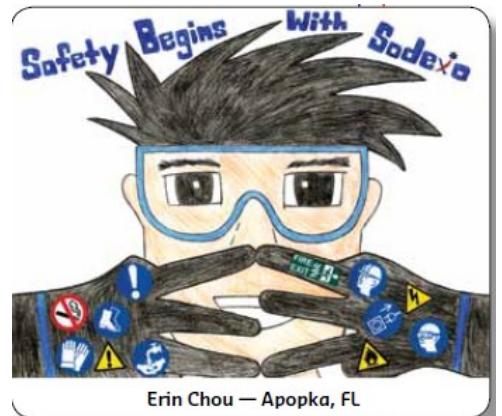
Dan Uhls, MA
Maintenance Manager
dan.uhls@wku.edu

Our Mission: Guided by our shared value, each one of us is fully empowered to consistently exceed the expectations of the university to insure a safe, clean and stimulating learning, working and living environment for all involved. To this end, we will provide the most efficient and effective routine and preventative maintenance services needed to support the educational goals of Western Kentucky University.



2017 Monthly report

Training & Development



Training:

- ◆ Safety New Hire Orientations Held
- ◆ Method of the Week/ Custodial weekly topics
- ◆ Weekly Safety Messages shared
- ◆ Safety Moments: Snow & Ice
- ◆ Monthly Safety Training: Accident Prevention, PPE, Emergency Action Plan, Mold Awareness, and Violence Prevention and Response (Active Shooter)
- ◆ Trainer Certification class for Environmental Service Attendants (ESAs)

Summary of Training Hours for January:

Summary:

Training Course	# of Participants	# of hours	Total Training hours
Monthly Safety Training	263	1	263
New Hire Safety Training	14	3	42
New Hire Orientation	6	4	24
Weekly Safety Msg	321	.25	80
Violence Prevention & Response	278	1	278
Hardware Training	20	3.5	70

Total Number Training Hours for the month: 757 hours

Work Order Statistics



Overall Routine
Work Order
Completion Rate
81.3%

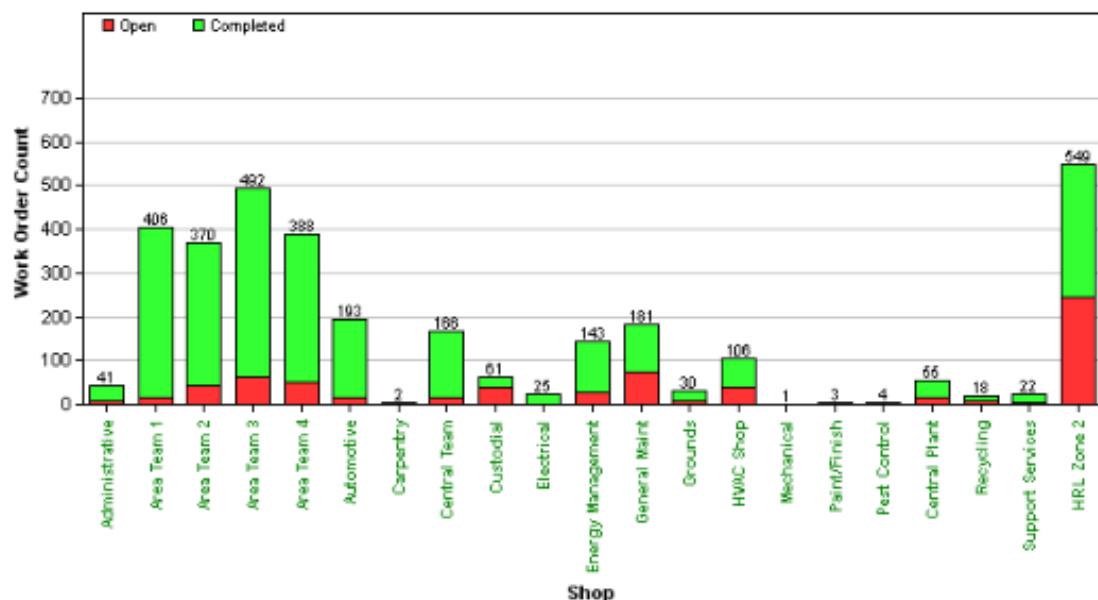


Report Criteria

Report Period is between '01/01/2017' AND '01/31/2017'

Priority	Received	Historic Status of Work Orders Received			Completed	
		Open		#	%	#
		#	%			%
(All Other Priorities)		63	14	22.2		49
Deferred		1	1	100.0		0
Emergency		0	0	0.0		0
Low		59	1	1.7		58
PM-Monthly		557	169	30.3		388
PM-Weekly		49	1	2.0		48
Project		25	6	24.0		19
Routine		2490	488	18.7		2024
Safety Issue		0	0	0.0		0
Special Event		12	1	8.3		11
Urgent		0	0	0.0		0
Total:		3256	659	20.2%		2597
						79.8%

Historic Status of Work Orders Received



Driving Performance

- Electrical consumption increased 4.5% in December of 2016 compared to the same period in 2015. Cost increased by 8% or \$23,825. KW demand decreased by 1.97%. There were 811 heating degree days an increase of 86% and there were 0 cooling degree days, for an increase of 181.8% over 2015. The traditional mode of un-occupying buildings for the entire “Winter Break” changed this year with housekeeping staff working on floor projects all through the break. The cooler weather as well as these projects contributed to the increase in electrical load.
- Western Kentucky University has been in a 5 Minute Response program with the Tennessee Valley Authority and Bowling Green Municipal Utilities for several years. This program has been of great financial benefit to WKU for its duration and unfortunately that program is coming to an end. Beginning October 1st the 5-MR program will be replaced by IP-5. The basics of the program remain the same with WKU agreeing to reduce electrical load to 7500 kW if TVA declares a system emergency or potential emergency. Financial benefits are significantly reduced from the current 5-MR program, so WKU will see an unavoidable increase in electrical utility charges after October 1st 2017. Primary metering at the Forrest Drive and Jonesville substations will occur this summer that will provide TVA as well as BGMU with “live” or instantaneous load data which is the pre-cursor to change in how TVA calculates the “Demand Charge” portion of the substation electrical bill. WKU’s Energy Management group will continue to manage kWh usage and demand to help control these expected cost increases.
- A second phase of control system updates for Ivan Wilson Fine Arts Center has been developed and a PO issued to Johnson Controls. Phase II will complete the replacement of obsolete pneumatic control valves, replace pneumatic controls on 40 electric re-heats, and six unit ventilators that were installed in 2005. Phase I is presently underway and will be complete in early February. This project replaces obsolete equipment and increases building efficiency by gaining automated control over air handlers, re-heats, and unit ventilators.
- A project to replace the chiller and make-up air handler at Jones Jaggers is nearing completion. The air handler is original to the building and has been in service for 47 years. A cooling section has been incorporated into the new air handler which will help to reduce humidity inside the building during the summer. The building has had ongoing issues with sporadic mold growth the past two summers which should be reduced or eliminated with the air handler upgrade. Completion of this project including controls/automation is expected by mid-February.
- The Central Heating Plant experienced challenges with process controllers on #4 Boiler this month. Faber Burner was brought in to assist with troubleshooting and determined that several control boards had been damaged due to leaking/failed batteries which are integral to the control board. A replacement for these batteries has been located and the Electronics Shop should be able to replace the battery on boards that have not yet been damaged by corrosion. Both #5 and #4 boilers were inspected for this issue. Combustion tuning to maximize efficiency was also completed during the Faber technicians visit

Driving Performance

- Building schedules have been developed and implemented into Metasys for the Spring Semester. Summer work projects are being developed that will likely include several steam line replacement locations that have been identified in recent weeks as potential leaks. WKU's six year Capitol Plan was reviewed by both Maintenance and Operations with suggestions and comments being forwarded to the Chief Facilities Officer.
- Training for ESA supervisors and team leaders has resumed. All affected employees are working toward unit certification. Tammy Wolfe is hosting the training for all shifts.
- We have installed new time clocks installed at Mass Media and DSU. Also have installed new clocks at FAC, Cherry Hall, and Snell Hall. Each will be fully functioning by February 17.
- Equipment operation and maintenance training is scheduled for February 21 and 22. Tenant Company will conduct the training for supervisors and team leader on the day and night shift.
- Supervisors are attending monthly leadership training along with scheduled safety training. Attendance for our BSA training is at about 90%.
- We are identifying window-cleaning projects that need prioritizing before graduation
- Windows at Grise, Honors, and FAC where all cleaned in January.
- We are purchasing and demoing a Chariot floor scrubber.
- We need a small unit that can clean tight corridors. The idea is to use this at Snell/Thompson and share it with EBS and EST.
- We have hired a new bilingual team leader for the 5pm shift to assist in translation her name is Reina Alphononzo.
- Weekly training meetings are being conducted by Tammy Wolfe to have all team members certified. In addition, we have started with all new hires doing a 30, 60 and 90-day check in. We are starting with our first group that have been hired in January. This will assist in turnover and retention.
- All Supervisors are utilizing Breeze software. We are currently setting up monthly conference calls with Eric. To answer questions and assist us however he can.
- Busy month with a lot of project work, a lot of training of new hires and Kelly employees.
- We have relocated a couple supervisors back into our 2nd floor room. We will work on utilizing this room for training and meetings.



Completed Projects:

Maintenance Projects

- Our team continued to go through buildings and fix problems as they arise.
- We had a successful move in from break and fixed problems that came in that were found returning from break.
- We repaired a leak at Bates on the hydronic booster pump.
- We repaired another section of the Rodes domestic hot recirc line.
- We changed all filters in resident halls.
- Completed the system turn on and bleed from the chill water leak in the ground outside Bemis and Barnes.
- We did a rebuild on the PFT booster pump.
- We have replaced all cabinets in room 323 at 1355 Kentucky Street. Also changed the stove and oven receptacle damaged from the fire.
- We replaced several Blower motors that had failed in the fan coil units.
- We also replaced several valves in the HRL offices on the individual office heaters.
- We are currently working on Evaluations.

Housekeeping projects:

- All grout in bathrooms at Bemis, Barnes, and Poland cleaned
- All hallway carpets in Zach/Meredith, Bemis, Barnes, Keen and Poland cleaned;
- All tile in front of elevators at Bemis, Barnes, and Keen buffed.
- We have detail cleaned all restrooms and commons areas in all halls in preparation for Spring term move in.
- KY street empty Apts. Have been cleaned and ready for move in for spring term.
- We Scrubbed and wax all Kitchens at Gilbert hall.
- We waxed several empty rooms at various buildings that were empty.
- We have completed all ESA (Sodexo evaluations) and turned in to HR.

Long-Term Expectations: We currently are working on better Q&A measures and programs for Housekeeping. We will continue are building walks each month for Maintenance items. We will continue to improve on our safety trainings each month. We will start planning Spring break projects in Feb. In March start planning Summer cleanup and any big projects for summer. We have started using the Breeze custodial QA program.

Innovative Solutions: We have asked the vendors to show us any new innovations out there on equipment etc. We are looking at some new housekeeping equipment, an Ultra compact upright auto scrubber and a Dry foam carpet care system for spotting carpets. Jimmy Thomas of Kenway has showed demoed some new equipment for taking care of centiva. I will be looking at some new more efficient equipment that can help us clean the outside glass on our buildings.

Customer Focus: We have started out Q&A program inspecting housekeeping areas each week. We have also started our maintenance walks in mechanical rooms and will report findings to out Directors. We are looking at general repair and safety issues. A report will be sent to the Director of Housing for review. We are having daily huddles to help with communication. We are getting Team Leaders and Supervisors housekeeping training so they can receive a certification. We have an onboarding training program for new hires we are implementing.

Enhanced Wellbeing: We have completed slips trips and falls training for housekeeping in December. We are working with our safety Manager for monthly trainings sessions in 2017. We will be starting up the Hilltopper hero program and award an employee each month with a \$40.00 gift card.

Driving Performance: With additional trainings planned we hope to improve custodial and maintenance customer service.

Strategic Vision: Vision—look into the future We will be looking at ways to save money in any areas as we are always challenged by budget cuts. We will partner with E&G and look at some other misc. custodial supplies to see if we can save money using our buying power. We will look for any innovation and new products to better our housekeepers and maintenance. We are working with E&G side to make custodial operations more uniform across both departments.

Completed Projects

- Completed air handler PM's at STH
- HRL emergency generator PM's were completed
- Replaced belts on FAC AHU #5
- Repaired broken belt guard Grise Hall AHU #3
- Replaced blower motor on gas furnace in Presidents dining room at Garrett
- Replaced failed valve actuators on hot water convertor at Academic Complex
- Replaced failed valve actuators on hot water convertor at Wetherby
- Replaced failed valve actuator on fan coil unit Gatton 303
- Replaced gas burner assembly on #3 boiler at Knically
- Completed steam condensate pump station PM's
- Faber Burner completed loop controller replacement and tuned combustion controls #4 boiler at Central Heating Plant
- Faber Burner calibrated O2 sensors and tuned combustion controls on #5 boiler at Central Heating Plant
- Repaired a frozen/burst cooling coil air handler 202 L.T. Smith West
- Replaced several HID wall mounted lights at South Campus with LED
- Repaired emergency generator at Poland Hall
- Assisting maintenance with E&G generator PM's
- Completed digital controls upgrades to AHU's #5, #7, #9, #10, and #12 at FAC
- Completed demolition of air handler, chiller, cooling tower, & MCC at Jones Jagers
- Replaced blower motor on RTU at Student Publications
- Cleaned the condenser water tank at FAC in preparation for thickness testing
- Crewmembers cleaned and detailed over 120 classrooms between the semester break and January 23.
- Over 100 carpets and 30 classroom carpets where cleaned at CEC during the month. Building coordinator was very happy with results.
- Non-accessible space listings is completed and turned into to WKU for review.
- Eighteen pieces of custodial equipment where returned to service after repairs were completed.
- Staff appraisals and annual goal setting are substantially complete for 2017 calendar year.
- Equipment inventory has been completed, and we are currently in the process of entering all into our Breeze Program.
- WO 160945, ran gas piping on emergency generator at Academic Complex.
- WO 161875, unstopped the sewer main for the men's and women's restrooms at old mall CRD.
- WO 154993, repaired water leak at Knically center restroom in mechanical room 145.
- WO 161043, installed new bearing assembly and coupler assembly on circulation pump to Building Heat Boiler # 3 at Knically Center upstairs mechanical room 145.

- WO 156993, Rebuilt pedestal sidewalk light fixture at South Campus.
- WO 161360, Installed guards on all fire sprinkler heads on ground floor level at PHAC basketball courts (roughly 52).
- Assisted with sewer main stop up/ clean up at Student Publications.
- WO 156441, Replaced emergency can light fixture at south campus main entrance and repaired lighting circuit.
- WO 157908, Repaired the saddle on the main sump pump drain in the basement mechanical room at PHAC.
- WO 160989, Completed electrical load testing/Jones Jaggers emergency generator.
- WO 159701, Emergency Generator set ups at Academic Complex and Jones Jaggers.
- Assisted with grease trap pumping's at Farmers Market, and at Academic Complex (1st time).
- Completed monthly PM at Academic Complex.
- Completed Monthly PM at PHAC.
- SR 1590 / women's basketball.
- SR 1581 / men's basketball.
- SR 1582 / men's basketball.
- SR 1660 / Hang Posters at Academic Complex.
- SR 1655 / Install lack box at Ransdell Hall.
- SR 1585 / assist with floors at PHAC.
- Completed PM on all fan coil units and unit ventilators in Tate Page Hall.
- Replaced the water heater in PDC.
- Repaired the water in the WKU Store at DSU. It had a loose connection and some of the wiring was damaged.
- Replaced the seal in Hot Water Pump #1 in Smith East. Also aligned the motor to the pump within factory specs.
- Replaced the skimmer pump on the hydrotherapy pool at Smith West.
- Replaced the hot water mixing valve in Smith East.
- Completed the handrail inspection for Smith West and the Berm area.
- JD Phelps renovated the auditorium in Grise Hall.
- Set up the portable generator at AC and once repairs were complete we set it back up at JJ.
- Farm- green house –Installed new gas heater and vents
- Farm- Dairy Barn Installed new Vacuum pump motor
- Farm -House #8 Installed new 2 ton gas unit
- Farm- Grain bins Installed and upgraded electrical wiring .
- Farm- House #5 Installed new blower motor in air handler.
- Farm- House barn installed new electric heater.
- Van Meter - repaired lighting stage areas.
- Cravens Lib -Installed new hot water circ pump motor on AHU#4.
- Weatherby- cleaned back flows 3”.
- Repaired lights in atrium at AAC with lift
- Repaired and reprogrammed Lutron lighting at Snell Hall in labs and classrooms
- Completed January PM
- Repaired lighting in dining room at Popeye's
- Repaired outside lighting at Snell Hall with lift per lighting audit
- Finished replacing stained ceiling tiles in Snell Hall 4101

- Snell Hall Lutron Lighting troubleshooting and corrections - completed
- Shop – repair of two primary event speakers - completed
- Grise Hall auditorium fire alarm repairs - completed
- Sodexo time clocks installed
- Kentucky Building security system corrections - completed
- Maintained campus wide support and service for electronic systems
- Continued tech support for athletic events and special events
- Floor tile at FAC complete in all 4 rooms.
- Floor tile at TCCW 205 completed.
- Phase 2 of painting at CEC complete.
- Christmas wreaths taking down and put in storage.
- Replaced several broken banner poles campus wide due to high winds.
- Repaired drywall at Popeyes and painted complete.
- Repaired several drywall issues at IED and South Campus and painted complete.
- Got estimates from Western Ky. Door on several different doors and hardware Campus wide.
- Several different paint touch up's to start the new semester.
- Painted Public Safety complete as requested.
- All roof and Vehicle PMs for January Completed.
- DSU book store cut out drywall to dry out and repaired complete.
- Cut drywall out in hall at MMTH and installed removable vent.
- Conducting environmental/dew point monitoring in the following locations: MH Sub-basement, TPH 3rd floor center core, TPH 3rd floor center core, JJ 111 JJ 111A, TCCW 433, TCCW 4th Floor ceiling, Gatton 303, SSB Events Office, Snell 4107, Rhodes 507, Music Hall 111.
- Kept a check on campus pole lighting.
- Campus exterior lighting audit.
- Replaced all ceiling tile in FAC 315.
- Snell Hall Lutron Lighting troubleshooting and corrections - completed
- Shop – repair of two primary event speakers - completed
- Grise Hall auditorium fire alarm repairs - completed
- Sodexo time clocks installed
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SURPLUS and RECYCLING

January 2017

WKU Resource Conservation partnered with the Student Government Association and IT to launch the new Earn-A-Computer Program. Designed to meet students' needs for affordable computers, the Earn-A-Computer Program awards a refurbished Mac Computers to WKU students who complete at least 35 hours of volunteer community service. While IT and WKU Resource Conservation work together to prepare the used Mac computers for reuse, the Student Government Association's Academic & Student Affairs Committee works directly with the students: they publicize the program, review all applications, verify community service, and award the computers. In its first semester, the Earn-A-Computer Program provided refurbished Mac computers to 20 WKU students who volunteered for over *700 hours* of community service! We invest in our students, and the students invest in their community. WIN-WIN!

It is programs like the Earn-A-Computer program that are contributing to our rising recycling rate. Solid Waste and Recycling weights vary from month to month, depending on activity and volume on campus, so our best way to measure progress is to look at annual averages or to compare the same month of previous years. Below is a chart that compares January of 2016 to January of 2017. Most notably, our Total Recycling has increased 98% from the previous year, and Single Stream Recycling has increased 304%!



The Sodexo Experience.

- ◆ Two Employee of the month given, Sodexo provides a 25.00 dollar gift card to each recipient.
- ◆ Weekly Huddles held with staff
- ◆ Monthly Department meetings held
- ◆ Recognizing staff for going above and beyond and providing great customer service.

Quality of Life Services

**A Strong & Healthy Culture
is the Result of...**



- Positive workplace attitudes
- Buy-in from all team members
- Meaningful, measurable goals
- Clear policies & procedures
- Appropriate Training
- Responsibility & Accountability



OUR DFM MISSION

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