Delivering on the Experience, our Monthly Partnership Report for **Western Kentucky University**. This report provides an overview of our partnership and how we are creating exceptional student experiences on campus. Included you will find an update on progress made since our last Expectations Meeting, highlights of recent activities and events, an overview of our plans for the semester, and recent financial results.

In addition to your campus information, this report highlights industry trends that may be impacting your campus. We have also reviewed the support provided by our team outside the unit, including an innovations report, training updates, and sustainability resources. We look forward our continued partnership and exciting school year focused on creating exceptional student experiences and serving the needs of the campus community.

Sincerely,

Trent Blair, Director
and the
WKU Management Team
1. **Student Insights** - Powerful research to understand your students' needs.
2. **Health and Wellness** - Nurturing student wellness through clean and healthy indoor environments and lifestyle education.
3. **Environmental Focus** - A local environment commitment that is global in scope.
4. **Customer Service** - Our people are your people.
5. **Innovation** - Delivering outstanding programs that improve your campus.
SAFETY and TRAINING

January was a busy month for Training & Development. Career Path classes were back in full swing, as well as new classes starting, and safety training resumed with a full year preview and focus on Personal Protective Equipment.

January Safety training topics included: Accident Prevention Review and PPE. A combination of online presentations, YouTube videos and hand-outs were utilized to teach these topics to team members, as well as postings in our Safety board and new Communication TV.

The Communication TV is a new tool that was installed this month. It is located in the main DFM hallway, as well as visible from our webpage. It displays information regarding meeting times, safety information, or any other information pertinent to our team members.

Career Path courses continued for the Advanced Certified Custodial Technician certifications and we wrapped up the exams for Housing and Residence Life BSA’s for the Certified Custodial Technician class. A new course was created/started for our Grounds Technicians on Weed Identification and we are working on the next round of classes for this group on leadership and heavy equipment training. Sara Hutchison also began a new course for the Recycling & Surplus team for their Career Path. This course will take up most of the semester and will assist this group in achieving their Level 2 certifications.

Summary of Training Hours for January:
- Provided weekly safety training topics to all departments
- Provided monthly safety training to all departments
- Certified Grounds Technician classes
- Certified Custodial Technician study sessions and exams for our HRL department
- Advanced Certified Custodial Technician classes began
- Recycling & Surplus classes

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<tr>
<th>Training Course</th>
<th># of Participants</th>
<th># of hours</th>
<th>Total Training hours</th>
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<tr>
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Total Number Training Hours for the month: **1163 hours**

**Coming Soon...**
New projects for 2015 will include an ongoing leadership training series for both our Supervisors across all units in the department as well as a shorter, more condensed version of this training for all our Level 3 Career Path participants. The second new area of focus will be a series of trainings on Quality Customer Service. This program will be rolled out to all DFM team members. Both of these programs are in the construction stage, but we have started purchasing materials such as the “Super Supervisor” series, “Fish”, and several books on the Disney Way of customer service.
WORK ORDER STATISTICS

Routine Work Order completion rate
88.1%

Historic Status of Work Orders Received

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<th>Priority</th>
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<th>%</th>
<th>Completed</th>
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<td>Total:</td>
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<td>579</td>
<td>23.1%</td>
<td>1925</td>
<td>76.9%</td>
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Historic Status of Work Orders Received

January 2015
Cost Savings:

- Electrical consumption was down 5.6% in December of 2014 compared to the same period in 2013 the cost decreased by 2% or $6,877. KW demand was down by 2% as well. There were no cooling degree days for the period, heating degree days were 7.8% less than a year ago. Natural gas usage increased 6.4%. DSU was not on the Central Heating Plant last December for either heat or domestic hot water this likely accounts for majority of the increase.

- Projects that enhance efficiency and reduce electrical consumption are always winners for WKU. We are finalizing two LED lighting projects that have impressive energy savings and very short payback periods. A retrofit project for the Hall of Champions at Houchens L.T. Smith converts all 87 of the HID can lighting to LED. The simple payback on this project is 1.1 years when the TVA rebate of $2,237.00 is factored in. A project to replace the large sports lighter fixtures at the Campbell Lane and Jones Jaggers parking lots reduces energy consumption by 72%. There are presently 23 HID fixtures in use, the number of fixtures will be reduced to 10. Lighting levels will be improved at both lots due to the superior optical enhancements and light distribution of the LED fixtures. Both lots will be brought onto the Wi-Fi network for control and monitoring. Final cost and payback is being analyzed, however the preliminary evaluation puts the simple payback for this project in the range of 2-3 years.

- A project to replace all of the incandescent track lighting on the first floor of the Kentucky Museum has gotten underway. Purchase orders were issued this month and materials are in route. The project cost will be just under $109,000, funding has been split 50/50 with E&G Utility carry forward money and the Provost of Academic Affairs. The reduction in kWh consumption and cooling loads account for a cost reduction that exceeds 80%. Simple return on investment is 6 years, with an added bonus of greatly reduced labor commitment required to re-lamp every 90 days or less. Phase 1 of this project encompasses the entire first floor and is expected complete by March of 2015.
WKU Press Release:

The ArbNet Arboretum Accreditation Program and The Morton Arboretum have announced that the **WKU Arboretum has been awarded a Level I Accreditation.** By achieving particular standards of professional practices deemed important for arboreta and botanic gardens, the WKU Arboretum is now recognized as an accredited arboretum in The Morton Register of Arboreta. ArbNet accreditation is a terrific point of distinction allowing Western Kentucky University to enhance its Urban Forest program and promote environmental stewardship.

The Western Kentucky University Arboretum is home to over 3400 trees spread throughout our 250 acre campus. As an Institution of Higher Education, it is imperative that our urban forest is not only a place of beauty but also a living laboratory for the public. Our arboretum is open year round with over 27 miles of self-guided walking paths. Similarly, an Arboretum cultivates connections between people and plants through creative expressions of landscape stewardship to include conservation, education, research, and economic development.

The ArbNet Arboretum Accreditation Program is sponsored and coordinated by The Morton Arboretum in cooperation with American Public Gardens Association and Botanic Gardens Conservation International. This international initiative offers four levels of accreditation, recognizing arboreta of various degrees of development, capacity and professionalism. Accreditation is based on self-assessment and documentation of an arboretum’s level of achievement of accreditation standards. Standards include planning, governance, labeling of species, staff or volunteer support, public access and programming and tree science, planting and conservation. More information is available at [www.arbnet.org](http://www.arbnet.org).
• The infrastructure group has been collecting equipment and room data from DSU. While most of the equipment PM’s have already been developed assigned much of the building still requires some level of data collection for completion. Final room numbers are being placed on the walls or are waiting to be installed near the entrance doors into the various rooms.

• The Energy Management team has completed the implementation of the new Spring Semester schedules. At the end of each semester old schedules are blown out of Metasys and replaced with the updated classroom schedules from Astra. This is large task that occurs twice each academic year in addition to the numerous weekly/daily updates that take place. Accurate scheduling of occupied/unoccupied classroom periods are imperative to the success of teaching our students, managing utility cost, and the overall student experience at WKU.

• The Central Team has completed the removal of damp carpeting and floor leveler from all floors in Cravens Library. Continuing water infiltration from the failing window system has promoted mold growth in these materials that were installed very close to the outer wall below the windows. The area is being treated with a bio growth/fungicide inhibitor AZ-14 that should retard any recurrence of mold growth until the window-wall system is replaced in major project to be completed in a couple of years. The entire project was extensive as the issue was on every floor and in multiple locations on each floor.

• Task Focused Cleaning was implemented at Cherry Hall, two weeks in we are seeing very positive results. This team cleaning concept will be monitored and evaluated in this facility for future implementation in other facilities.
  o Description of Process: Different from typical zone cleaning, with one BSA assigned to a specific “area” within a facility, team cleaning has been proven to improve efficiency of services provided to customers, increase productivity for staff in cleaning, builds ‘team’ process and connectivity, and reduces the amount of equipment and utilities required per building by working together, one floor or location at a time.
Innovations/Featured Projects

- Completed mold mitigation all floors of Cravens Library
- HRL emergency generator PM’s were completed
- Completed monthly roof PM’s
- Replaced a failed power meter on the main power entrance to DSU
- HVAC completed repairs to freeze damaged heating coils at Diddle Arena, Kentucky Museum
- Completed a functional load test of the generators at the Central Heating Plant
- Replaced overhead door operators DSU dock
- HVAC completed semi-annual PM’s in 12 buildings
- Replaced the supply VFD AHU 201 LT Smith
- Added a new steam trap to increase capacity on Cherry Hall heat exchanger
- Replaced failed sump pump in manhole 64
- Repainted Hallways at Knicely Center
- DSU completed room number data collection for CMMS database
- Completed training on the Lutron lighting controls at DSU
- Completed steam line and manhole inspections
- Replaced failed strainer assembly Panda Express air handler
- Re-established radiant heat piping at Java City that had been disconnected
- HVAC completed PM’s at T-Tas, EHS, 1702 Normal, Doctoral House, and Alive Center
- Replaced frozen/split condensate drain line at T-Tas house
- Replaced contactor on Mitsubishi unit serving IT room at Tate Page
- Replaced fan shaft bearings on AHU #3 at Tate Page
- Developed weekly PM’s for maintenance vehicles
- Replaced steam relief valve on domestic water heater at Bemis for HRL
- Repaired sock duct at Diddle Arena
- Established connectivity to lighting Wi-Fi energy managers
- Completed painting projects at Health Services, Kentucky Museum, Grise, and Baseball
- Completed valve actuator repairs at Lost River Data Center
- Upgraded 14 JCI network engines to Metasys 6.5 at DSU
- Completed valve actuator repairs at Lost River Data Center
- Replaced fan motor on Make-Up air unit #3 Potter Hall
- Replaced control power transformer Dogwood substation at JCI network interface
- Completed mold mitigation Tate Page rooms 130 and 132
- Put up and took down flags for MLK day
- Provided hard floor maintenance services in various areas within our campus facilities which included: DIDDLE, RANSDELL HALL, AC, MMT, FAC, GRISER, HELM, CRAVENS, TATE, EST, AND TCC to tile areas for added durability, improved traction, and to ensure a safe, clean environment for students, faculty and staff.
- Provided carpet care deep cleaning maintenance services to numerous areas within Knicely Center, AC, Grise, EBS, EST, FAC, Ransdell, MMT, Potter, Helm, Cravens, Tate and TCC to eliminate pollutants and to promote clean air environment for all visitors, staff, students and customers.
• Provided detail cleaning to various surfaces to include windows, walls, doors, door frames, and furniture, as well as provided disinfectant services of trash cans in **VARIOUS BUILDINGS** to provide fresh clean surfaces and pleasant office environments for customers and to eliminate odor and pathogens for the health and safety of office occupants.

• Provide deep cleaning of restrooms and / or stairwells and landings in random buildings as needed by utilizing Kaivac Restroom machine, or with hands on ‘complete wash down’ of all surfaces to eliminate odor and pathogens for the health and safety of our campus customers.

• Implemented ‘micro-fiber’ cleaning trial in conjunction with Sodexo Cleaning process at Cherry Hall. Adding this process will further assist in getting WKU Building Services qualified as a **FULL GREEN operation** and the CIMS certification. The following are the benefits of switching to micro fiber:

  - **Time-Effective and Efficient**
    - Microfiber mops, dusters, and cloths are light and ergonomic. This significantly diminishes the amount of time needed for particular cleaning tasks.
  - **Environmentally Friendly and Reduces Chemical Usage**
    - Using microfiber products allows for chemical-free cleaning. The split cross-sections in microfiber that catch dirt and other particles leave surfaces free of unwanted materials without necessitating chemicals. They can clean nearly any surface with only water.
  - **Preserves Surfaces**
    - Using microfiber helps preserve interior finishes. Quality microfiber products will not scratch delicate surfaces, as long as they are well-rinsed and free of grit.
  - **Increases Cleanliness and Hygiene**
    - Microfiber products provide a superior level of hygiene and cleanliness. Used in hospitals and recommended by the Association for Professionals in Infection Control and Epidemiology, microfiber is able to remove **99% of bacteria** while traditional products only remove 30%.
Housing and Residence Life

Completed Projects:

- Repaired 4” copper line in PFT mechanical room where hole had developed.
- Repaired 4’ drain line in pipe chase at South West hall.
- Repaired 3’ hot water line on northeast boilers
- Changed all filters in all residence halls
- Repaired ceramic tile floor in 9th floor Minton bathroom
- Prepared buildings for spring semester opening.

Housekeeping Projects:

- Rodes Harlin – stripped and waxed all foyers (9) and lobby
- Buffed all shower rooms and restrooms
- McCormack – all carpet extracted (6 floors)
- Gilbert – 1st and 2nd floor restrooms stone sealed terrazzo floors
- Minton – all shower rooms, community restrooms, and private restrooms
- Scrubbed and resealed grout
- McCormack – Assistant Director apartment cleaned
- HRL – Guest rooms 1 and 4, and hallway extracted
- KY St apartment list complete (approximately 30 apts)
- Scrubbed and Sealed grout in all bathrooms at Poland, Barnes and 5 floors in Bemis.
- Cleaned all carpet in all resident halls.
- Striped and waxed all elevators that has a waxable floor.
- Striped and waxed all kitchens Meredith.
- Detail cleaned all common areas in all my resident halls.
- Cleaned 3 apartments in Meredith, PFT and Keen.

Driving Performance and Expectations:

- We have partnered with Staples and janitorial supplies and have installed new toilet paper, soap and paper towel dispensers. We have also installed Diversey solution centers and will reduce down to using only 1 cleaning chemical and 1 disinfectant. Both are peroxide based so they are very safe to use. We will monitor savings and service for one year and compare to the previous years.

- We have rolled out a pilot paperless maintenance program with Techs using laptops for work orders and completing work orders. We will roll more lap tops out to our maintenance techs as budgets permit. We hope to have our maintenance teams equipped with laptops soon. We are looking at using micro fiber mops in a few locations to test them. This is ongoing.

- We will soon be planning our Spring break projects and began to plan our summer schedule.

- We will continue our Hilltopper Hero program and Staples will provide a gift card to the employee selected.

- We are currently working on performance evaluations for employees and will have them completed on time to meet the deadlines. We have completed our reverse appraisals.

- We will be looking a new innovative equipment for our housekeepers and will demo some next year. We are currently looking at pricing on microfiber.
The Sodexo Experience

The Sodexo Experience is an essential component of Creating Exceptional Student Experiences. Our goal is to empower our employees to be motivated and engaged with the students, faculty and staff at your university/college allowing them to provide outstanding customer service.

- Certificates and Lapel Pins for Appreciation for BSA’s
- Thank YOU Cards, YOU DID IT, and YOU Make a Difference At WKU (Use these for recognition of team members after Management’s Building Walk Thrus are completed and service levels are found to be of high standards) certificates!
- Employee Recognition Board at DFM to spotlight and brag on our team members!
- Moving forward with ‘team Huddles’ for Building Services team members on a weekly basis to further develop and nourish employee’s job satisfaction and feeling connected and valued
- Congratulations to the twenty-five (25) team members in Housing & Residence Life who are now Certified Custodial Technicians
- Two Employee of the month given, Sodexo provides a 25.00 dollar gift card to each recipient.
- Hilltopper Spirit Award given, Sodexo provides a 125.00 dollar gift card to the recipient of this award.

Employee of the Month

Willie Matthews

Tiffany Bodiford Baker

DFM Hilltopper Spirit Award

Melinda Peay