

Delivering the Experience

EDUCATION - CAMPUS

JULY 2014

Monthly Report

**Western Kentucky University
Facilities Management**





CREATING EXCEPTIONAL STUDENT EXPERIENCES

Welcome

Trending

Driving Performance

Expectations Update

Innovation

Sodexo Experience

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,
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and the
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**STUDENT
INSIGHTS**



**HEALTH AND
WELLNESS**



**ENVIRONMENTAL
FOCUS**



**CUSTOMER
SERVICE**



INNOVATION

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

For the month of July, the training program is back into a building stage. As part of the strategic plan, during the summer months we focus on taking a second look at the program as a whole, identify the strengths and opportunities, and see where the program can be improved.

The training program has several major functional areas including: Safety training, Methods training, Re-certification training, skill-enhancement training, and the Career Path program.

For the safety trainings, we currently subscribe to BLR safety and utilize their Power Points and Audio programs for our monthly trainings. This month I have been evaluating other programs and media options to keep the topics up-to-date and as interesting to our team members as possible. I have also been exploring options on how to create our own audio/video presentations that we can store on the Training website for anyone to view at any time. The other aspect of the program is maintaining compliance with all OSHA regulations. Utilizing Sodexo’s safety audit, I have been conducting a mock audit to ensure we are in compliance in all aspects of the audit material.

The Methods training is a tool Sodexo provides to bring re-training on cleaning standards to all custodial staff members. We are evaluating these methods and working to tailor them specifically to WKU and look at alternative methods of delivery to keep these trainings interesting and meaningful to our staff. Some suggestions at this point are to select star performers within the teams and ask them to present the Methods training for the week in a unique and meaningful manner with hands-on demonstration of proper cleaning methods.

Encouraging team members to acquire and maintain licenses and certifications is an important facet of the program. Summertime is when we take a look at all of our licensed/certified individuals and schedule their recertification training. This month I have scheduled the trainings for half of our HVAC/Plumbing group, Fire Alarm Inspectors, and Electricians.

Skill-enhancement training is a new area of the training program that utilizes webinars, seminars, and guest speakers to come on-site in our training room for “lunch and learn” sessions. This is still under development but is something you will see coming this fall, beginning with a webinar in August on the *FISH! Philosophy in customer service*.

Finally, the Career Path Program is our showcase piece that creates opportunities for facilities management team members to learn new skills and become more knowledgeable by taking classes or earning certifications tailored to their current position. No training sessions take place during the summer months, but work is being completed on developing the classes for the fall. Leah Hopwood is assisting to write the program for the Certified Grounds Technicians to get their next level of training this fall. I am working on the Advanced Custodial Technician course for our Certified Custodial Technicians for the fall.

As a special note, another innovative communication tool that spawned from the Career Path program is our Focus Groups. The first focus group met in July and discussed Communication and Training in the Building Services department. Team members from this department are being empowered to assist with suggestions and changes in their areas to improve communication, efficiency, training and safety.

Training Course	# of Participants	# of hours	Total Training hours
MOTW Training	161	2	322
Monthly Safety	300	1	300
Weekly Safety Msg	300	0.25	75
Total Number Training Hours for the month: 697 hours			

WORK ORDER STATISTICS



Routine Work Order completion
rate for the Month of July:
87.3%

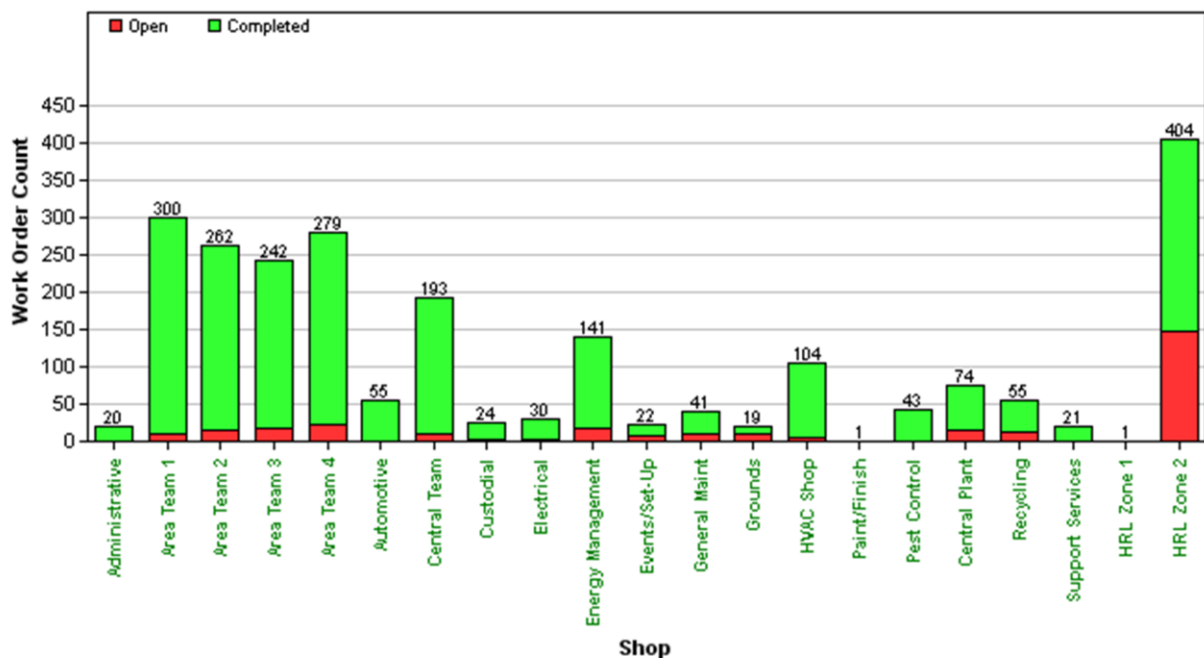
Report Criteria

Report Period is between '07/01/2014' AND '07/31/2014'

Historic Status of Work Orders Received

Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	4	0	0.0	4	100.0
Deferred	5	0	0.0	5	100.0
Emergency	0	0	0.0	0	0.0
Low	62	5	8.1	57	91.9
PM-Monthly	665	92	13.8	573	86.2
PM-Weekly	15	0	0.0	15	100.0
Project	22	6	27.3	16	72.7
Routine	1538	195	12.7	1343	87.3
Safety Issue	0	0	0.0	0	0.0
Special Event	20	6	30.0	14	70.0
Urgent	0	0	0.0	0	0.0
Total:	2331	304	13.0%	2027	87.0%

Historic Status of Work Orders Received



Driving Performance



Cost Savings:

- Electrical consumption was up sharply in June of 2014 compared to the same period in 2013. Usage increased 6.2% while the cost increased by \$26,812 or 5.6%. Cooling degree days were 12.7% higher for the period contributing to the increase. DSU chillers were not online a year ago and the entire building still remains largely uncontrolled and unscheduled due to construction activities so it is highly likely this the major contributor to the increased consumption.
- Researching pilot / trial use of the Hydros Cleaning System with Ecolab for a pilot on campus. . Benefits from use are communicated as:
 - Uses salt and water to make 3 different cleaning products.
 - Saves up to 25% over other cleaning systems.
 - Provides 50% faster disinfection than the normal 10 minute contact time with other disinfectant products.
- Sodexo Task Focused Cleaning Pilot to be implemented in Fall 2014 at Cherry Hall. This pilot will be monitored and evaluated in one – two facilities. Description of Process: Different from typical zone cleaning, with one BSA assigned to a specific “area” within a facility, Team Cleaning (Sodexo Task Focused 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 /location at a time.

- New poles and light fixtures have been installed in Diddle North, South and West parking lots. Seven new wall mounted fixtures were added to Parking Structure 1, Parking Structure 2, and the Practice Gym to eliminate several dark areas and improve night safety. All of these light fixtures will be networked via Wi-Fi with all other campus surface lots. Cooper engineers were on campus to commission the first group of fixtures this month, gateways and hardware are being shipped for August delivery. Seven light poles and fixtures were replaced with banner poles only due to the efficient light coverage of the new LED lighting. Athletic themed banners will be installed in early August by the Central Team to dress up all three lots and the area adjacent to the Diddle entrances.
- The Operations Team completed monthly safety training, Energy Management received owner/operator training on some of the recently commissioned equipment at DSU. Career Path continues to be developed for the Central Team. Tommy Woodall attended a week long GIS conference.
- Ten rooms and two stair towers are being painted and freshened up at Cherry Hall by Woosely Brothers Painting. Eleven other touch-up, repair, and re-painting projects are being completed by DFM Painters. Hallway fire doors will have the brass hardware removed and polished by the DFM Central Team. Many of these projects are now complete at Cherry with the remaining areas expected to be complete by the first week in August.
- Cleaning of the exterior limestone continues this month on Gordon Wilson Hall. Great Progress has been made this month with three sides of the building now completed. An evaluation of the condition of the limestone was completed by THP. A multiphase plan has been developed for continuing restoration that will include tuck pointing mortared joints, replacement of the roof, and applying stone sealer likely beginning next year.
- Completed exterior window (and some interior stairwell windows where applicable) cleaning for all of the following buildings – services provided by Waterman Building Services:
Grise Hall, Academic Complex, Tate Page, EST, EBS and TCC



Expectations Update



Expectations

- We added three new water fountain/bottle fillers to TCCW and one to the Kentucky building. The old system for drinking fountains at TCCW utilized a single water cooler located in the basement of the building. It never really worked well because of the long distance between the chiller unit and the fountains on each floor it was rare that enough water was run through the system to allow for a cold drink. Area Team 4 determined the best fix was to remove the original system and install individual units on each floor. We decided to add the bottle filling stations as we have received great reviews from other areas on campus where they are installed. While the new installation may not save energy it does provide refreshing filtered cold water on each floor and a chance to take some with you. User satisfaction... Priceless
- Helm Library elevator renovation. This elevator had older technology for door retraction in such case as something obstructs its path. The door had to physically hit the object in order to receive a signal to retract which can be a safety concern. The new system utilizes the laser edge technology which although it has been around awhile is still the best technology to detect an obstruction without having to make contact. As part of the renovation the control and power systems were replaced, as well as, the car finishes.
- The last phase of a complete replacement of the building automation in Potter Hall has been completed this month. 171 control valves and actuators to fan coil units and hot water convertors have been replaced. Triple duty valves on the circulating pumps were also replaced and the entire building was rebalanced to re-establish correct water flow to all fan coils and air handlers.

Innovations

Featured Projects

- Completed replacement boiler installation at Snell Hall
- Completed replacement of 171 control valves at Potter Hall
- Installed new triple duty valves and rebalanced the hydronic system at Potter Hall
- Installed new split unit a/c unit for the electron microscope room in Snell Hall
- Completed painting projects at Gatton Academy, Cherry Hall, Diddle, Health Services, MMTH, and Academic Complex
- HRL emergency generator PM's were completed
- Completed monthly roof PM's
- Replaced condensate piping under the Carpenter Shop
- Installation of new lighting and poles in Diddle lots has been completed
- Energy Management replaced contactors on AHU's 5 & 7 at S. Campus
- HVAC replaced a 5 ton compressor on Telecommunications room Liebert at Van Meter
- Completed many utility locates to support various summer projects
- Made repairs to several lighting circuits damaged by excavation
- Relocated two electrical conduits to Zacharias compactor & generator damaged by heat from steam line
- HVAC repaired TCCW ice machine
- EBS cleaned/serviced seven split systems
- Replaced failed condenser fans on Seresco dehumidifier at Preston
- TCCW replaced drive pulleys on building return air fan
- Replaced damper actuators at Parking & Transportation building
- DSU cleaned mold accumulation from inside 4 rooftop units
- Serviced 3 PTAC units at Ag Expo
- Potter 407 removed/replaced cooling/heating coil from unit
- Replaced fan cycle switch on unit 4 at Publications
- Provided hard floor maintenance services in various areas within our campus facilities which included: SOUTH CAMPUS, DIDDLE, MMTH, AND GRISE HALL, AC, EBS, EST, TCC, SNELL 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, South Campus, SSW, TCC, Snell, EBS, EST and AC, 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: TCC, EST, EBS, Snell, AC, Diddle, SMW, and South Campus 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 Diddle, Snell Hall, EBS, EST, TCC, AC 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.

Housing and Residence Life

Completed Projects

As we prepare for Fall Semester the following projects have been completed.

- Installed new Centiva floor in elevator at Rodes elevator 2. Both elevator floors are complete.
- Changed air filters in all residence halls.
- Helped the contractors with power outages for High voltage connections.
- Toured the mechanical areas and showed equipment in the New KY street apartments.
- Check and prepare buildings for summer camps.
- Cleaned and inspected bedrooms and commons areas in the following buildings.
 - NE hall
 - SW hall
 - Bates
 - McLean
 - McCormack
 - Bemis
 - Barnes
 - Keen
 - KY street apartments 301,304,310,102,105,106,207,204,205,211,104,112,101,203.
- We also stripped and waxed 31 bedrooms in Poland.
- Cleaned carpets in PFT
- Working with purchasing to see if we can save any money on HK supplies and looking at different vendors with E&G. Staples and Johnson Diversity have installed chemicals in Minton and Bemis to test. We will get feedback from BSA's and supervisors on how they work compared to what they were using. We will be looking at pricing and comparing cost. We will analyze and make a decision very soon.
- Innovative Solutions: 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 are looking at using micro fiber mops in a few locations to test them.
- Customer Focus: We are looking to add 2 second shift BSA's to take care of any spills etc. and to police high traffic areas. We will fill these 2 positions in September. We have our summer camp cleaning and maintenance plans and schedules.
- Driving Performance: During the summer all bedrooms are inspected before the camps check in. We check all maintenance first then clean all the bedrooms.
- Strategic Vision: We have our calendars set for the summer cleanup and maintenance to have our buildings ready for summer camps and MASTER plan opening in the fall.



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
- Two DFM Employee of the Month awarded.
- HRL Hilltopper hero for the month of July was Joyce Manning.



