Delivering the Experience

July 2015
Monthly Report
Western Kentucky University
Facilities Management
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.
With summer clean-up, construction, and preventative maintenance projects still underway, the month of July was also devoted to planning and development for the training program. All classes for the career path program have ended until the fall, so mostly only safety trainings have taken place.

The Safety training topic for July was Compressed Gas Cylinder Safety and was communicated to all DFM departments during their unit meetings, as well as postings in the communication board in the main DFM hallway.

The Disney Cultural Enhancement series of trainings is still under construction. We introduced this program to all of DFM during the July Departmental meeting and let team members know that the first trainings would take place in September. Creation of the Power Point Presentation for the Super Supervisor Training is also underway so we will be ready for the first official class in early September.

In addition, our DFM Training and Development Manager will be representing WKU/Sodexo at the National APPA Conference in Chicago in August; therefore, has been preparing the presentation and materials that covers our extensive and innovative training program, with the Career Path Program being the main highlight.
Summary of Training Hours for July:

- Provided weekly safety training topics to all departments
- Provided monthly safety training to all departments
- Six new team members in Custodial were put through the onboarding process which includes 16 hours with Tammy Wolfe, the Operations Coordinator, 3 hours with the HR Representative, and 2 hours with the Training Manager.

<table>
<thead>
<tr>
<th>Training Course</th>
<th># of Participants</th>
<th># of hours</th>
<th>Total Training hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>MOTW Training</td>
<td>161</td>
<td>2</td>
<td>322</td>
</tr>
<tr>
<td>Monthly Safety</td>
<td>300</td>
<td>1</td>
<td>300</td>
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<tr>
<td>Weekly Safety Msg</td>
<td>300</td>
<td>0.25</td>
<td>75</td>
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<tr>
<td>New Hire Onboarding</td>
<td>6</td>
<td>21</td>
<td>126</td>
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<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
<td><strong>Total Number Training Hours for the month: 823 hours</strong></td>
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July 2015
Routine Work Order completion rate
90.7%
(Great Job)

Historic Status of Work Orders Received

<table>
<thead>
<tr>
<th>Priority</th>
<th>Received</th>
<th>Open</th>
<th>%</th>
<th>Completed</th>
<th>%</th>
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<tbody>
<tr>
<td>(All Other Priorities)</td>
<td>05</td>
<td>18</td>
<td>27.7</td>
<td>47</td>
<td>72.3</td>
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<tr>
<td>Deferred</td>
<td>7</td>
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<td>0.0</td>
<td>7</td>
<td>100.0</td>
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<td>Emergency</td>
<td>0</td>
<td>0</td>
<td>0.0</td>
<td>0</td>
<td>0.0</td>
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<tr>
<td>Low</td>
<td>61</td>
<td>3</td>
<td>4.9</td>
<td>58</td>
<td>95.1</td>
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<tr>
<td>PM-Monthly</td>
<td>709</td>
<td>281</td>
<td>39.6</td>
<td>428</td>
<td>60.4</td>
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<tr>
<td>PM-Weekly</td>
<td>16</td>
<td>10</td>
<td>62.5</td>
<td>6</td>
<td>37.5</td>
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<tr>
<td>Project</td>
<td>45</td>
<td>5</td>
<td>11.1</td>
<td>40</td>
<td>88.0</td>
</tr>
<tr>
<td>Routine</td>
<td>1818</td>
<td>169</td>
<td>9.3</td>
<td>1649</td>
<td>90.7</td>
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<tr>
<td>Safety Issue</td>
<td>0</td>
<td>0</td>
<td>0.0</td>
<td>0</td>
<td>0.0</td>
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<tr>
<td>Special Event</td>
<td>15</td>
<td>3</td>
<td>20.0</td>
<td>12</td>
<td>80.0</td>
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<tr>
<td>Urgent</td>
<td>0</td>
<td>0</td>
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<td>0</td>
<td>0.0</td>
</tr>
<tr>
<td>Total</td>
<td>2736</td>
<td>488</td>
<td>17.9</td>
<td>2247</td>
<td>82.1</td>
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</table>

Work orders by Shops

Historic Status of Work Orders Received

![Bar chart showing work order counts by shop]
Cost Savings:

- Electrical consumption was down 4.2% in June of 2015 compared to the same period in 2014 the cost decreased by 5% or $25,563. KW demand increased by 1%. There were 327 cooling degree days for the period, this was an increase of 6.2%, and heating degree days were 7 compared to 0 a year ago.

- A second LED track lighting project is underway at Kentucky Museum. This project is expected to reduce the cost associated with lighting by 80% and has been approved for a TVA incentive of $1,895 making the return on investment for this project less than 6 years. Fluorescent lighting in the quilt display cases will also be replaced with LED. Fluorescent lighting produces UV which fades fabric rapidly, LED does not produce UV making this a much better choice for exhibit lighting.

- A project to replace the large arena sports light fixtures in Diddle Arena has begun this month. This will reduce the electrical usage by nearly 80% with a corresponding 5 year cost avoidance of $185,000. This project has also received a TVA incentive of $12,712. When avoided repair and maintenance cost is figured in the return on investment for this project is calculated to be 3.46 years. This will also be the “First” university basketball arena in the Commonwealth of Kentucky to become illuminated with all LED lighting and joins the recently updated Yum Center in Louisville. Light fixture installation is complete, the control work will complete in August.
- A major update of the analytical software formerly known as Panoptix is underway. The new platform is called Metasys Enterprise Energy Optimization. Programming has been moving along for two months with a roll out expected in August. Multiple enhanced features, improved visibility, multimedia fault notification, and customization are all part of this new innovation.

- A summer project to replace steam and condensate piping at Gordon Wilson is now complete. Piping will be replaced from the Van Meter mechanical room to just outside Cherry Hall. This piping is likely in excess of 50 years old and was observed to have several leaks. Piping was also replaced from the Colonnade to FAC. A third project at Zacharias is still underway and expected complete by mid-August.

- Several years ago when WKU and Johnson Controls were developing projects to be completed in the ESPC it was decided to skip over HVAC upgrades at Gordon Wilson due to the age and condition of the installed equipment. DFM has developed and funded a project to replace all of the HVAC equipment as well as upgrade the controls. Work is presently underway to remove all of the air handlers in anticipation of delivery of the replacement units from Johnson Controls. Exterior cleaning of the limestone was completed earlier this year, restoration tuck pointing is also underway with another project funded by DFM.

- Microfiber products are now on Campus – Training for staff and implementation of 1st buildings to take place 8/11 – 8/14. Buildings included: Cherry, Gordon Wilson, EST, COHH, Snell and TCC.
KUDOS from our customer!

Subject: FW: Forensics is very happy with the newly-waxed floor.
Customer compliment for Project Work at Garrett. :)
From: Chandler, Chris
Sent: Thursday, July 30, 2015 9:59 PM
To: Blankenship, Judy
Subject: Forensics is very happy with the newly-waxed floor.

My name is Chris Chandler, and I work with Forensics, up in Garrett. I just wanted to note that immediately after the BSAs stripped and waxed the floors in our offices, my co-workers were vocal about their amazement. That was in late June. I send this now because one of our recent graduates just visited our offices, and he too remarked at how great the floors looked.

Chris Chandler
WKU Forensics

As part of an ongoing commitment to provide the highest quality passive recreation areas possible we have implemented a grounds maintenance program for south lawn that mirrors that of an athletic field. This summer we have top-dressed south lawn with close to 200 tons of sand to provide a level playing surface, promote positive root stimulation and improve drainage and infiltration. We have also aerated, verti-sliced and fertilized the lawn twice which has minimized compaction and provides the Bermuda roots with all of the necessary oxygen. It is very important to keep this lawn vigorous and able to quickly recover as it is used for passive and active recreation by students, practice field for the marking band, numerous campus events including concerts, tailgating and a majority of different activities.

Safety - In an effort to keep campus looking clean and well maintained year round we have been touching up cross walks, stop bars, traffic arrows and repainting of curbs. This not only enhances the aesthetics of campus but also makes it safer for pedestrians, new and returning students.
Completed Projects:

- Energy Mgmt. installed UPS on Metasys Network engine at Van Meter
- HRL emergency generator PM’s were completed
- Completed monthly roof PM’s
- Energy Management replaced missing thermostats in Cravens 801 & 802
- Replaced CO2 sensors at Van Meter AHU #1 and 2
- Completed painting projects at
- HVAC cleaned AHU coils and replaced condensate drains Tate Page 236
- Replaced condenser fan MMTH Data Center Liebert unit
- Installed new roof curb for AHU replacement at CRD brewery location
- Replaced A/C unit at Women’s Studies
- Completed steam and condensate pipe replacement at Gordon Wilson
- Completed LED lighting upgrade in the Normal lot adjacent to Jones Jaggers
- Central Heat Plant installed a new steam condensate pumping station in Gordon Wilson
- Input data for Visiting Scholar House PM’s
- Input data for high voltage switch PM’s
- Installed new roof curb for new air handler at CRD where the brewery will be located
- Installed carpet squares at GRH
- Completed painting projects at FAC, Academic, EBS, and Gordon Wilson
- Completed painting of all outside handrails
- Relocated photocell control at Preston for acorn lighting on Avenue of Champions
- Completed deaerator tank repairs at Central Heating Plant
- Repaired parking lot lights near Big Lots store on Nashville Rd.
- Hung replacement banners in Diddle lots
- B&B Cleaning – Exterior windows: Smith Stadium (Club and Hall of Champions – interior and exterior), and AC stairwells and front of building – glass wall.
- Deep cleaning projects continuing in all E&G facilities to include thorough cleaning of light fixtures, vents, walls, doors, frames, interior windows and floors (carpet extraction / Top Scrub / Buff and Wax Application.
- Repaired leak on water main at Jones Jagger’s.
- Repaired leak on hot water line at MMTH.
- Soccer Preseason /Football Preseason work order
- Repaired another cracked CPVC fitting at DSU. This particular line supplies water to a steam table in the “Home Grille” area at Fresh Foods. It was leaking down into the bookstore. We had to come in on a Sunday and shutdown the water main that supplies all of Aramark as there was no valve on this line past the main shutoff. We installed a shutoff valve and re-plumbed the line feeding the steam table.
- Still working on the issue of hot water in the water fountains on the ground floor of DSU, by the post office. We have replaced three mixing valves (the old ones were full of CPVC shavings that had nicked and cut the seals) and we have also found at least one bad Sloan faucet. So far, we have not had any issues in about two weeks but we are checking it regularly.
- Working with Central Teams on a possible roof leak at DSU on the Annex side, 2nd floor. We have been having issues with wet ceiling tile in several adjoining offices/areas.
- Installed two new projectors at DFM (one in the training room and one in the conference room).
- Replacing some of the broken lettering in the elevator at Grise Hall.
- Re-working the emergency circuits in DFM. In the past, there were three emergency circuits in the front office of DFM. Over the years and through several renovation projects, these circuits had become unhooked from the loads they were originally tied to. We worked to get several computers and JCI equipment tied back onto the emergency circuits because of the ongoing high voltage change over.
- Assisting D&M Electric and prepping for power outages affecting PS1, DFM, KYB and Rhodes Harlin.
- Monthly generators SATFARM, HEALTH SERV., PUBLIC SAFETY, WKYU.
- Generator PM's for July.
- Replace pressure washer pump for Carpentry shop.
- Pull behind Toro reel adjust.
- Toro reel mower reel swap.
- Toro reel mower coil and solenoid replacement and sensor failure/replacement.
- Gator starter replacement.
- PM on Band Gator.
- Ky. building generator check for power outage.
- Vehicles 170 and 172 body repairs.
- Seat replacement in #74.
- Athletics van transmission and upholstery issues.
- Intramural van's PM.
- PHAC Gem car electrical problems.
- Bucket truck semi-annual.
- #29 semi-annual.
- Red Tennant vacuum head and forward carriage replacement.
- Tennant sweeper brush replacement.
- Tires for Police cars.
- Gas issues at Gatton generator.
- Various grounds repairs on call.
- Electric forklift battery problem at Service supply Bldg., recycling.
- Fabricate stage leg cart for special events.

Honors College Handrail Repair

We took on the project to replace and repair the broken handrails at the Honors College. The carpentry shop ordered the materials and Wayne and Mark painted, installed new hardware and handrails.
• Replaced water heater at Academic Complex that was leaking.

• 2. Tested backflow preventers at Health Services.

• Installed six retrofit LED can lights above Information desk in lobby of Garrett Conference Center.

Installed new matching LED bulbs in main elevator car at Augenstein Alumni Center.
Housing and Residence Life

Completed Projects:
- Buildings maintenance for move in has been completed except Gilbert hall which is still under construction due to window replacement and shower renovations.
- Repaired broken tile at Bemis in lobby by BSA closet.
- Replaced shower stall on 14th floor at PFT.
- Replaced lobby shower drains at Bemis.
- Finished filters in all halls.
- Replaced all shower drains at Barnes.
- Bath fitter completed repairs on 3 showers.
- Sealed crack and completed several cleanout in the storm system at Bates Director apt.
- Assisted Lyons in repairing air handler for Bemis Lobby.
- Replaced exhaust fan at McCormack.
- Assisted with power outage for upgrade at Rode’s.
- Contractors have completed window replacement at Rodes and nearing completion at Gilbert.
- Also upgrading restrooms and showers at Gilbert.

Housekeeping Projects:
- Cleaned and inspected 728 bedrooms in PFT and Barnes.
- Detailed cleaned 31 community bathrooms in PFT & Barnes.
- Detailed cleaned all common areas including lobbies, stairs, hallways in PFT, Barnes & Bemis.
- Recleaned 342 bedrooms in Bemis and Poland.
- Cleaned all carpet in Meredith and Barnes.
- Finished stripping and waxing bedrooms, kitchens and elev. Tile in Barnes.
- Finished complete building cleaning @ McCormack
- All carpet cleaned at McCormack
- Ky St Apts – Phase 3, 4, and 5 complete
- All carpet cleaned at Southwest
- Northeast – lobby scrubbed and grout resealed
- Final clean at Northeast
- Rodes – completed building cleaning
- McCormack – restrooms buffed and fresh coat of stone sealer applied
- Minton and Southwest touched up from camps

Long-Term Expectations: 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 have started using soap, toilet paper and paper towels from Staples and will monitor cost. This is an ongoing project.

Innovative Solutions: HRL will look at Dyson airblade hand driers for cost savings vs using paper towels.

Customer Focus: WKU summer camps have ended so we are now focusing on getting out buildings ready to open for MASTER plan and fall semester. We had a really good report from the summer camps and our buildings looked really well with no major issues to report.

Enhanced Wellbeing: HRL Hilltopper heroes for June and July are Paula Thorton and Karla Kozabo.

Driving Performance: Will continue to check inspect buildings and include inspecting mechanical rooms using our new inspection form. We will inspect every room for cleaning before fall semester move in.
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 team members on a weekly basis to further develop and nourish employee’s job satisfaction and feeling connected and valued
- Two Employee of the month given, Sodexo provides a 25.00 dollar gift card to each recipient.
- EAC meeting held
- Safety meeting held
- Monthly Department meetings held
- HRL Hilltopper Hero Award given to Paula Thorton and Karla Kozabo
- BSA Department implemented monthly employee recognition for ‘above and beyond’ employee efforts and positive work ethics. Will be providing YOU MAKE A DIFFERENCE AT WKU certificates and being recognized on the recognition board at DFM.
IEB Storm Drain Repair

Before  After

While doing campus rounds during a heavy rain, Wayne Guy noticed this drain stopped up beside IEB. We cleared the drain so water will now drain as it should.