

JULY 2017

Facilities Management

Monthly Report



Delivering The Experience



Western Kentucky University

THE DFM TEAM



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.



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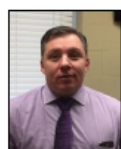
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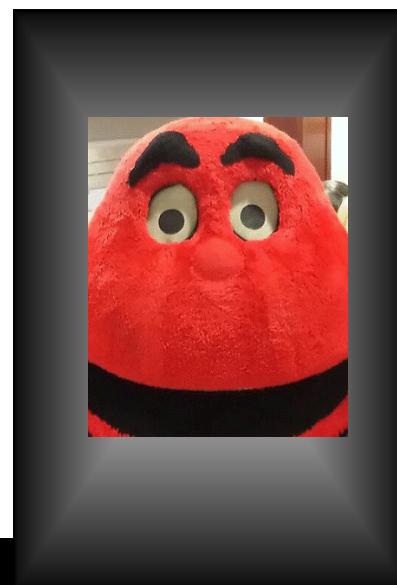
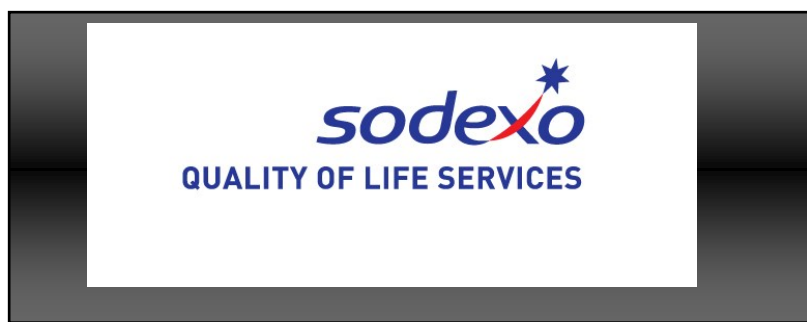
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Safety/Training/Professional Development

- Safety New Hire Orientations Held
- Method of the Week/ Custodial weekly topics
- Weekly Safety Messages shared
- Safety Moments: Gas Leaks
- Monthly Safety Training: Compressed Gas Cylinder, Workplace Violence, John Deere Gator review



Summary of Training Hours for July:

Summary:

Training Course	# of Participants	# of hours	Total Training hours
Monthly Safety Training	282	1	282
New Hire Orientation	7	8	56
Weekly Safety Messages	304	.25	76
Leadership Training	13	1	13
Chain of Command	138	1	138
English as a Second Lang	26	1 per class	112
Tennant Machine Training	23	1	23

Total Number Training Hours for the month: 700 hours

Safety Award Winners

\$25 Gift Cards:

Penny Price
Eugenio Valladares-Pena
Todd Kitchens
Gregory Ennis
Beth Gafford
Deloris Jackson

Team with best Safety Proposal

Jonathan Cole
Alana Lawless
Virginia Haynie
Seth Fisher
Jordan Branham



Work Order Statistics



Overall Routine
Work Order
Completion Rate
74.6%



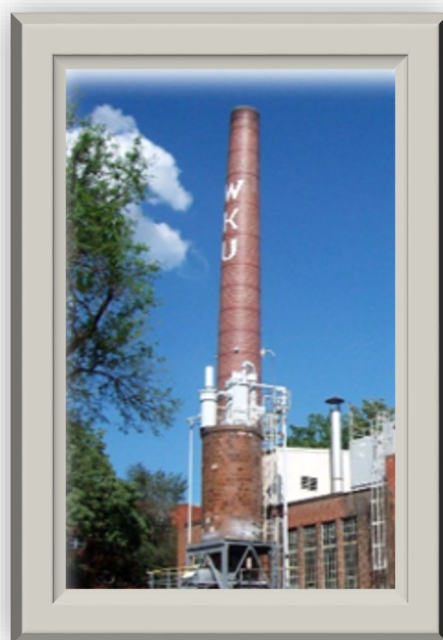
80.3 % of our work orders for July 2017 were self reported by our own department.

Report Criteria

Report Period is between '07/01/2017' AND '07/31/2017'

Historic Status of Work Orders Received

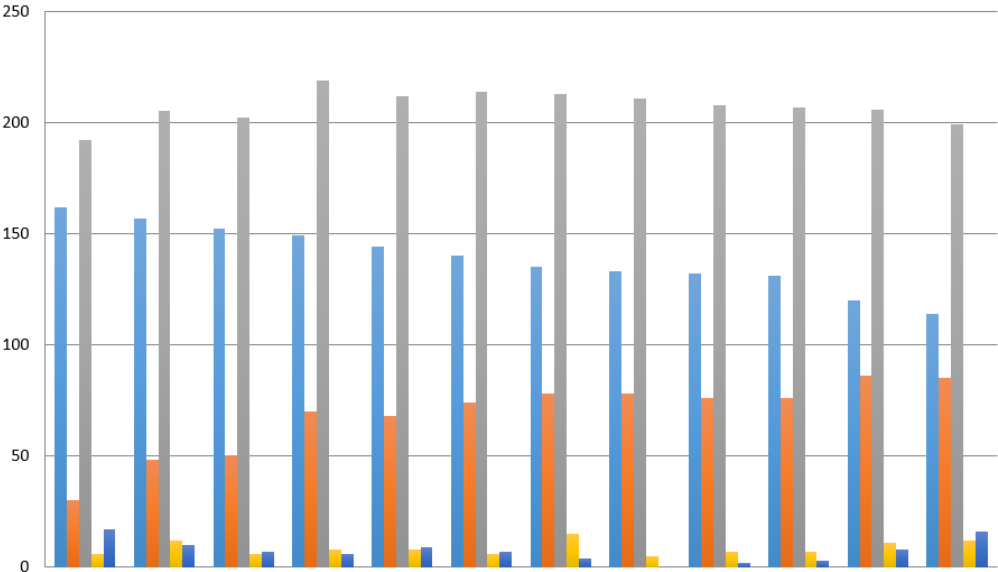
Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	64	11	17.2	53	82.8
Deferred	0	0	0.0	0	0.0
Emergency	0	0	0.0	0	0.0
Low	56	2	3.6	54	96.4
PM-Monthly	690	247	35.8	443	64.2
PM-Weekly	64	12	18.8	52	81.3
Project	24	9	37.5	15	62.5
Routine	2203	560	25.4	1643	74.6
Safety Issue	5	2	40.0	3	60.0
Special Event	15	7	46.7	8	53.3
Urgent	0	0	0.0	0	0.0
Total:	3121	850	27.2%	2271	72.8%



Personnel



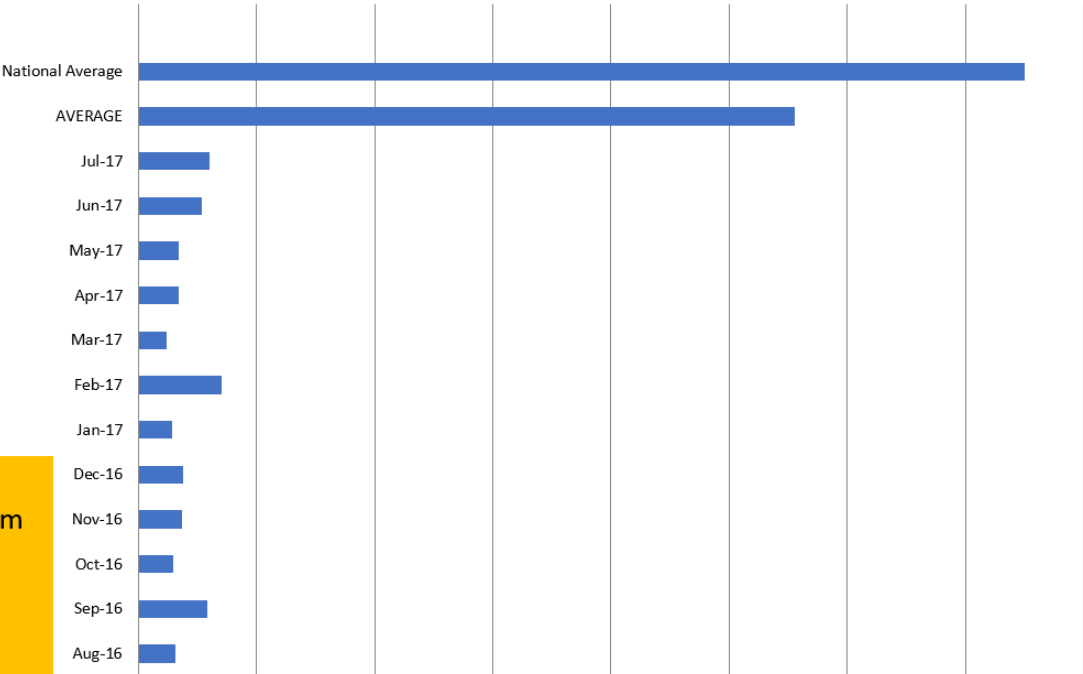
Sodexo Staffing Report



July Staffing
 E&G= 136 EE's
 HRL= 31 EE's
 Grounds=20 EE's

	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
Former WKU EE's	162	157	152	149	144	140	135	133	132	131	120	114
Sodexo EE's	30	48	50	70	68	74	78	78	76	76	86	85
TOTAL SODEXO EMPLOYEES	192	205	202	219	212	214	213	211	208	207	206	199
TOTAL Terminations	6	12	6	8	8	6	15	5	7	7	11	12
Current Vacancies	17	10	7	6	9	7	4	-3	2	3	8	16

OVERALL Turnover%



July Turnover
 E&G=3 NH; 8 Term
 HRL=2 Term
 Monthly %=6.03
 Annual %=55.6

	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	AVERAGE	National Average
OVERALL Turnover%	3.13%	5.85%	2.97%	3.65%	3.77%	2.80%	7.04%	2.37%	3.37%	3.38%	5.34%	6.03%	55.6%	75%

Driving Performance

Customer Focus: Electrical consumption decreased 4.8% in June of 2017 compared to the same period in 2016. Cost decreased by 7.8% or \$34,870. KW demand decreased by 6.5%. There was 1 heating degree day in June, there were 258 cooling degree days compared to 369 in 2016 a decrease of 30%.

Long-Term Expectations: A project to replace 120 high bay metal halide fixtures with LED lighting at the Multipurpose Courts in Preston Center is complete this month. This project will receive a TVA incentive of over \$7,800, while the Eaton Cooper Steeler fixtures will reduce energy consumption 71% while providing improved light levels on the courts.

Innovative Solutions: The Lost River Data Center LLC located in Western's Center for Research and Development has had ongoing issues with frequent and chronic upset caused by blocked strainers on the condenser water circuit. The original application used Y type strainers that have a very small surface to accumulate debris before substantial flow is lost tripping chillers offline. Alternatively basket type strainers could not be used due to the need to raise the drain down tank and associated piping in the space limited application. DFM Operations was introduced to redesigned strainer manufactured by Metraflex that has 30% more surface area and fit into the existing space without modification to piping. These were installed earlier this month and performance to date is as anticipated with no issues and no blocked flow events.

Enhanced Wellbeing: A project to clean and paint the interior of HVAC ductwork at South Campus is currently underway. This project is scheduled to be completed by mid-August. Accumulated dust and debris as well as the internal breakdown of the fiberglass insulation has migrated into the occupied spaces as airborne contaminants. Indoor air quality will be improved once the cleaning and encapsulation of the internal lining is completed.

Driving Performance: Three steam line replacement projects are complete as of the end of July. Several failed areas were found with the failure caused by external corrosion of the pipe. The cooling towers serving Ivan Wilson Fine Arts were also replaced this month with new Marley towers. The previous towers utilized plastic basins which failed due to UV damage. The second phase building automation upgrades at Ivan Wilson Fine Arts continues this month. Installation of new re-heat controls throughout will replace aging and obsolete pneumatic devices.

Strategic Vision: Recently Phillips Lighting has introduced a new line of LED lamps specifically targeted for "post top" applications. We will begin to evaluate this lamp for possible use in 500+ walk-way fixtures on WKU's campus. Several lamps have been made available for DFM to evaluate by actually installing them and measuring lumen output and pattern. A 5000 lumen lamp will be installed as well as an 8000 lumen lamp. These are a direct replacement for current HID lamps that are in use.



Completed Projects

- ◆ Replaced variable frequency drive Cherry Hall AHU 1 supply fan
- ◆ HRL emergency generator PM's were completed
- ◆ Installed UPS and battery back-up for South Campus NAE
- ◆ Installed battery back-up for Snell NAE
- ◆ Repaired Onicon BTU meter at North Hall ordered a System 10 upgrade replacement
- ◆ Re-installed Onicon BTU meter at Barnes sent out for repair/calibration
- ◆ Disassembled and removed failed boilers at South Campus and PS1 Heater House
- ◆ Replaced failed compressor on AAON unit at the Water Lab
- ◆ Replaced condenser fan assembly at Bettersworth location on Nashville Rd.
- ◆ Replaced failed 75 horse power motor Cherry Hall AHU 1
- ◆ Replaced failed damper actuator Central Heating Plant AC unit
- ◆ Replaced failed compressor Garrett Delo split system
- ◆ Repaired failed electronics on College High Hall 4th floor corridor unit
- ◆ Replaced fan motor AG Expo Sales Arena unit
- ◆ Replaced unit ventilator belt sheaves Gatton 303 to slow fan volume
- ◆ Replaced steam condensate pump stations at Grise and Ivan Wilson Fine Arts
- ◆ Replaced ignitor assembly on domestic water boiler at Diddle
- ◆ Recharged split system leak checked unit at Taylor Center
- ◆ Replaced water level sensor on Data Center Liebert Unit
- ◆ Completed steam system piping projects at Bemis and Zacharias
- ◆ Replaced ignitor assembly on Cleaver Brooks boiler at EBS
- ◆ Completed re-insulation of steam and condensate lines serving PS1 from CHP
- ◆ Completed Emergency Generator PM's for both Central Heating Plant units



ENVIRONMENTAL SERVICES

- ◆ Cleanup and preparations continue for Gatton Academy. Dorm cleaning, carpet cleaning, lobbies, windows, and patio cleaning will be substantially complete by August 11, 2017.
- ◆ Diddle Arena lobby restoration will be completed by August 11, 2017. Wax was stripped and the terrazzo was honed. About 7500 square foot has been refurbished.
- ◆ Smith Stadium preparation continues. Concourses, bleachers, chair seats, and the clubhouse are our main focus at this point. Our work should be complete by August 18.
- ◆ Cleaning and preparations continue at Academic Complex, Smith Stadium East, EBS, and Jones- Jagers, Environmental Science & Technology and Cherry Hall.
- ◆ Work is substantially complete at Snell Hall, Gary Ransdell Hall, College High and Richards Mass Media Hall, South Campus and DSU.
- ◆ Work continues on a select few of the VSR cottages. Each cottage was detail cleaned and prepped for the fall semester.
- ◆ Due to promotions and resignations, we have several vacancies that are being serviced by temporary employees.
- ◆ Work continues at Van Meter in preparation for the Annual Convocation for WKU Faculty in the theatre. Waxing and detail cleaning continues for the next week.

Challenges

- ◆ We have a number of projects that are being completed about 2 weeks later than planned.
- ◆ Some of our swing machines are reaching the end of their life span.
- ◆ We will be meeting to address event scheduling for the upcoming semester. Last year was challenging with new staff members and limited experience.
- ◆ We have not been able to clean all of the window projects that we have planned. We will continue this with our project team members and temporary employees thru the fall semester.

Innovations

- ◆ We have been testing a number of facilities for cleanliness using the ADP meters. All of the surfaces tested have met minimum standards and most exceed the goals for germ levels. We will document our findings going forward.
- ◆ The new chariot rider scrubbers are working well for our crews.

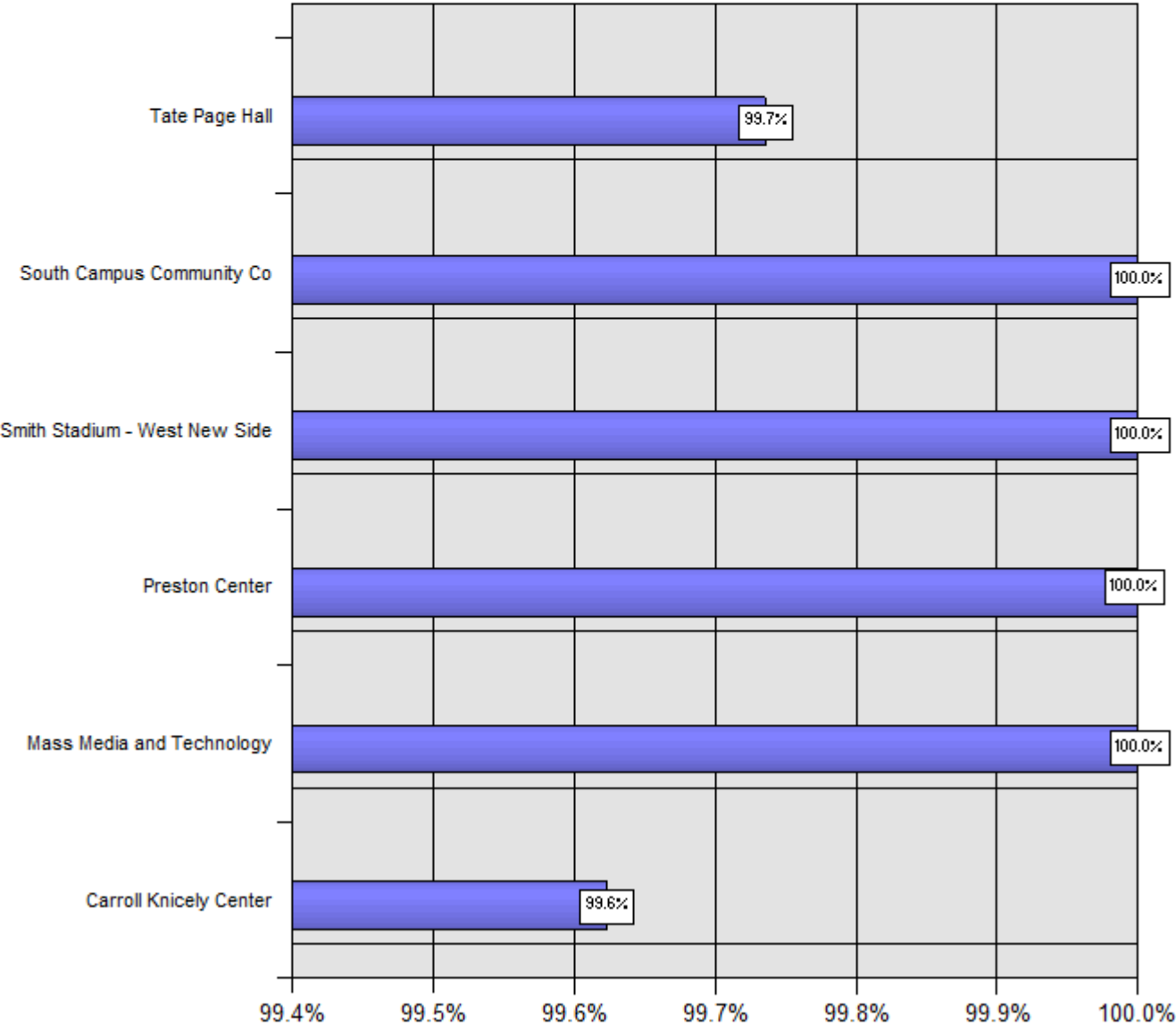
Driving Performance
Environmental Services Department

Selected Facility Scores
Results of all Inspections

Sodexo Education Services Facilities
Western Kentucky University

Between 7/1/2017 and 7/31/2017

Selected Facility Scores - Results of all Inspections



RECYCLING/SURPLUS

- ♦ July marked the beginning of the 2017/2018 grant period, during which WKU Resource Conservation plans to improve upon and expand existing composting operations across campus. With \$283,000 from the Kentucky Energy & Environment Cabinet, in kind funds from Auxiliary services, and investments by Facilities and the WKU Ag Farm, WKU is working together to achieve our campus-wide Recycling goal of 35% by 2020.
- ♦ Grant funding allowed for the WKU Farm to purchase a Roto Screen to help process and improve the quality of its mulch and compost. The Roto Screen will allow for the Farm to receive and compost WKU's food waste from main campus, while improving the overall quality of mulch and compost produced at the Farm. The Farm is already looking into ways to market their improved product to local landscaping companies, and WKU's Facilities department is anticipating cost avoidance associated with mulch and compost that is used for landscaping projects across campus. With a better quality product, the Farm is hopeful to generate more revenue—75% of which goes back to fund WKU student scholarships,



Area Team ONE

Completed Projects:

- ◆ Installed new sanitary sewer at 501 Regents and had inspected.
- ◆ Installed new faucet at Jones Jagers in child care room 111.
- ◆ Assisted roofing contractor at Jones Jagers and P.H.A.C.
- ◆ Assisted Masonry Contractor on project at Tate Page Hall.
- ◆ Installed new Auto Clave at Academic Complex Dental area.
- ◆ Shut down and drained domestic hot water boiler at P.H.A.C. and made repairs to water line.
- ◆ Assisted with emergency generator at Jones Jagers.
- ◆ Cleaned outside louver that is shared by exhaust #2 and #6 at Jones Jagers.
- ◆ Tested all backflow preventers at Academic Complex, Mass Media, Gary Ransdell Hall, Jones Jagers, Tate Page, P.H.A.C., P&T, Student Publication and Health Services.
- ◆ Installed L.E.D. lamps at Gary Ransdell Hall, 1st floor auditorium.
- ◆ Assisted Area Team 2 on 3 inch copper water main repairs at W.K.U. police headquarters and Access Control.

Pending Projects:

- ◆ Repair lights that are out inside fitness work out area at P.H.A.C. during maintenance week (8-6-17).
- ◆ Rebuild and retest backflow preventers that Failed Inspections at P.H.A.C. and Gary Ransdell Hall.
- ◆ Assist Contractors at P.H.A.C. during maintenance week (8-6-17).
- ◆ Have Grease traps pumped at Knicely Center, M.M.T.H. (Jody Richards Hall).
- ◆ Assist Contractor at Tate Page Hall.
- ◆ Install Bollards around new domestic water vault at Tate Page Hall.

Area Team TWO:

Completed Projects:

- ◆ Worked on Field Lights at IMREC.
- ◆ Repaired a leak on the domestic hot water line that feeds Annex #1 and Annex #2 at PUB.
- ◆ Power outage at Snell hall to identify components that need to be replaced to repair leaking transformer.
- ◆ Pressure washing at Smith Stadium (80% complete).
- ◆ Pump on the boiler in the Heater House Mech. Room went out. Boiler has been removed and will be replaced with a gas water heater.
- ◆ Contractors have replaced the carpet in the Harbaugh Club at Smith West.
- ◆ Repaired a broken valve on the hot water recirculation line in the laundry room at Smith West.
- ◆ Working on replacing the lighting in the 4th level concourse restrooms at Smith East (60% complete).

Pending Projects:

- ◆ Install water heater in the Heater House
- ◆ Finish pressure washing at Smith Stadium
- ◆ Finish up lighting audit repairs at PS1 and PS2
- ◆ Power outage at GRH to move that building onto the 12470 distribution loop.

Area Team FOUR:

Completed Projects:

- ◆ Removed broken sewer line and installed new line at 501 Regents Ave
- ◆ Put garage door opener and garage refrigerator on separate circuits at Pres House garage
- ◆ Repaired deck at African American Museum
- ◆ Unstopped urinal drains in men's restroom on 1st floor of GCC
- ◆ Repaired lighting not working in EBS 3111A
- ◆ Unstopped drain in concrete canoe lab at EBS

Pending Projects:

- ◆ Complete assigned PM's
- ◆ Replace Chilled water pump #3 at TCCW (contractor)
- ◆ Rewire and install timer switches on lighting in labs in EBS 3111

CENTRAL TEAM:

Completed Projects:

- ◆ Floor tile in COHH in 3125 and the entrance on 3rd floor repairs complete.
- ◆ Window repaired in BCH and BLH replaced broken glass.
- ◆ Repaired benches for football on preseason.
- ◆ Build Ky. Proud boxes for Beth.
- ◆ Completed pre-season soccer.
- ◆ AEC main lobby had tile abated and installed new floor tile complete.
- ◆ Installed 2 new exterior doors @ AEC 1 in the holding arena and 1 in the sales arena.
- ◆ Repaired door on MMTH on Normal street side of MMTH.
- ◆ Painted complete 4 offices in Grise hall 4th floor.
- ◆ Touch up Grise hall 5th floor hallways and lobby.
- ◆ Painted in different areas at Potter Hall.
- ◆ Repaired damaged to walls and painted in Cherry Hall rooms 300C and 240 and 201a
- ◆ Completed repair and paint on the deck at the African American Museum.

Pending Projects:

- ◆ Complete the downspout repair and pressure washing at AAC.
- ◆ Complete caulking at AC with large rented lift.
- ◆ Complete the football locker room lock repair and or replacement it is about 75% complete at this time.
- ◆ Have new closure installed on main entrance @ PHAC.
- ◆ Grout work to do in the locker rooms at PHAC.
- ◆ Complete the CRD paint project if suite 109 is ready for us.
- ◆ Install repaired windows in RH.
- ◆ 3rd floor lock project through WKD MMTH.

STOCKROOM:

Completed Projects:

- ◆ Finished end of year reconciliation
- ◆ Yearly Uniform orders taken for WKU Employees
- ◆ Billing for DSU and HRL janitorial supplies
- ◆ Order Stock and scheduled Janitorial deliveries
- ◆ Monitored quotes and placed orders for lamps and ballast not on contract
- ◆ Sent list of Lamps to Dan for review of most common lamps used to send out for Contract.
- ◆ Researched, ordered and received supplies for HVAC, Energy Management, Steam Plant, Central shop, Night Maintenance, Grounds, Auto Shop, Recycling, HRL, Area Maintenance, HRL and special order items for Building Services.
- ◆ Changed all procurement cards over to JPMorgan Chase.
- ◆ Utilizing Unimarket on one day bid process for items in various commodities to achieve lowest pricing on items. Working with purchasing on Capitol Equipment IC numbers yet to be tagged.

Pending Projects:

- ◆ Continue monitoring on lamps and ballast quotes
- ◆ Monitor and purchase of common general maintenance items with input from maintenance supervisors
- ◆ Continue training with Eric Belt on policy and procedures of purchasing process.
- ◆ Compiling Data on purchases of Filters, Belts, Paint, Lamps, Ballast and Fixtures made in 2016/2017 Budget year for Dan Uhls.

GIS

Completed Projects:

- ◆ GPS and photographed new steam line at Academic Complex, Bemis Lawrence Hall and Zacharias Hall
- ◆ GPS and photographed new sanitary sewer line repair at 501 Regents Ave
- ◆ GPS and photographed reworked existing BGMU Meters at Diddle Arena
- ◆ GPS and photographed high voltage line at Grise Hall
- ◆ Updated Diddle Arena locations and assets in Maintenance Connection

Ongoing Projects:

- ◆ Walkthrough and asset tagging at 501 Regents Ave.
- ◆ GPS and photographed high voltage line for Hilltopper Hall
- ◆ Various utility checks around campus
- ◆ Updated utility lines and features in GIS database
- ◆ Researched best practices to maintain GIS data
- ◆ Continue asset tagging at Ogden College Hall
- ◆ Update Asset and Location details in Maintenance Connection database



Completed Projects:

Maintenance Projects

- ◆ We checked all bedrooms in Gilbert and completed any maintenance items and changed filters.
- ◆ Repaired 2 inch water line leaking in South.
- ◆ Replaced 2 HVAC units in the chapter rooms at Meredith.
- ◆ Cleaned bedroom HVAC coils in Barnes.
- ◆ Completed maintenance in Barnes.
- ◆ Cleaned HVAC coils in PFT and checked bedrooms for maintenance items.
- ◆ Cleaned coils and changed filter in AHU make up 2nd floor PFT.
- ◆ Met with AA Rid-All in various buildings.
Ran maintenance and changed filter in NE and SW.

Housekeeping projects and Accomplishments.

- ◆ Clean all of PFT. Rented a genie lift and dusted and cleaned windows in the Lobby and outside.
- ◆ Re-cleaned Keen hall.
- ◆ Final clean at Bates and McLean hall.
- ◆ Completed waxing bedrooms at Minton hall.
- ◆ Cleaned empty apartments at KY street.
- ◆ Clean all bedrooms at McCormack hall.
- ◆ We had serviced all summer camp buildings in July taking care of any needs and re-cleaning rooms.
- ◆ Worked on uniform orders.
- ◆ Completed safety training.

Long-Term Expectations: We will be working on PMs and checking to make sure they are correct in every building. We are looking to purchase new housekeeping equipment. We will fill any open ESA positions with Temps until we can fill them with full time employees.

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 carpet. We are looking at new equipment with our vendors from Tennant and looking at new innovative ways of cleaning.

Customer Focus: We will get started back when school starts on the Q&A Breeze program inspecting housekeeping areas each week. We have also started our maintenance walks in mechanical rooms and will report findings to our 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. We are working on a new way to students can report maintenance problems in the Residence Halls. Angie Jackson is working on this project and we are planning a small test group to see how students like this. We will be looking at tablets for our maintenance teams if budgets permit.

Enhanced Wellbeing: We have completed our monthly safety trainings with ESA's and Maintenance trainings are caught back up for July.

Driving Performance: With additional trainings planned we hope to improve custodial and maintenance customer service. We plan on having trainings for our Team Leaders.

Strategic Vision: 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.



The Sodexo Experience.

- ♦ Weekly Huddles held with staff
- ♦ Monthly Department meetings held
- ♦ Recognizing staff for going above and beyond and providing great customer service.
- ♦ 3 EMPLOYEE OF THE MONTH AWARDED
- ♦ SAFETY INCENTIVE AWARDS GIVEN



Quality of Life Services



OUR DFM 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**.

