

AUGUST 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.



Gerald Belcher

Environmental Services Manager
gerald.belcher@wku.edu



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



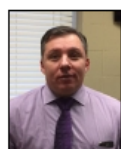
Angie Jackson, PHR, SHRM-CP

Fiscal Service Manager
angie.jackson@wku.edu



Jennifer McLeod

Sodexo Human Resources Manager
Facilities Management
270-745-2290
jennifer.mcleod@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



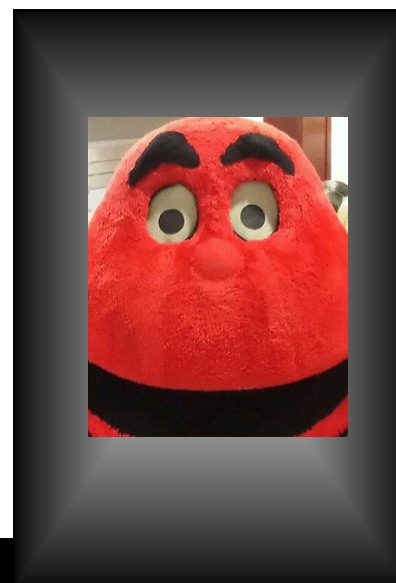
Dan Uhls, MA

Maintenance Manager
dan.uhls@wku.edu



Mark Updegraff

Maintenance Superintendent
270-745-5821
mark.updegraff@wku.edu



Safety/Training/Professional Development

- ◆ Safety New Hire Orientations Held
- ◆ Method of the Week/ Custodial weekly topics
- ◆ Weekly Safety Messages shared
- ◆ Safety Moments: Pedestrian Traffic
- ◆ Monthly Safety Training: Maintaining Good Housekeeping, Confined Spaces, Fall Protection, and Aerial Lifts

Summary of Training Hours for August:

Summary:

Training Course	# of Participants	# of hours	Total Training hours
Monthly Safety Training	300	1	300
New Hire Orientation	17	8	136
Weekly Safety Messages	306	.25	76
Leadership Training (Incident Reports & Personal Accountability)	13	1	13
English as a Second Lang	26	1 per class	73
CEU Training (HVAC & Plumbing)	12	8	96

Total Number Training Hours for the month: 694 hours

Safety Award Winners

\$25 Gift Cards:

Renee Clement (Bld. Svc)	Patricia Byrd (HRL)
Teresa Laredo (Bld. Svc)	Sherry Martin (HRL)
Alana Lawless (Bld. Svc)	Ricky Coulter (Maint)
Deborah Maples (Bld. Svc)	Mark Updegraff (Maint)
William Sleeper (Grounds)	William Taylor (Plant Ops.)

Team with best Safety Proposal

Kayla Howard (Energy Management)
Jason Abston (Energy Management)
Jeffrey Holdcraft (Energy Management)
Thomas Neville (Energy Management)



Work Order Statistics



Overall Routine
Work Order
Completion Rate
87%



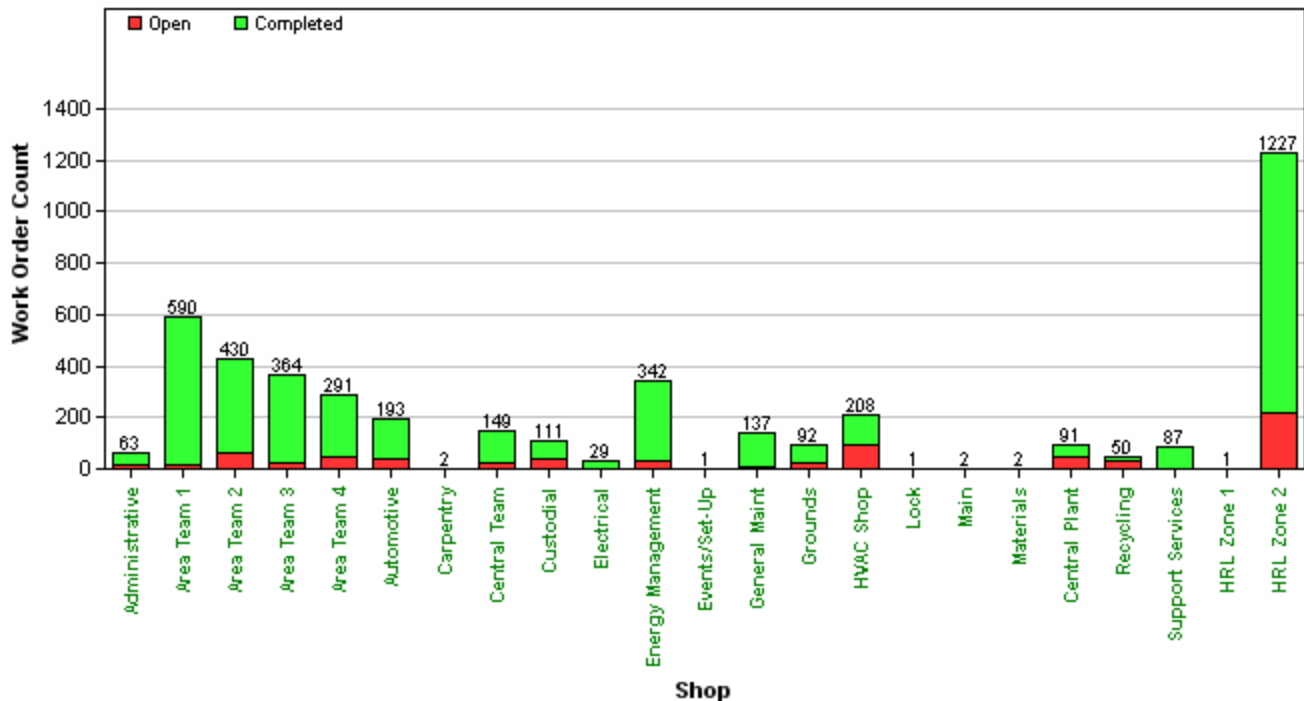
82.9% of our work orders for August 2017 were self reported by our own department.

Report Criteria

Report Period is between '08/01/2017' AND '08/31/2017'

Historic Status of Work Orders Received						Work Orders Completed	
Priority	Received	Open		Completed		Received Prior to 8/1/2017	Total Completed
		#	%	#	%		
(All Other Priorities)	71	20	28.2	51	71.8	2	53
Deferred	0	0	0.0	0	0.0	0	0
Emergency	0	0	0.0	0	0.0	0	0
Low	120	1	0.8	119	99.2	2	121
PM-Monthly	880	257	29.2	623	70.8	236	859
PM-Weekly	73	12	16.4	61	83.6	1	62
Project	40	11	27.5	29	72.5	11	40
Routine	3253	422	13.0	2831	87.0	585	3416
Safety Issue	4	0	0.0	4	100.0	1	5
Special Event	22	3	13.6	19	86.4	4	23
Urgent	0	0	0.0	0	0.0	0	0
Total:	4463	726	16.3%	3737	83.7%	842	4579

Historic Status of Work Orders Received



Driving Performance

Customer Focus: Electrical consumption increased 1% in July of 2017 compared to the same period in 2016. Cost decreased by 5.9% or \$28,684. KW demand remained unchanged. There were 0 heating degree days in July, there were 445 cooling degree days compared to 463 in 2016 a decrease of 8.9%.

Long-Term Expectations: A project to replace two hot water heating boilers at the Knicely Center was completed this month. Both units failed approximately a month apart earlier this year. A second project will replace a third heating boiler that has been in service over 30 years. This boiler is a large 2.5 million BTU 80% efficient unit, it will be replaced with a 2 million BTU 99% efficient Lochinvar Crest boiler. Substantial savings due to reduced natural gas usage is expected.

Innovative Solutions: The Metasys Building Automation server was changed this month to a new Dell unit replacing the seven year old sever that has been in service since 2010. Software was upgraded to the current version and applied to 107 network engines currently on the system.

Enhanced Wellbeing: A project to clean and paint the interior of HVAC ductwork at South Campus is complete. 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 has been improved now that the cleaning and encapsulation of the internal lining is completed. The coating also has a mold inhibitor contained in it that will remain effective for at least five years per the manufacturers published data.

Driving Performance: The second phase building automation upgrades at Ivan Wilson Fine Arts continues this month with completion expected on 9/15/17. Installation of new re-heat controls throughout 2nd, 3rd, and 4th floors will replace aging and obsolete pneumatic devices. JCI training on BAS operations for the air handler re-control has been completed.

Strategic Vision: Recently Phillips Lighting has introduced a new line of LED lamps specifically targeted for “post top” applications. We evaluated this lamp for possible use in 500+ walkway fixtures on WKU’s campus. A 5000 lumen lamp was installed on two walkway fixtures in front of McLean Hall. Foot candle measurements were as well as an 8000 lumen lamp. These are a direct replacement for current HID lamps that are in use.



Completed Projects

- Replaced cooling tower fan contactor FAC
- HRL emergency generator PM's were completed
- Removed/replaced/calibrated chilled water sensors Bemis
- replaced battery Bemis NAE
- Repaired Onicon BTU meter at North Hall ordered a System 10 upgrade replacement
- Replaced water damaged controls and actuators at North Hall
- Installed and started new boilers at South Campus
- Replaced failed controls on AAON unit at CEC
- Replaced failed water pump Gilbert Hall generator
- Compiled and reported 2016/2017 building utility data
- Replaced batteries in BAS network engines Barnes, Meredith, Zacharias, Heating Plant
- Completed Metasys BAS server replacement and 8.1 software upgrade
- Replaced multiple thermostat batteries in Cravens
- Replaced utility power meters at Jonesville and Forrest Drive substations
- Decommissioned Dogwood substation removed BAS meter interface
- Completed annual steam trap repairs with ESPC/JCI group
- Replaced air flow switch South Campus boiler
- Completed HVAC duct cleaning, sanitization, & coating project South Campus
- Replaced compressor offsite Museum storage at Service & Supply
- Completed air handler PM's Student Publications, Preston, Jones Jagers, South Campus Grise, Foundation Building, Snell Hall, TCCW, Panda Express, & Tower Food Court
- Installed temporary cooling in Garret Food Court
- Completed PM's on COHH air handlers and split systems
- Completed Emergency Generator PM's for both Central Heating Plant units
- Completed repairs to failed duct work Cherry Hall

RECYCLING/SURPLUS

WKU Resource Conservation partnered with Housing & Residence Life to raise awareness and engage students in recycling and waste reduction throughout M.A.S.T.E.R. Plan, WKU's week-long orientation for incoming freshmen. Student Volunteers helped with Weigh the Waste, an outreach and engagement event designed to raise awareness about food waste, the #1 product being thrown into U.S. landfills. At just one of WKU's Dining locations, throughout one lunch period, 118 pounds of post consumer food waste and 1,515 ounces of unconsumed beverages were collected — that's 216 pounds of post-consumer food and beverage waste from one meal. Multiply that by 3 meals/day, 5 days/week, for 1 semester (15 weeks) = 48,600 pounds of post-consumer food and beverage waste each semester, or 97,200 pounds in an academic year!

Facilities also partnered with Housing and Residence life to make their Farewell Dinner for incoming freshmen and their parents a Zero-Waste event. By working with Housing & Residence Life and WKU Catering, we achieved the following:

- Diverted 305 pounds of food waste by composting
- Captured 35.5 pounds of recyclable paper, plastics, and aluminum
- Reduced plastic waste by 1,500 water bottles by using bulk water stations
- Generated less than 1 pound of landfilled waste!

Move-in was also a huge success this year. Campus Services, Resource Conservation, and the Office of Sustainability worked together to help students break down their cardboard boxes and sort their waste. This effort resulted in the following:

- 11,220 pounds of Cardboard was diverted from landfill through recycling!
- 2720 pounds of plastics, paper, and aluminum materials were diverted from the landfill through Single Stream recycling!



Area Team ONE

Completed Projects:

- Replaced expansion tank and relief valve on the domestic water heater at P&T.
- Replaced Mixing valve on domestic hot water at P&T.
- Installed 3 bollards in front of the new domestic water valve pit at Tate Page Hall.
- Repaired the electrical wiring to the main building heat boiler at Knicely Center down stairs mechanical room 145.
- Completed inspections on all 6 subsurface electrical vaults within area 1.
- Installed new water cooler on 3rd floor of academic complex Lancaster wing side.
- Assisted the tile flooring contractor at Gary Ransdell Hall in rooms 1002, 3010, 3046 and 3076.
- Completed all summer projects at PHAC.
- Replaced door closers on internal hallway loading dock doors at PHAC.
- Assisted with front entrance handicap door closer replacement at PHAC.
- Rebuilt and retested the back flow preventer at P.H.A.C. on the domestic main water.
- Rebuilt and retested the back flow preventer on the make-up water in room 1089 at Gary Ransdell Hall.
- Repaired the sump pump to elevator #2 at MMTH
- Jeff Atwood completed his CEU Classes.

Pending Projects:

Assist area team 2 with the leak on the 5 inch copper water main at the heater house.

Schedule time to make repairs to the domestic water main at MMTH.

Locate and test more back flow preventers at CRD.

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.
- Pre-season football SR.
- 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 up lighting audit repairs at PS1 and PS2

Power outage at GRH to move that building onto the 12470 distribution loop.

Area Team THREE:

Completed Projects:

- Chapel installed new ballast and lights in half the outside lights
- Cravens Flooding on 1st floor of cravens man sump pumps and clean ups.
- FAC start up fountain
- VMH work on all front door closing issues.
- VMH repair hot water circulating line leaks
- VMH Repair seats in theater
- Gatton move in preparations.
- Cherry Hall. Repair lights out.
- Gordon New tile was installed, remove water cooler, and tables.
- Gordon New door Hardware installed by contractors
- Cherry Hall Contractors finished outside storm sewer drains

Pending Projects:

Gordon Wilson Insulating FCU lines.
Helm roof leaks from past rain.
Farm horse barn waiting on quote on parts for the exhaust fans.
Farm Work on PMs

Area Team FOUR:

Completed Projects:

- Replaced chilled water pump motor at GCC
- Installed gas lines for lab tables at EBS in 3105 and 3109
- Replaced lighting system in all labs in EBS 3111 and 3113
- Replaced motor on heating water pump at HCIC
- Installed new outside lights on back of 501 Regents

Pending Projects:

Complete assigned PM's
Replace bulbs and ballasts with genie lift at EBS 1121
Replace bearing assembly in pump #13 at Snell Hall
Keep up with fountain maintenance at AAC and President's House

CENTRAL TEAM

Completed Projects:

- Completed painting project at CRD for PDC.
- Completed painting projects throughout GRH most where SR's on the 4th floor (offices)
- Completed numerous drywall repairs campus wide prior to the beginning of the fall semester.
- Completed painting project throughout Gatton Academy.
- Completed preseason football painting.
- Completed preseason soccer painting.
- Completed athletics' SR painting at SSW in coach's office's and different locations on the 2nd floor.
- Completed several repair and paint issues in Cherry Hall.
- Completed painting tunnel black.
- AAC repaired some damaged drywall and painted complete.
- Completed repair on all downspouts at AAC and pressure washed behind each.
- Repaired or replaced all carpet issues in EBS.

- Repaired and replaced all broken tile and missing grout in Locker rooms in PHAC during the dead week.
- Installed new ADA door opener on main entrance in PHAC.
- Installed new ADA opener and door slides at MMTH Normal street side outside door on extreme right standing in front on Normal St. (Contractor)
- Replaced old carpet in hall behind rm. 200 dance studio in GWH with new VCT. Contractor replaced carpet with tile central shop ran shoe mold.
- Weep hole covers installed in DSU rubber patched and brick reinstalled on patio complete.
- Put up American flags in observance of Labor Day.
- Working on retainer rings and weights for KYB Columns to hand Banners so the columns are protected.

Pending Projects :

Roof Leaks
 Painting projects for PDC Cherry hall.
 Replace ADA Door Closer at EBS.
 Roof PMs and Vehicle PMs.
 Hang KYB Banners.
 Repair damaged walls from excessive amount of rain.
 Continue to work on roof leaks campus wide.

STOCKROOM:

Completed Projects:

- Yearly Uniform orders taken for WKU & Sodexo Employees
- Billing for DSU and HRL janitorial supplies for July
- Order Stock and schedule Janitorial deliveries
- Met with Marci Morehead and Cape Electric to renew New Lamp and Ballast contract with Cape Electric with Addition of (4) common use ballast and including (41) common use ballast.
- Researched, ordered and received supplies for HVAC, Energy Management, Steam Plant, Central shop, Night Maintenance, Grounds, Auto Shop, Recycling, , Area Maintenance, HRL and special order items for Building Services.
- Met with Sales Representatives such as CED, Cape Electric, Kenway, Staples, Grainger, Rexel, etc.
- Placed purchase orders on commodities (other than janitorial and/or were for capital equipment) that were in excess of \$2000.00
- Utilizing Unimarket on one day bid process for items in various commodities to achieve lowest pricing on items.
- Working with Dale Dyer on Replacement warranty issues on outside fixtures.
- Working with Beth Gafford on billing to IMG Sports on recycling signage and locating green chalk used for Football games.
- Working with Beth Gafford, Richard Cowan and PDC on ordering and sourcing items for start-up of Ogden. Orders have all been placed and we are beginning to receive.
- Rob Bradshaw returning to ESA Department Sept. 5
- Alexa Stearsman is training on Janitorial Delivery
- August Procurement Card- 514 transactions totaling \$172,692.34
- Will finish reconciliation when Documentmall issues are resolved

Completed Projects:

- Completed all utility locates
- Completed all map requests
- Completed all PM additions and revisions in Maintenance Connection
- Completed asset inventory at 501 Regents Ave
- Tagged miscellaneous grounds equipment.

Ongoing Projects:

Started asset verification at South Campus Academic Wing
Started to create 3D routing models for building exterior and interior
Updating GIS databases to reflect Summer 2017 changes
GPS and photographed high voltage line for Hilltopper Hall (on hold until winter break)
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
GPS new construction and Photo's at New Parking Structure #3
GPS new utility features at Ogden College Hall

Pending Projects:

Work with PDC to Update and Maintain Drawing Paper Copy Procedures
Update and Organize Parking Structure 1 2nd Floor Drawing Storage Room
Update and Organize Paint Shop Drawing Storage Area
Verify assets and locations in all residential buildings

AUTO SHOP**Completed Projects:**

- Mount and install new tires on truck #194
- Put brakes on truck #57
- Oil change on truck #29
- Diagnosed and repaired tommy lift on music van
- Put brakes on Kentucky Museum van
- Serviced music van
- Repaired central teams gator (rack and pinion)
- Welded hand rails at Thomson and Weatherby
- Installed new tires on bobcat for football
- Replaced drive belts on T7, T1, T3
- Replaced strobe light on the roller
- Replaced battery in small music van
- Replaced battery in truck #195
- Truck #183 shifter needle unstuck
- Changed shifter handles in gators
- Repaired lights on T7 and T3.
- Truck #183 tires replaced
- Truck #194 tires replaced
- Replaced break light bulb in truck #48
- Put windshield wipers on Truck #21



Completed Projects:

MAINTENANCE SERVICES:

Our team continued to go through buildings and fix problems as they arise. HRL helped with Master Plan and getting the students moved into the residence halls. Also assisted contractors with various projects and helped with the new connectors. HRL responded and assisted in the repair of all systems affected by the main water line burst at north hall. Roy Forsee has been working hard on the various plumbing problems in all Halls. Our team assisted with the drain repair from the squirrel chewing through pipe at Bates Subway. HRL cleaned coils in several building AHU units and did a full evaluation of their function and making note of any major repairs needed. HRL went through the rooms in Bemis after summer hall moved and got it ready for the semester's residents. Our team went through all rooms at Poland after ServPro completed their work, installing ceiling tiles and plastic grates for airflow in the drop ceiling area. Assisted in the Rodes temporary chiller install and checked all units to ensure they are functioning correctly. HRL installed a new toilet in the APO chapter room at Meredith Hall. HRL assisted cleanup with the sprinkler discharge in the kitchen at PFT.

CUSTODIAL SERVICES:

- HRL worked the Master Plan weekend to re- clean Bemis and Poland and to assist with any issues that may arise.
- HRL helped clean up water at PFT after a sprinkler discharged on the 10th floor kitchen.
- At Minton hall HRL helped clean up water after someone broke off a faucet handle in the restroom during the night.
- HRL handed out building assignments and hired 5 full time ESA's.
- The ESA's attended safety training with Tim Salloum.
- HRL have purchased over \$30,000.00 worth of housekeeping equipment and distributed it to our buildings.
- The new Tennant I mop is a new innovation that HRL have purchased and are trying in our buildings.
- On Master plan weekend HRL provided Pizza and drinks to all our staff working both Sat. and Sunday.

Long-Term Expectations: HRL will continue to do building walks and inspections. HRL will keep working on getting all paperwork caught up in the WO system.

Innovative Solutions: HRL have asked the vendors to show us any new innovations out there on equipment etc. HRL have purchased the new I mop from Tennant and are trying this out in the hallways and bathrooms.

Customer Focus: HRL have started back on the Q&A Breeze program inspecting housekeeping areas each week. HRL have also started our maintenance walks in mechanical rooms and will report findings to our Directors. HRL are looking at general repair and safety issues. A report will be sent to the Director of Housing for review. HRL are having daily huddles to help with communication. HRL are getting Team Leaders and Supervisors housekeeping training so they can receive a certification. HRL have an onboarding training program for new hires HRL are implementing. HRL are working on a new way to students can report maintenance problems in the Residence Halls. Angie Jackson is working on this project and HRL are planning a small test group to see how students like this. HRL will be looking at tablets for our maintenance teams if budgets permit.

Enhanced Wellbeing:

HRL have given out some awards to the following.

Safety: Jacob Adams, Kirk Henderson, Lucy Campbell, Melinda Bailey.

Esteem pass awards for going above and beyond. Deloris Jackson, Roy Forsee and Janice Halcomb.

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



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**.

