

# Sept 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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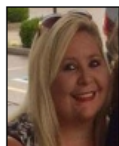
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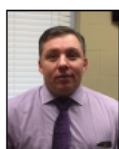
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# Safety/Training/Professional Development

- ◆ Safety New Hire Orientations Held
- ◆ Method of the Week/ Custodial weekly topics
- ◆ Weekly Safety Messages shared
- ◆ Safety Moments: Pay attention to your surroundings
- ◆ Monthly Safety Training: Lockout/Tagout, Ladder Safety, Slips/Trips/Falls

## Summary of Training Hours for September:

Training Course	# of Participants	# of hours	Total Training hours
Monthly Safety Training	291	1	291
New Hire Orientation	7	8	56
Weekly Safety Messages	316	.25	79
Leadership Training (Effective Communication)	12	1	12
English as a Second Lang	25	1 per class	37
CPR Mobile Team	23	1	23

**Total Number Training Hours for the month: 498 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)  
William Taylor (Energy Management)



# Work Order Statistics



Overall Routine  
Work Order  
Completion Rate  
87.5%



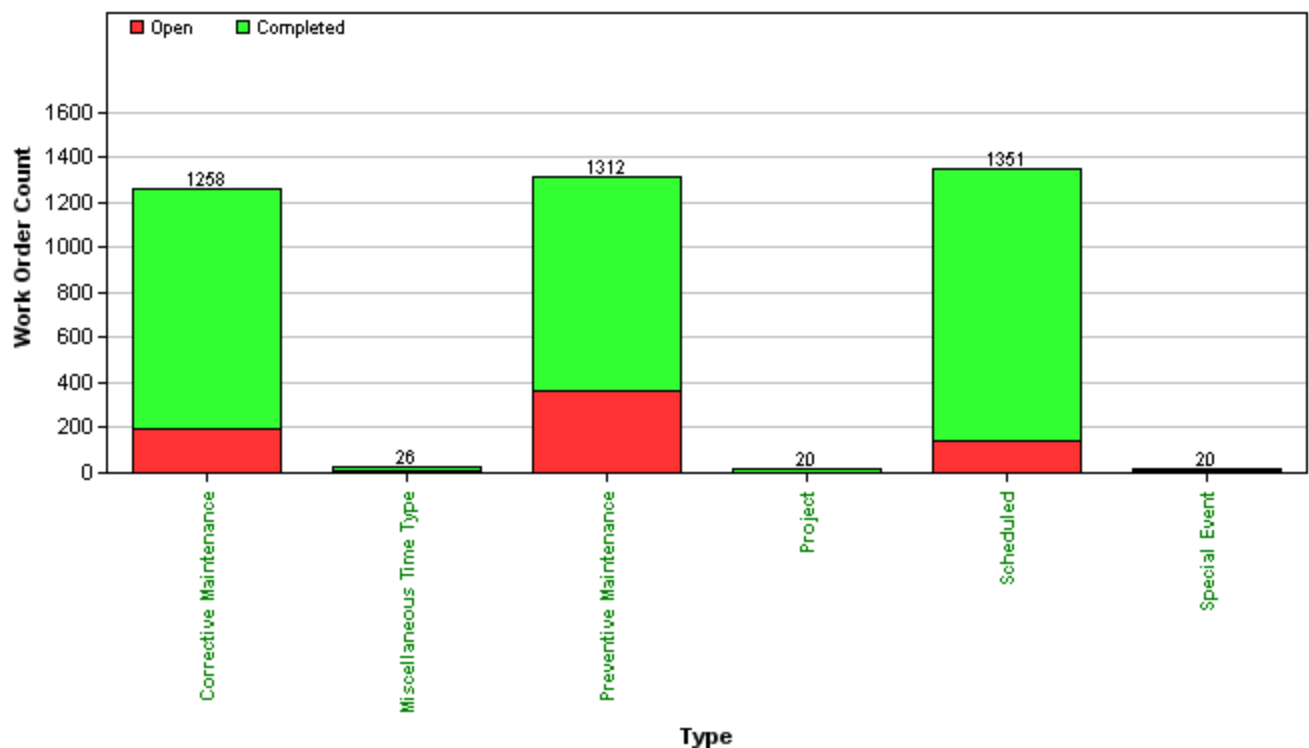
68.4 % of our work orders for September 2017 were self reported by our own department.

## Report Criteria

Report Period is between '09/01/2017' AND '09/30/2017'

Historic Status of Work Orders Received					
Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	64	12	18.8	52	81.3
Deferred	0	0	0.0	0	0.0
Emergency	0	0	0.0	0	0.0
Low	57	2	3.5	55	96.5
PM-Monthly	926	306	33.0	620	67.0
PM-Weekly	74	30	40.5	44	59.5
Project	21	5	23.8	16	76.2
Routine	2817	352	12.5	2465	87.5
Safety Issue	8	3	37.5	5	62.5
Special Event	20	7	35.0	13	65.0
Urgent	0	0	0.0	0	0.0
<b>Total:</b>	<b>3987</b>	<b>717</b>	<b>18.0%</b>	<b>3270</b>	<b>82.0%</b>

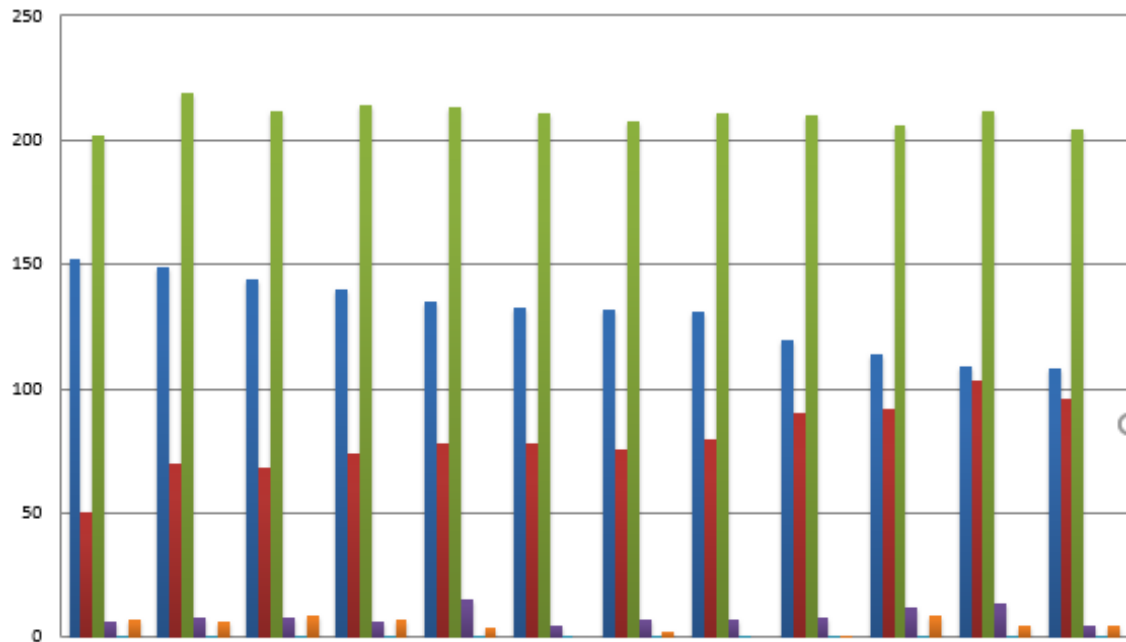
Historic Status of Work Orders Received



# Personnel

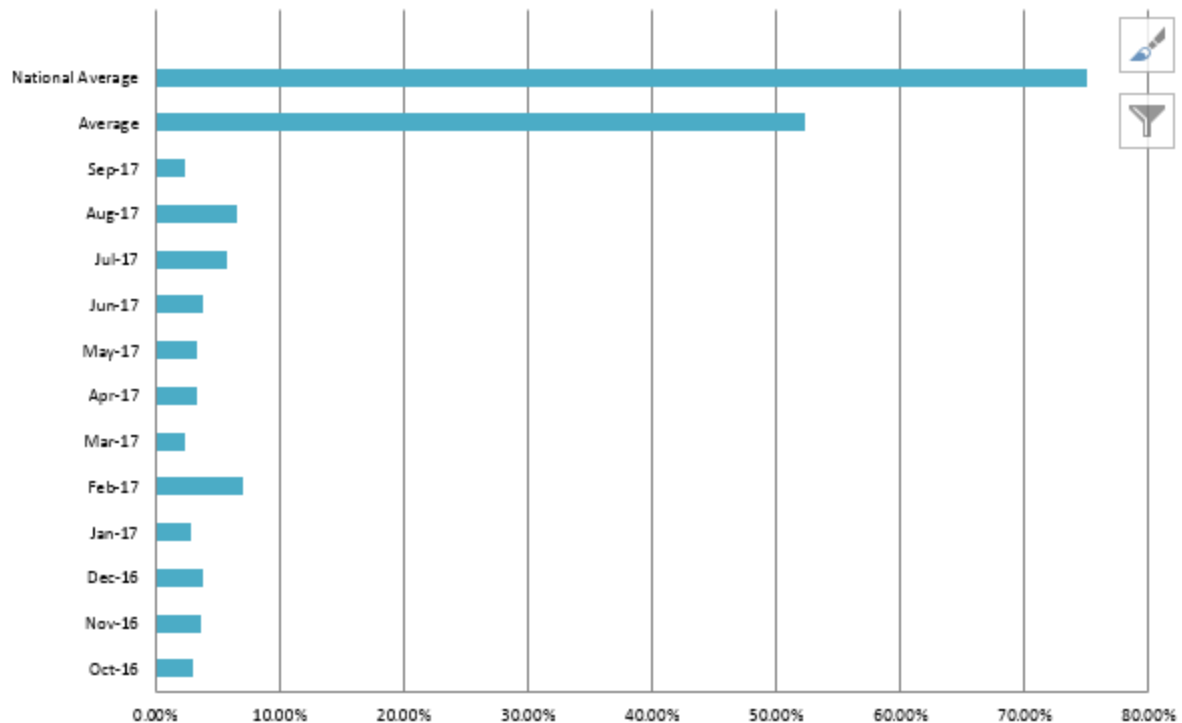


## Sodexo Staffing Report



	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
Former WKU EE's	152	149	144	140	135	133	132	131	120	114	109	108
Sodexo EE's	50	70	68	74	78	78	76	80	90	92	103	96
TOTAL SODEXO EMPLOYEES	202	219	212	214	213	211	208	211	210	206	212	204
TOTAL Terminations	6	8	8	6	15	5	7	7	8	12	14	5
OVERALL Turnover%	2.97%	3.65%	3.77%	2.80%	7.04%	2.37%	3.37%	3.32%	3.81%	5.83%	6.60%	2.45%
Current Vacancies	7	6	9	7	4	-3	2	-1	1	9	5	5

## OVERALL Turnover%



	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Average	National Average
OVERALL Turnover%	2.97%	3.65%	3.77%	2.80%	7.04%	2.37%	3.37%	3.32%	3.81%	5.83%	6.60%	2.45%	52.3%	75%

# Driving Performance

- ◆ Electrical consumption decreased 5.9% in August of 2017 compared to the same period in 2016. Cost decreased by 9.5% or \$51,782. KW demand decreased .5%. There were 0 heating degree days in August and, there were 313 cooling degree days compared to 455 in 2016 for a decrease of 31%.
- ◆ A project to replace the steam to hot water convertor at Grise was completed this month. The unit failed earlier this spring after having been in service over 50 years. The replacement unit was ordered in May and took nearly 10 weeks to build and two weeks to install.
- ◆ The second phase building automation upgrades at Ivan Wilson Fine Arts is complete this month. Owner training is complete with but a handful of punch items left to resolve. As this project has progressed additional control valves and reheat boxes have been discovered that were neither on “as built” nor control drawings. This remaining pneumatic controlled and obsolete equipment will be verified and a final phase work scope will be developed over the next few weeks.
- ◆ A project to clean grease contaminated HVAC duct work is scheduled to be completed October 5<sup>th</sup> and 6<sup>th</sup> at the Tower Food Court. Grease laden vapor from the cooking hood system has migrated into the HVAC system due to poor performance of the grease hood system. This has been an ongoing issue that has created both fire hazard and performance issues with the HVAC system. An upgraded hood system will be installed during the same period that hopefully will resolve this long standing issue.
- ◆ Additional LED lighting will be added above the walking track at the Preston Center during the “Fall Break” in October. Light levels at either end of the track dropped off approximately one foot candle when the main floor LED lighting project was completed earlier this summer. While light levels were adequate for the application some patrons requested brighter lighting and elimination of the shadows. Both the lower light levels and shadows were the result of the efficiency of the new LED fixtures over the main floor. As is typical of most LED there is very little spillage of light to the sides, in this case the spillage from the metal halide fixtures provided substantial illumination to the walking track at either end.
- ◆ Preparation for the annual restart of the Central Heating Plant begins with the start of Fall and October’s arrival. The 30 day weather outlook appears to indicate warmer than average temperatures though about the third week of October so the actual start-up will likely not occur until early November. As always we will keep a watchful eye on shorter forecasts knowing that Mother Nature always wins and forecasting is not much more than an educated guess.

## Completed Projects

- ◆ Replaced failed wiring TCCW cooling tower
- ◆ HRL emergency generator PM's were completed
- ◆ Removed/replaced/calibrated chilled water sensors Bemis
- ◆ Replaced sump tank level control valve actuator TCCW
- ◆ Re-installed Onicon BTU meter at North Hall with a System 10 upgrade
- ◆ Replaced water damaged controls and actuators at North Hall
- ◆ Installed and started new boiler #1 at Knicely
- ◆ Replaced VMA controller EBS 1121
- ◆ Repaired failed lighting circuit Diddle West lot
- ◆ Compiled and reported 2015/2016 & 2016/2017 utility data for the Chilled Water Plant
- ◆ Replaced batteries in BAS network engines Service Supply, Ag Expo, Health Services, Planetarium, Snell Hall, and Foundation Building
- ◆ Completed room verification audit of Academic complex matching room numbers to device corrected several errors in recently renovated second floor dental area
- ◆ Completed replacement of hot water heat exchanger at Grise Hall
- ◆ Replaced 5 ton split system ICSET annex of CRD
- ◆ Replaced filter dryer on recovery chiller at Health Services
- ◆ Replaced split system compressor Service Supply unit 101
- ◆ Repaired/replaced reheat contactors FAC 307, 320, & 332
- ◆ Drained & Refilled Snell hot water loop, repaired leak above ceiling room 101
- ◆ Replaced hot deck fan drive belts TCCW
- ◆ Completed air handler PM's LT Smith East, LT Smith West, Health Services, Planetarium, EST, EBS, and Confucius
- ◆ Completed ladder and vehicle inspections
- ◆ Assisted HRL to locate and isolate major chilled water system leak, found at Minton
- ◆ Assisted HRL troubleshoot LON network failure at Chilled Water Plant
- ◆ Built and verified flow switch safety shutdown logic Snell & EBS boilers
- ◆ Installed remote start/stop interface through Metasys BAS #1 boiler Knicely
- ◆ Replaced HVAC unit Sophia Downing House
- ◆ Replaced contactor Jodi Richards Hall
- ◆ Cleaned and serviced Grounds ice machine



# ENVIRONMENTAL SERVICES

- ◆ Monthly building inspections have been assigned for all ESA Supervisors with specific goals for compliance. A total of 188 inspections were conducted with the average score at 94% for September. We continue to work with Eric and send him updates on areas that need to be fixed or added. We are also doing monthly calls with Eric to work through any challenges we might have.
- ◆ Weekly meetings continue with Supervisors and Senior ESA to assist in communication with staff
- ◆ A unit newsletter has been published with usable information shared with all staff members. This newsletter will be published weekly and is in multiple languages. You can locate them by the time clock.
- ◆ The ESA group has reached over 120 days without a recorded safety incident thru September.
- ◆ Improved our commitment to event planning and scheduling. We have increased our cleaning area for games and cleanup while holding our hour allotment to the same as previous years. We are spending more labor on preparing the facility and less on overtime on game days.
- ◆ Absenteeism (call-offs) has reached a monthly low for the past three calendar years. Call offs were at 99 for the month of September compared to September 2016 at 145.
- ◆ Interviewing candidates for recently vacated Senior ESA positions. We look to fill 1 position for the day crew and 2 for the night crew.
- ◆ 6 Imops have been ordered and training is taking place to ensure we maintain our equipment and are using it effectively. We will work on ordering 3 more imops this month.
- ◆ Using Protexus sprayer as a disinfectant in Gordon Wilson twice a week and daily at Smith Stadium during football season.
- ◆ FAC is increasing the number of paper towel and soap dispensers in the restrooms to assist with keeping the supplies stocked.
- ◆ Adjustments that have been made during the events is going well.

## CHALLENGES:

- ◆ Added additional personnel for porter duties at Garrett Conference Center. Also ordered larger garbage cans for the area as well.
- ◆ Adjusted personnel to assist the overnight crew at DSU.
- ◆ Planning additional detail cleaning and waxing for CEC.
- ◆ Several vacant positions at 9PM. We will use temps to support the staff for the Athletic facilities until the vacancies are filled.
- ◆ Event preparation is on-going for Diddle Arena. Suite cleaning, seat cleaning and daily detail cleaning continues.
- ◆ Created vehicle assignment sheet to assist in better maintaining our vehicles and making sure they are getting PM and gassed daily.



# Driving Performance

## Environmental Services Department

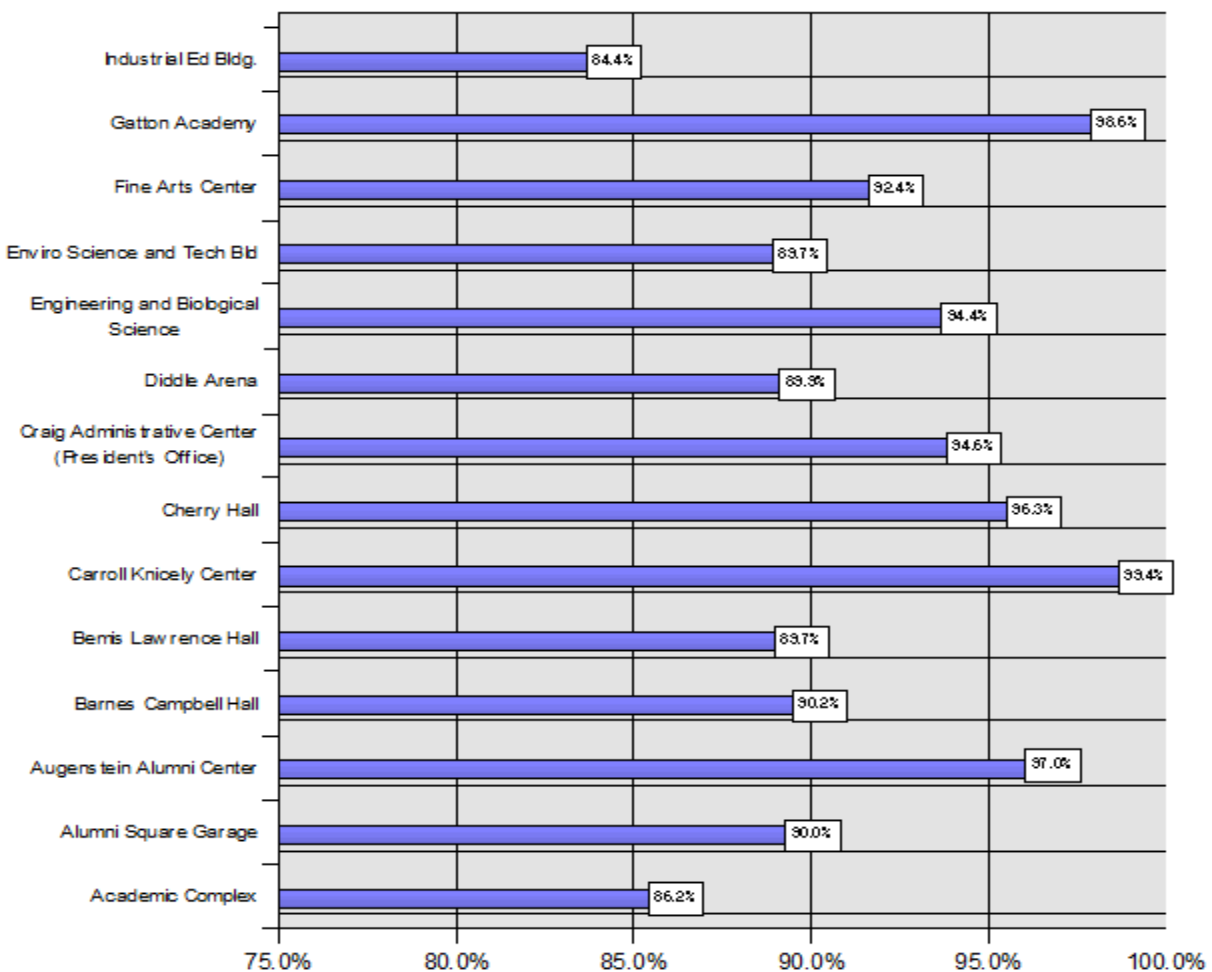
### 328 INSPECTIONS COMPLETED IN SEPTEMBER

Selected Facility Scores  
Results of all Inspections

Sodexo Education Services Facilities  
Western Kentucky University

Between 9/1/2017 and 9/30/2017

Selected Facility Scores - Results of all Inspections

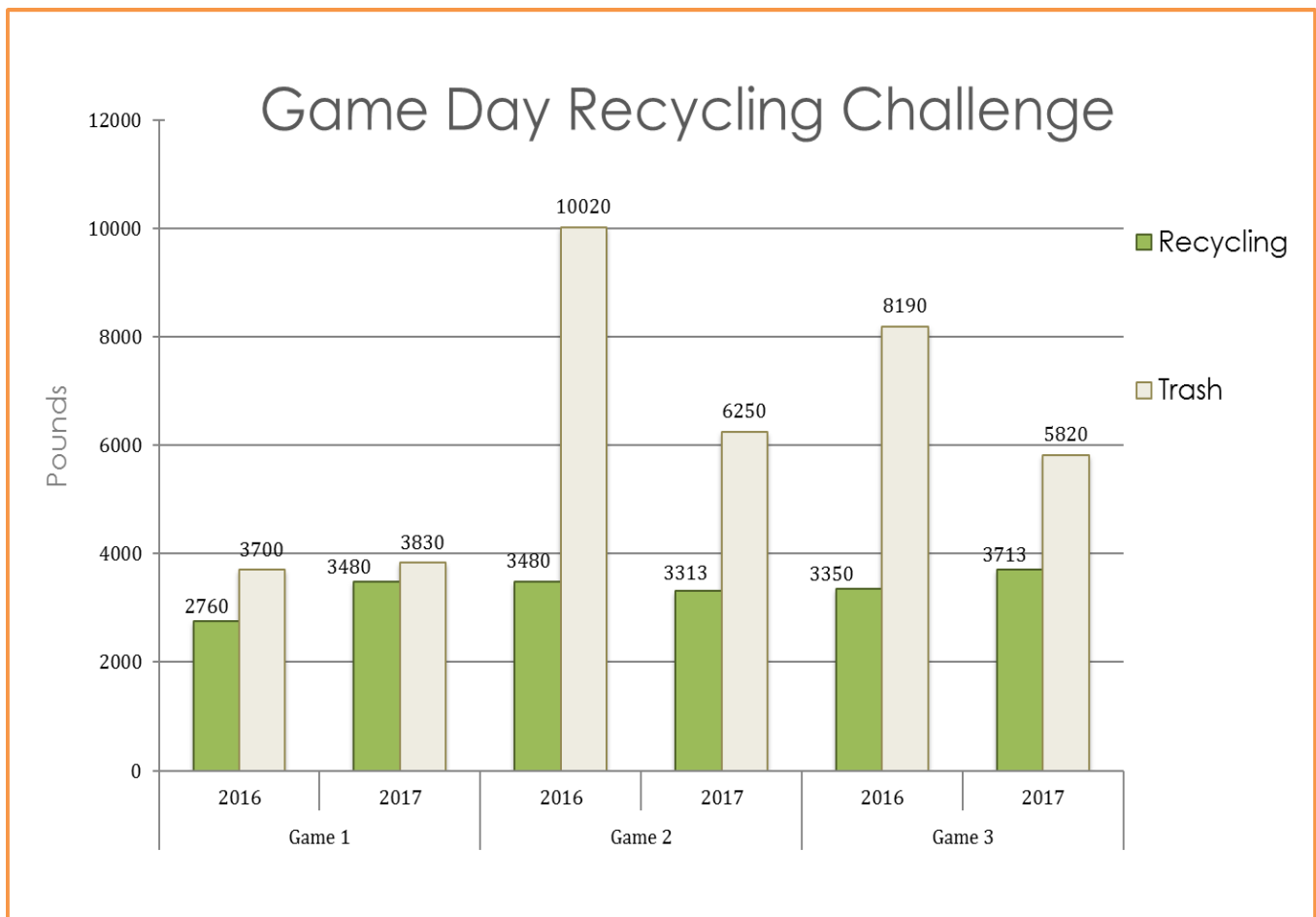


## **RECYCLING/SURPLUS**

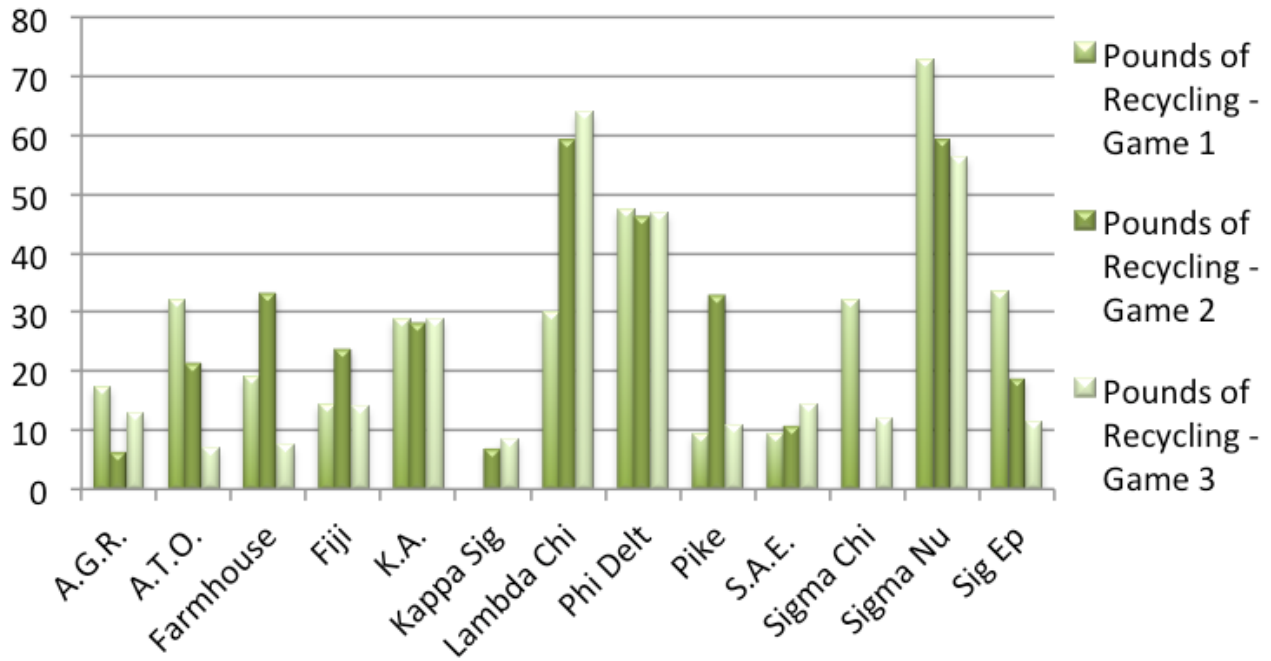
- ◆ Overall, recycling is up 10% (10,506 pounds this year, compared to 9590 last year), and trash is
- ◆ down 27% (15,900 pounds this year, compared to 21,910 pounds last year)!

New initiatives this year:

- ◆ Participation in the Game Day Recycling Challenge include the following:
- ◆ Tailgating education & outreach: Recycling & Trash bag roll-ups with educational flyer are handed out to fans throughout tailgating areas
- ◆ Renegotiation of Clean Freaks Contract has ensured recycling during post-game clean up
- ◆ Collaboration with Aramark and Athletics to design and install new recycling signage in Stadium
- ◆ Continued engagement of students through Fraternity Recycling Challenge
- ◆ Strong support of recycling efforts from Grounds Crew



# Fraternity Recycling Challenge



### **Area Team ONE**

#### **Completed Projects:**

- ◆ Area team 1 assisted other teams on major floods on 9-1-17.
- ◆ Completed outside lighting audits in area 1.
- ◆ Completed Sodexo Safety's ladder audit in area 1.
- ◆ Completed Sodexo Safety's safety training for month of September.
- ◆ Completed Sodexo Safety's building walk for the month of September (Jones Jagers).
- ◆ Repaired roof drain leak above ceiling in classroom 3076 of Gary Ransdell Hall.
- ◆ Replaced all bad ceiling tiles after duct cleaning contractor was done at Knicely center, Areas effected were conference rooms 163A, B and C. The hallways in front of 163, hallways behind 163 and the men's and women's restrooms.
- ◆ Replaced ceiling tiles on several floors of Academic complex/Lancaster Wing after major rain.
- ◆ Unstopped main drain inside Jones Jagers.
- ◆ Unstopped main drain inside PHAC.
- ◆ Removed all stainless steel sanitary napkin dispensers in the women's restrooms at MMTH.
- ◆ Ran the sewer camera in the storm water drain at Cravens Library/from the outside man hole into the building and then on the inside 1st floor hallway by the restrooms to the outside.
- ◆ Assisted with fence repairs at P & T bus parking lot.
- ◆ Assisted with removal of molded drywall and pipe insulation repairs in west end foyer at Carroll Knicely Center.

### **Area Team TWO:**

#### **Completed Projects:**

- ◆ Wired in new condensate return station at Grise Hall.
- ◆ Installed some more bleacher brackets at Smith East, upper level.
- ◆ Working on replacing the existing, 40 year old exit signs on the upper level at Smith East.
- ◆ SR for backstop netting repairs at Softball.
- ◆ Changing the concourse lights at Smith West from 100W MH to 18W LED. We will be converting 41 fixtures.
- ◆ Football Games on 9/2, 9/16, 9/23. Parents weekend festivities on 9/23.

### **Area Team THREE:**

#### **Completed projects**

- ◆ Farm- Fixed issue with mixing valve at the horse barn
- ◆ AEC Mens restroom sewage back up in floor drains
- ◆ Cravens- Replaced water damaged ceiling tiles around windows
- ◆ AEC -Sewage floor drains back up
- ◆ Potter Hall-Completed 108 p.ms on fan coil units
- ◆ Helm-Replaced burnt out lights through out building.
- ◆ Beef barn at farm-Repaired outside lighting due to lightning
- ◆ Farm-Completed SR on garage door safety strip
- ◆ Gordon Wilson-Contractors installed new entry doors
- ◆ Cherry Hall-Replaced water damaged ceiling tiles due to rain storm.

FAC-Completed SR on dust collector

#### **Area Team FOUR:**

##### **Completed Projects:**

- ◆ Relocated three receptacles in GCC Food court kitchen for equipment
- ◆ Replaced bearing assembly and seal kit on pump #13 at Snell Hall
- ◆ Got lighting circuit on temporarily until we can make final repairs over Fall Break in EBS 1121
- ◆ Drained and cleaned fountain to remove soap bubbles that were put in at AAC
- ◆ Repaired shorted food warmer circuit in GCC Food court kitchen
- ◆ Replaced broken solenoid valve in drinking fountain at Snell Hall

#### **CENTRAL TEAM:**

##### **Completed Projects:**

- ◆ Replaced broken boards and sealed at Park Street Fence complete.
- ◆ Worked on numerous roof and window leaks campus wide due to 7" rain. Completed several!
- ◆ New door closer on ADA door on Normal side of MMTH.
- ◆ Touch up paint in several buildings CEBS, MMTH, and DFM.
- ◆ Several door issues campus wide just a matter of tightening hinges and pitching hinges for shutting purposes.
- ◆ New doors installed ground level back of GWH.
- ◆ New door hardware across of GWH front bank of doors. Complete
- ◆ Installed new retainers and weights for large banners in front of KYB. Also replaced coated cable at top of columns for Banners.
- ◆ Sealed wall on North side of HTB and sealed end dams.
- ◆ Installed new dogging device in door on DSU next to red zone.
- ◆ Caulked windows with lift on HCIC.
- ◆ Installed new door sweep in SSE concession 6.
- ◆ Build finished and installed new hutch on desk for Athletics.
- ◆ Repair work and paint in HL.
- ◆ Repair work and paint in CH.
- ◆ SR painting in PS1
- ◆ Core drilled holes and dug out in CGC for Mark.
- ◆ After several attempts finally meet with crew on DSU dock about the painting issue discovered we are not certified to use what needs to be used have Est request in with CCS coatings.
- ◆ Replaced rotted window stool at Felts Log Cabin.

#### **STOCKROOM:**

##### **Completed Projects:**

- ◆ Renewed Lamp & Ballast Contract with Cape Electric
- ◆ Ordering Stock on Lamps and Ballast with new contract pricing
- ◆ Met with ESA Supervisors, Team Leaders about the large amounts of product they are ordering and how it effects delivery, cost and storage. Richard Cowan is assigning Rob Bradshaw to help with setting par levels for closets. Supervisors were informed that delivery of products will not be made unless the give an inventory amount on their order sheets. We also will not be delivering products where we see an overabundance in closets of such products.

- ◆ 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
- ◆ Receiving Orders for Ogden and am using Surplus area for staging until it can be moved in December.
- ◆ Completed interviews for the 2 Job openings. Waiting on 1 to process through HR.
- ◆ September Procurement Card- Cannot report until month close
- ◆ Pushed out \$48,750.00 in janitorial and maintenance stock

### GIS

#### **Completed Projects:**

- ◆ GPS and photographed the rest of the high voltage line for Hilltopper Hall
- ◆ Went around with Ben and Wayne to learn data logger process
- ◆ Tagged all fountains and rain barrels
- ◆ Assisted Danny and Jeff with camera in Cravens Library storm drains
- ◆ Tagged all dryers across Main Campus







## Completed Projects:

### **Housekeeping projects and Accomplishments.**

- ◆ Kitchens in McCormack hall have been buffed
- ◆ Kitchens in Rodes Harlin have been buffed, but need to be scrubbed and waxed
- ◆ All carpet cleaned and extracted in the following buildings:
- ◆ McCormack Hall (6 floors)
- ◆ Minton hall started
- ◆ Rodes Harlin ( 9 floors)
- ◆ Carpet extracted in hallways, study rooms, and lobby of Bemis, study rooms and lobby at Barnes, lobby and study rooms at Poland, and lobby at Keen. Hallways scrubbed at Zach and Meredith with new scrubber and new I-Mop. Lobby at PFT scrubbed with new scrubber and new I-mop.
- ◆ PFT 10th floor kitchen cleaned top to bottom and floor boosted/waxed after fire.
- ◆ Cleaned up major flood in HRL offices during Labor day weekend and cleaned and placed equipment back in areas.





#### Long-Term Expectations:

We will continue to do building walks and Breeze inspections.

We will keep working on getting all paperwork caught up in the WO system.

We will continue to train and work with our new ESA's.

Start planning our winter break projects.

#### Innovative Solutions:

We have asked the vendors to show us any new innovations out there on equipment etc. We have purchased the new I mop from Tennant and are trying this out in the hallways and bathrooms. We are getting positive feedback from our ESA's about the I mop and how well it cleans.

#### Customer Focus:

We have started back 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 given out some awards to the following.

Carla Kozabo, Ashlea Innis, Tom Goad, Daniel Epely, Renuka Barali

Had a lunch for housekeepers in Zone 3, we are planning more lunches for other teams and a cookout dessert competition.

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

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. We are bringing back the Intella robots to see if this is an option for us.



Housing & Residence Life

# The Sodexo Experience.

- ♦ Weekly Huddles held with staff
- ♦ Monthly Department meetings held
- ♦ Recognizing staff for going above and beyond and providing great customer service.
- ♦ 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**.

