

October 2016

*Facilities Management
Monthly Report*



Delivering The Experience



Western Kentucky University

THE DFM TEAM



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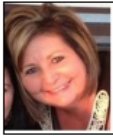
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Our Mission: Guided by our shared value, each one of us is fully empowered to consistently exceed the expectations of the university to insure a safe, clean and stimulating learning, working and living environment for all involved. To this end, we will provide the most efficient and effective routine and preventative maintenance services needed to support the educational goals of Western Kentucky University.



2016 Monthly report Training & Development

Training:

Safety Orientations held

Method of the Week/ Custodial weekly topics

Weekly Safety Topic shared

Safety Moments: Halloween Safety

Monthly Training: Fire Prevention Fire Extinguisher Review



Safety Moments: Halloween Safety

Trainer Certification class for Environmental Service Attendants (ESAs)



Summary of Training Hours for October:

Training Course	# of Participants	# of hours	Total Training hours
Customer Experience	161	1	161
Monthly Safety	203	1	203
Weekly Safety Msg	328	.25	82
Trainer Certification	13	7	91
Ladder Safety	37	.5	18.5
Lockout / Tagout	37	.5	18.5

Total Number Training Hours for the month: 574 hours

Work Order Statistics



Overall Routine
Work Order
Completion Rate



86.4%

Report Criteria

Report Period is between '10/01/2016' AND '10/31/2016'

Historic Status of Work Orders Received					
Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	65	11	16.9	54	83.1
Deferred	0	0	0.0	0	0.0
Emergency	0	0	0.0	0	0.0
Low	128	2	1.6	126	98.4
PM-Monthly	835	234	28.0	601	72.0
PM-Weekly	46	2	4.3	44	95.7
Project	17	2	11.8	15	88.2
Routine	2463	334	13.6	2129	86.4
Safety Issue	0	0	0.0	0	0.0
Special Event	29	4	13.8	25	86.2
Urgent	1	0	0.0	1	100.0
Total:	3584	589	16.4%	2995	83.6%

Historic Status of Work Orders Received					
Shop	Received	Open		Completed	
		#	%	#	%
(Not Specified)	0	0	0.0	0	0.0
Administrative	40	6	15.0	34	85.0
Area Team 1	468	15	3.2	453	96.8
Area Team 2	427	113	26.5	314	73.5
Area Team 3	438	38	8.7	400	91.3
Area Team 4	303	27	8.9	276	91.1
Automotive	205	16	7.8	189	92.2
Carpentry	1	0	0.0	1	100.0
Construction	0	0	0.0	0	0.0
Central Team	159	15	9.4	144	90.6
Custodial	71	26	36.6	45	63.4
Electrical	27	2	7.4	25	92.6
Energy Management	160	45	28.1	115	71.9
Equipment Services	0	0	0.0	0	0.0
Events/Set-Up	2	1	50.0	1	50.0
Athletic Fields	0	0	0.0	0	0.0
General Maint	142	16	11.3	126	88.7
Grounds	48	23	47.9	25	52.1
HVAC Shop	322	135	41.9	187	58.1
Lock	0	0	0.0	0	0.0
Main	0	0	0.0	0	0.0
Materials	1	1	100.0	0	0.0
Mechanical	1	0	0.0	1	100.0
Moving	0	0	0.0	0	0.0
Paint/Finish	3	0	0.0	3	100.0
Pest Control	7	2	28.6	5	71.4
Central Plant	86	39	45.3	47	54.7
Plumbing	0	0	0.0	0	0.0
Preventive Maintenance	0	0	0.0	0	0.0
Projects	0	0	0.0	0	0.0
Recycling	26	17	65.4	9	34.6
Refrigeration	0	0	0.0	0	0.0
Life Safety	0	0	0.0	0	0.0
Physical Security	0	0	0.0	0	0.0
Support Services	91	4	4.4	87	95.6
Transportation	0	0	0.0	0	0.0
HRL Zone 1	0	0	0.0	0	0.0
HRL Zone 2	556	48	8.6	508	91.4
HRL Zone 3	0	0	0.0	0	0.0
Total:	3584	589	16.4%	2995	83.6%

Driving Performance

Plant Operations:

- ◆
A project to replace Building Automation Controls on the air handlers at Ivan Wilson Fine Arts continued this month. The first phase of this project will replace pneumatic controls on twelve air handlers that have been in service since 1973. Much of the work this month has been the completion of network cabling to connect field devices and the installation of an additional network engine to support the addition of the digital devices. AHU 4 was taken out of service for 7 days to allow for controls and valve replacement. Continuing air handler outages will occur through November that will cause minor interruption to the HVAC which should not be much of an issue with cooler weather expected. The larger air handlers are scheduled to be completed during Christmas Break with the entire project to be completed before the start of the Spring Semester in January.
- ◆ Critical needs projects are being compiled and evaluated for possible funding in 2017. Three HVAC system air handlers in Grise Hall are now 50 years old and still in service as well as mixing boxes throughout the building. A second phase of control system updates for Ivan Wilson Fine Arts Center will also be submitted.
- ◆ Electrical consumption increased 3.9% in September of 2016 compared to the same period in 2015. Cost decreased by 1.56% or \$8,255. KW demand increased by 1.2%. There were 11 heating degree days. There were 287 cooling degree days, an increase of 24.8% over 2015.
- ◆ A project to replace the chiller and make-up air handler at Jones Jaggars will begin in November. The new, York air cooled scroll machine will replace a 25 year old reciprocating R-22 machine that has become obsolete. The air handler has also become challenging to maintain as it has been in service for 47 years. A cooling section has been incorporated into the new air handler which will help to reduce humidity inside the building during the summer. The building has had ongoing issues with sporadic mold growth the past two summers which should be reduced or eliminated with the air handler upgrade.
- ◆ The Central Heating Plant recently completed overhaul of two boiler feed water pump in preparation for the upcoming heating season. The dealkalizer has received fresh ion exchange resin and is now in tip top shape. Steam traps have been serviced, and condensate pumps have been tested campus wide. A replacement steam to hot water converter project at Garrett is now complete, inspected, and ready for service. Condensate from the heater was dumped last season due to leaking tubes. Several underground steam and condensate piping leaks were addressed this summer that should improve the operating efficiency of the plant. Piping and valves located in seven manholes were re-insulated.
- ◆ Building schedules are being developed for the upcoming Christmas Break. This year will be much different as housekeeping staff and grounds staff will be working except for the actual Federal holidays. The temperature setbacks that have been a long standing tradition since 2009 will be phased in as cleaning and floor maintenance projects rotate from building to building.

Driving Performance

Environmental Services

- ◆ Prepared Smith stadium for Football season.
- ◆ Classrooms and offices at FAC where scrubbed and waxed.
- ◆ Working with Staples to provide bilingual training materials and videos. They are looking at an outside company to come in and assist them with this.
- ◆ Logo torpedo trash cans have been ordered and will be placed in Smith stadium. 50 Thrash cans where placed throughout Smith stadium. We have received some very positive feedback.
- ◆ We are working with Beth in recycling. We are currently posting to have volunteers pick up the recycling at the end of the game.
- ◆ Training certification for all supervisors and team leaders is going well. Tammy W. has done a great job on working with Tim to certify our teams. Next step is to certify ESA and make them qualified trainers.
- ◆ Workplace rules have been rolled out. For the most part everyone was very receptive to the rules.
- ◆ Working on hiring in a new bilingual Supervisor to assist with the transition on the Hispanic ESA. Leslie will start on 10/31.
- ◆ Gerald is hosting a weekly Supervisor / team leader meeting.
- ◆ Supervisors are doing weekly and daily huddles with their teams.
- ◆ Managers are hosting weekly supervisors meetings to better focus our efforts on daily needs.
- ◆ Managers and supervisors will be dedicating a concerted effort to training and to improving building appearance in October. We look to work on a building by building basis to identify deficiencies and make corrections. FAC, Cherry Hall, Potter Hall, Diddle Arena, Smith Stadium, will be focused in October.
- ◆ We currently have 20 openings with about 22 in transition to being hired.
- ◆ We have also hired Jon Evans as a floor care supervisors. He is a transfer from another account and is a great addition to our team. His focus to start will be equipment inventory and the state of condition of our equipment.
- ◆ We are still currently using Kelly and Quality Services to help fill some vacancies. Some of their employees are switching over to us and going full-time. We have switched about 10 to 12 over to us.



Completed Projects:

Maintenance Projects

- ◆ Our team continued to go through buildings and fix problems as they arise.
- ◆ Completed plumbing repairs and fixed leaks in several places.
- ◆ South director apartment leak was repaired, Keen 5th floor shower valve and drain leak, north room 239 behind toilet in wall, Bemis floors 3, 7, and 9 on each stack.
- ◆ Responded and helped with cleanup, equipment upkeep and return for the PFT flood on 20th and 21st floors.
Took down the old hardware from the lobbies at N.E. and S.W. lobbies, in preparation for construction to start. We will use these for spare parts in the directional halls.
- ◆ Replaced the pressure relief valve for the hydronic system at McCormack. Also, installed new flow switch in that system.
- ◆ Completed repair to the exhaust pipes leaking from the lochinvar boilers at Rodes. This is on the replacement list but we did this to help with the leaks until then.
- ◆ Replaced the plumbing lines under the kitchen sink at bates runner director apartment with new FRP, also adjusted doors to that cabinet.
- ◆ Cut out and replaced some damaged drywall in room 148 at Southwest.
- ◆ Replaced the air regulator that was leaking in Gilbert.
- ◆ Assisted contractors in isolating and finding steam leak that was affecting our efficiency of the heat loop boilers for the directional.
- ◆ Repaired leaking fitting on the DHW storage tank at West.
- ◆ Installed a new stairwell door on 3rd floor at Minton.
- ◆ Preparing all building for introduction of steam for heat.

Housekeeping projects:

- ◆ Had a sprinkler head that went off Saturday October 30th at PFT on 21st floor and cleaned up water in 17 rooms. Erin Reid, Beverly Taylor, Joyce Manning, Karen Wingo, Gerald Belcher
- ◆ Cleaned carpet in Poland lobby/lounge, Bemis lobby/lounge, and Barnes lobby/lounge.
- ◆ Completed cleaning 10 more restroom floors at PFT using Nano Edge with tile/grout pad.
- ◆ Buffed 3 floors in front elevators at Barnes.

List of Upcoming Projects for your area:

Homecoming was a success we had no issues.

Will are currently working on custodial job cards.

We are working to fill 3 vacant BSA jobs.

Long-Term Expectations: We currently have our winter break projects planned and supplies ordered. We are planning to clean coils in Minton Keen and Rodes, and change air filters in the bedrooms of all buildings. We are planning to do a lot of waxing, restroom cleaning, carpet cleaning and will have a full list to our Directors.

Innovative Solutions: We will be looking at the Breeze electronic housekeeping program on October 15th 16th 17th. We are looking at some new housekeeping equipment, an Ultra compact upright auto scrubber and a Dry foam carpet care system for spotting carpets. We will do some demos in the upcoming weeks and see if any would work with our budgets. Rodney Hull and Richard Cowan attended the ISSA conference and seen some new innovation. The robots that vacuum carpet and scrub the floors on their own after programing was a big draw at the show. We will demo some of these in the next few weeks.

Customer Focus: We have started out Q&A program inspecting house-keeping areas each week. We have also started our maintenance walks in mechanical rooms and will report findings to out Directors. We are looking at general repair and safety issues. A report will be sent to the Associate 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.

Driving Performance: We are planning to get a lot of projects completed during the break period both housekeeping and maintenance.

Strategic Vision: Vision—look into the future 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. This is ongoing.

Completed Projects

- ◆ Completed air handler PM's at Van Meter, Kentucky, Potter, College High Hall, Ag Expo, DSU, & Diddle
- ◆ HRL emergency generator PM's were completed
- ◆ Completed controls wiring & programming new steam convertor valves at Kentucky
- ◆ Completed PTAC, unit ventilators, & split system PM's at COHH
- ◆ Installed new high pressure safety switch on GRH air handler #1
- ◆ Replaced condenser fan motor Liebert unit #2 at MMTH Data Center
- ◆ HVAC repaired re-heat room 218 Tate Page
- ◆ Replaced Phoenix server for Snell Lab hoods
- ◆ Energy Management completed control wiring for EBS steam valves
- ◆ Replaced blower motor and shaft bearings COHH 2126
- ◆ Replaced CO2 sensor EBS air handler #2
- ◆ Spent several days troubleshooting Metasys ADX server issues resolved network compatibility mismatch
- ◆ Replaced batteries in Cravens NAE & NCE network engines
- ◆ Music Hall, verified functional testing of low limit cutoff on AHU #1
- ◆ Replaced resin beads in de-alkalizer unit at the Central Heating Plant
- ◆ Assisting maintenance with E&G generator PM's
- ◆ Replaced HW loop heat exchanger at Garrett
- ◆ Re-built rotating element on #3 steam driven feed water pump at Central Heating Plant
- ◆ Completed insulation repairs in steam manholes

Completed Projects cont.

Area Team ONE:

Completed Projects:

- ◆ Assisted PDC on scheduled power outage on top of hill.
- ◆ Assisted PDC on scheduled power outage on lower end of campus.
- ◆ Assisted contractor with door hardware replacement at P.H.A.C. (SR1562).
- ◆ Finished testing all backflow preventers in area 1.
- ◆ Repaired Chilled Water pump at H.S.B.
- ◆ Water outage at MMTH and rebuilt pressure regulator on the domestic water main.
- ◆ Replaced water filter assembly on steam ovens at Knicely Center Catering Kitchen.
- ◆ Rebuilt Unit ventilator in room 126 of TPH.
- ◆ Assisted contractor on floor tile replacement at Tate Page Hall rooms 244 and 242.
- ◆ Assisted with Red Cross set up at PHAC (Electrical Panel set up).
- ◆ Completed several S.R.'s.: Home Coming S.R. 1497, Academic Complex Room 210 S.R. 1563, Football S.R. 1496, GRH S.R. 1545, South Lawn Electrical Panel set up S.R. 1540.

Area Team TWO:

Completed Projects:

- ◆ Lift Station at DSU. Pump #2 has been replaced and lift station is function 100%. Pumps have been tagged with asset numbers and we are working on a proper PM/Inspection schedule.
- ◆ Plumbing renovation in the Grounds Crew shop at DFM. Re-doing the drain and supply lines and installing a new water cooler/bottle filling station.
- ◆ Events for October: Football Games on 10/1 and 10/22, Medical Center 10K on 10/15, Hilltopper Hysteria on 10/14.
- ◆ Compiled and submitted critical needs list for FY2017.
- ◆ Contractors are replacing the chain link fence at NDF.
- ◆ Working around Diddle Arena in preparation for the upcoming basketball season

Area Team THREE:

Completed Projects:

- ◆ AEC – Installed led light fixtures on exterior.
- ◆ VMH - Removed old storm drain piping and installed new storm drain.
- ◆ Cherry Hall - cleaned and camera storm drains still in progress.
- ◆ FAC - Repaired condenser pump.
- ◆ FAC - Installed new 30 gal water heater

Area Team FOUR:

Completed Projects:

- ◆ Drained, cleaned and winterized fountain at AAC
- ◆ Unstopped clogged floor drains in mechanical room at GCC
- ◆ Replaced bulbs in east and west entryway lights at Snell Hall with genie lift
- ◆ Replaced many saturated and molded ceiling tiles in Snell Hall entryways
- ◆ Replaced many saturated and molded ceiling tiles in Snell Hall 4101
- ◆ Replaced seized up motor on exhaust fan #5 at EBS

Nights and Weekends

Completed Projects:

- ◆ Conducting environmental/dew point monitoring in the following locations: MH Sub-basement, TPH 3rd floor center core, TPH 408, TPH 401, TPH 427C, TPH337, TPH 216, TPH 242, TPH 109, JJ 109, JJ 109A, JJ 131, JJ 125, JJ 111 JJ 111A, Smith Stadium West Football Locker room, GWH 3rd floor, GWH Theatre, GWH 3rd floor Dean's office, TCCW 433, TCCW 4th Floor ceiling, Gatton 303, SSB Events Office, Cravens Basement, Snell 4108, Snell 4107, Cherry Hall Basement.
- ◆ Emptied dehumidifiers daily in TPH on the 2nd and 3rd floors.
- ◆ Kept a check on campus pole lighting.
- ◆ Campus exterior lighting audit.
- ◆ Fine Arts 325, we changed all of the ceiling tile.

Central Team

Completed Projects:

- ◆ Pre- Season Basketball AA1
- ◆ Maintenance painting from walk thru AA1
- ◆ Installed new ceiling in A-Live center restroom.
- ◆ Completed installation of 28 locks in FAC practice rooms.
- ◆ Completed multiple repairs on leaks campus wide.
- ◆ Completed roof PMs for October.
- ◆ Completed repair, Paint and removal of partition plus new floor tile complete rm 131 JJ
- ◆ Installation of new gutters and downspouts on the front of women studies complete.
- ◆ Installation of new gutters and downspouts on the Chapel complete.
- ◆ Phase one of painting at CEC completed.
- ◆ Repair windows at AEC IEB Poland hall.
- ◆ Pressure washed around front downspouts at AAC.
- ◆ Installed Aluminum gutter guards at Confucius center.
- ◆ Completed SR painting project at SSE.
- ◆ Completed SR painting project at IED.
- ◆ Completed SR painting project at CRD.
- ◆ Installed removable mull at PHAC for special events. (SR work)

Electronics:

Completed Projects:

- ♦ Shop cleaning and inventory – completed
- ♦ Guthrie Bell Tower – completed lubrication and bell PM
- ♦ Smith Stadium East & West – confirmed silicone to be ok on all outside fire alarm devices
- ♦ Providing game day support for athletic events
- ♦ Repair of soccer score board horn - completed
- ♦ Music Rehearsal Hall – completed motorized curtain control
- ♦ Repair of Smith Stadium weight room sound system
- ♦ Completed & assisted with transition to new Diddle basketball goals
- ♦ Maintained campus wide support and service for electronic systems

GIS

Completed Projects:

- ♦ Completed all utility locates
- ♦ Completed all map requests
- ♦ Checked on and took pictures of Ogden College Hall and Creason Parking Garage construction sites
- ♦ GPS new utility features at Ogden College Hall and various utility checks around campus
- ♦ Updated utility lines and features in GIS database
- ♦ Updated GPS software on computers
- ♦ Researched best practices to maintain GIS data
- ♦ Continued modeling storm-water and sanitary sewer utility features in 3D
- ♦ Started to refresh and self-learn Python programming

The Sodexo Experience.

- ◆ Two Employee of the month given, Sodexo provides a 25.00 dollar gift card to each recipient.
- ◆ Weekly Huddles held with staff
- ◆ Monthly Department meetings held
- ◆ There were 3 ESA recognized for SPARX, Johnny Brown, Tammy Channey and Sherry Keuthal. We are looking at more ways to recognize performance.
- ◆ HRL awarded Erin Reid the Hilltopper hero award for October for the excellent work he has done. We are planning an employee appreciation lunch desert competition on November 10th.

Quality of Life Services

A Strong & Healthy Culture is the Result of...



- Positive workplace attitudes
- Buy-in from all team members
- Meaningful, measurable goals
- Clear policies & procedures
- Appropriate Training
- Responsibility & Accountability



OUR DFM MISSION

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