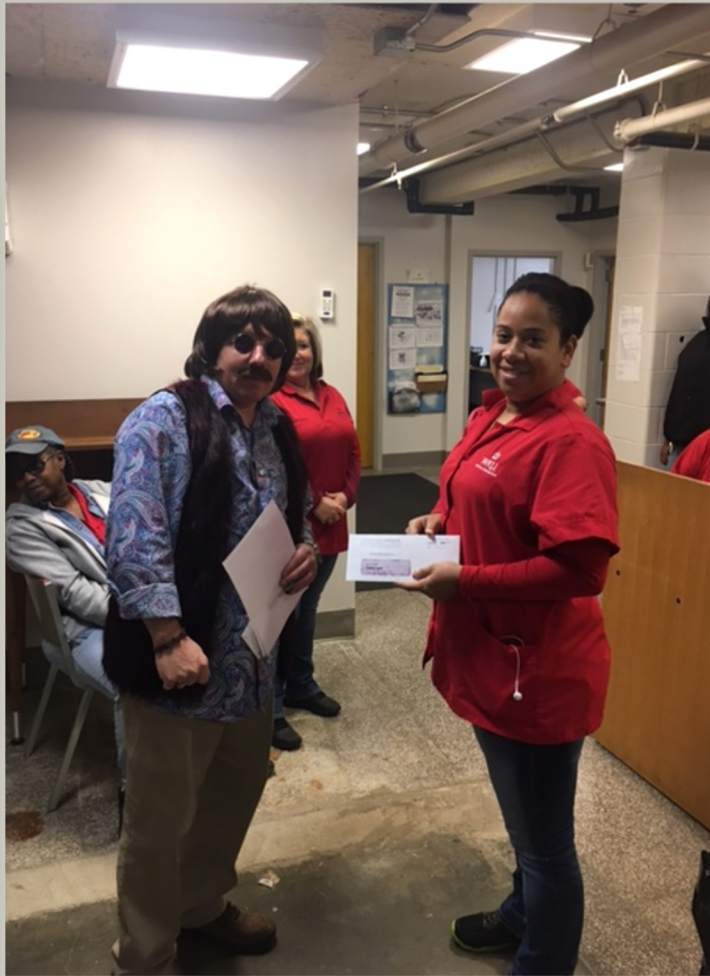


OCTOBER 2017

Facilities Management



Delivering The Experience



Western Kentucky University

THE DFM TEAM

Director: George Dowling



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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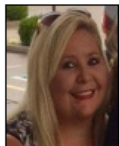
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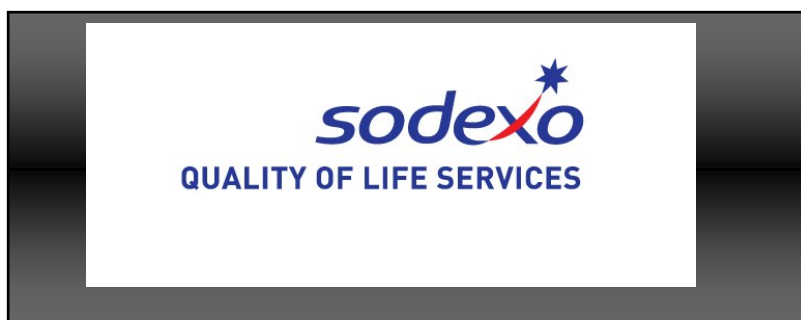
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2017 October Monthly Report Training & Development

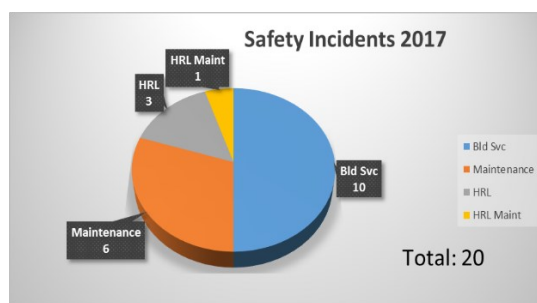
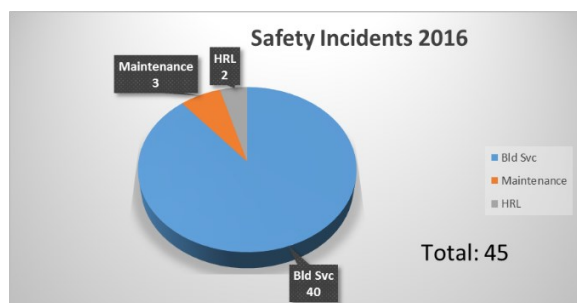
The Safety focus this month was on Fire Prevention and Halloween Safety. Numerous employees showed up for a hands on demonstration of how to use a fire extinguisher by our Environmental Health and Safety Fire Marshall here on campus.

In addition to Safety we continued to grow our employees through professional growth. This month during leadership training we started a series called the Super Supervisor by Mildred Ramsey. We will continue to train on the series for the next few months which is a six series course.

As we continue to get Spanish speaking employees there is a need for beginner English classes and we have partnered with our English as a Second Language Department on Campus and they continue to volunteer their time to help our Spanish Speaking employees learn English. In addition, we have offered Spanish classes for our Supervisors to better communicate with the Spanish Speaking employees.

We continue to conduct Job Specific training to our workers through our custodial methods of the week that focus on certain job specific skills. In total there were 492 hours of training conducted this month.

We continue to see significant changes in the Safety Culture. The Safety Incident rate has been reduced by almost 50% from this same time last year. Chart below shows Safety Incident by Department from the year 2016 to 2017. Total Safety Incidents were 45 in 2016 and with two months to go we are at 20.



Safety Award Winners for October

\$25 Gift Cards:

Jonathan Cole (Bld. Svc) Paul Shobe (HRL)
Brittany Gonzalez (Bld. Svc) Beverly Taylor (HRL)
Raul Pena (Bld. Svc) Maurice Coursey (Maint)
Deborah Scruggs (Bld. Svc) Preston Dallas (Maint)
Richard Stanley (Grounds) Gregory Lamastus (Plant Ops.)

Safety Teams showed their spirit by dressing up during Halloween!

Work Order Statistics



Overall Routine
Work Order
Completion Rate
87.8%



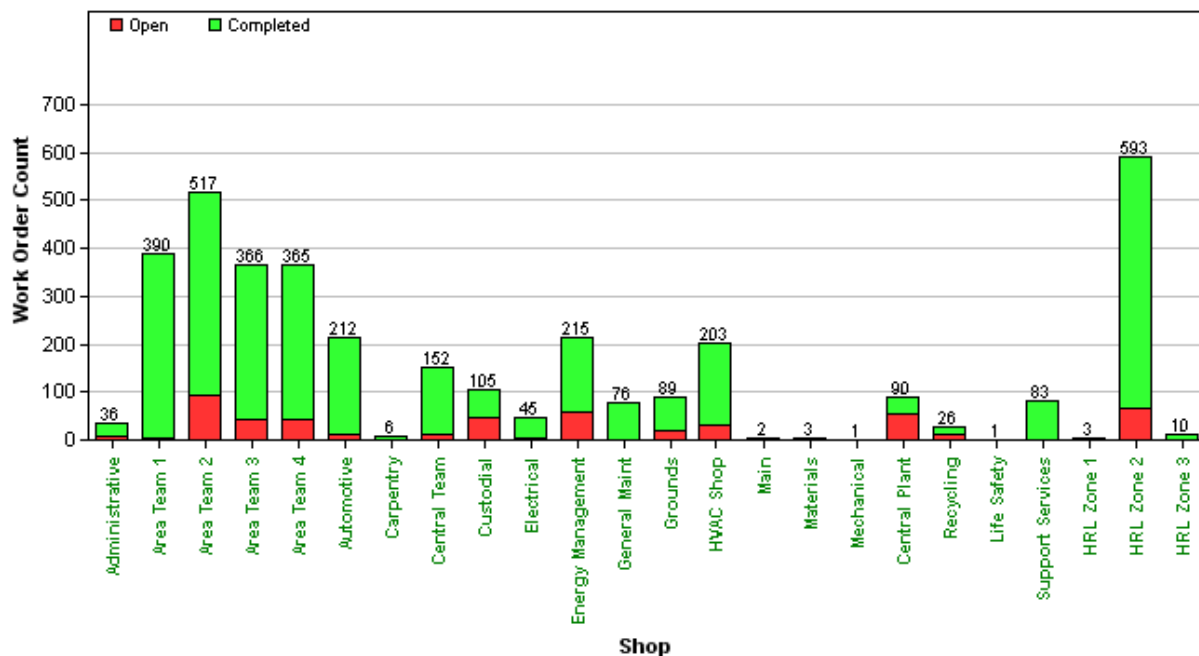
72.7% of our work orders for October 2017 were self reported by our own department.

Report Criteria

Report Period is between '10/01/2017' AND '10/31/2017'

Historic Status of Work Orders Received					
Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	72	5	6.9	67	93.1
Deferred	4	0	0.0	4	100.0
Emergency	0	0	0.0	0	0.0
Low	129	1	0.8	128	99.2
PM-Monthly	913	202	22.1	711	77.9
PM-Weekly	77	12	15.6	65	84.4
Project	28	4	14.3	24	85.7
Routine	2323	283	12.2	2040	87.8
Safety Issue	10	2	20.0	8	80.0
Special Event	33	3	9.1	30	90.9
Urgent	0	0	0.0	0	0.0
Total:	3589	512	14.3%	3077	85.7%

Historic Status of Work Orders Received



Driving Performance

Electrical consumption decreased 6.1% in September of 2017 compared to the same period in 2016. Cost decreased by 12.7% or \$66,042. KW demand decreased by 2%. There were 22 heating degree days in September and, there were 166 cooling degree days compared to 287 in 2016 for a decrease of 42%.

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. Several improvements to piping were made that should enhance the overall operation and efficiency of the hot water system.

A project to replace the aging cooling tower on Grise Hall is in the final planning stage. The tower will be replaced this winter and readied for start-up in the spring of 2018. Planning is also underway for the replacement of three air handlers, #2, #3, & #4. These air handlers have been in service for 52 years which is testament to sound maintenance practices. A study of current building use and heat loads was completed by K G Engineers which found all three existing units to be short at maximum air flow. There are a number of computer classrooms that generate substantial heat loads that did not exist in the 1960's when this building was designed. It is anticipated that a second phase to replace VAV boxes will follow the air handler project.

A project to clean grease contaminated HVAC duct work is complete 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 was installed during the same period that hopefully will resolve this long standing issue.

A new LED lamp specifically designed for post top applications was introduced by Phillips this month. WKU received an "engineering" sample to evaluate. We will install this new 8000 lumen lamp at south campus where it will replace a 175 watt metal halide lamp. Foot candle measurements will be taken to determine if there is more or less light to the ground with the new lamp.

Central Heating Plant staff began shift work October 23rd, #1 boiler has been fired and checked out. We will begin the actual start-up by pressurizing the steam distribution system beginning the week of October 30th. Based upon current weather forecasts we anticipate bringing steam into campus building in 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

- Calibrated steam valves FAC, MRH, EBS, EST, & Cherry
- HRL emergency generator PM's were completed
- Verified air handler freeze protection all buildings
- Re-lamped/repared 8 post mounted lights
- Reprogrammed parking lot lighting for standard time
- Completed fire extinguisher training
- Replaced sheaves and bearings Tate Page air handler near room 417
- Replaced fuses and verified operation of Planetarium air handler electric heat
- TCCW replaced broken actuator shafts on outside air dampers
- Compiled and reported 2015/2016 & 2016/2017 utility data for DSU
- Replaced air bleeders, make-up water regulator, and reset pressure on expansion tank Snell Hall
- Replaced two condenser fan motors College High Hall
- Replaced gas pressure regulator EBS Cleaver Brooks boiler
- Replaced 1/3 & 2/3 valves Potter Hall steam/hot water convertor
- Replaced/repared pipe insulation several steam system manholes
- Cleaned screens on 202 exhaust fan LT Smith West
- Repaired boiler refractory on #1 boiler at the Central Heating Plant
- Replaced failed light head at Bettersworth Motors
- Reprogrammed lights at Bettersworth Motors
- Completed air handler PM's Jones Jagers, Service Supply, Honors College, Garrett, Van Meter, Potter, Ivan Wilson, Jodi Richards, & Academic Complex
- Completed fire extinguisher training
- Assisted HRL with valve actuator replacement
- Owner Training Parking Structure 3

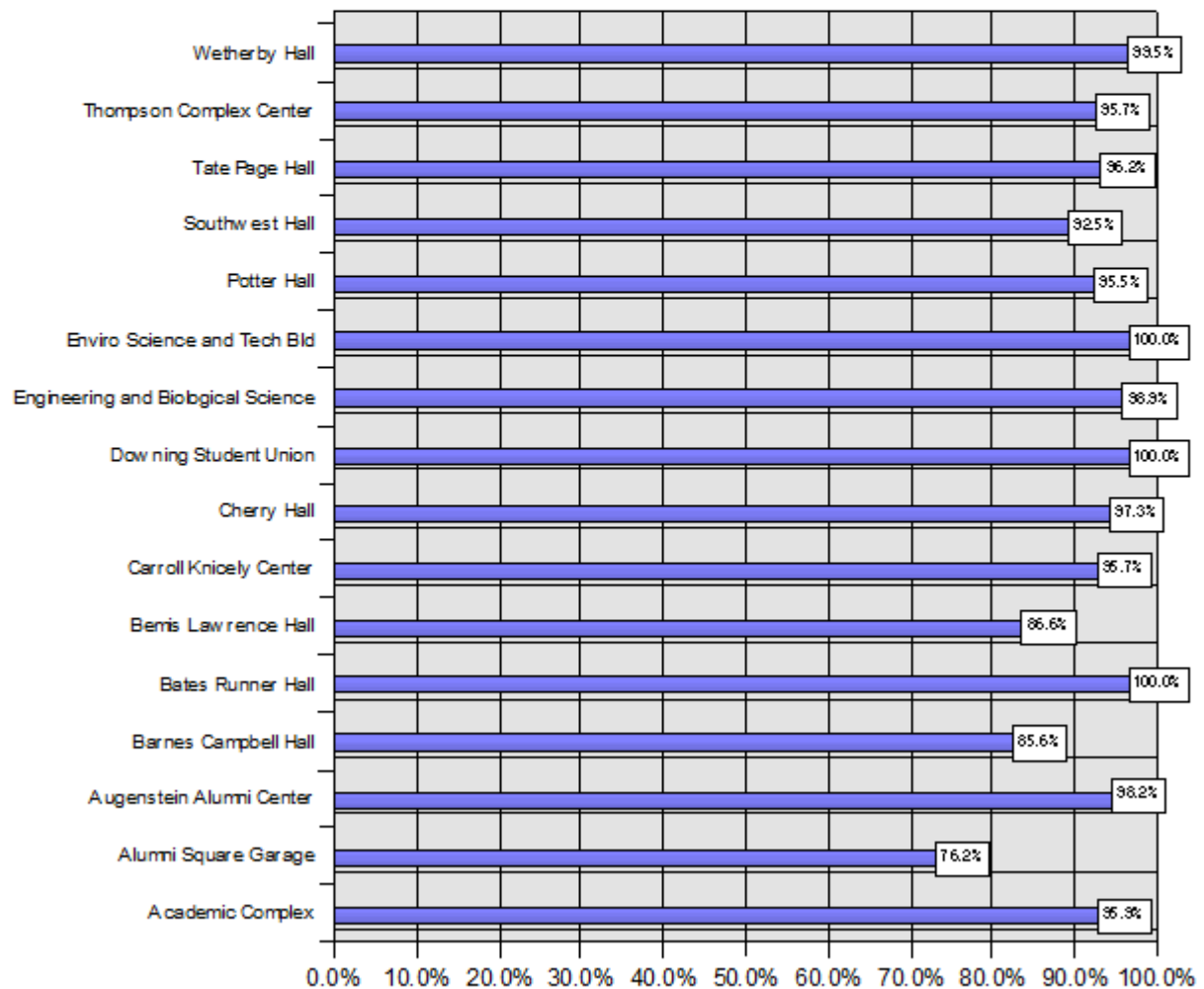
Driving Performance
Environmental Services Department
153 INSPECTIONS COMPLETED IN OCTOBER 2017

Selected Facility Scores
Results of all Inspections

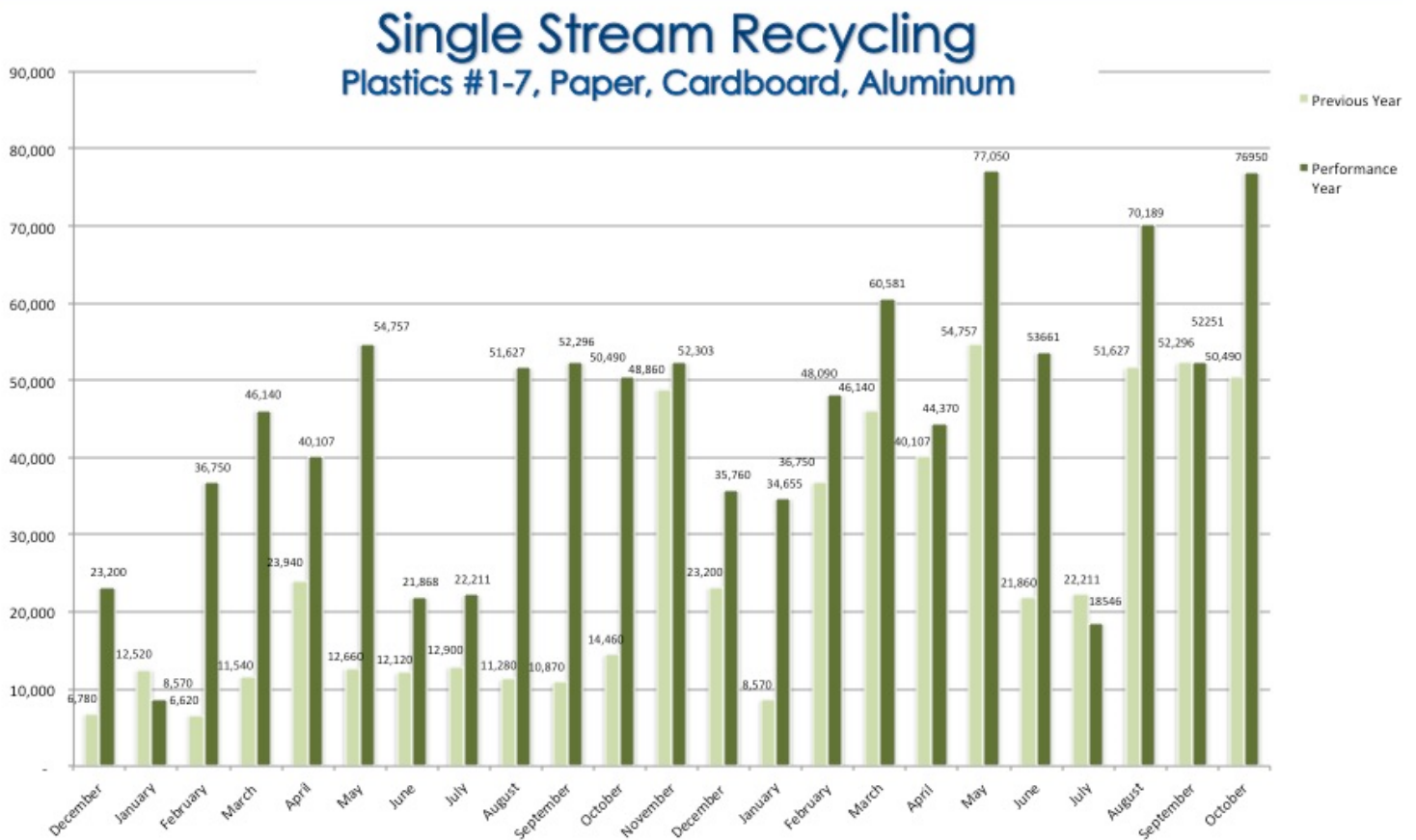
Sodexo Education Services Facilities
Western Kentucky University

Between 10/1/2017 and 10/31/2017

Selected Facility Scores - Results of all Inspections



RECYCLING/SURPLUS



This October, Single Stream recycling is up over 20,000 pounds from last October, and we're nearly 150,000 pounds up (or 39%) for the calendar year.



Area Team ONE

Completed Projects:

Completed WKU's Safety training for the month of October/Fire Safety.
Completed Sodexo's building walk for the month of October/ South Street.
Installed new gas regulator on the gas main at MMTH.
Completed outside lighting repair project at PHAC.
Assisted Electrical Contractor with indoor lighting project around indoor running track at PHAC.
Installed new hose on the Emergency backup water main backflow preventer at the Steam Plant.
Rebuilt and tested the backflow preventer at Knicely Center/ west end lobby ESA closet.
Replaced coupler insert on Main Chilled Water Pump at Health Services.
Replaced shower valve assembly in the men's faculty restroom at PHAC.
Rewired and installed new fan belts on supply air fan #2 at PHAC.
Finished testing all back flow preventers at South Campus mechanical room 221, and Knicely Center mechanical room 145.
Monitored Board of Regents room prior to Board Meeting at MMTH.
Replaced motor on exhaust fan at Knicely Center.
SR- installed curtains in nursing rooms at South Campus.
SR - installed wall bracket and T.V. in conference room at P&T.

Area Team TWO:

Completed Projects:

SR- Replaced three water coolers at Grise Hall with three water cooler/bottle filling stations.
Worked on Basketball Preseason items.
SR - Taking down and rehanging new menu boards in Diddle Arena
Replaced the sump pump in the basement mechanical room at Grise Hall.
Worked with team from Accruent/VFA to do building assessments at LTSE, LTSW, PS1, PS2, Diddle Arena, PPB, UPD, and DSU.
Worked on Fall Break Projects.
Replaced the exit signs on the 4th level concourse at LTSE.

Area Team THREE:

Completed Projects:

SR - Farm- Ridding arena Repaired exhaust fans.
Expo- Recovered 4 way water key that had been causing sewer to back up in floor drains.
Cherry Hall- Secured window in men's RR on 3rd floor.
FAC -Repaired outside pole lights.
FAC- Change out lights in class rooms .
Potter Hall- Replace gas regulator on generator.

Area Team FOUR:

Completed Projects:

Unstopped main urinal drain line on 1st Floor at GCC
Removed obstruction from gas piping so heaters will run in EST Greenhouses
Rewired lighting circuit in Concrete Canoe Lab in EBS
Winterized fountain at AAC
Winterized fountain at President's House and removed string lighting in back yard
Shut off gas, water and electric to greenhouse behind EHS that is not being used
Complete assigned PM's
Remove lighting system from High Bay area in EBS
Replace bearing assembly in Pump #6 at TCCW
Repair leaking drain line above ceiling at GCC

CENTRAL TEAM:

Completed Projects:

Completed painting project in Luxury boxes at AA1
Replaced carpet in luxury box 15 complete.
Painted in stock room Floor partial walls and doors.
All roof PMs for Oct. and Vehicle PMs completed.
Repaired trim in DSU with lift
Repaired broken window in Baseball club house.
Repaired Broken window in Cherry Hall.
Painted in common areas in South Campus Community College side.
Working with overhead door to install new safety strip on bottom of door closest to Chestnut St.
Sealed walls at SSB and Cherry Hall due to leaks coming through the wall.
Painted handrails campus wide just spot checking and touching up.
Installed new door closer in Gatton Academy.
Installed new door in trash room 150 in FAC complete.

STOCKROOM:

Completed Projects

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, Grain-ger, Rexel, etc.

Received all Orders for Ogden and am using Surplus area for staging until it can be moved in December.

Alexa Stearsman and Todd Ellis are delivering Janitorial Supplies in about 2-1/2 days.

Procurement Card-September Total- \$131,148,.82. October- month not closed

Pushed out \$4553.00 stock from Stockroom

Pushed out \$50,847.41 in Janitorial Stock from Stockroom

GIS

Completed Projects:

Tagged all equipment at Parking Structure 3

Updated missing locations in Maintenance Connection

Tagged new pumps at Grise Hall mechanical room

CRD walkthrough with Danny Madison to find backflow preventer

GPS utility locations at 521 Emmett Avenue

Traced out the water line for the Zuheir Sophia Dero Downing Center



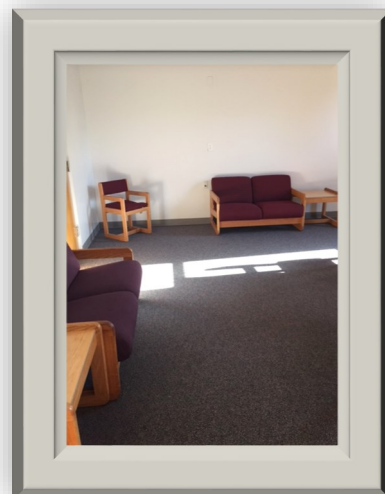
Completed Projects:

Maintenance Projects

Our team continued to go through buildings and fix problems as they arise. Also assisted contractors with various projects and helped with opening the new connectors for NE and SW. Our team checked all AHU in residence halls ready for the transition from cooling season to heat. We replaced all the toilets that were pulled from old hall director offices in N.E. and S.W. We replaced the water source heat pump in Zach room 327 and 116. We chased down and repaired leaks at 1355 Kentucky street apartment room 109 and 209. We cut out and replace section of recirc line for DHW at Minton hall under boiler. We prepared for and made transition to heating season in all dorms that are 2 pipe systems.

Housekeeping projects and Accomplishments.

- Minton Hall cleaned carpets, 10 floors
- Extracted carpet in the hallways, study rooms, and lobby at Poland and Barnes.
- I mop was used on the Minton lobby area and does a really good job cleaning LVT.
- The I mop was used on the LVT at the PFT lobby and did a great job cleaning the floors.



Long-Term Expectations:

We are working on a winter break project list for maintenance and housekeeping to be completed in the middle of November. We are working on getting maintenance coverage list through the break periods when WKU is closed. The Resident halls that are open during the break period are: Bemis, Barnes, NE and Bates. Our maintenance team is working on getting all paperwork caught up in the WO system.

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 attending a housekeeping expo at Kenway to look at new innovations. We will be looking at the Robots that vacuum and clean floors next month.

Customer Focus: We have been doing the Q&A Breeze program inspections each week. We have sent out a customer satisfaction survey and will report back to us and our client next month. We will review and see where we can make improvements. We will be interviewing for our new 2nd shift team leader position in November.

Enhanced Wellbeing:

We have given out some awards to the following.

Safety award winners: Beverly Taylor, Yesenia Rodriguez.

Zone 1 had a potluck and BBQ was provided by Sodexo.

Zone 3 had a lunch last month and Jimmy Johns sandwiches we provided by Sodexo.

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

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. 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.
- ♦ EMPLOYEE OF THE MONTH AWARDED
- ♦ SAFETY INCENTIVE AWARDS GIVEN



Quality of Life Services



OUR DFM MISSION

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