

October 2015

Facilities Management

Monthly Report



Delivering The Experience

sodexo
QUALITY OF LIFE SERVICES

Western Kentucky University

OCTOBER 2015 MONTHLY REPORT



THE TEAM



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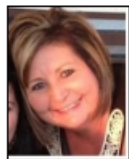
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Our Mission: Guided by our shared value, each one of us is fully empowered to consistently exceed the expectations of the university to insure a safe, clean and stimulating learning, working and living environment for all involved. To this end, we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




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QUALITY OF LIFE SERVICES





Safety, Training and

Professional Development 887 Training hrs. /Oct. 2015

**Safety
is our
#1 priority!**



- ⇒ October was a busy month for Training & Development. Areas of focus included: Safety training, Advanced Custodial Leadership class, the Super Supervisor training, GED classes, and the Cultural Enhancement classes are now officially underway!
- ⇒ October Safety training topics included: Fire Safety and Emergency Planning. A combination of YouTube videos, handouts, postings in the communication board and hands-on training from our EH&S staff were utilized to teach these topics to team members. The hands-on portion was taught by Bob Austin, the campus Fire Marshall, who brings a fire simulator for team members to use real fire extinguishers to put out the “fire”.
- ⇒ The Leadership series of trainings for all DFM Supervisors continues this month. We started the video series on the Super Supervisor with Mildred Ramsey and completed People Skills 1 and 2. The supervisors were given homework to complete some team member profile cards, with the point being how important it is to get to know your people as individuals rather than just employees. The second class focuses on how to motivate your team.
- ⇒ Classes for The Disney Cultural Enhancement series that will premiered this month. The first class defined workplace culture and what WKU Facilities Management would like for its’ culture to evolve into. We also covered the new expectations for both supervisors and front line employees. The second class’ focus began a series on providing exceptional customer service, featuring a video series called “Give ‘Em the Pickle!”
- ⇒ Other trainings this month included GED classes and new hire orientations.
- ⇒ **Summary of Training Hours for September:**
Provided weekly safety training topics to all departments
Provided monthly safety training to all departments
Two managers attended outside training seminars
The Super Supervisor series had its first two classes
Cultural Enhancement classes

Training Course	# of Participants	# of hours	Total Training hours
MOTW Training	161	2	322
Monthly Safety	300	1	300
Weekly Safety Msg	300	0.25	75
Manager Training	2	36	72
Super Supervisor	37	1	37
Cultural Enhancement	54	1	54
GED Class	3	1	3
Advanced Custodial Tech	24	1	24
			887



Overall Routine Work Order Completion Rate

88%



October 2015 Work Order Statistics



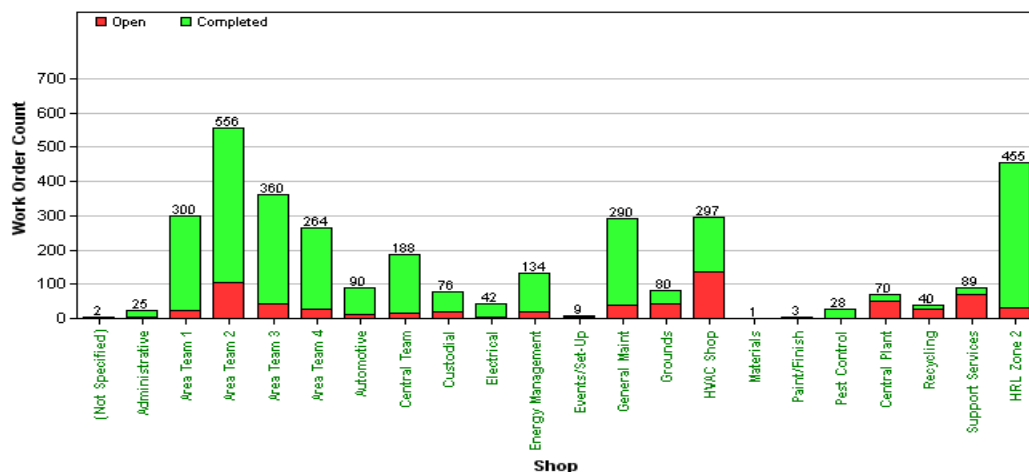
Report Criteria

Report Period is between '10/01/2015' AND '10/31/2015'

Historic Status of Work Orders Received

Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	65	12	18.5	53	81.5
Deferred	6	0	0.0	6	100.0
Emergency	0	0	0.0	0	0.0
Low	133	80	60.2	53	39.8
PM-Monthly	963	303	31.5	660	68.5
PM-Weekly	15	3	20.0	12	80.0
Project	44	10	22.7	34	77.3
Routine	2136	257	12.0	1879	88.0
Safety Issue	0	0	0.0	0	0.0
Special Event	36	8	22.2	28	77.8
Urgent	1	1	100.0	0	0.0
Total:	3399	674	19.8%	2725	80.2%

Historic Status of Work Orders Received



Driving Performance

COST SAVINGS:

- ⇒ The Central Heating Plant has been started and is online. Several issues have been discovered and are being resolved. The cooling to heating seasonal change-over has started and will be completed by November 1st. Natural gas cost is at a 5 year low presently so WKU will get a bit of a break which is timely, hopefully prices will remain low throughout the winter season. A substantial portion has been hedged to lock in the low prices.
- ⇒ We have “fine-tuned” the electrical demand control program and allowed it to run throughout the month of September which very much contributed to the decrease in power consumption. Electrical demand was lower by 5.7% compared to 2014, and was 11.3% lower than the September demand of 12,883 kW set in 2007 when WKU was a substantially smaller campus.
- ⇒ Electrical consumption decreased 1.5% in September of 2015 compared to the same period in 2014 the cost decreased by 2.7% or \$14,709. KW demand decreased by 5.7%. There were 230 cooling degree days for the period, this was an increase of 42.8% from a year ago. The warmer temperatures would have likely equated to an increase in electrical consumption, however the many efficiency enhancements that have been made this past year are showing measurable results.
- ⇒ Occupancy programming has been ongoing this month at DSU for the lighting controlled by Lutron. Most of the lighting throughout the building was never programmed and has been on 24/7 for months. Now that the Lutron/BACnet interface is functional programming can be achieved through Metasys. KW load trending clearly indicates a substantial reduction in lighting load through the unoccupied periods during the night. Energy Management will continue to implement schedules that will reduce unnecessary lighting and further reduce energy consumption.



GO TOPS!

Driving Performance

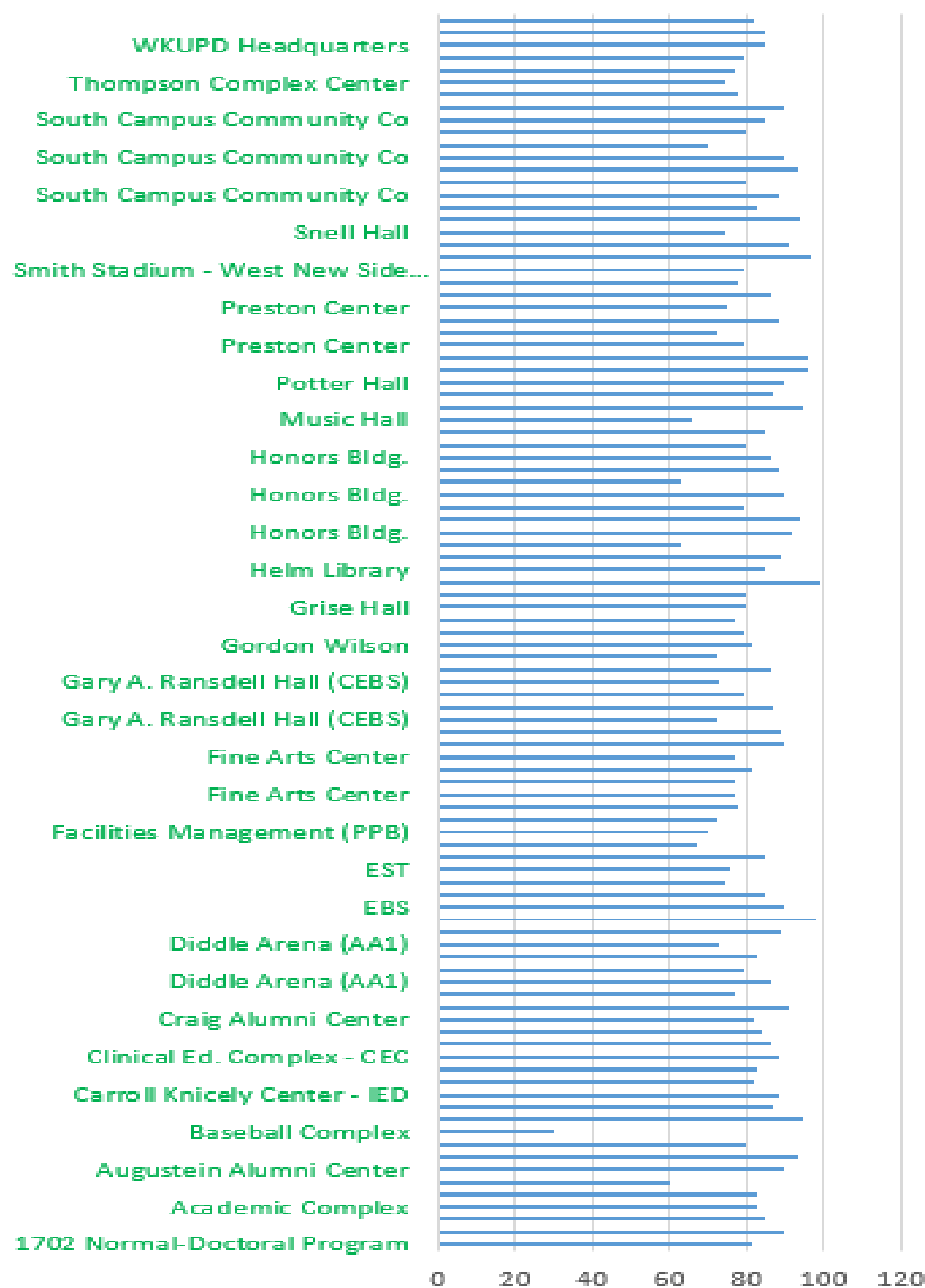
- ⇒ In a continuous effort to build strong relationships with our partners across campus, the Campus Services division is always willing to help out in any way possible. As several departments were scrambling to open the new Honors Building on time, Campus Services was able to plan and coordinate the efforts of 15 team members including student workers to clean, plant, mulch, sod and install site furniture so the opening would be as special as it needed to be. Working closely with the PDC project manager and special events teams we were able to achieve our goal and the event was a great success and well-received by all.
- ⇒ All of HVAC air side equipment has been replaced at Gordon Wilson. New unit ventilators, fan coils, air handlers, and electric reheat boxes as well as new wireless controls were all put into service this month. Much attention has been given to this historic building over the last two years that has greatly improved the appearance and functionality greatly improving occupant comfort and increased efficiency.
- ⇒ Transition from Panoptix to Metasys Enterprise Optimization has continued forward this month with all power metering coming online. The fault analysis module is fully populated as well with some “rules” (used to trigger a fault) not yet fully implemented. The historical data trending is fully functional. The utility data import module is not yet released but is expected by the end of October.
- ⇒ Director of Building Services , Richard Cowan providing customer face to face communication visits on a “random per building” weekly schedule to discuss housekeeping concerns, idea and improve overall communication and satisfaction levels.
- ⇒ Random nightly building Q&A, closet and cart inspections and interacting with the building teams for improved customer service levels. BSA Manager Judy Blankenship will now be on permanent shift with our evening BSA's.
- ⇒ Building Services have implemented PM nightly huddles to kick off our shift on a positive, motivational note! Held nightly upon clock in.



Driving Performance

⇒ October Average for Housekeeping Quality Assurance Inspections : 82.17%

October 2015 Building Services Q&A



Driving Performance

- **Does Surplus deliver?** Surplus does not deliver purchased items; however, Surplus can assist with items that are being reused on campus.

- **Can I place an item on hold?** WKU Faculty and Staff may place items on hold for two weeks, after which they must purchase the item or we will release the item to be available for purchase. The public may not place items on hold.
More questions?

Please contact Elizabeth McGrew at elizabeth.mcgrew@wku.edu or 745-6827

WKU October 2015 RECYCLING

- ⇒ Main Campus Trash: 414,399 LBS
- ⇒ Recycling:
 - Single Stream 31,740 LBS
 - Cardboard, glass and compost 40,180 LBS
 - Metal 7,745 LBS
- ⇒ Recycling Rate (Main Campus) 15.1%
- ⇒ Recycling Rate (All-Inclusive) 14.1%



WKU Surplus is now open to the public once a week.

Hours of Operation:

- ⇒ Wednesdays 11:00 am - 1:30 pm WKU Faculty & Staff only
- ⇒ Wednesdays 1:30 pm - 4:00 pm WKU Faculty, Staff, and public

Who: WKU Faculty & Staff have priority access to Surplus Items for reuse on campus and for purchase Wednesdays from 11:00 am - 1:30 pm. Surplus items are then available to purchase by the public from 1:30-4:00 on Wednesdays.

⇒ **Does WKU Surplus donate items to non-profit organizations?** Yes! And we always welcome new partnerships. Please come by to see what we have any Wednesday between 1:30-4:00, or contact Elizabeth McGrew at elizabeth.mcgrew@wku.edu to see how Surplus can help meet the needs of your organization.

Where: 2nd Floor of Service Supply Building

What: Desks, chairs, monitors, office furniture, office supplies, and other miscellaneous WKU property. Currently, we are not selling computers. All Surplus items are sold "as is."

How: Come visit! We accept Visa, MasterCard, American Express. We do not accept cash.



Completed Projects

⇒ Installed cattle waterer at the Farm

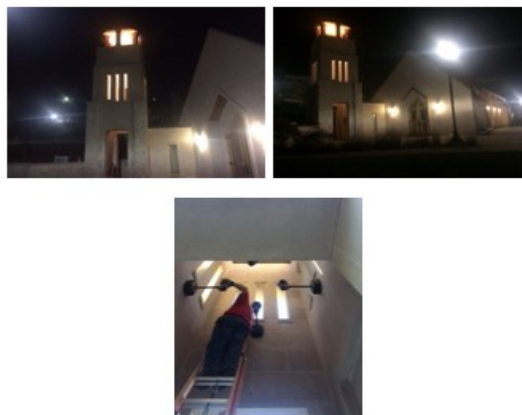


⇒ Replace Chilled Water Pump at Garrett Conference Center



⇒

Chandlers Chapel Outside Lighting



We found that the tower had lighting inside that did not work. We ordered new bulbs and replaced. The tower is now well lit and improves the looks of the Chapel at night 100%.

Completed Projects cont.

⇒ Helm New LED Lighting



⇒ Repaired leaking PVC piping hub on DI water system at EBS.



⇒ Repaired leaking roof drain in storage area on first floor of Augenstein Alumni Center.

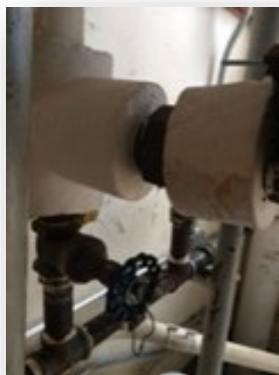
⇒ Replaced bulbs in Augenstein Alumni Center atrium with lift.

⇒ Shut down and cleaned fountain and filter at Augenstein Alumni Center in preparation for homecoming weekend.

⇒ Unstopped mechanical room floor drain by chiller at EST.

⇒ Repaired automatic paper towel dispensers throughout building at HCIC building.

⇒ Gordon Wilson Steam Leak: found a steam leak in the Gordon Wilson mechanical room. We got with the steam plant and we were able to tighten the fitting and stop the leak.



Completed Projects cont.

- ⇒ Completed Wi-Fi programming of the parking LED lights at Campbell Lane, Normal, and Russellville Road lots
- ⇒ HRL emergency generator PM's were completed
- ⇒ Completed monthly roof PM's
- ⇒ Energy Management linked lighting controls to thermostats at DSU
- ⇒ Replaced failed expansion joint on Diddle hot water loop
- ⇒ Replaced capacitors on Gary Ransdell Hall Liebert unit
- ⇒ Completed air handler PM's at DSU, Ag Expo, STH, LT. Smith East & West, Van Meter, FAC, and Diddle Arena
- ⇒ Replaced MERV 11 bag filters at Academic Complex
- ⇒ Completed replacement of wiring for Kentucky Museum display cases
- ⇒ HVAC installed new split unit at Potter
- ⇒ Central Heating Plant online
- ⇒ Replaced condensate pump on Mitsubishi unit at cable TV area
- ⇒ Painted lower walls in Diddle Arena luxury boxes
- ⇒ Installed 6 remaining fan coil units at Gordon Wilson 1st & 2nd floors
- ⇒ Mold abatement project at Jones Jagers
- ⇒ Completed painting projects in Grise, CRD, Helm, Cherry, Chapel, and Smith Stadium
- ⇒ Re-painted safety rails on Publication Building roof
- ⇒ Re-aimed last four fixtures on each rail per player feedback Diddle Arena lighting
- ⇒ Completed VFD PM's at EBS and Service Supply
- ⇒ Replaced all insulation on Central Heating Plant deaerator
- ⇒ Replaced several leaking gaskets on steam distribution system
- ⇒ Infrastructure group tagging above ceiling assets at Preston Center
- ⇒ Energy Management went through Diddle AHU's replaced faulty controls and actuators
- ⇒ Replaced a failed Phoenix valve at EBS
- ⇒ Replaced valve actuators on AHU's 1, 2, & 3 Kentucky Museum attic units

Completed Projects cont.

- ⇒ Mold Removal in Tate Page – numerous areas throughout facility with complete wash down of all surfaces and items within each space.
- ⇒ Provided pre - event support at the new Honors facility for the Dedication of building.
- ⇒ Provided pre – event support at Ransdell, Music Hall and Augustine Alumni for the LEED Building Ceremony.
- ⇒ Pre – event services at Smith Stadium for WKU Football Game(s)
- ⇒ Pre – event services provided to Diddle Arena for Hysteria Basketball

ELECTRONIC SHOP																																
OCTOBER	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	Hrs	%
Access Control					0.5	2	1.5	1	1.5			0.5		0.5		1			0.5		2.5					0.5					12	7.79%
ADA Doors						1.5	2.5		0.5				0.5																		5	3.25%
Athletic Events							1.5		2.5	8				1		1		5						1							20	12.99%
Cameras					0.5																										0.5	0.32%
Carillon / Bells										1																					1	0.65%
CH LED Lighting					0.5							0.5							1				2.5								4.5	2.92%
Clock Systems																															0	0.00%
Crossing Signs																															0	0.00%
Ephones																															0	0.00%
Fire Systems	1.5				1	0.5		5	1.5			1	2.5	2.5	2	2.5				2	3.5	1.5	2			4	3				36	23.38%
Grnds Irrigation																															0	0.00%
Key Cabinets					3.5	1.5						0.5	0.5																		6	3.90%
Score Boards														4	3																7	4.55%
Security System		0.5																													0.5	0.32%
Sound System	0.5	2.5										1										1	2								7	4.55%
Special Event	3	3			2			3	1	1.5		3			1	2.5	7		2	2.5	3.5	3	3.5			3					44.5	28.90%
Video Boards																															0	0.00%
Misc / Mtg's	2	1			0.5	1						0.5	1.5			0.5			1.5	1		0.5									10	6.49%
TOTAL	7	7	0	0	7	7	7	9	7	11	0	7	6	7	7	7	12	0	7	7	8	7	9	0	4	7	0	0	0	0	154	100.00%
Continued Support: Campus Wide Systems: Fire Alarm, Access Control, Handicap Operators, Ephone Lights, Sound Systems, Bell Towers, Special Events, Key Cabinets and Security Systems, as well as any other special requests																																
Monthly Concentration: Special Events, Fire alarm systems, Athletic Events and Access Control																																
Projects In Progress: Smith Stadium weight room sound (ON HOLD WITH MFG), Sealing the outside speaker/strobe fire alarm circuits at Smith Stadium Cherry Hall LED's are on back order and not expected to arrive until the middle of December The Lutron lighting at Snell is in progress.....finally, MMTH - key cabinet installation																																
Projects Completed: South Campus emergency ADA door holder installation, Repair of electrical outlets on basket ball goals, Gate 1 repair at Smith Stadium																																
Upcoming Projects and Services: Van Meter Handicap Access Door; GCC wiring for t-tapped sig ckt on 1st floor (DELO area); Adjustments to Diddle Sound; BLH - preventative relocation of fire alarm devices on the 3rd and 9th floor, Diddle video board vent & fan cleaning																																
Perpetual Projects: Diddle Sound, Access corrections on "Door Held & Forced" on Buildings, Van Meter handicap switch, Diddle video board fans, Strobe ckt's at FSH AEC AA2W for signal circuits "short ckt" trouble from a device, Cherry Hall LED wall washer repair - waiting fixtures, Reseal Smith Stadium outside strobe circuits NOTE: East side is completed - West side still needs attention																																



Housing and Residence Life

Maintenance Completed Projects

- ⇒ Our team completed all the HVAC bedroom grill changes from our unit cleaning at PFT.
- ⇒ All grilles have now been coated and replaced.
- ⇒ We replaced water source heat pump units at Zach room 320 and Meredith rooms 132, and 318.
- ⇒ We did a complete de-scale of the heat and cool side of the coil for the Bates lobby air handler.
- ⇒ Re-routed ice machine drains to ensure it will stay in constant contact with the open receptacle.
- ⇒ This will prevent any further leaks below in the resource room.
- ⇒ We Cut out and replaced a section of 4in PVC on the main water supply at south hall that was leaking.
- ⇒ Assisted contractors in the installation of new relief valves and returning building systems to normal in Northeast and Southwest.
- ⇒ Assisted contractors in the work on Bryant heat boiler at East Hall.
- ⇒ We Assisted contractors installing new domestic hot water storage tanks in Northeast and Southwest.
- ⇒ Made various leak repairs throughout the dorms as they come up.
- ⇒ Replaced air proven switch on the boiler at McCormack.
- ⇒ Assisted contractors in the installation of new pumps at Bemis and Barnes.

Housekeeping Completed Projects

- ⇒ We assisted Staples installing toilet paper, paper towel and soap dispensers at Keen hall and Minton.
- ⇒ Staples installed solution centers in Keen hall,, McCormack and Minton.
- ⇒ We assisted in moving the old cleaning chemicals to Rodes and PFT.
- ⇒ We have completed interviews for our open BSA positions and hope to have the ones selected on board soon.
- ⇒ We had one of our BSA's Suzanne Wilkerson win the Staff excellence award.





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.



Long-Term Expectations: We will be monitoring our housekeeping budget to see if we experienced any savings using Staples. We will be planning our Thanksgiving and winter break coverage for maintenance and housekeeping and our projects during that time.

Innovative Solutions: We will look at the Lotus pro green cleaning system that cleans with water transformed oxygen to ozone. If we think this would be cost effective and would work in the residence halls we may set up a free trial.

Customer Focus: We will start planning our winter break projects and filter changes for winter break. Supervisors are attending a training course to help with customer service and dealing with employees. This is ongoing.

Enhanced Wellbeing: We will continue our Hilltopper hero program that is funded by Staples. They provide a \$40 gift card to the person we select for the Month. We will be planning an employee appreciation get together in January.

Driving Performance: We will start Q&A building inspections and making rounds in our buildings checking for any maintenance, cleaning and safety issues. This is ongoing.



The Sodexo Experience.

- ⇒ Certificates and Lapel Pins for Appreciation for BSA's
- ⇒ Thank YOU Cards, YOU DID IT, and YOU Make a Difference At WKU (Use these for recognition of team members after Management's Building Walk Thrus are completed and service levels are found to be of high standards) certificates.
- ⇒ Employee Recognition Board at DFM to spotlight and brag on our team members!
- ⇒ Moving forward with 'team Huddles' for team members on a weekly basis to further develop and nourish employee's job satisfaction and feeling connected and valued
- ⇒ Two Employee of the month given, Sodexo provides a 25.00 dollar gift card to each recipient.
- ⇒ Weekly Huddles held with staff
- ⇒ EAC meeting held
- ⇒ Safety meeting held
- ⇒ Monthly Department meetings held\
- ⇒ EAC held the Annual Chili Appreciation for both Day and Night Staff. Great job to our EAC staff. This was funded by SODEXO.
- ⇒ Leonard Dill won our Costume contest at the Annual Chili Appreciation

Employee of the Month

Dustyn Brooks

Peggy Clagett



Nobody ever said, "Work ball!" They say, "Play ball!"
To me, that means having fun.

- Willie Stargell



OUR DFM MISSION

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