

November 2015
Facilities Management
Monthly Report



Delivering The Experience

sodexo
QUALITY OF LIFE SERVICES

Western Kentucky University

NOVEMBER 2015 MONTHLY REPORT



THE DFM TEAM



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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.



Safety, Training and Professional Development

**Safety
is our
#1 priority!**

1067 Training hrs. /NOV. 2015

November was another busy month for Training & Development. Areas of focus included: Safety training, Advanced Custodial Leadership class, the Super Supervisor training, GED classes, and Cultural Enhancement classes.

The Safety topic for November was Back Safety. A combination of YouTube videos, handouts, postings in the communication board were utilized to teach these topics to team members.

The Leadership series of trainings for all DFM Supervisors continued this month. We continued the video series on the Super Supervisor with Mildred Ramsey and completed People Skills 3, 'Good Will Equals Good Work'. This topic talks about how to motivate and influence team members. We spent the entire month discussing and completing exercises on what motivates people, and the importance of knowing where your staff members are in Maslow's Hierarchy of Needs so you can better assess their needs. The supervisors were given a survey for homework—they are to survey their teams to determine what motivates them and the types of rewards they find meaningful.

Classes for The Disney Cultural Enhancement series continued this month. Topics this month focused on providing excellent customer service. We watched the "service" section in the "Give 'Em the Pickle!" series, as well as discussed and completed activities on: 1) Defining our customers at WKU; 2) Identifying their needs and wants; 3) Creating exceptional customer experiences (giving pickles); 4) Defining how we are 'on stage' when we are anywhere our customers can either see or hear us and what the expectations are of team members when they are on stage; and 5) How to 'make things right' for our customers when things go wrong.

Other trainings this month included GED classes and new hire orientations. The GED students have been studying Social Studies and taking practice exams. I recently found a test in Spanish that has greatly helped our ESL student improve her test scores to the point she is just about ready to take the real exam!!

Summary of Training Hours for November:

- Provided weekly safety training topics to all departments
- Provided monthly safety training to all departments
- There were 10 new hires to attend on-boarding sessions
- The Super Supervisor series had its first two classes
- Cultural Enhancement classes



Oct-15

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
New Hire Orientations	10	8	80
Super Supervisor	37	2	74
Cultural Enhancement	54	2	108
GED Class	3	4	12
Advanced Custodial Tech	24	4	96
			1067



*Overall Routine
Work Order
Completion Rate*

83.6%



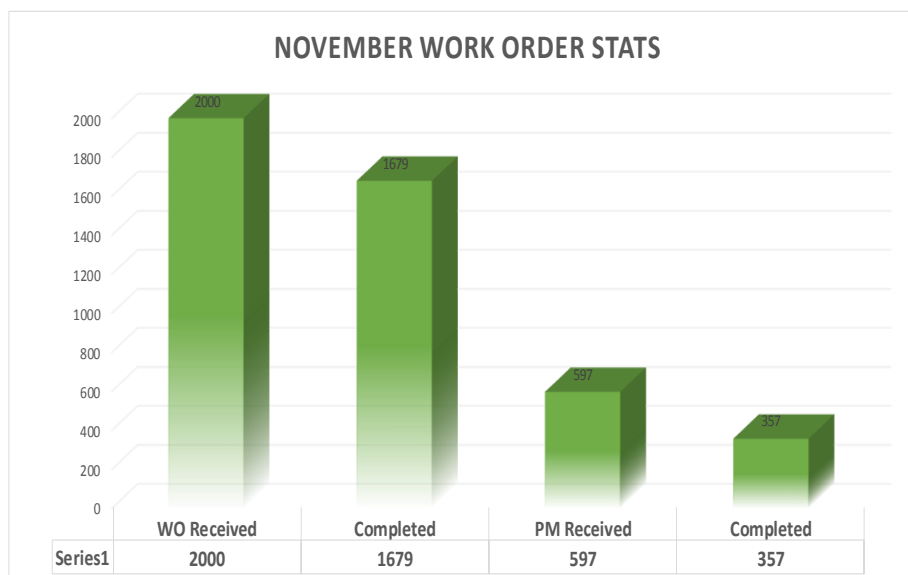
November 2015 Work Order Statistics



Report Criteria

Report Period is between '11/01/2015' AND '11/30/2015'

Historic Status of Work Orders Received					
Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	75	18	24.0	57	76.0
Deferred	4	1	25.0	3	75.0
Emergency	0	0	0.0	0	0.0
Low	62	0	0.0	62	100.0
PM-Monthly	577	203	35.2	374	64.8
PM-Weekly	20	3	15.0	17	85.0
Project	17	3	17.6	14	82.4
Routine	1814	298	16.4	1516	83.6
Safety Issue	0	0	0.0	0	0.0
Special Event	27	1	3.7	26	96.3
Urgent	1	0	0.0	1	100.0
Total:	2597	527	20.3%	2070	79.7%



Driving Performance

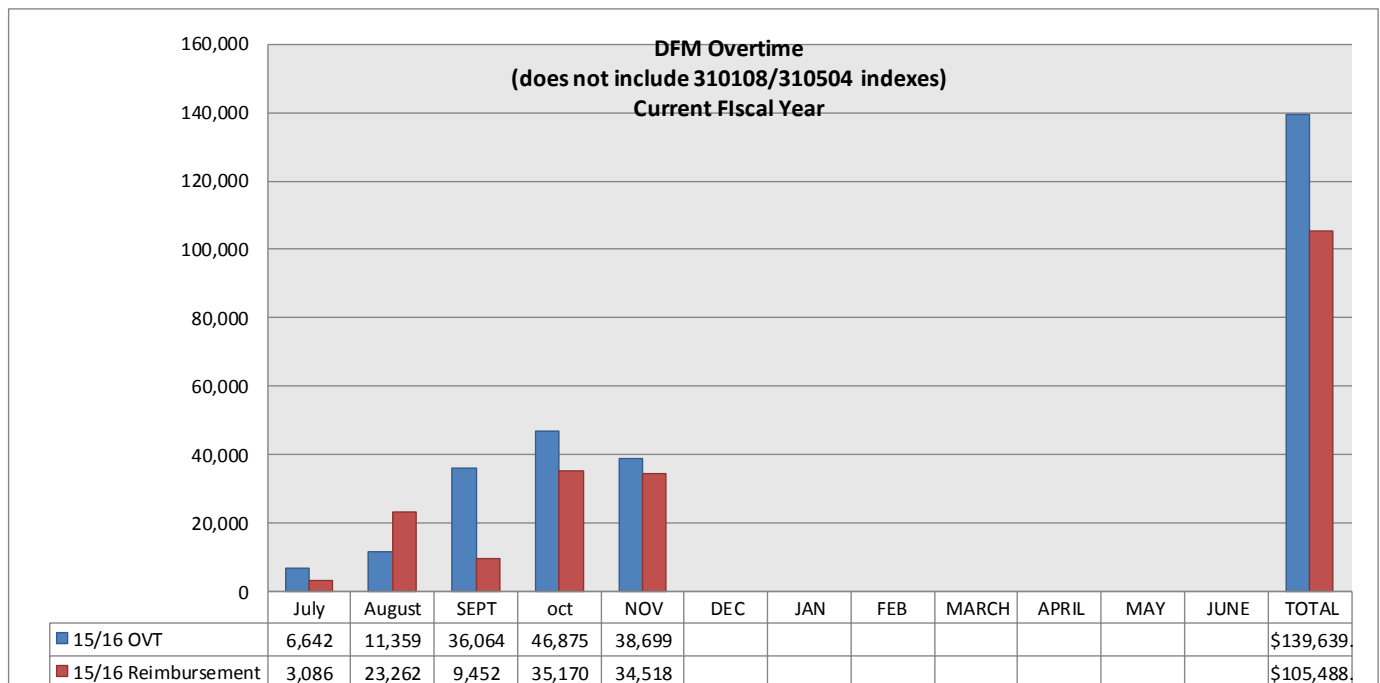
COST SAVINGS:

- ◆ Electrical consumption decreased 6% in October of 2015 compared to the same period in 2014 however the cost increased by 3.8% or \$12,994. KW demand decreased by 3%. There were 9 heating degree days compared to 21 in 2014 and no cooling degree days for the period. Unfortunately the cost increase is a result of the 4% base rate increase from TVA, a lower offset for the 5MR credit, and a 21.9% increase (\$10.52 vs \$12.82)kW demand. Increase emphasis on managing demand has been successful in limiting the impact of this increase. We will all need to re-double efforts to continue to reduce usage as this is not the last cost increase planned by TVA. WKU has elected to utilize the 2 year extension of the modified 5MR which has been discontinued by TVA. While the financial impact remains unknown a cost increase is expected.
- ◆ Planning for the Christmas Break is underway as the holiday is fast approaching. We will unplug, turn down, and turn off unnecessary lighting, office equipment, and refrigerators just to name a few. This program has had great success since it's introduction in 2008.
- ◆ The Central Heating Plant has had no issues since start-up last month. Natural gas cost remains at a 5 year low for November so WKU will get a bit of a break which is timely. A substantial portion of December gas has been hedged to lock in the low price which is as expected, starting to rise for January futures trading.



Driving Performance

- ◆ The hydronic system that provides heating and cooling to Potter Hall suffered a catastrophic failure of a flexible joint, all of the dielectric unions, and isolation valves. This was caused by leaking steam control valve that overheated the hot water loop to the point of failure. The HVAC Shop, Energy Management, Area Team 3, BSA's, and several outside contractors cleaned the mess, rebuilt the system, and dried out the building with minimal disturbance to occupants of the building. An additional safety device was added that should eliminate any chance that a similar event could occur in the future.
- ◆ Occupancy programming has been implemented this month at Gary Ransdell Hall the interior lighting that available for control by Metasys. Much of the lighting throughout the building has not been programmed by occupancy but has had a single schedule day/night since the commissioning of the building. This has led to several conflicts where special events taking place evenings or on weekends where lighting has not been available when these events occur. The interface will turn on lights anytime an event has been scheduled.
- ◆ Several unit ventilators, fan coils, and make-up air ducts were cleaned, disinfected, and treated with mold inhibitor at Tate Page. Most of the abatement took place on the 3rd floor in several areas that had similar contamination almost 10 years ago. Replacement of control valves throughout the building will also help prevent future cross contamination of chilled water entering the hot water loop which has created wet pipe insulation and condensate dripping onto ceiling tile.
- ◆ Current planning in process for the Team Cleaning Program to be implemented in other campus facilities. Buildings to be implemented next will include TCCW and Snell, EST and IEB to begin soon.



◆

SURPLUS & RECYCLING

Driving Performance



Waste Reduction at WKU

Did you know that *one third* of all food produced globally for human consumption ends up in the landfill (FAO, 2011)? In the U.S. alone, this number rises to 40% (NRDC, 2012). Sodexo is ahead of the curve, diverting excess food from the waste stream by donating over 4.7 million pounds of recovered food in partnership with Food Recovery Network and Campus Kitchens.

As an organization that operates with its focus on the triple bottom line, we are working to address this issue at Western Kentucky University. WKU's Coordinator of Resource Conservation attended the Southeast Recycling Development Council's Food Recovery Summit, which focused on socially, economically, and environmentally responsible solutions to food waste. During the conference, attendees also volunteered at the Low Country Food Bank (pictured below), which receives and distributes recovered food from local restaurants and grocers.



November was also America Recycles Day, during which students and staff celebrated in the heart of campus through education and outreach efforts including recycling demonstrations, weaving used uniforms into rugs, making upcycled wind chimes out of bottle caps and silverware, and crocheting "plarn" (plastic yarn made from plastic bags). Come celebrate with us next year!



Completed Projects

- ◆ Completed heating loop repairs at Potter Hall
- ◆ HRL emergency generator PM's were completed
- ◆ Completed monthly roof PM's
- ◆ Energy Management linked lighting controls to thermostats at DSU
- ◆ Completed building automation controls at Gordon Wilson
- ◆ Replaced 3-way control valves at Tate Page
- ◆ Completed air handler PM's at Mass Media, EST, FAC, Faculty House, Nashville Rd. Store, and Diddle Arena
- ◆ Repaired Athletics Television Truck A/C unit
- ◆ Completed major repairs at Potter Hall due to hydronic system failure
- ◆ Entered Honors College asset information into CMMC system
- ◆ HVAC rebuilt several reheat boxes in Tate Page
- ◆ Updated tree location GIS mapping
- ◆ Completed repair and repaint of restrooms due to paper dispenser change over
- ◆ Replaced outside lighting at Garrett Conference Center
- ◆ Mold abatement project at Tate Page
- ◆ Completed painting projects in Helm, Public Safety, Chapel exterior, Academic, FAC, and Smith West
- ◆ Winterized all cooling towers
- ◆ Energy Management developed an interface linking building lighting to Metasys occupancy schedule at Gary Ransdell Hall
- ◆ Completed VFD PM's at EBS
- ◆ Energy Management trained with JCI on new building automation at Gordon Wilson
- ◆ Completed leak test of Maxon gas shutoff valves on #5 boiler, documented for FM Global
- ◆ Infrastructure group tagging new assets at CRD brewery
- ◆ Made repairs to multiple walkway acorn lights and parking area lighting
- ◆ Replaced a failed Phoenix valve at EBS
- ◆ Replaced valve actuators on AHU's 1, 2, & 3 Kentucky Museum attic units
- ◆ Verified proper operation of freeze protection on AHU's at Preston, Tate Page, MMTH, Academic, EBS, Grise, Smith East, Smith West, Snell, TCCW, & the Planetarium
- ◆ 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

Completed Projects cont.

- ◆ Football games on 11/7/15 and 11/27/15.
- ◆ Basketball games in Diddle Arena.
- ◆ Beginning initial phase of winterization.
- ◆ Drained rain barrel at DFM and stored pump for winter.
- ◆ Getting Smith Stadium ready for C-USA championship game and KHSAA Grid Iron Bowl games.
- ◆ Lighting Audit 75% complete
- ◆ Issue at Smith West with outside lights staying on all of the time. Found two bad photocells.
- ◆ Consolidated controls to run off of one photocell.
- ◆ Issues with AHU 102 at DSU. Staying in contact with Energy Management to see what the problems are.
- ◆ Regular monthly generators.
- ◆ Quarterly generators.
- ◆ Toro reel mower , transmission repair/replace.
- ◆ Starter replacement in forklift.
- ◆ Battery replacement in #185.
- ◆ Battery replacement in generator at the AEC.
- ◆ MMTH generator reprogram/ software issues- low voltage spike.
- ◆ HAF Truck repair.
- ◆ Gator snowplow install.
- ◆ New salt spreader wiring installs.
- ◆ Repair overhead door track at AEC.
- ◆ Golf cart repair for athletics.
- ◆ Tires and PM on Toro at South Campus.
- ◆ John Deere blower/snowplow at South Campus repair.
- ◆ Assist with speed bump install at Old Mall.
- ◆ IEB generator issues with radiator- ongoing.



Housing and Residence Life

Maintenance Completed Projects

- ◆ Our team completed turning on steam to all residence halls.
- ◆ Repaired exhaust on boilers at Keen Hall.
- ◆ We put new hangers in the ceiling and new clamps on the double wall exhaust.
- ◆ Sorted through all filters in storage areas at Rodes and Keen.
- ◆ Placed all filters in appropriate buildings and ordered the difference to do a full filter change.
- ◆ Assisted JCI in effort to upgrade Pneumatic system at Zach and Meredith.
- ◆ Replaced carpet in the office area at PFT.
- ◆ Moved and set up new zone location from McCormack to Gilbert Hall.
- ◆ Assisted contractors in shutting off and restoring power to Rodes for electrical change over at the switch.
- ◆ Closed and reopened all halls for Thanksgiving break.

Housekeeping Completed Projects

- ◆ Cleaned all Guest Apartments at 1355 Ky St
- ◆ Moving Zone back to Gilbert.
- ◆ Preparing for Christmas Break Shutdown.
- ◆ Cleaned and strip and wax Directors apartment in PFT.
- ◆ Cleaned and strip and wax Directors apartment in Bemis.





Strategic Vision: Vision—look into the future

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. This has currently been set up at DSU and we are trying some of the product in the resident halls using spray bottles. We will continue to test the product.

Customer Focus:

We are planning our winter break projects and filter changes for winter break. We are also scheduling employees for maintenance and housekeeping coverage 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. The Hilltopper hero for November is Ashley Inniss.

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

Employee of the Month

**Burdetta Lindsey
Dwayne Coursey**

**Pam Hubbard-
Wayne Guy**



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

- Willie Stargell



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