

December 2015

Facilities Management Monthly Report

Western Kentucky University



W. KENTUCKY

HILLTOPPERS

12-2 OVERALL | 9-0 CONFERENCE USA (1ST EAST)

Delivering The Experience

sodexo
QUALITY OF LIFE SERVICES

DECEMBER 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

842 Training hrs. /DEC 2015

December was a slow month for Training & Development due to the University being closed the majority of the month for winter break.

The Safety topic for December was Slips, Trips & Falls. A combination of YouTube videos, handouts, postings in the communication board were utilized to teach these topics to team members.

Summary of Training Hours for December:

- ◆ Provided weekly safety training topics to all departments
- ◆ Provided monthly safety training to all departments
- ◆ One Class in the Super Supervisor leadership series

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
Super Supervisor	37	1	37
Cultural Enhancement	54	1	54
GED Class	3	2	6
Advanced Custodial Tech	24	2	48
			842



December 2015 Work Order Statistics

*Overall Routine
Work Order
Completion Rate*



82%

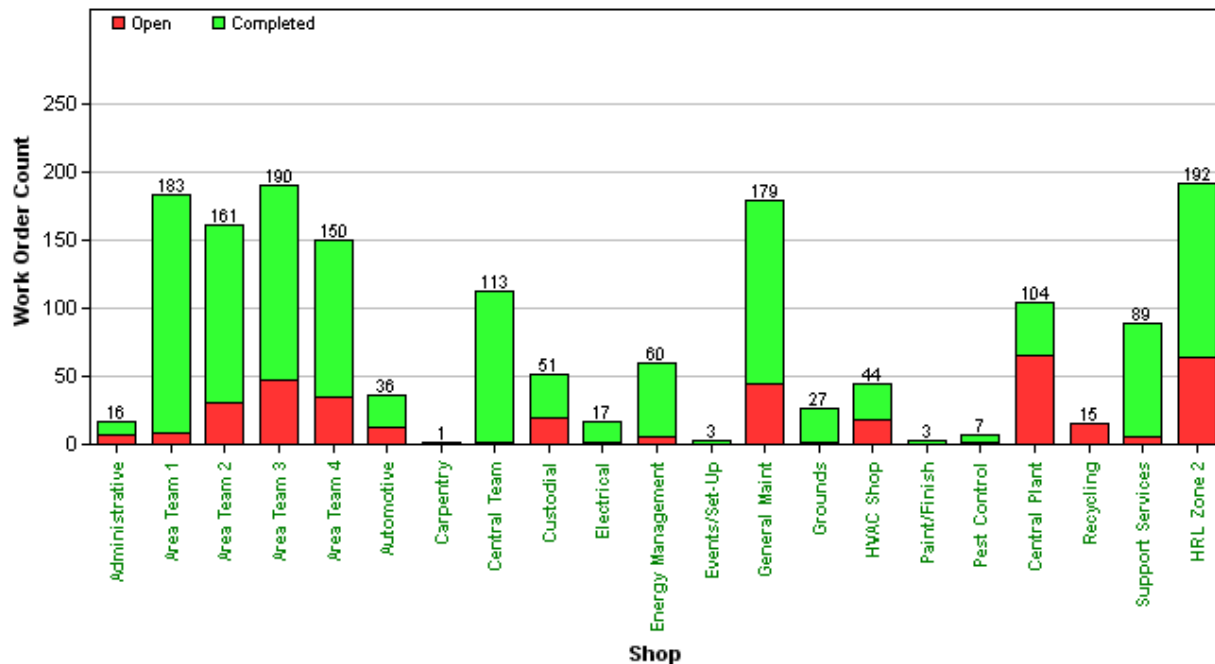


Report Criteria

Report Period is between '12/01/2015' AND '12/31/2015'

Historic Status of Work Orders Received					
Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	63	14	22.2	49	77.8
Deferred	0	0	0.0	0	0.0
Emergency	0	0	0.0	0	0.0
Low	129	6	4.7	123	95.3
PM-Monthly	368	162	44.0	206	56.0
PM-Weekly	4	4	100.0	0	0.0
Project	12	5	41.7	7	58.3
Routine	1040	187	18.0	853	82.0
Safety Issue	0	0	0.0	0	0.0
Special Event	25	3	12.0	22	88.0
Urgent	0	0	0.0	0	0.0
Total:	1641	381	23.2%	1260	76.8%

Historic Status of Work Orders Received



Driving Performance

COST SAVINGS:

- Electrical consumption decreased 4.6% in November of 2015 compared to the same period in 2014 however the cost increased by 11.8% or \$33,508. KW demand increased by 11.6%. There were 353 heating degree days compared to 707 in 2014 and 9 cooling degree days compared to 0 in 2014. Unfortunately the cost increase is largely 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 for demand. Demand was also influenced this month by not only the presence of cooling requirements but by testing and commissioning of the updated controls at the Central Chilled water Plant. WKU has elected to utilize the 2 year extension of the modified 5MR which has been discontinued by TVA. While the total financial impact remains unknown a significant cost increase is expected.
- The Central Heating Plant has had no issues since start-up last month. Natural gas cost remains at a 5 year low for December so WKU will get a bit of a break which is timely. A substantial portion of January gas has been hedged to lock in the low price. Gas prices have not yet started to rise which has been a bit of a surprise to everyone. is as expected, starting to rise for January futures trading.
- The Christmas Break Conservation Vacation scheduling was implemented. We unplugged, turned down, and turned off unnecessary lighting, office equipment, and refrigerators just to name a few. This program has had great success since its introduction in 2008.



Driving Performance

- 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.
- 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.
- The Metasys BAS (Building Automation System) was successfully and without incident upgraded to version 7.0 which was released earlier this year. The Christmas Break was chosen to deploy this upgrade as network traffic as well as the BAS server traffic is at a minimum. The ADX server and 102 network engines were upgraded over a period of 3.5 days.
- Current planning being put into place for the team cleaning process. A plan is being put together to roll out the process.
- Director, 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.



Driving



Performance

SURPLUS & RECYCLING

Electronics are an integral part of any college campus, from telephones and computers to cash registers and microwaves. But where do they go when they are no longer needed on campus? Although we donate as much as possible to local organizations, electronic recycling is an important part of managing of our waste stream responsibly.

In December, WKU recycled 5,730 lbs. of electronics, including 28 printers, 180 keyboards, and 12 monitors. WKU Recycling & Surplus uses an R2 Certified electronics recycling company, C & I Electronics, which is committed to keeping all electronics out of the landfill. They do this by repairing as many electronics as possible (pictured below). If the electronic product cannot be repaired, C & I disassembles the product for its usable parts. After all has been repaired or processed for parts, C & I recovers and separates all recyclable material, from plastics to precious metals.



Completed Projects

- Energy Management linked lighting controls to thermostats at DSU
- Commissioned 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
- Completed cleaning and sealing of HVAC ductwork at Tate Page
- Completed pipe insulation repair/replacement at Potter and Tate Page
- Completed painting projects in the old Honors building, Kentucky Building, and International House
- Completed repair/re-lamp to several walkway and roadway acorn lights
- 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
- Carpet was cleaned in the old Honors preparing for them to move in.
- Worked on finishing cleaning areas of mold in Tate Page Center court.
- Prepared for the holiday break and closing down buildings.
- Completed Metasys J-Term scheduling
- HRL emergency generator PM's were completed
- Completed monthly roof PM's
- Area team 1 completed 47 p.m.'s and a total of 111 regular work orders in the short month of December 2015.
- Area Team 1 winterized all of the reclaim water tanks at south street garage area as well as winterizing the car wash at south street.
- Area Team 1 shut down all of the buildings within our area for the Christmas Break period that were scheduled to be unoccupied but we had a total of 3 building that was to stay open
- Area Team 1 made GREAT Progress on the 3 rd. floor tate page hall project but we are still working on this.
- Area Team 1 removed all of the carpet in the center core area on the 3rd floor and we have also removed the carpet from office 241 in Tate page hall.
- Auto Shop completed monthly generator p.m.'s
- Auto Shop/ Generator at IEB radiator replacement.
- Auto Shop/ General grounds equipment repairs.
- Area Team 2 were busy with the following events: 6-KHSAA high school football
- championship games, CUSA championship game, one Men's Basketball game, one Women's Basketball game, one BG Bandits basketball game and the STLP conference.
- After all of the events, we turned our attention to getting Diddle Arena ready for the Fall
- Commencement that took place on 12/12
- Winter break shutdown. Identifying what to leave on, what to turn off and schedule personnel to come in during the break and walk the buildings to ensure there were no problems.
- Supported 7 athletic events during the Winter Break.

Completed Projects cont.

AREA TEAM 4:

- Winterized greenhouse at EH&S.
- Repaired broken bathroom vanity faucet at President's House.
- Unstopped sewer line at IEB.
- Changed filters on fan coil units at AAC for PM's.
- Assisted electronic shop in repairing lighting in a few Snell Hall classrooms.
- Repaired lighting that was out at the old honors house.
- Repaired lighting that was out at old international house.
- Repaired door that wouldn't lock in boardroom at AAC.
- Shut down drinking fountains, vending machines, all lighting except egress, water heaters, domestic water circulation pumps in buildings for Christmas break.

ELECTRONIC SHOP																																
December	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	2	1	2	1			3	4	3	2				3	2																21	11.63%
ADA Doors	2																														1.5	0.83%
Athletic Events	6			11	11	2						6			3							7						6	6		62	34.07%
Cameras																															0	0.00%
Carillon / Bells							1	1							0																1.3	0.69%
CH LED/Lighting							1	1			1				0																1.8	0.97%
Clock Systems																															0	0.00%
Crossing Signs																															0	0.00%
Ephones																															0	0.00%
Fire Systems		3	2					3	5		4				3	3	1														22	11.91%
Grnds Irrigation																															0	0.00%
Key Cabinets									1						1																1.5	0.83%
Score Boards																															0	0.00%
Security System																															0	0.00%
Sound Systems			1						1		3	11		1																	16	8.86%
Special Events	2	4	10		8	11	2	1		3	1									5											46	25.21%
Video Boards																															0	0.00%
Misc / Mtg's	3						2	1		3					2																9	4.93%
TOTAL	14	7	14	12	19	13	8	9	9	7	7	12	6	7	7	10	0	0	0	5	0	7	0	0	0	0	0	6	6	0	181	\$\$\$
Continued Support: Campus Wide Systems: Fire Alarm, Access Control, Handicap Operators, Ephone Lights, Sound Systems, Bell Tower Special Events, Key Cabinets and Security Systems, as well as any other special requests																																
Monthly Concentration: High volume of Athletic Events and Special Events.																																
Projects In Progress: Smith Stadium weight room sound (ON HOLD WITH MFG), Cherry Hall LED's are on back order and not expected to arrive some time in Jan. 2016 The Lutron lighting at Snell is in progress.....																																
Projects Completed: Eliminated "ground loop noise" in Diddle Arena																																
Upcoming Projects and Services: Van Meter Handicap Access Door; GCC wiring for t-tapped sig ckt on 1st floor (DELO area); Adjustme BLH - preventative relocation of fire alarm devices on the 3rd and 9th floor, Diddle video board vent & fan Chestnut Street Crossing Signs Upgrade, Cherry Hall LED wall washers - waiting for fixtures																																



Housing and Residence Life

Maintenance Completed Projects

- Our team prepared for winter break and campus shutdown.
- Took delivery of filters for all residence halls in preparation for January filter change.
- Replaced the AHU unit in 221 Meredith. We replaced the makeup system regulator at west hall.
- Put in a new control board for Chesnut street house.
- Ran a new circuit for the stairwell heater at Meredith.
- PFT windows were all checked and bolted.
- Added a shut off valve for the bread machine at Bates Subway.
- Moved in and set up new Gilbert shop.
- Repaired the recirculating line on domestic hot water at Rode's.
- Replaced carpet and cove base in office at PFT.
- Full pump rebuild on the hydronic pump at Zacharias hall.
- Repaired power to Minton pump #2 on hydronic system.
- Scheduled maintenance to walk/ check buildings during the Holiday break.

Housekeeping Completed Projects

- Rodes AD apartment cleaned
- Northeast HD apartment cleaned
- Began cleaning carpet at Northeast and Southwest
- Delivered project supplies to the buildings.
- Cleaned NE/ SW Bemis, Barns, KY street apartments during the holiday break.





Long-Term Expectations:

Monitoring our housekeeping budget to see if we experienced any savings using Staples. We will look at the surface pro tablet and see if would be cost effective to use with maintenance work orders. We will look ant new housekeeping equipment that may help us be more efficient.

Innovative Solutions:

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 trail. 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. We will be using a ATP meter to check and see if the product is sanitizing as they company claims.

Customer Focus:

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.

Enhanced Wellbeing:

Plans to 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 are planning an employee appreciation lunch in Feb. with a best desert contest.

Driving Performance:

Q&A building inspections and making rounds in our buildings checking for any maintenance, cleaning and safety issues.



The Sodexo Experience.

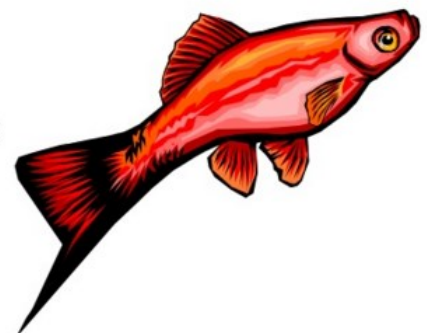
- ◆ Certificates and Lapel Pins for Appreciation for BSA's
- ◆ Thank YOU Cards, YOU DID IT, and YOU Make a Difference At WKU (Use these for recognition of team members after Management's Building Walk Thrus are completed and service levels are found to be of high standards) certificates.
- ◆ Employee 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
- ◆ Safety meeting held
- ◆ Monthly Department meetings held
- ◆ Employee of the Years given at HR Brunch
- ◆ Building Services had their annual Christmas Party at the Farm
- ◆ Grounds held their annual Holiday luncheon down in their shop.
- ◆ Grounds had Holiday Breakfast at the Presidents House

Employee of the Year 2015

**JODI CHAMBERS
BEVERLY TAYLOR
BURDETTA LINDSEY
TERRY GROSH
NATHAN HALE
DANNY JOLLY**



- Choose Your Attitude
- Play
- Make Their Day
- Be Present/Be There





OUR DFM MISSION

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