

# February 2017

## *Facilities Management*

### *Monthly Report*



*Delivering The Experience*



Western Kentucky University

## THE DFM TEAM



**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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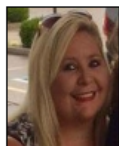
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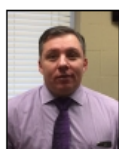
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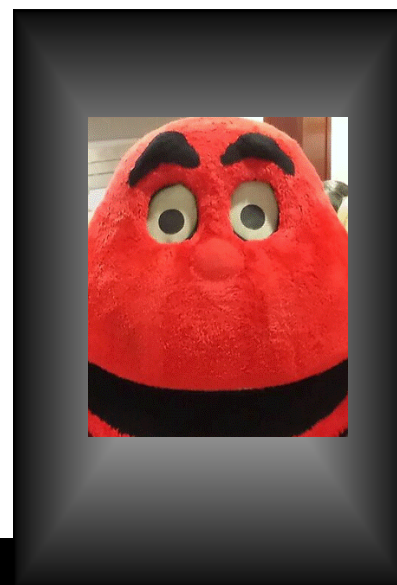
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## 2017 Monthly report Training & Development



Training:

- Safety New Hire Orientations Held
- Method of the Week/ Custodial weekly topics
- Weekly Safety Messages shared
- Safety Moments: Texting While Driving and Washing Hands
- Monthly Safety Training: Blood borne Pathogens and Vehicle Safety

### Summary of Training Hours for February:

Summary:

Training Course	# of Participants	# of hours	Total Training hours
Monthly Safety Training	275	1	275
New Hire Safety Training w/EH&S	8	3	24
New Hire Orientation	6	4	24
Weekly Safety Messages	316	.25	79
CEU Training HVAC & Plumbing	15	8	120
Leaders Training (POSH)	19	1	19

Total Number Training Hours for the month: 541 hours

# Work Order Statistics



Overall Routine  
Work Order  
Completion Rate  
87.4 %



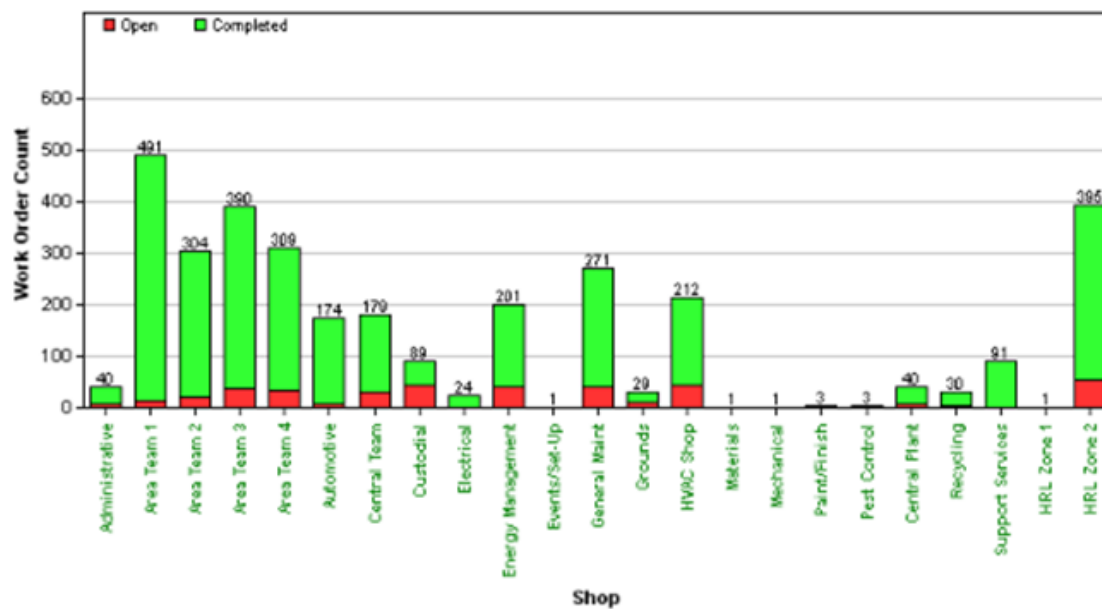
## Report Criteria

Report Period is between '02/01/2017' AND '02/28/2017'

### Historic Status of Work Orders Received

Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	81	9	11.1	72	88.9
Deferred	0	0	0.0	0	0.0
Emergency	0	0	0.0	0	0.0
Low	125	0	0.0	125	100.0
PM-Monthly	603	81	13.4	522	86.6
PM-Weekly	47	2	4.3	45	95.7
Project	16	3	18.8	13	81.3
Routine	2386	301	12.6	2085	87.4
Safety Issue	0	0	0.0	0	0.0
Special Event	21	4	19.0	17	81.0
Urgent	0	0	0.0	0	0.0
<b>Total:</b>	<b>3279</b>	<b>400</b>	<b>12.2%</b>	<b>2879</b>	<b>87.8%</b>

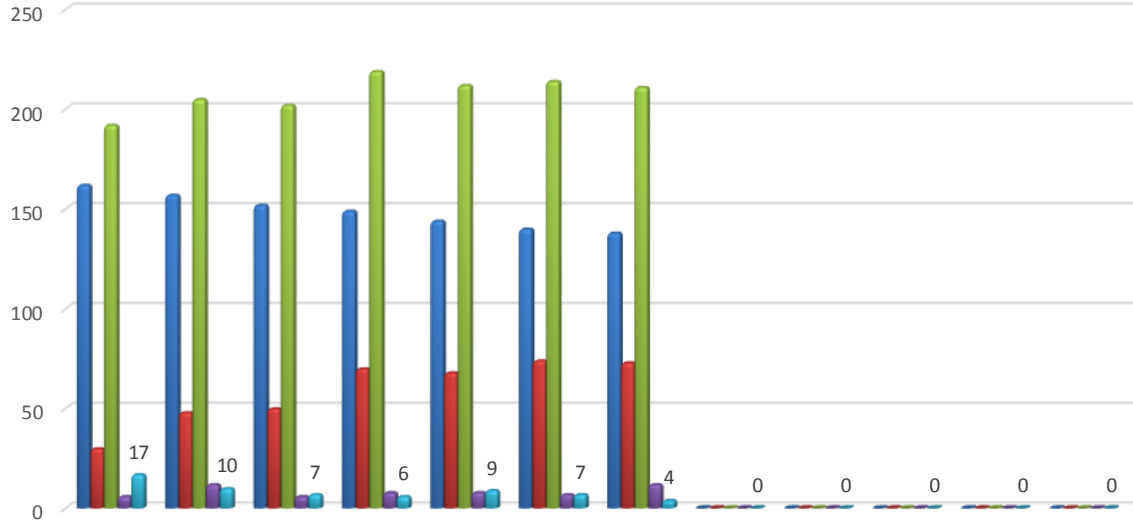
### Historic Status of Work Orders Received



# Personnel

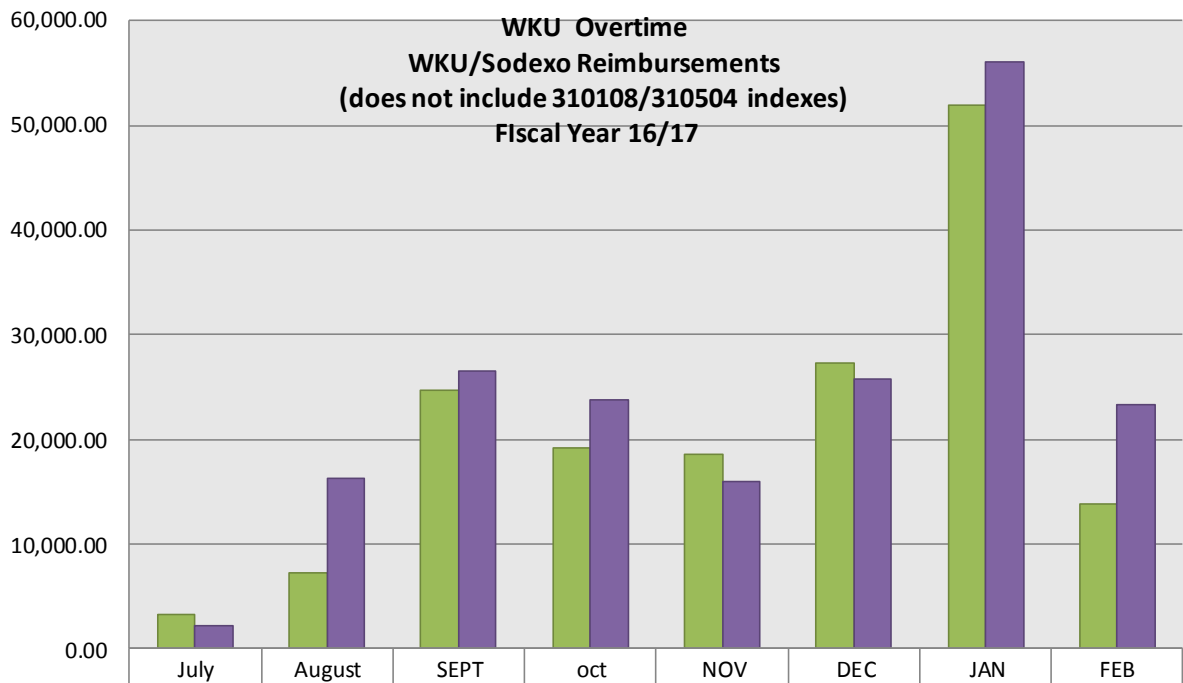


## SODEXO Staffing Report



	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
Former WKU EE's	162	157	152	149	144	140	138	0	0	0	0	0
Sodexo EE's	30	48	50	70	68	74	73	0	0	0	0	0
TOTAL SODEXO EMPLOYEES	192	205	202	219	212	214	211	0	0	0	0	0
TOTAL Terminations	6	12	6	8	8	7	12	0	0	0	0	0
Current Vacancies	17	10	7	6	9	7	4	0	0	0	0	0

## WKU Overtime WKU/Sodexo Reimbursements (does not include 310108/310504 indexes) Fiscal Year 16/17



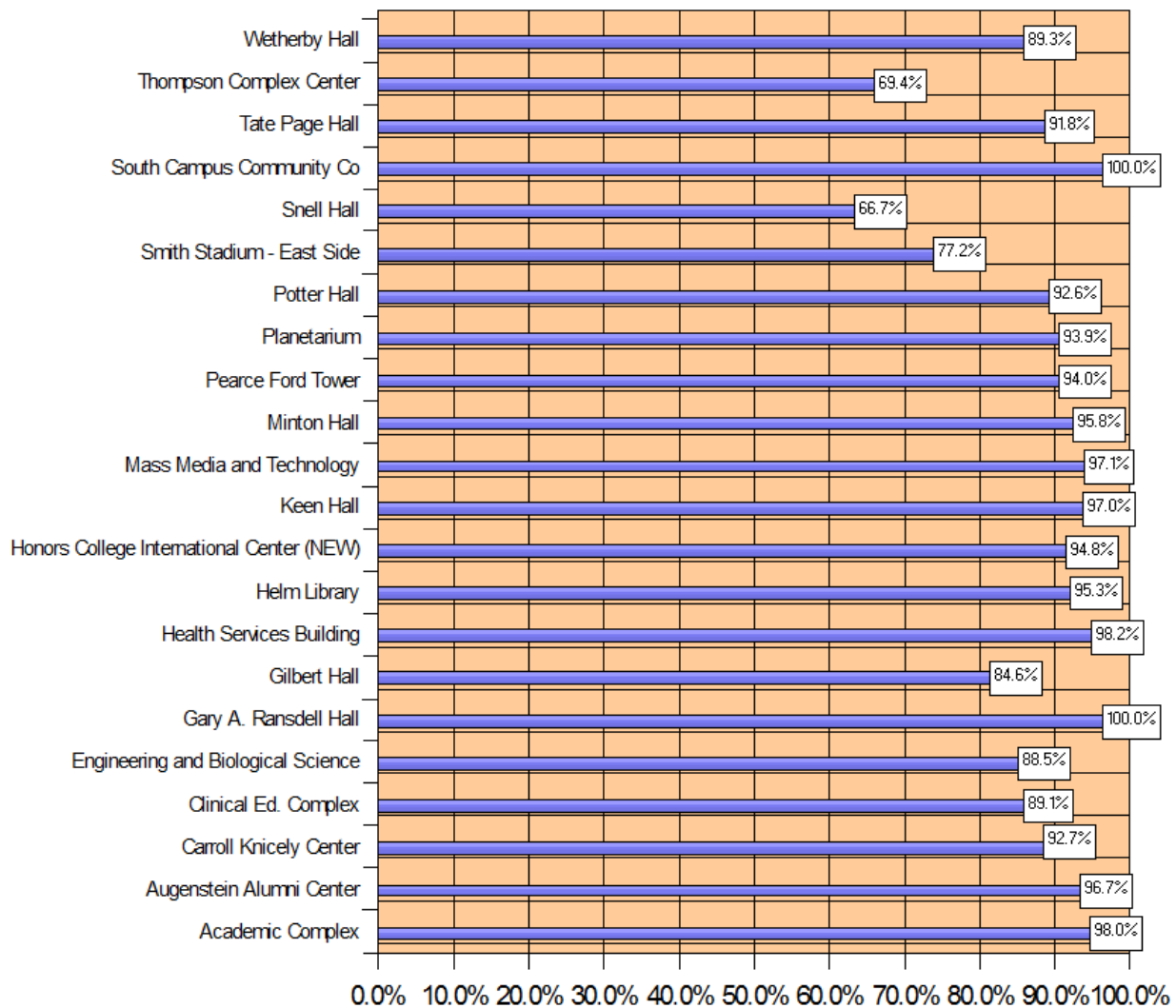
	July	August	SEPT	oct	NOV	DEC	JAN	FEB
16/17 OVT	3,329.71	7,300.41	24,760.53	19,212.10	18,586.83	27,247.26	51,975.91	13,799.58
16/17 Reimbursement	2,279.41	16,310.10	26,550.11	23,784.08	15,912.37	25,832.70	56,008.22	23,324.49

# Driving Performance

- Electrical consumption decreased 1.7% in January of 2017 compared to the same period in 2016. Cost increased by 3% or \$9,623. KW demand decreased by 4.8%. There were 665 heating degree days in January 2016 for a decrease of 30%, there were 0 cooling degree days.
- Western Kentucky University has been in a 5 Minute Response program with the Tennessee Valley Authority and Bowling Green Municipal Utilities for several years. This program has been of great financial benefit to WKU for its duration and unfortunately that program is coming to an end. Beginning October 1<sup>st</sup> the 5-MR program will be replaced by IP5. The basics of the program remain the same with WKU agreeing to reduce electrical load to 7500 kW if TVA declares a system emergency or potential emergency. Financial benefits are significantly reduced from the current 5-MR program, so WKU will see an unavoidable increase in electrical utility charges after October 1<sup>st</sup> 2017. Primary metering at the Forrest Drive and Jonesville substations will occur this summer that will provide TVA as well as BGMU with “live” or instantaneous load data which is the pre-cursor to change in how TVA calculates the “Demand Charge” portion of the substation electrical bill. WKU’s Energy Management group will continue to manage kWh usage and demand to help control these expected cost increases.
- A second phase of control system updates for Ivan Wilson Fine Arts Center has been developed and is currently in the engineering phase at Johnson Controls. Phase II will complete the replacement of obsolete pneumatic control valves, replace pneumatic controls on 40 electric re-heats, and update controls on six unit ventilators that were installed in 2005. Phase I is complete this month with all equipment placed back in service. Building efficiency and reliability were substantially improved by this project by gaining automated control over air handlers, re-heats, and unit ventilators.
- The installation of the new make-up unit and chiller is complete at Jones Juggers. The initial start-up and check out has been completed with final check out to occur the first week of March. Once in service the new unit should improve the control of indoor humidity and overall indoor air quality.
- Modifications to the valve actuators and control sequences are planned for the cooling towers at DSU. Presently whenever two towers/two chillers are required one of the cooling towers continually runs over onto the roof wasting water and treatment chemicals. This has been under review for a number of months without a clear solution. It is expected that the modifications currently being implemented will resolve this long standing issue.
- E&G chillers and cooling towers are being cleaned and readied for Spring start-up which is anticipated to be a bit early this year. All systems should be ready by early March with the exception of the system serving FAC and Music Hall. The condenser water tank is currently undergoing a rebuild and recoat that will extend its useful life for a considerable amount of time. The cooling tower is in the engineering phase and will be replaced later this year. All E&G cooling towers and chillers were evaluated and inventoried with a list developed for guidance to be used as part of a 5 year replacement plan. Some towers and chillers are or will approach the anticipated end of useful life cycle in the next 5-10 years.



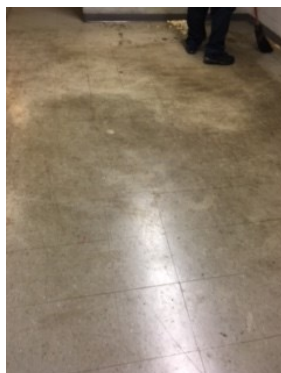
## Quality Assurance



Quality Assurance scores for custodial services utilizing our new Breeze System. **Average score for February 2017 was 91.5%**, based on 35 inspections completed. Breeze uses objective inspection criteria's, indicates corrective actions needed and identifies training needs. This tool will help us improve cleaning results by sharing performance results with employees and coaching on process improvements as inspections are completed.

### DRIVING PERFORMANCE

BEFORE



AFTER



**Environmental Services Department**  
**Driving Performance**

- A factory representative from the Tennant Corporation trained all supervisors and team leaders on equipment operation and maintenance for the many Tennant and Nobles scrubber and burnisher units we have on campus.
- Supervisors continue to evaluate staff members using the online Breeze software. Building ratings stand at about 91% efficiency for daily cleaning routines.
- Ten carpet extractors, six scrubbers and one burnisher were returned to service following needed repairs.
- Carpet care training was conducted with sixteen key staff members. Operation and service of the equipment along with the proper use of the carpet solutions were discussed in detail.
- Preparations have been made for detail cleaning to be conducted during the WKU Spring Break. Classroom detailing and carpet extraction will continue thru the spring break.
- ESA staff members assisted with eighteen basketball events at Diddle Arena over the month of February and early March.
- Staff members prepared two dance floors at Gordon Wilson for usage following issues with a cleaning product that made the floor too slick for use.
- Reachable window cleaning for February: Grise Hall, Cherry Hall, Mass Media, Honors and Fine Arts Theatre.
- Safety training attendance was 91.5% for February.
- Extensive training was conducted with several new employees that are designated for the night crew. They were trained and assigned to buildings and now are succeeding in a stand-alone role.

**Innovative Solutions**

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- A new Windsor Chariot walk-behind scrubber has been purchased and is now in use at TCCW and Snell Hall.
- Supervisors continue to evaluate staff members using the Breeze Online Software. Building ratings stand at about 91% efficiency for daily cleaning routines.
- Gerald Belcher attended Sodexo Diversity and Inclusion training in Chicago.
- Richard Cowan attended Soft Service training in Orlando, Florida.
- Office areas were restructured for ESA supervisors to enhance their organization and effectiveness.
- Staff members will be trained in chemical usage hosted by Staples in March.



## Completed Projects

- Completed air handler PM's at STH, Garrett, Police Station, Facilities, Preston, South Campus, Student Publications, Parking & Transportation
- HRL emergency generator PM's were completed
- Repaired mixed air dampers FAC AHU #1
- Repaired fan shaft and replaced bearings AHU #5 FAC
- Repaired gas furnace Waters Lab at CRD
- Replaced failed fan motor FCU 84 Diddle Arena
- Replaced 4 failed fan motors Preston FCU's
- Cleaned demisters AHU 1 MMTH
- Repaired gas furnace Student Publications 101
- Replaced boiler heat exchangers #4 boiler Diddle, #1 boiler MMTH
- Replaced condensate return pump at Grise
- Replaced DX9100 controller on AHU #2 at Cherry Hall
- Replaced static pressure sensor AHU #1 Honors Building
- Removed Onicon BTU meters from Diddle and Gatton, sent for recalibration
- Completed condensate return station PM's
- Assisting maintenance with E&G generator PM's
- Tested safety relief valves on #4 boiler
- Completed installation & start-up of chiller and make-up air unit at Jones Jagers

### **Area Team ONE:**

#### **Completed Projects:**

- WO 162199, replaced a bad motor on fan coil unit at PHAC.
- WO 163989, remounted 3 toilets in the women's restroom on the 1st floor of MMTH.
- WO 164917, checked the alignment on building heat/ hot water pump 1 at TPH.
- WO 164721, installed new motor and coupler on the unit ventilator in TPH 424.
- WO 163957, repaired the controls to the curtains on the basketball courts at PHAC.
- SR 1619, Lockers damaged by KHSAA football teams at PHAC.
- SR 1696, Ransdell Hall.
- Put car wash back on-line at South Street.
- Had water heaters inspected at Grise Hall, EBS and PDC.

#### **Pending Project:**

- Assist with Chiller replacement project start up at Jones Jagger.
- Install new dehumidifier in Tate Page Hall/ Dean's Conference room.
- Repair the drain on the 3 compartment sink at Carrol Knicely Center Catering kitchen.
- Replace the bad water valve under the stainless steel counter top in the kitchen at Knicely kitchen.
- Set up having the grease trap at the Brewery/ Old Mall pumped.
- Set up getting all of the backflow preventers tested in Old Mall

# Driving Performance

## **Area Team TWO:**

### **Completed Projects:**

- Baseball, Softball, and Track preseason work orders.
- Replaced a bad 110A breaker on one of the field light poles at Baseball.
- Repaired and retested the cooling tower backflow preventer at DSU.
- SR to replace the water cooler at Grise Hall with a water cooler/bottle filling station.
- D&M Electrical worked on the field lights at Baseball.
- Rick's Septic pumped the washing machine sediment trap at Smith East.
- Romak abated some asbestos containing pipe insulation at Grise Hall.

### **Pending Projects:**

- Repair a small leak on the 2nd floor faculty restroom at Grise Hall. We will also be installing a new shut off valve on the line. Scheduled for Spring Break.
- Repair and retest the backflow preventer on the main domestic water line at Smith East. Scheduled for Spring Break.
- Use a camera to inspect the sewer line at SSB (will piggy back on some other inspection work that needs to be done elsewhere on campus).
- Replace the exit signs on the 4th level concourse at Smith East. Replace the lighting in the old restrooms on the 2nd level concourse at Smith East.

## **Area Team THREE:**

### **Completed Projects**

- Farm- New horse barn installed new wall packs exterior.
- Farm- Riding arena – installed new exterior lighting.
- Gordon Wilson-Hot waterpump2 replaced coupling
- Wetherby-Cleaned " back flow preventer.
- Taylor Ag Center-Removed old water heater and capped.
- VanMeter- fountain assist contractor.

### **Pending Projects**

- Wetherby- Rebuild backflows on 4" main
- Cherry Hall- outside storm drain problems and wall leaks.
- Faculty House- animal problems. Winning"

## **Area Team FOUR:**

### **Completed Projects:**

- Unstopped clogged sewage drain on 1st floor of IEB
- Removed carpet, padding and tack strip at President's House
- Unstopped clogged urinal drain on 1st floor of GCC
- Replaced bad motor on fume hood exhaust fan at EST
- Replaced bad motor on exhaust fan in EST Ag greenhouse
- Replaced both water heaters at President's House

- Unstopped clogged urinal drain on 1st floor of GCC
- Replaced bad motor on fume hood exhaust fan at EST
- Replaced bad motor on exhaust fan in EST Ag greenhouse
- Replaced both water heaters at President's House

**Pending Projects:**

- Complete assigned PM's
- Add inline fan into radon vent line at President's House
- Repair leaking pump at KYB

**Electronics:**

**Completed Projects:**

- Softball preseason - completed
- Baseball preseason - completed
- FSH – completed replacement of two power supplies for “Chex-it” doors with readers
- Van Meter Hall – completed ADA access door modifications to tunnel door for the elevator
- COHH – completed preventative repairs to rear exiting electronic crash bars
- Maintained campus wide support and service for electronic systems
- Continued tech support for athletic events and special events

**Pending Projects:**

- EBS – access control migration from Software House to Lenel
- High School basketball regional games
- E-phone head fusing – perform as service is required or as time permits
- Continue campus wide support and service for electronic systems
- Continue tech support for athletic events and special events

**CENTRAL TEAM**

**Completed Projects:**

- Broken window replacement 2 in BCH and 1 in BLH.
- Completed SR painting in ASG for Parking and Transportation.
- Completed SR painting at TPH for PDC.
- Completed preseason works orders at Baseball and Softball painting at concession and press box.
- SR painting in Potter Hall completed.
- Removed shutters from 1700 Chestnut and repaired and painted complete.
- Repaired roof leaks at South Campus and Academic Complex.
- Cleaned out grout joint in women's restroom 1st floor MMTH and caulked it. Also, reattached wall tile behind commode.
- Reworked about 200 square foot of VCT in CEC that was loose on corners. We dried it out underneath it and continued to roll it with roller until it laid back down
- Repaired 1 of the leaking down spouts on AAC.
- Completed the SR for leaks in the roof in the building behind Taylor Center.
- New door installed in AEC holding arena next to roll up door and painted also painted the exterior door next to the restrooms in holding arena.
- Completed SR painting for athletics on West side of Smith Stadium.
- Completed the caulking around roll up door @ VM for Smitty

## **GIS**

### **Completed Projects:**

- Completed all PM additions and revisions in Maintenance Connection
- GPS new construction of Sidewalk along Mimosa Ave.
- Work with Brittany on ADA Compliancy around WKU Campus
- Create Piping Schematics for Cheese Shop at WKU Farm
- Program Automatic Generation of Report for Emergency Generator Hours
- Locate and GPS Waterlines at WKU Farm (House 1 area)

### **Ongoing Projects:**

- Update Assets details in Maintenance Connection database
- Continued mapping utility lines and features at WKU AG Farm
- GPS new construction and Photo's at New Parking Structure 3
- GPS new construction and Photo's at New Hilltopper Hall
- GPS new utility features at Ogden College Hall and various utility checks around campus
- Updated utility lines and features in GIS database
- Researched best practices to maintain GIS data

- **Nights and Weekends**

#### **Completed Projects:**

Conducting environmental/dew point monitoring in the following locations: MH Sub-basement, TPH 3rd floor center core, TPH 3rd floor center core, JJ 111 JJ 111A, TCCW 433, TCCW 4th Floor ceiling, Gatton 303, SSB Events Office, Snell 4107, Rhodes 507, Music Hall 111, GWH 200A, 200B and 310.

Replaced all ceiling tile in FAC 229 and got started on 227.

Installed gas piping for the new water heaters in the President's House.

Starting repairing lights in the parking structures on the weekends.

## **Stockroom:**

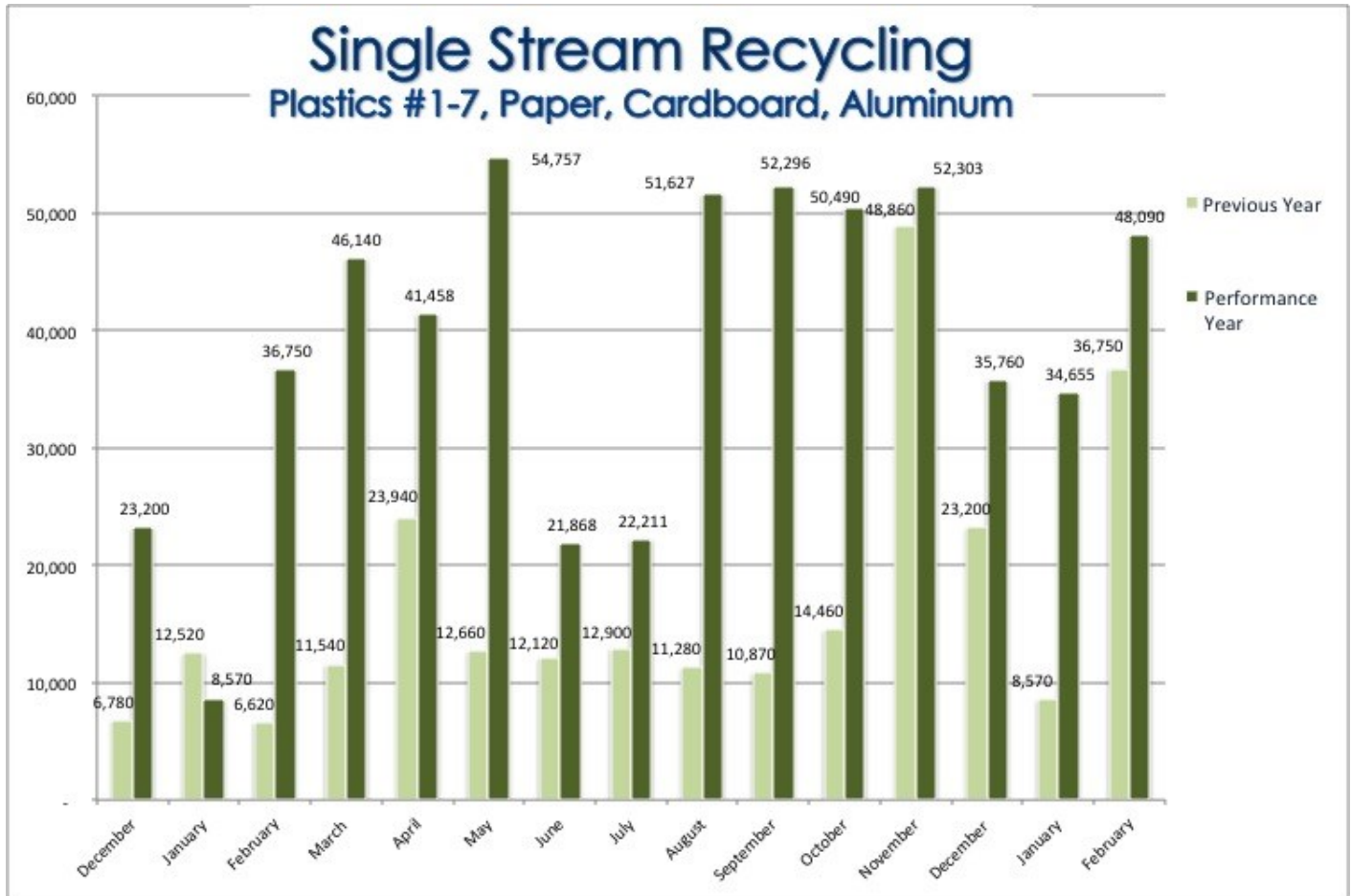
### **Completed Projects**

- Uniform and shoe orders placed for new hires along with replacement orders for existing employees
- Janitorial Supplies inventory
- Monitored quotes and placed orders for lamps and ballast not on contract
- Reorganized uniforms in stock.
- Inspections on Trucks
- Stockroom Safety Inspection

### **Pending Projects:**

- Continue monitoring on lamps and ballast quotes
- Work on common use lamps pricing and stock (Internal and external with vendor)
- Monitor and purchase of common general maintenance items with input from maintenance supervisors
- Work with Building Services Director and Manager to consolidate and reach an agreement on janitorial supplies so that we can again re-work delivery order form, and begin to put together a summer clean-up supply list together based on their projected project dates
- Run reports on warehouse usage of stock items to begin surplus of items to be depleted for summer agenda
- Training for new stockroom clerk
- Should be switching procurement card program from PNC to JP Morgan Chase within next 2 months. Waiting to hear from Pam Davidson, Procurement Card Administrator, on projected date. New cards will be issued and training schedules will be set within the next couple of weeks.

## SURPLUS and RECYCLING



As WKU's contract with its cleaning company that provides support for Athletic Events comes to a close, WKU is exploring cost-saving alternatives that engage students. In February, WKU Resource Conservation partnered with the Student Government Association, Athletics and Building Services to pilot a Stadium Recycling & Clean-up Program, which strives to engage student organizations across campus in Recycling and Stadium Clean-up in exchange for a \$500 donation to their organization or philanthropy. This pilot program was designed to assess student interest in the program as well as their accountability, and to determine efficiency and cost-savings compared to the existing cleaning company's. It was a HUGE success! Students signed up and showed up in great numbers; the quality of their work was superior to the existing company's, and the projected cost savings promise to be significant. Additionally, the program engages students in the Recycling Program through hands-on experience, encourages positive behavioral changes, and further promotes recycling through fan outreach. Go Tops!



## **Completed Projects:**

### **Maintenance Projects**

- Our team continued to go through buildings and fix problems as they arise.
- HRL went through and evaluated many of our hydronic systems.
- HRL made adjustments and repairs that HRL can make and are getting together a list of projects to have contractors repair.
- Planned and organized our spring break projects.
- HRL evaluated building filters in every hall to determine what filters HRL had to use up that inventory before getting more.
- Our team made several small repairs that were left from the busy winter during the slower times.
- HRL worked on updating our AHU Actuators, working valves, and P.M.s on all equipment.
- HRL assisted contractors in repair of DHW to laundry rooms.
- Adjusted and repaired Pneumatic system at gilbert hall.
- HRL also assisted with search for chill water leaks

### **Housekeeping projects:**

- Carpet at West lobby area and 1<sup>st</sup> floor hallway was completed
- 2<sup>nd</sup> floor north side carpet was completed
- HRL completed building inspections using the Breeze program.
- HRL hired 3 new ESA's and currently training them. Sasha Williams, Suri Castillo, Cheyenne Nevitt.
- HRL have worked on a Spring Break project list for housekeeping projects.
- HRL have cleaned the guest apartments at KY street apartments.
- HRL have completed Drives safety training and Bloodbourne pathogen training.

### **Upcoming projects:**

- Our team continued to go through buildings and fix problems as they arise.
- HRL went through and evaluated many of our hydronic systems.
- HRL made adjustments and repairs that HRL can make and are getting together a list of projects to have contractors repair.
- Planned and organized our spring break projects.
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**Innovative Solutions:** HRL have asked the vendors to show us any new innovations out there on equipment etc. HRL are looking at some new housekeeping equipment, an Ultra compact upright auto scrubber and a Dry foam carpet care system for spotting carpets. Jimmy Thomas of Kenway has showed demoed some new equipment for taking care of centiva. I will be looking at some new more efficient equipment that can help us clean the outside glass on our buildings.

**Customer Focus:** HRL have started out Q&A Breeze program inspecting housekeeping areas each week. HRL have also started our maintenance walks in mechanical rooms and will report findings to out Directors. HRL are looking at general repair and safety issues. A report will be sent to the Director of Housing for review. HRL are having daily huddles to help with communication. HRL are getting Team Leaders and Supervisors house-keeping training so they can receive a certification. HRL have an onboarding training program for new hires HRL are implementing.

**Enhanced Wellbeing:**

HRL have completed drives safety training and Blood Bourne pathogens training. HRL will be starting up the Hilltopper hero program and award an employee each month with a \$40.00 gift card.

**Driving Performance:** With additional trainings planned HRL hope to improve custodial and maintenance customer service.

**Strategic Vision: Vision—**HRL will be looking at ways to save money in any areas as HRL are always challenged by budget cuts. HRL will partner with E&G and look at some other misc. custodial supplies to see if HRL can save money using our buying power. HRL will look for any innovation and new products to better our housekeepers and maintenance. HRL 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.

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

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**.

