

MARCH 2016

*Facilities Management
Monthly Report*



Delivering The Experience



Western Kentucky University



THE DFM TEAM



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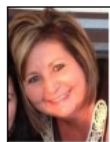
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Our Mission: Guided by our shared value, each one of us is fully empowered to consistently exceed the expectations of the university to insure a safe, clean and stimulating learning, working and living environment for all involved. To this end, we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





Safety, Training and

Professional Development

March 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 February was Electrical Safety and Extension cords. A combination of videos and postings in the communication board were utilized to teach these topics to team members.

The initial leadership series of trainings for all DFM Supervisors, “the Super Supervisor” came to an end this month. We finished the video series with Mildred Ramsey and completed People Skills 5 & 6 how to be a Role Model. As that class wrapped up, we started the next saga in the leadership series. This time, we are meeting in small groups by department with the Manager of that department present. Our first session covered common questions our team members get from customers while they are out doing their jobs. We will be scripting answers to these questions so all team members can consistently answer customer questions, have the resources to provide information to better serve the customer, and ultimately teach our team members how to provide consistent, quality customer service without crossing any lines. Next, Supervisors were asked to take a Meyers Briggs personality assessment, then were given a homework assignment.

Classes for The Disney Cultural Enhancement series also continued this month. Topics this month focused on communication. We discussed the communication process and explained how communication can go wrong very quickly. In order to demonstrate this, we conducted an exercise where several team members stepped out of the room and a story was told to a team member in the room. That team member would then call someone back in and relay the message to them. This continued until the original story was so distorted it made no sense at all. The group jokingly said how they would never believe any rumors ever again because now they knew how information became distorted so quickly. Other parts of communication covered were the types of non-verbal communication as well as how to use active listening.

Summary of Training Hours for March:

- Provided weekly safety training topics to all departments
- Provided monthly safety training to all departments
- The Super Supervisor series had its first two classes
- Cultural Enhancement classes
- GED classes

Mar-16

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	2	74
Cultural Enhancement	54	1	54
GED Class	1	2	2
Advanced Custodial Tech	24	1	24
			851

Total Hours: 851

March 2016 Work Order Statistics

*Overall Routine
Work Order
Completion Rate*

89.9%

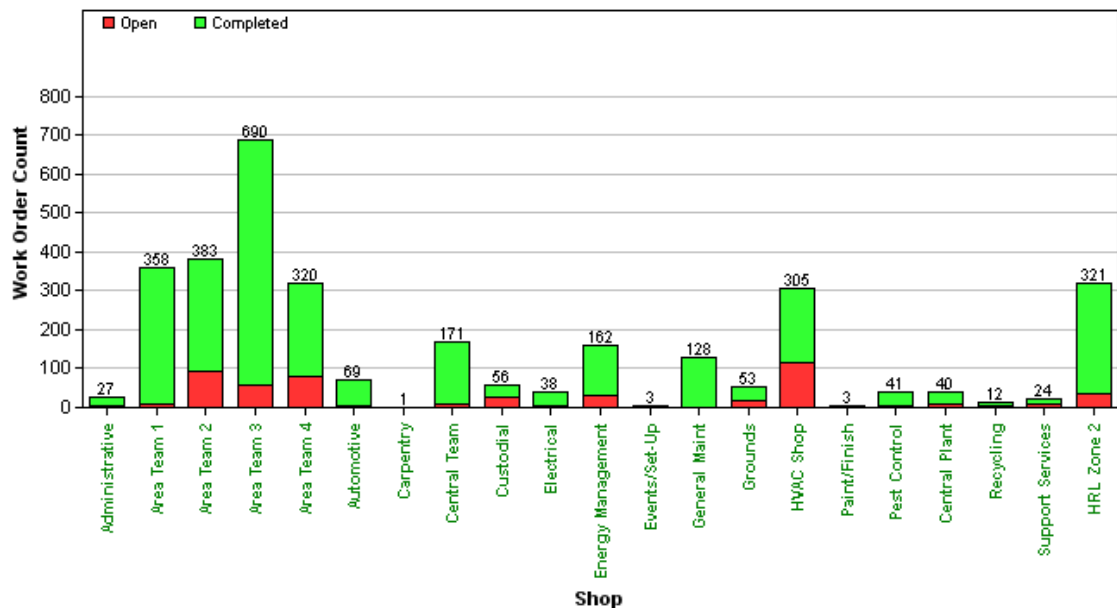


Report Criteria

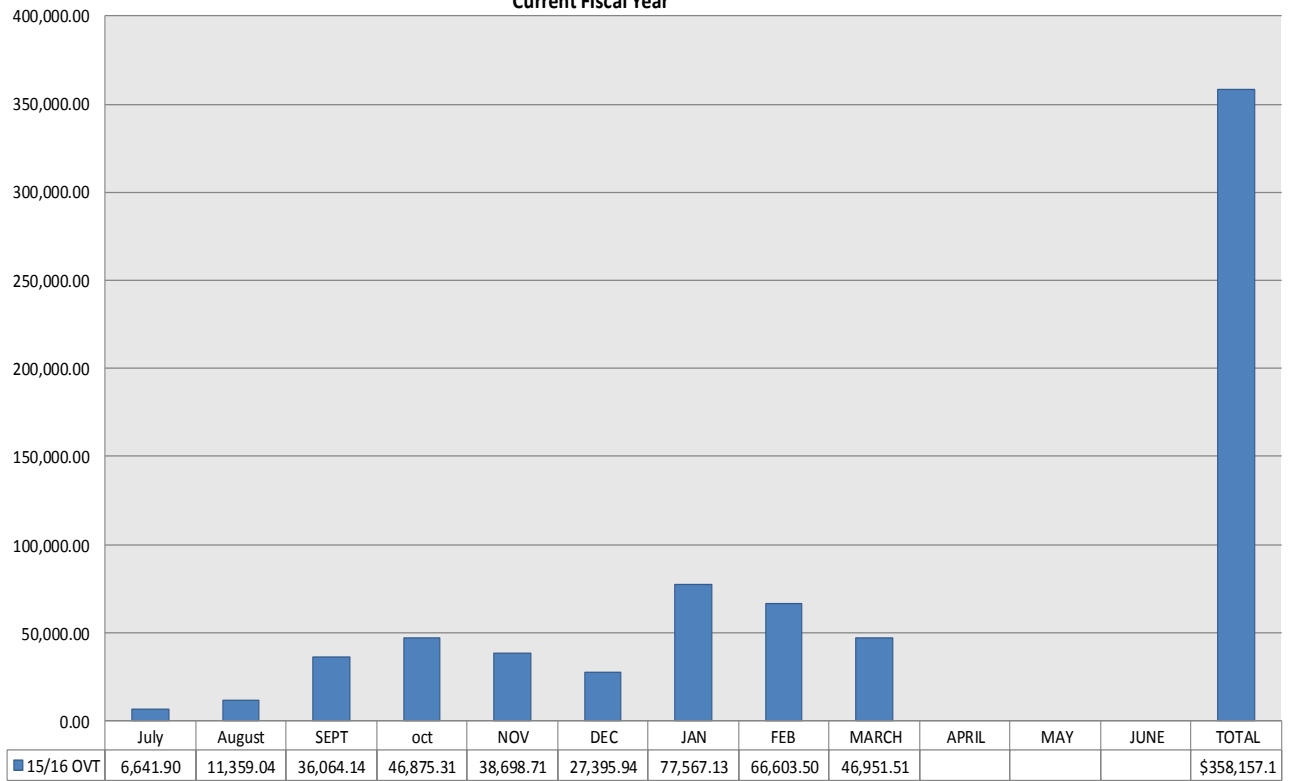
Report Period is between '03/01/2016' AND '03/31/2016'

Historic Status of Work Orders Received					
Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	61	7	11.5	54	88.5
Deferred	2	0	0.0	2	100.0
Emergency	0	0	0.0	0	0.0
Low	62	5	8.1	57	91.9
PM-Monthly	1054	291	27.6	763	72.4
PM-Weekly	15	12	80.0	3	20.0
Project	23	2	8.7	21	91.3
Routine	1954	198	10.1	1756	89.9
Safety Issue	0	0	0.0	0	0.0
Special Event	32	6	18.8	26	81.3
Urgent	2	0	0.0	2	100.0
Total:	3205	521	16.3%	2684	83.7%

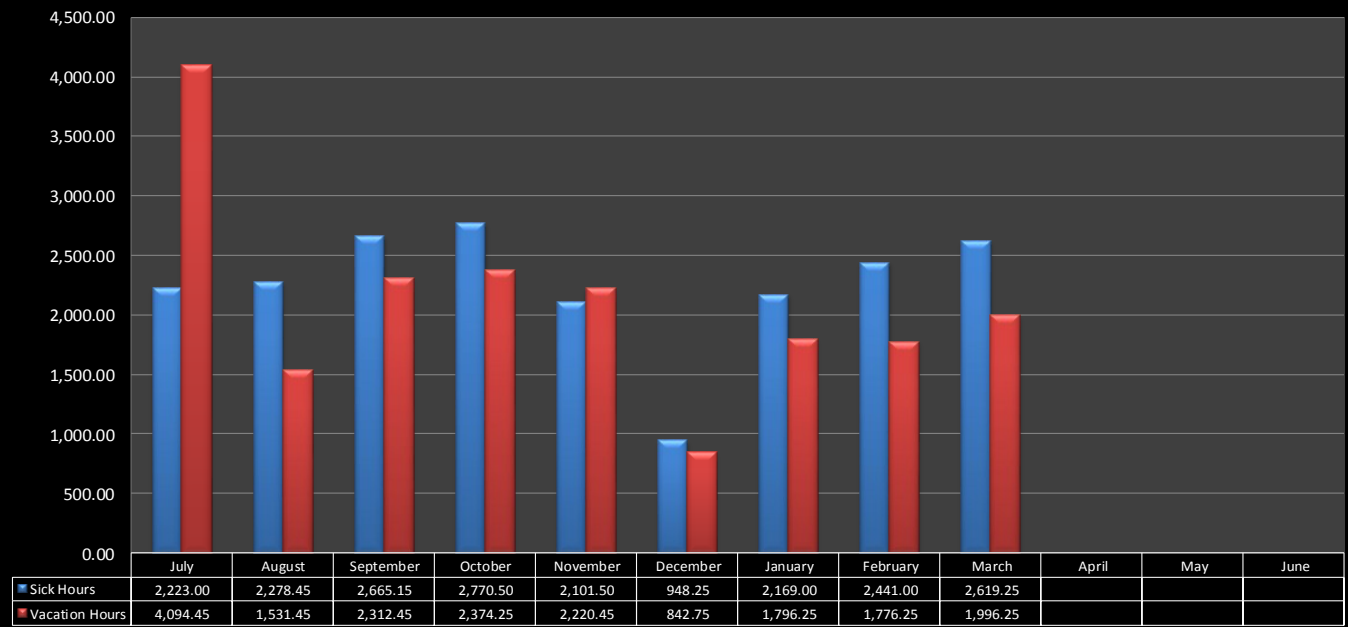
Historic Status of Work Orders Received



DFM Overtime
 (does not include 310108/310504 indexes)
 Current Fiscal Year



Current Fiscal Year
Sick and Vacation Usage



Driving Performance

- An aerial infrared survey of the campus was flown the evening of 2/28/16, the report has been received and analyzed. We have developed and prioritized areas of failed piping that will be replaced this coming summer. Until late last heating season we were at about 70% recovered return which is excellent. The last aerial survey was completed in November of 2013 a comparison of this IR scan to the 2016 scan was very helpful in determining what projects required priority. Several roof leaks have appeared in recent months with the most notable being at Jones Jagers, the IR thermography did show how widespread this roof leak is, as well as roof conditions for all buildings.
- As spring arrives and the weather warms chillers and cooling towers are once again readied for service. Winter PM's on all chillers have been completed, cooling towers have been cleaned, and chiller heat exchanger tubes have been brushed. The water treatment program has again proven to be successful with corrosion rates under control and deposits of scale almost non-existent. It is anticipated that the heating to cooling seasonal changeover will occur by mid-April.
- Electrical consumption decreased 1% in February of 2016 compared to the same period in 2015. Cost decreased by 3.7% or \$12,285. KW demand decreased by 4.8%. There were 697 heating degree days compared to 1007 in 2015. There were no cooling degree days. Natural gas consumption at the Central Heating Plant was down 23% from a year ago. The weather was significantly warmer than February of 2015 with 31% less heating degree days.
- Energy Management implemented full scheduling at the newly completed Honors College & International Center building. Cold weather finally arrived late in the month allowing EM staff to finally shake out the control system and evaluate both controls and equipment under near design conditions. The usual challenges presented themselves with a few areas that refused to heat properly and 50% of the air handlers that would not stay online. Several settings were altered and a few air flow changes were implemented that show promise to resolving the issues found to date.
- A project at Jones Jagers that will replace the make-up air unit #1 and the 1992 York chiller is under final review. This project will be managed by Planning Design & Construction, equipment is expected to be ordered in early April.
- Purchase orders have been issued for air handlers, installation and limestone removal to accommodate the air handler replacement project at Helm Library. Lyons Service Company will perform the mechanical portion and since removal of the limestone gable ends will be required, Williams Restoration will be used for this part of the project. Williams will also be cleaning, tuck pointing, and sealing the limestone walls. The decorative terracotta band around the top of the wall will also be completely restored. The air handlers at Helm have been in continuous service since 1953.



WKU Resource Conservation in the Community

March, 2016

Landfill Waste –to- Electricity

In March, WKU Resource Conservation visited the City of Glasgow's landfill where they are recovering Methane gas and converting it to electricity. They anticipate being able to supply 600 homes with electricity by the end of 2016.



Green Energy Fair, Richardsville Elementary School

WKU Resource Conservation was invited to participate in Richardsville Elementary School's Green Energy Fair, where local businesses and community organizations shared information related to sustainability and resource conservation. WKU's Coordinator of Resource Conservation was honored to serve as a judge for their Recycled Materials Fashion Show.

RecycleMania Update

As we wrap up our final week of RecycleMania, we are averaging a recycling rate of 19.9! This is up several points from 2015's average recycling rate of 13.0. Great job, WKU!

pg. 3



Completed Projects

- Completed parking area lighting repairs on Avenue of Champions
- HRL emergency generator PM's were completed
- Completed monthly roof PM's
- Energy Management replaced several damper actuators at South Campus
- Commissioned building automation controls at Gordon Wilson
- Replaced Fireye controller on #4 boiler
- Completed monthly Safety Training for February
- Completed duct insulation repairs at TCCW
- Completed pipe insulation repair at Cravens Library
- Completed painting projects in the Kentucky Building, MMTH, Jones Jagers, LT Smith, EST handrails, WKU Farm, and Snell Hall
- Completed replaced boiler vent stacks at MMTH, installed new combustion air fan
- Completed building and installing new doors on the milk barn at the WKU Farm
- Energy Management continues to trouble shoot controls at DSU
- Completed installation of replacement Mitsubishi AC unit TCCW 121
- Completed major repairs to the domestic hot water boiler at L.T. Smith East
- Completed steam distribution system inspection based upon aerial IR survey
- Developed steam & condensate pipeline replacement project scope
- Cleaned fouled coil and air handler #1 at Gatton
- HVAC installed new AC unit at T-Tas House
- Replaced return fan motor AHU #3 South Campus
- Completed air handler PM's Health Services, LT Smith East & West, EBS, Van Meter, Diddle Arena, Helm, Ag Expo, Soft Ball, Baseball, Kentucky Bldg. and DSU
- Replaced UV sterilization lights at Tate Page
- Rebalanced supply terminals Academic 114 suite
- Replaced bearings on Tate Page fan coil
- Energy Management completed 88 work orders and 36 PM's
- Corrected wiring on Potter Hall power meter
- Replaced expansion module for Bates Runner power meters
- Located closed mis-wired fire damper DSU
- Corrected programming HCIC main power meter
- Replaced failed damper actuators DSU air handlers 1, 2, and 3
- Augenstien Alumni corrected power meter programming
- Spring break summer projects. Carpets floor scrubbed and waxed.
- Continued to work on waxing and scrubbing floors in Gatton.

Completed Projects cont.

AT1:

- Area Team 1 completed a total of 267 regular work orders for the month.
- Area Team 1 completed a total of 67 P.M.'s
- Area Team 1's completed Spring Break/Monthly Projects is as follows:
- Repaired 5 showers in the women's faculty shower room at P.H.A.C.
- Repaired 5 lights on the basketball courts at P.H.A.C.
- Repaired the leak on the 1 1/2 inch water supply to water heater #2 at south campus, C.C.B. side.
- Installed new grease in the kitchen at Academic complex 2nd floor.
- Installed new 5 H.P. 3 phase Armstrong Motor on Standby building heat pump in penthouse mech. room at Gary Ransdell Hall.
- Installed new motors on 2 fan coil units at Tate Page Hall, 1 on first floor and 1 on 2nd floor.
- Installed 17 new condensate pans on unit ventilators in Tate Page Hall.
- Replaced 8 lights in pool area at P.H.A.C., some were box lights and some were can lights.
- Collected the domestic water main sizes to buildings within area 1 for energy management.



AT2:

- Setting up the portable generator at MMTH, testing the Generac generator once repairs were made, unhooking the portable generator from the building and tying the transfer switch circuits back into the Generac, then doing a transfer switch test to make sure everything was working as it should.
- Working with Craig Austin to make repairs to damaged circuits at the Creason Lot.]
- 14 high school basketball games, 2 Men's basketball games, 2 WNIT games, and the WGI drum and flag corps competitions." Completed 89 PMs, as of this morning.
- Getting ready for the first home track meet next weekend.
- Working on outside lighting audit that 2nd shift completed.
- Replaced leaking flex connector on Hot Water Pump #2 at LTSE.
- Worked on the garbage disposal at DSU several times this past month. Shanda Blair with Aramark is working with her employees to make sure the disposal is being operated properly.
- Cleaned up the mechanical room at LTSW, 2nd floor, Ave. of Champions side. Football moved their stuff to the shelving that Central Teams installed and the rest was sent to surplus.

AT3

- **Potter Hall:**
Installation of new hot water circulating pump.
Also cleaned mechanical room
Power down and repaired voltage reader for energy management
Replaced all fan coil filters



- **Potter Hall:** old chill water pump rebuild.



- Install new led lighting in recital hall at **FAC**.



- **Cravens Library** new chilled water pump



- Repaired circulating pump on air handler 13.
- Cleaned main mechanical room.

Van Meter Hall: Installed new lighting in stage area
Repaired storm drains. Cleaned mechanical rooms.

Cherry Hall :

- Installed lighting in hall ways.
- Cleaned Mechanical rooms.

AT4:

- Replaced bulbs in hanging lights on front of AAC with bucket truck.



- Ran conduit, wire and hooked up power for mini split HVAC units in 121 TCCW.



- Installed new faucet in EST 2nd floor men's restroom.



- Installed new baseboard heater in copier room at old international
- Installed new lighting timer for exterior lights at CEC
- Hung two new toilet paper dispensers at TTAS.
- Took urinal off wall and unstopped drain at EST 2nd floor men's restroom.
- Set up scaffold and replaced bulbs and ballast in TCCW front stairwell on the 4th floor
- Flushed interior water lines at 1702 Normal to get rid of sulfur smell.

Auto Shop:

- Monthly generator PM's.
- MMTH radiator leak/ repair.
- MMTH part II.
- Move and set up of portable generator.
- Lawnmower PM's for spring.
- Snow equipment inspections.
- Weld handrails at Van Meter.
- Weld handrails at FAC.
- Water trailer pump repair.
- Small water pump repair.
- Vehicle Semi annuals for 157, 24, 209, 69, 182, 162, 217, 56, 57, 38.
- Mud flap re-install on 176.
- DSU generators breakers turned off by contractors, had to trace.
- Intramural mower spring PM.
- South campus mower spring PM.
- Replace starter on bucket truck.
- Generator at AC starting problems, reprogram computer.
- Truck 56, replaced rotors and brakes due to salt and corrosion.
- Weld handrail on portable stairs at Diddle.
- Mantis and Honda tiller, bad fuel lines.
- Replace trailer light on wire trailer.
- Replace block heater at Potter Hall.
- Repair shift lever on trash Gator.
- Replace coil pack on 169.
- Smith Stadium radiator cap check, coolant check.
- General welding repairs
- General grounds equipment repairs



Night Maintenance:

Diddle Memorial behind COHH Lighting



We replaced one fixture and replaced a bulb and ballast in another. The fixtures keep getting water in them and we are sealing them better as we made repairs.

Heater House Hanging Gas Heater Install

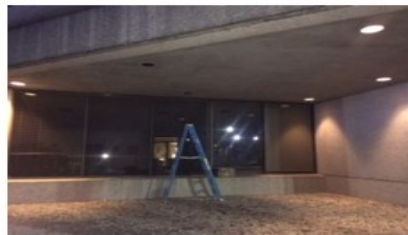


We have been in the process of installing a Reznor hanging natural gas heater. We have had to run new gas line, conduit and wiring as well as suspend the unit from the ceiling.

Chapel Installed new outside fixtures

We installed two new fixtures on the light bollards. We had a long lead time when we ordered the fixtures but finally got them in and got them installed.

Fine Arts outside Lighting

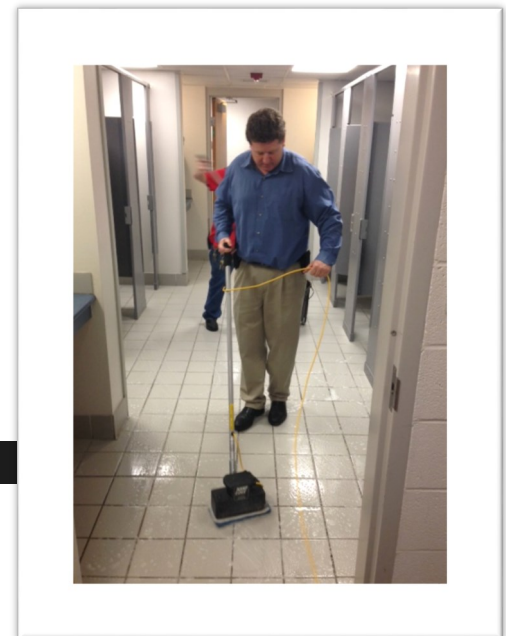


We have been repairing lights around the building. We found that many were out in the crevices of the building.

Pumping Grease Traps



We met the pumping contractor at Jones Jagers and at the Farmer's Market to pump the grease traps in the kitchen.



Housing and Residence Life Maintenance Completed Projects

- Team changed all filters in all housing dorm bedrooms.
- Replaced the heat pump units in Zach 125, and Meredith 329.
- Installed a new control board in McCormack room 301.
- Replaced coils that were busted this past winter in Minton room 312 and Gilbert 216.
- Replaced the coil in room 1117 at PFT.
- Replaced the defective actuator for the AHU on roof of West hall. We replaced all defective actuator valves in the new housing offices at west hall.
- Assisted contractors in the replacement of new hydronic heat exchanger at south hall.
- Installed new fan motor on Domestic hot water boiler #1 at east hall.
- Assisted contractors in the installation of new steam boiler at east. This project is still ongoing.
- Shut down and replaced leak on the domestic cold water valve at west hall.
- Replaced the dip tube in the water heater for the directors apt at Rode's.
- Installed a new recirculating line and tied it back in with the existing line to provide better hot water to the apartments.
- Rebuilt the hydronic pump at bates. Assisted with the filling of cooling towers at Zach and Meredith.
- Repaired leak in shower #3 at Minton on 3rd floor.
- Replaced the drain in leaking shower in Mclean room 211.

Housekeeping Completed Projects

- McLean – waxed kitchens and laundry room, fresh coat of stone sealer in lobby and buffed
- Southwest – buffed all kitchens (6) laundry rooms (2) and restrooms (2)
- McCormack – extracted all hallway carpet (6 floors) buffed all community restrooms (11) and buffed kitchens (6)
- Minton – scrubbed grout in bathrooms and shower rooms with the new Nano Edge (10 floors)
- Gilbert – extracted all hallways (4 floors)
- Started cleaning walk off mats
- Waxed all tile floors in front of Elevators at PFT.
- Scrubbed all restroom floors and sealed grout at Poland.



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. This is ongoing.

Innovative Solutions: Researching 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 trail. This has currently been set up at DSU and South campus and we are trying some of the product in the Resident halls using spray bottles. We have been working with E&G test the Lotus Pro with an ATP meter and getting good results. We will continue to test the product. We will also be looking at led lighting in some areas. We have tried the Nano edge cleaning tool to help us cleaning grout and restroom floors. We will be looking at a new Dell tablet for maintenance work orders to use out in the field

Customer Focus: Working on the summer camps schedule planning our summer cleaning and maintenance projects. We have made up or summer supply order for review. We have interviewed for our vacant supervisor position and hope to fill it soon. We will begin interviewing for summer temp help in April.

Enhanced Wellbeing: Pizza party in each zone was held for our staff for doing such a great job during our spring break projects.



The Sodexo Experience.

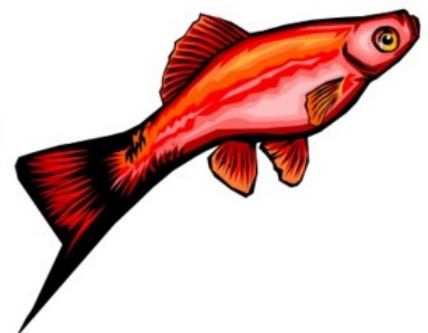
- ◆ Employee Recognition Board at DFM to spotlight and brag on our team members!
- ◆ Moving forward with 'team Huddles' for team members on a weekly basis to further develop and nourish employee's job satisfaction and feeling connected and valued
- ◆ Two Employee of the month given, Sodexo provides a 25.00 dollar gift card to each recipient.
- ◆ Weekly Huddles held with staff
- ◆ Safety meeting held
- ◆ Monthly Department meetings held

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

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





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