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.

THE DFM TEAM

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QUALITY OF LIFE SERVICES
April was another busy month for Training & Development. Areas of focus included: Safety training, the Leadership series training, GED classes, Cultural Enhancement classes, Sexual Harassment, and several other trainings.

The Safety topic for March was Hazardous Communication and Chemical Safety. A combination of videos and postings in the communication board were utilized to teach these topics to team members.

The Leadership series of trainings for all DFM Supervisors continued meeting in small groups by department with the Manager of that department present. We worked on completing the scripting for our most commonly asked questions, then completed the Myers Briggs Personality tests. We will be discussing those results in the upcoming classes.

Classes for The Disney Cultural Enhancement series have come to an end. We will not be starting another series until we have completed the Leadership series.

Other trainings this month included: Online sexual harassment training, CEU training for one manager, and Maintenance connection training for one of the area teams.

**Summary of Training Hours for March:**
- Provided weekly safety training topics to all departments
- Provided monthly safety training to all departments
- Leadership training
- Cultural Enhancement classes
- GED classes

<table>
<thead>
<tr>
<th>Training Course</th>
<th># of Participants</th>
<th># of hours</th>
<th>Total Training hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>MOTW Training</td>
<td>161</td>
<td>2</td>
<td>322</td>
</tr>
<tr>
<td>Monthly Safety</td>
<td>300</td>
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<td>300</td>
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<tr>
<td>Weekly Safety Msg</td>
<td>300</td>
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<td>75</td>
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<tr>
<td>Leadership</td>
<td>37</td>
<td>2</td>
<td>74</td>
</tr>
<tr>
<td>Cultural Enhancement</td>
<td>54</td>
<td>1</td>
<td>54</td>
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<tr>
<td>GED Class</td>
<td>1</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Landscape Architect</td>
<td>1</td>
<td>8</td>
<td>8</td>
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<tr>
<td>Sexual Harassment</td>
<td>300</td>
<td>1.5</td>
<td>450</td>
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<tr>
<td>Maintenance Connection</td>
<td>5</td>
<td>1</td>
<td>5</td>
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**Total Hours: 1,291**
APRIL 2016
Work Order Statistics

Overall Routine Work Order Completion Rate 90%

Report Criteria
- Report Period is between '04/01/2016' AND '04/30/2016'

<table>
<thead>
<tr>
<th>Priority</th>
<th>Received</th>
<th>Open</th>
<th>%</th>
<th>Completed</th>
<th>%</th>
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<tr>
<td>(All Other Priorities)</td>
<td>74</td>
<td>13</td>
<td>17.5</td>
<td>61</td>
<td>82.4</td>
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<td>0</td>
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<td>Low</td>
<td>129</td>
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<tr>
<td>PM-Monthly</td>
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<td>337</td>
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<td>PM-Weekly</td>
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<td>35.5</td>
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<td>Project</td>
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<td>Routine</td>
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<tr>
<td>Total:</td>
<td>3286</td>
<td>701</td>
<td>21.3%</td>
<td>2585</td>
<td>78.7%</td>
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Historic Status of Work Orders Received

Historic Status of Work Orders Received

<table>
<thead>
<tr>
<th>Sheep</th>
<th>Work Order Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admin/Issue</td>
<td>487</td>
</tr>
<tr>
<td>Area Team 1</td>
<td>389</td>
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<tr>
<td>Area Team 2</td>
<td>205</td>
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<tr>
<td>Area Team 3</td>
<td>217</td>
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<tr>
<td>Area Team 4</td>
<td>108</td>
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<tr>
<td>Area Team 5</td>
<td>72</td>
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<tr>
<td>Central Team</td>
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<td>English Col.</td>
<td>123</td>
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<tr>
<td>Events/Asst.</td>
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<tr>
<td>Grounds</td>
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<tr>
<td>Hypo Team</td>
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<tr>
<td>H-Mgmt.</td>
<td>13</td>
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<tr>
<td>Plant Control</td>
<td>105</td>
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<tr>
<td>General Plant</td>
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<tr>
<td>Printing</td>
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<td>Support Services</td>
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<td>HR, Zone 1</td>
<td>28</td>
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<tr>
<td>HR, Zone 2</td>
<td>261</td>
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</table>
Driving Performance

- An engineering survey of all of the large E&G building chillers has been completed which wraps up the preliminary work to identify what addition control devices and or points need to be added to all of existing chillers. Once completed a chiller energy optimization program will be implemented that should ultimately improve kW/ton efficiencies and provide operational trend data to the Metasys Enterprise Optimization dashboard for analysis and archive.

- WKU has participated in 5 minute response electrical load reduction program with TVA/BGMU since 2011. This single program has provided over $600,000 in credits to WKU. The additional HVAC equipment at DSU and Honors College was incorporated into “load shed” register this month. The Energy Management Group performed remote activation functional testing of this programming on April 26th and again on April 27th after several more changes were made to programming. Both tests were successful in reducing kW demand load to or below the contract protected maximum of 7500 kW.

- Electrical consumption decreased 2.2% in March of 2016 compared to the same period in 2015. Cost decreased by 1.64% or $5,491. KW demand decreased by 1.5%. There were 345 heating degree days compared to 561 in 2015. There were 5 cooling degree days. Natural gas consumption at the Central Heating Plant was down 31.6% from a year ago. The weather was significantly warmer than March of 2015 with 38% less heating degree days.

- Warm temperatures finally arrived mid-month ending the heating season and shutting down the Central Heating Plant boilers for the next six months. The transition to cooling was relatively uneventful with the exception of an unexpected chilled water pump failure at Garrett. A replacement pump was built, shipped, and installed less than a week after the initial failure.

- Five underground steam and condensate pipe replacement projects have been developed. Lyons Company will complete piping work assisted by Scott & Ritter, and Bluegrass Insulation. All project locations are expected to be complete along with the restoration work by the end of July.

- Custodial updates: Currently have 10 open BSA spots. We hired 3 supervisors, 2 internal – Susan Key and Steve Reynolds and 1 external – Sebastian Stanley. We also hired new custodial manager starting May 9th Gerald Belcher.

- Customer focus: Moved FAC BSA’s back to a 4am shift. Team seems to be catching on and fitting in with the new building. Customer seems to be pleased with this change. Still working on trying to move more buildings to the AM shift per request of the building coordinators.

- Innovative solutions: Purchased the new Hydro Pro and have put a team in place that will take care of window cleaning both inside and outside. We have also purchased six Omni flex machines to help in scrubbing the floors and distributed them to FAC, Gatton, Grise, South Campus, Preston, and Tate Page. The Omni Flex Auto-Vac is a crossover autoscrubber that cleans as well and as fast as a traditional walk-behind or ride-on autoscrubber – at a fraction of the cost!

- Williams Restoration has begun limestone removal to accommodate the air handler replacement project at Helm Library. Lyons Service Company will perform the mechanical portion which will start on May 16th. HVAC systems including the chiller will be shut down for the duration of the project which is expected to be complete by the end of July. Williams Restoration will also be cleaning, tuck pointing, and sealing all of the exterior 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.
Resource Conservation at Western Kentucky University

Out of Sight, Out of Mind?
Not this Week!

WKU Celebrates Earth Week

Weigh the Waste

WKU Resource Conservation, Dining Services, and SGA’s Student Sustainability Committee worked together to “Weigh the Waste,” an activity to raise awareness of food waste by weighing all post-consumer food waste generated during a mealtime.

Throughout Lunch service between 11-1 on April 21st, we collected 166.32 lbs of food and beverages!

Waste Characterization Study

On Earth Day, WKU Resource Conservation engaged the WKU Community in a Waste Characterization Study. Student organizations, classes, and volunteers were involved in sorting, categorizing, and weighing the contents of 2-days worth of waste from one trash dumpster and one recycling dumpster. Through this activity, we identified opportunities for reducing waste and improving WKU’s recycling program. Some results and learning outcomes included:

<table>
<thead>
<tr>
<th>Results</th>
<th>Learning Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Over 220 water bottles</td>
<td>Promote reusable water bottles</td>
</tr>
<tr>
<td>Paper Cartridge in trash</td>
<td>Educate about cartridge recycling</td>
</tr>
<tr>
<td>Food and beverage highest percentage</td>
<td>Raise awareness of food waste</td>
</tr>
</tbody>
</table>

Recycling by the Numbers

Single Stream Recycling ↑ 300% compared to 2015
Composted 3,360 lbs. of food waste last month
Recycled 8,030 lbs. of electronics
Landfill waste ↓ 7% compared to 2015
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
- HVAC replaced the furnace at 1790 Normal
- Replaced the primary chilled water pump at Garrett Conference Center
- Completed monthly Safety Training for April
- Completed seasonal changeover from Heating to Cooling campus wide
- Completed installation of steam control valves on the convertor at ES&T
- Completed painting projects in the Kentucky Building, MMTH, Jones Jaggers, LT Smith, EST handrails, WKU Farm, and Snell Hall
- Sanitized AHU and duct work Tate page 256
- Completed roof repairs at Heritage Building (Farmers Market)
- Energy Management continues to trouble shoot controls at DSU still finding issues
- Energy Management replaced failed relays on Knicely AHU’s 1-4
- Replaced bearings on Gary Ransdell Energy Recovery Unit, replaced wheel belt
- Completed steam distribution system inspection based upon aerial IR survey
- Developed steam & condensate pipeline replacement project scope
- Cleaned/sanitized AHU 202 and work out area at LT Smith
- HVAC replace UV light #1 Liebert at MMTH Data Center replaced humidifier fill valves
- Replaced bearings return fan motor Cherry Hall
- HVAC completed air handler PM’s Gary Ransdell, Potter, Academic, Music Hall, MMTH, and Service Supply
- Replaced UV sterilization lights at FAC
- Painted exhaust bonnets FAC roof
- Replaced bearings on Tate Page fan coil
- Energy Management corrected programming logic at IEB and Gordon Wilson
- Relocated photocell for Minton Circle lighting shutting lights earlier in the AM
- Boilers opened and cleaned ready for annual internal inspection scheduled 5/16
- Removed safety valves #5 boiler sent out for repair/recertification
- Repacked main steam isolation valve MH #38
- Installed new accent lighting for Honors College cupola
- Corrected fan coil installation issues at Gordon Wilson installed side stream filtration

- Supply Inventory was completed for all the buildings. We have set a par level for all buildings of 4 cases of toilet paper and 3 cases of paper towels.

- Diddle basketball court was treated with Recon a product provided to us by Hill yard. Recon helps to bring back the squeak on the floor. It also helps to protect and eliminate shoe marks.

- Diddle terrazzo floor part of it was stripped and a new product was tested on the floor. Product is holding up great on the area that was done, we are working on doing the rest of the terrazzo floor to have completed prior graduation.

- All rooms have been scrubbed and waxed in Gatton. We will have to go back through the rooms this summer.
Completed Projects cont.

Area Team ONE:

- Completed a total of 451 regular work orders.
- Completed a total of 95 Planned Maintenance Work Orders.
- Replaced the shaft bearings and part of the fan cage on the HVAC unit in TPH 211.
- Repaired main lighting circuit in back court yard at south campus/ several bad ballast, lamps, wiring and sockets.
- Replaced Taco circulation pump motor on A.H.U. #3 in upstairs mechanical room 145 Knicely Center.
- Replaced Bell and Gossett circulation pump motor on domestic water heater at South Campus.
- Installed new catch pan under Heat Loop pump in upstairs mechanical room 145 at Knicely Center/ this is to help protect the boiler from damage in case of leaks.
- We removed the LARGE number of old storied lighting fixtures in the penthouse mechanical room at MMTH. We saved the ballast and lamps from the fixtures but assisted recycle in removing from area.
- Assisted area Team 2 with restoring water to football stadium.
- Assisted area team 3 on seal kits for chilled water pump at WAB and condensate water pump at FAC.

Area Team TWO:

- Completed handrail inspection at Smith Stadium. Report was compiled and given to Mark Updegraff and Alfonso Casana. Met with Alfonso and John Sillman to go over scope of work and who was going to take care of various repairs. Our part of the work to start in May.
- Starting to line out Summer Projects.
- Completed 38 PM Work Orders.
- Supported several events in April to include: WKU Track Meet, Spring Sing, Earth Day festivities, Red, White and Brew Fest, Spring Football Game, Family Fun Day.
- With Nathan Brindley returning to work, we were able to get caught up on our Backflow Preventer testing.
- Worked with Ben Johnson and engineers on upcoming high voltage projects at Zacharias Hall, Meredith Hall, PFT Food Court and Preston.
- Worked with Ben Johnson to record serial numbers of underground switches for possible warranty work on defective components.
- Recorded nameplate data for all of the E&G building generators and put that information on the shared drive to help determine and implement technically correct PM processes/procedures.
- Items on our radar:
  - Check steam tunnel sump pump drain line in front of DSU.
  - Check storm drains in front of DSU.
  - Start cleaning gutter at LTSE and reseal joints.
  - Bleacher repairs at LTSE.
Area Team THREE:

Helm Lib clean up.

Exterior and interior of the electrical room in the basement.

Van meter Fountains

Start up and lighting repair

Installed new relief valve on HVAC system.

Potter Hall
Area Team FOUR:

Uncovered, filled and turned on fountain for the summer at Augenstein Alumni Center.

- Cleaned all mechanical rooms in EST in preparation for the building walk through.
- Cleaned all mechanical rooms in GCC in preparation for the building walk through.
- Installed new garbage disposal at EH&S.
- Cleaned building materials out of mechanical rooms and repaired all items from building walk-through at EBS.
- Replaced ceiling tiles, light bulbs and trim around columns in the KY. Room at KYB in preparation for wedding.
- Cleaned all air supply registers and surrounding ceiling tiles in rooms 203, 204 and 209 at KYB due to excess dirt and dust.
- Rewired motor for CW pump at GCC.
- Pumped manhole that was full of water in front of EST and checked for leaks.
Night Maintenance:

Outside lighting repairs at Baseball

We repaired multiple lights around the concession stand and indoor facility.

Lighting Repairs at South Campus

We made multiple repairs to lights around the court yard behind the building. There are 3 lights that aren’t tied into a circuit. We are awaiting a decision on what to do with those lights.

Fine Arts Fountain Valve Leak

Shut-off valve to the fountain had a pin-hole leak and had floor part of the 1st floor valley. He shut the water off and cleaned up the water.

Roof leaks during hard rains

We located multiple roof leaks during the hard rains this month.
Auto Shop: Addressed the following maintenance items:

- 4 monthly generator PM's.
- Quarterly generator PM's.
- Deck mount repair on Grasshopper mower.
- KY building generator battery charger/breaker failure.
- CHH generator low coolant and battery charger failure.
- Grasshopper mower weekly's.
- Broken shifter on Gator.
- Reels not working on small reel mower at softball/soccer complex.
- Reels not lifting on big Toro reel mower at baseball.
- Toro ZT broken belts.
- Wiring replacement on deck lift of GH.
- Oil sending unit replacement on generator at KY building.
- Push mower that would not start.
- Replaced tires on GH and Toro ZT mowers.
- PM Toro at SC and repair mulch on demand.
- Repaired flat tire on Gator.
- Vehicle 195 oil change/pm.
- Replace tire on special events van.
- PM on Vehicle 180.
- Tail light replacement on Vehicle 48 and 30.
- PM and stalling issues with 169.
- Tire replacement on Public Safety CSU explorer.
- Public Safety 84 broken lug and pending tire replacement.
- Hydraulic leak on new ATLV.
- Replace coupler and radiator on M3 GH.
- Snell Hall generator display screen issues and possible replacement (ongoing).
- Toro ZT idler arm and belt replacement.
- Various welding and on call fixes.
- Grounds equipment on call repairs.

### Electronic Shop

| APRIL | 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 | 1.5 | 1 | 7 | 1 | 1 | 1.5 | 0.5 | 0.5 | 5 | 21 | 19.27% |
| ADA Doors | 1 | 0.5 | 1.5 | 1.09% |
| Athletic Events | 3 | 4.5 | 2 | 1 | 6 | 16.5 | 12.00% |
| Athletic Equip | 3 | 2 | 1.5 | 6.5 | 4.73% |
| Cameras | 0 | 0.00% |
| Carillon / Bells | 0 | 0.00% |
| LED/Lighting | 3 | 1 | 0.5 | 4.5 | 3.27% |
| Clock Systems | 1 | 1 | 0.5 | 2.5 | 1.82% |
| Crossing Signs | 0 | 0.00% |
| Detex doors | 0 | 0.00% |
| Ephones | 0 | 0.00% |
| Fire Systems | 1.5 | 2.5 | 1 | 3 | 2.5 | 5.5 | 1 | 5 | 2.5 | 2.5 | 3.5 | 8.5 | 1.5 | 1.5 | 1.5 | 46 | 38.83% |
| Gmds Irrigation | 0 | 0.00% |
| Key Cabinets | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 4 | 2.91% |
| Security System | 0 | 0.00% |
| Sound Systems | 1.5 | 1 | 2.5 | 1.82% |
| Special Events | 3 | 1.5 | 4 | 0.5 | 1 | 3 | 0.5 | 2 | 1.5 | 4.5 | 21.5 | 15.64% |
| Misc / Mtg’s | 0.5 | 1 | 1.5 | 2.5 | 0.5 | 3 | 1 | 11 | 8.00% |
| **TOTAL** | 8 | 0 | 0 | 7 | 8 | 7 | 7 | 0 | 0 | 7 | 9 | 8 | 7 | 7 | 0 | 0 | 7 | 5 | 8.5 | 9 | 8 | 7 | 7.5 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 187.5 | 100.00% |
Housing and Residence Life

Maintenance Completed Projects

- Our team has ordered stock and made preparation for summer blitz.
- Moved all scrap to central location and recycled what was ready.
- Cleaned all building mechanical rooms and worked on identifying any problems in them and fixing them.
- We have all Lochinvar boilers correctly labelled with their respected disconnects.
- Replaced the blower motor in POD store at bates in the back office area.
- Replaced one of the coils in the keen hallway units. Still have two more to change and those are on order.
- Replaced water source heat pump in Zach room 311.
- Installed a recirc line to serve the domestic hot water line feeding the directors apt at Rode’s.
- Shut down and repaired main domestic cold water line serving 119, 219, and 319 at Southwest.
- Full rebuild on the hydronic pump #2 at bates.
- Transitioned all of our 2 pipe buildings from winter to summer mode.
- Assisted energy management and JCI with the startup of chillers and cooling towers in Gilbert, Rode’s, and McCormack.
- Continued to work on all AHU’s to ensure they are functioning properly.
- Serviced and cleaned ice machines in keen hall and Meredith hall, also inspected the machine parts to ensure their proper function.

Housekeeping Completed Projects

- Ordered and received summer cleaning supplies
- Worked on summer cleaning schedules
- Interviewed summer temps to help with cleaning
- Filled open supervisor position. Candi Boehmer
- Kentucky Street guest apartments cleaned.
- Started cleaning empty rooms at Rodes Harlin
**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 at new housekeeping equipment that may help us be more efficient. This is ongoing.

**Innovative Solutions:** Looking 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 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. In the near future we will be looking at the BREEZE housekeeping inspection tools that are electronic.

**Customer Focus:** Working on the summer camps schedule planning our summer cleaning and maintenance projects. We are also getting ready for move out weekend and summer school changeover.

**Enhanced Wellbeing:** We will continue our Hilltopper hero program with the help of our sponsor Staples. We give on $40.00 gift card per month to the employee that goes above and beyond.

**Driving Performance:** We will start Q&A building inspections and making rounds in our buildings checking for any maintenance, cleaning and safety issues. We are also looking for ways to improve our weekend cleaning. This is ongoing.
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
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.