

JUNE 2017

Facilities Management

Monthly Report



Delivering The Experience



Western Kentucky University

THE DFM TEAM



Gerald Belcher

Environmental Services Manager
gerald.belcher@wku.edu



Richard Cowan, I.C.E.

Director of Environmental Services
270-745-4916



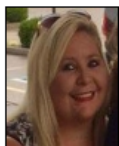
Dale Dyer, LEED AP

Plant Operations Manager
270-745-6179
dale.dyer@wku.edu



Rodney Hull, I.C.E.

Housing Facilities Manager
Southwest Hall 008
rodney.hull@wku.edu



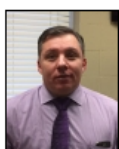
**Angie Jackson, PHR,
SHRM-CP**

Fiscal Service Manager
angie.jackson@wku.edu



Jennifer McLeod

Sodexo Human Resources Manager
Facilities Management
270-745-2290
jennifer.mcleod@wku.edu



Tim Salloum

Training and Safety Manager
270-745-5403
tim.salloum@wku.edu



**Josh Twardowski, CFM,
RLA**

Campus Services Manager
270-745-5820
joshua.twardowski@wku.edu



Dan Uhls, MA

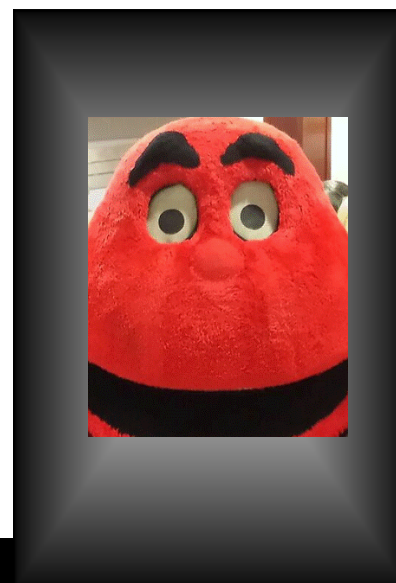
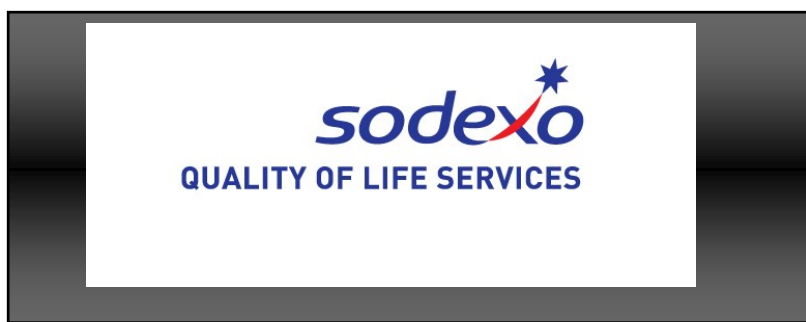
Maintenance Manager
dan.uhls@wku.edu



Mark Updegraff

Maintenance Superintendent
270-745-5821
mark.updegraff@wku.edu

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.



2017 Monthly report Training & Development

- ◆ Safety New Hire Orientations Held
- ◆ Method of the Week/ Custodial weekly topics
- ◆ Weekly Safety Messages shared
- ◆ Safety Moments: Fireworks Safety
- ◆ Monthly Safety Training: Heat Exposure and Slips, Trips, and Falls



Summary of Training Hours for June:

Training Course	# of Participants	# of hours	Total Training hours
Monthly Safety Training	299	1	299
New Hire Orientation	8	8	64
Weekly Safety Messages	312	.25	78
Leadership Training	19	1	19
Team Building	11	6	66
Fire Prevention New Hire	17	1	17

Total Number Training Hours for the month: 543 hours



Work Order Statistics



Overall Routine
Work Order
Completion Rate
83.4 %

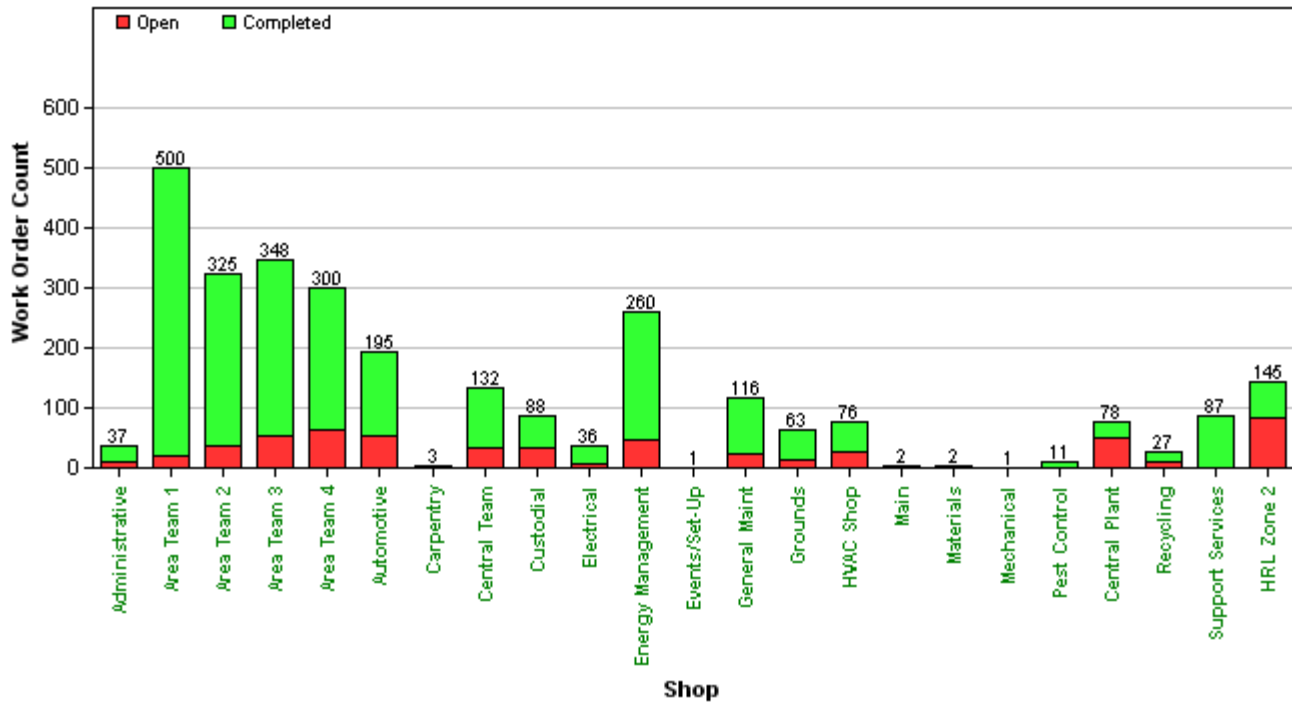


Report Criteria

Report Period is between '06/01/2017' AND '06/30/2017'

Historic Status of Work Orders Received					
Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	64	16	25.0	48	75.0
Deferred	0	0	0.0	0	0.0
Emergency	0	0	0.0	0	0.0
Low	122	3	2.5	119	97.5
PM-Monthly	616	218	35.4	398	64.6
PM-Weekly	67	11	16.4	56	83.6
Project	14	5	35.7	9	64.3
Routine	1930	320	16.6	1610	83.4
Safety Issue	0	0	0.0	0	0.0
Special Event	20	2	10.0	18	90.0
Urgent	0	0	0.0	0	0.0
Total:	2833	575	20.3%	2258	79.7%

Historic Status of Work Orders Received



Personnel



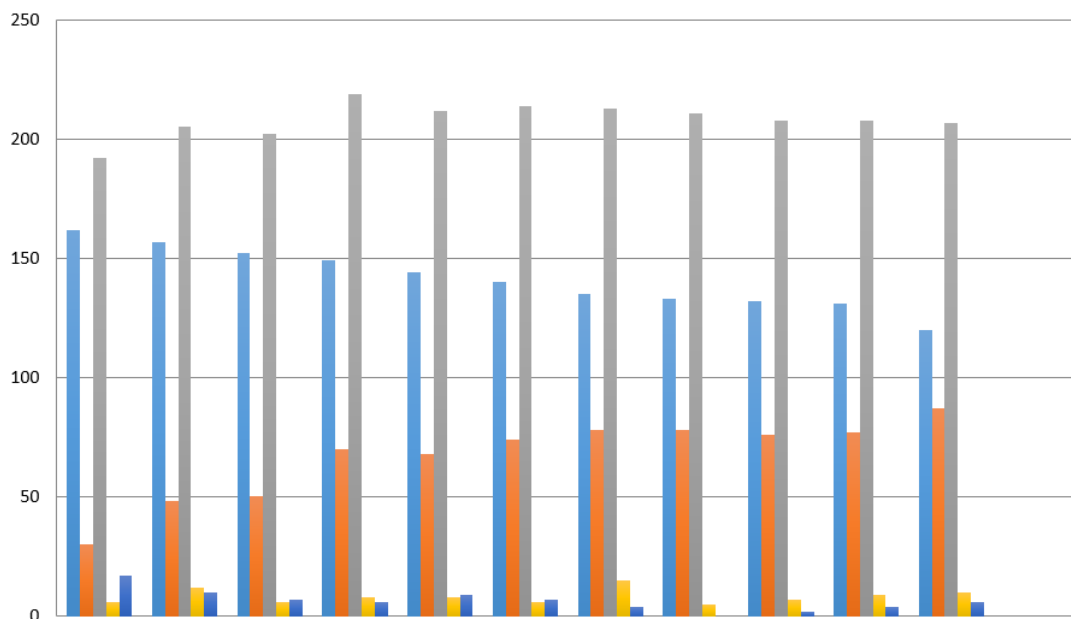
Sodexo Staffing Report

June Staffing

E&G= 139 EE's

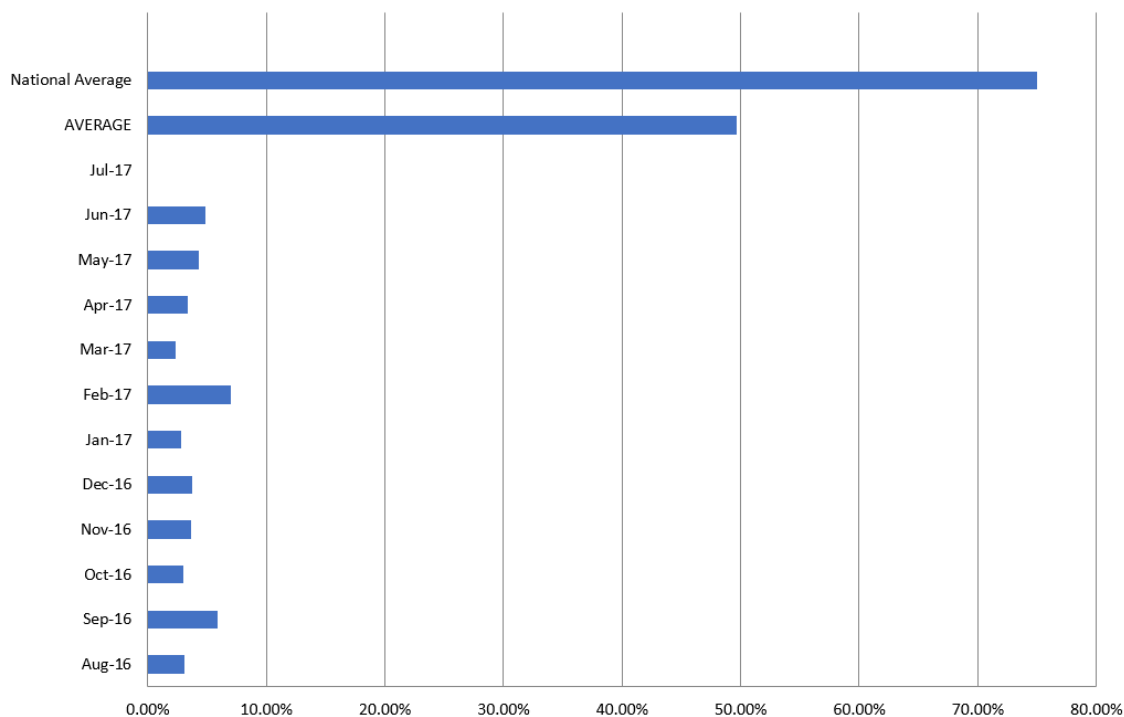
HRL= 33 EE's

Grounds=21 EE's



	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	135	133	132	131	120	0
Sodexo EE's	30	48	50	70	68	74	78	78	76	77	87	0
TOTAL SODEXO EMPLOYEES	192	205	202	219	212	214	213	211	208	208	207	0
TOTAL Terminations	6	12	6	8	8	6	15	5	7	9	10	0
Current Vacancies	17	10	7	6	9	7	4	-3	2	4	6	0

OVERALL Turnover%



June Turnover

E&G=4 NH; 8 Term

HRL=2 NH; 2 Term

Grounds=2 NH

Monthly %=4.83

Annual %=49.6

	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	AVERAGE	National Average
OVERALL Turnover%	3.13%	5.85%	2.97%	3.65%	3.77%	2.80%	7.04%	2.37%	3.37%	4.33%	4.83%	0.00%	49.6%	75%

Driving Performance

- ◆ Electrical consumption increased 5.5% in May of 2017 compared to the same period in 2016. Cost increased by 9.6% or \$30,471. KW demand decreased by 1.3%. There were 114 heating degree days in April for a decrease of 41%, there were 141 cooling degree days compared to 105 in 2016 an increase of 34%.
- ◆ A project to replace 120 high bay metal halide fixtures with LED lighting at the Multipurpose Courts in Preston Center is complete this month. This project will receive a TVA incentive of over \$7,800, while the Eaton Cooper Steeler fixtures will reduce energy consumption 71% while providing improved light levels on the courts.
- ◆ The Lost River Data Center LLC located in Western's Center for Research and Development has had ongoing issues with frequent and chronic upset caused by blocked strainers on the condenser water circuit. The original application used Y type strainers that have a very small surface to accumulate debris before substantial flow is lost tripping chillers offline. Alternatively basket type strainers could not be used due to the need to raise the drain down tank and associated piping in the space limited application. DFM Operations was introduced to redesigned strainer manufactured by Metraflex that has 30% more surface area and fit into the existing space without modification to piping. These were installed earlier this month and performance to date is as anticipated with no issues and no blocked flow events.
- ◆ A project to clean and paint the interior of HVAC ductwork at South Campus is currently posted for bid. That bid is to open July 5th at 3pm. Accumulated dust and debris originating from the internal fiberglass insulation is beginning to breakdown and migrate into the occupied spaces as airborne contaminants. Indoor air quality will be improved once the cleaning and encapsulation of the internal lining is completed.
- ◆ Three steam line replacement projects are underway to replace leaking steam and condensate piping. Several failed areas were found behind Academic complex with the failure caused by external corrosion of the pipe. This section is now complete and concrete has been re-poured. The section behind Bemis is 60% complete and awaiting the boiler inspector. The project adjacent to Zacharias has been excavated.
- ◆ The second phase building automation upgrades at Ivan Wilson Fine Arts continues this month. Installation of new summer/winter change over valves is complete, replacement of both cooling towers is also complete. The building heating/cooling loop was refilled and system re-started on June 30th. The projects control work will continue through July with an expected completion in early to mid-August.

Completed Projects

- ◆ Replaced variable frequency drive Cherry Hall AHU return fans 3&4
- ◆ HRL emergency generator PM's were completed
- ◆ Replaced failed battery and brought Kentucky Bldg. NAE back online
- ◆ Replaced cooling towers on Ivan Wilson Fine Arts Center
- ◆ Removed Onicon BTU meter at Poland sent out for repair/calibration
- ◆ Removed Onicon BTU meter at Barnes sent out for repair/calibration
- ◆ Disassembled and re-assembled HRL boilers to facilitate insurance inspections
- ◆ Replaced failed thermostats in Tate Page 337 and 335
- ◆ Replaced hot water system controller at Kentucky
- ◆ Replaced failed expansion valve room 1103 College High Hall
- ◆ Replaced failed actuator Garrett
- ◆ Repaired fusible link in fire damper at WAB
- ◆ Repaired failed damper linkage South Campus
- ◆ Replaced condenser water strainers at Lost River Data Center
- ◆ Replaced worn belt sheaves AHU 2 & 3 at DSU
- ◆ Rebuilt vacuum pump at Thomson Center Wing
- ◆ Replaced VFD on boiler at Smith East
- ◆ Recharged split system repaired another leak Craig Administrative Center
- ◆ Replaced pressure switches Tate Page air compressor
- ◆ Replaced fan cycle switches rooftop AAON unit at CRD Waters Lab
- ◆ Replaced condensate isolation valve in steam system manhole #5
- ◆ Completed VFD PM tasks at MMTH, Honors, Grise, and TCCW

Driving Performance Environmental Services Department

- ◆ Cleaning crews prepared the President's house for occupancy. Work crews from night and day shifts assisted in detail cleaning of the house and property. Daily cleaning has now been scheduled for Thursday mornings.
- ◆ Floor maintenance continues at the WKU Ag/Expo Center. Classrooms, offices, and corridors are substantially complete. Work is planned for the lobby area when new tile is installed during early July.
- ◆ Major waxing and cleaning projects are ongoing at the following academic buildings:
 - College High
 - Gary Ransdell Hall
 - Community College at South Campus
 - Snell Hall
 - Environmental Science & Technology
 - Mahurin Honors/International
 - Jody Richards Mass Media Hall
 - Tate Page Hall
 - Diddle Arena
 - Downing Student Union
 - Grise Hall
- ◆ Project cleaning is planned in July for:
 - Gordon Wilson Hall
 - Cherry Hall
 - Academic Complex
 - Gatton Academy
 - Smith Stadium
 - Diddle Arena 2nd Floor Lobby
 - DSU
- ◆ Project Cleaning continues in the following locations:
 - PS1 & PS2
 - DFM-Purchasing/Stock Room

Area Team ONE

Completed Projects:

- ◆ Assisted with the Power outage at PFT, Baseball, and PFT Food Court.
- ◆ Assisted with inside lighting project at PHAC. basketball court.
- ◆ Assisted roofing contractor at Jones Jaggers and PHAC.
- ◆ Assisted Masonry Contractor on project at Tate Page Hall.
- ◆ Repaired water leak on chemical feed line at PHAC pool.
- ◆ Rebuilt Building Heat/Hot Water pump #14 at Knicely Center.
- ◆ Replaced batteries in 4 Exit Signs at Knicely Center 208 area.
- ◆ Installed new motor on Exhaust Fan #5 at Jones Jaggers.
- ◆ Tested all backflow preventers at Old Mall Area (ICSET, COLLEGE HEIGHTS BREWING AND U.S.D.A.).
- ◆ Repaired leak on 2 inch copper domestic hot water main at Academic Complex/ Lancaster side.
- ◆ Repaired Exhaust Fan at Jones Jaggers in restroom 123C/Gym.

Area Team TWO:

Completed Projects:

- ◆ Replaced a bearing assembly on the hot water recirculation pump in Access Control
- ◆ Installed drain pan in bathroom in Access Control
- ◆ Service Requests for work in Diddle Arena: Clean up piping in pool mechanical room (176157, completed) and clean up piping in Swim-Ex Pool area (178282, underway)
- ◆ Replaced damaged ceiling tile and repaired some of the lights in DSU Auditorium (work order is still open, we have to finish the lights)
- ◆ BGMU is replacing the water meters for PUB and Diddle Arena
- ◆ Contractor completed concrete and brick repairs at Smith Stadium
- ◆ Contractor is working on concrete repairs at PS1
- ◆ Started replacing the lighting in the bathrooms located on the 4th level concourse of Smith East
- ◆ Repaired a leaking sump pump discharge line in the elevator #1 pit at Smith West

Area Team THREE:

Completed Projects:

- ◆ VMH - Installed new fountain pump.
- ◆ VMH - Repaired hot water cir line under building.
- ◆ GWH - Installed new room fans 2nd floor dance areas.
- ◆ GWH - Installed new attic insulation.
- ◆ FSH - Worked with contractor on punch list.
- ◆ Cherry Hall- Replaced valves on water main in pipe chase.
- ◆ Cherry Hall - Replaced motor on exhaust fan roof area.
- ◆ Cherry Hall - Worked with contractor repairing storm drain.
- ◆ Potter Hall- Repaired carpet problem areas - all floors.
- ◆ Wetherby - Cleaned all backflows due to water shut by contractor.
- ◆ Replaced broken plastic grease lines for exhaust fans 5 & 6 at Snell Hall with copper lines

Area Team FOUR:

Completed Projects:

- ♦ Cut out and replaced rotten floor in COHH 3125 and by the 3rd floor exterior doors
- ♦ Installed appliances, outside lighting and completed punch list at the President's House
- ♦ Replaced coupling on reheat boiler pump on 3rd floor at KYB
- ♦ Replaced main water line from meter to building at EST (Contractor)
- ♦ Replaced front entrance canopy lighting at Tower Food Court (Summer Project/lighting audit)
- ♦ Worked on exterior drain that was backing up into building at KYB

CENTRAL TEAM:

Completed Projects:

- ♦ Completed punch list on maintenance issues and painting @ Presidents House.
- ♦ Repaired floor issues in COHH classroom and hallway. Thanks to David Blankenship and Ben Spittler for letting me borrow David.
- ♦ Repaired loose and bad planks on fence at EHS.
- ♦ Painted all Common areas on all floors at EBS.
- ♦ Gordon Wilson Hall 200A scraped and painted wall plus painted medallions around big fans.
- ♦ New door installed at holding arena at AEC.
- ♦ Threshold's installed at the Equine barn at the farm complete.
- ♦ Painting completed at the Equine barn on SR.
- ♦ Handrail painting project campus wide completed.
- ♦ 3 different rooms Painted on SR's completed at GRH.
- ♦ Potter Hall Stairwell number project and touch up painting complete.
- ♦ Damaged drywall repairs and painted numerous locations campus wide.
- ♦ Various roof leaks campus wide repaired some still pending being checked after a blowing rain.
- ♦ Repaired a couple of broken banner poles campus wide.

STOCKROOM:

Completed Projects:

- ♦ Billing for DSU and HRL janitorial supplies
- ♦ Order Stock and scheduled Janitorial deliveries
- ♦ Monitored quotes and placed orders for lamps and ballast not on contract
- ♦ Monitored lamps to maintain a standard across campus on color to reduce inventory and cost.
- ♦ Sent list of Lamps to Dan for review of most common lamps used to send out for Contract.
- ♦ Researched, ordered and received supplies for HVAC, Energy Management, Steam Plant, Central shop, Night Maintenance, Grounds, Auto Shop, Recycling, HRL, Area Maintenance, HRL and special order items for Building Services.
- ♦ Monitored and reconciled participation with Melinda Peay and Phil Kinser in pilot procurement card program from PNC to JP Morgan Chase.
- ♦ Eric Belt completed testing for new JPMorgan Chase card.
- ♦ Utilizing Unimarket on one day bid process for items in various commodities to achieve lowest pricing on items.
- ♦ Completed application process for JP Morgan Chase procurement Cards to transition which should be in place by July 1.
- ♦ Complete Inventory in Main Stockroom and Janitorial Supply for year end.

GIS

Completed Projects:

- ◆ Completed all PM additions and revisions in Maintenance Connection
- ◆ GPS and Photos of Reworked Existing BGMU Meters at Practice Football Field, Smith Stadium East Side, Tate Page Hall, McClean Hall and Wetherby Administration Building
- ◆ GPS and Photo's New Steam Line at Academic Complex
- ◆ Working with new GPS Collector software made available from PDC Department
- ◆ GPS and took photos of new water line at EST
- ◆ Investigated water leak at Kentucky Building and Museum
- ◆ Located property corners at Colonial Court near Mimosa Alley
- ◆ GPS new fiber line at 501 Regents Ave
- ◆ Work with PDC to Update and Maintain Drawing Paper Copy Procedures
- ◆ Update and Organize 2nd Floor Drawing Storage Room
- ◆ Update and Organize Paint Shop Drawing Storage Area
- ◆ Verify assets and locations in all residential buildings



Completed Projects:

- ◆ In North East hall we cleaned and painted all room supply vents and recaulked all showers and sinks.
- ◆ Cleaned coils in all HVAC bedroom and completed all maintenance in rooms in Minton.
- ◆ Completed maintenance in Keen hall bedrooms.
- ◆ In Barnes we cleaned all HVAC coils in all bedrooms.
- ◆ Working on maintenance in Gilbert hall and KY street.
- ◆ Work with contractors on PFT power outage.
- ◆ We cleaned coils on south hall rooftop makeup air unit.
- ◆ Repaired leak on 4 inch water main in North hall mechanical room.
- ◆ Cleaned all of Mclean hall
- ◆ Cleaned SW and NE halls
- ◆ Cleaned all of Poland, Barnes and Meredith halls.
- ◆ Currently waxing the bedrooms at Minton hall
- ◆ Cleaned carpets North and south lobby, 1st floor west side carpets cleaned.



Innovative Solutions: We have asked the vendors to show us any new innovations out there on equipment etc. We 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: We will get started back when school starts on the Q&A Breeze program inspecting housekeeping areas each week. We have also started our maintenance walks in mechanical rooms and will report findings to out Directors. We are looking at general repair and safety issues. A report will be sent to the Director of Housing for review. We are having daily huddles to help with communication. We are getting Team Leaders and Supervisors housekeeping training so they can receive a certification. We have an onboarding training program for new hires we are implementing. We are working on a new way to students can report maintenance problems in the Residence Halls. Angie Jackson is working on this project and we are planning a small test group to see how students like this. We will be looking at tablets for our maintenance teams. We have started building bedroom walks in the summer to check buildings for any indoor air problems.

Enhanced Wellbeing:

We have completed our monthly safety trainings with ESA's and Maintenance trainings are caught back up for May and June.

We are working with Dan Uhls, Dale Dyer and SE engineering to help us with some indoor air quality issues at Poland and Keen hall.

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

Strategic Vision: Vision—look into the future We will be 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. We will look for any innovation and new products to better our housekeepers and maintenance. We are working with E&G side to make custodial operations more uniform across both departments.



Housing & Residence Life

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



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**.

