

June 2016

*Facilities Management
Monthly Report*



Delivering The Experience



Western Kentucky University



THE DFM TEAM



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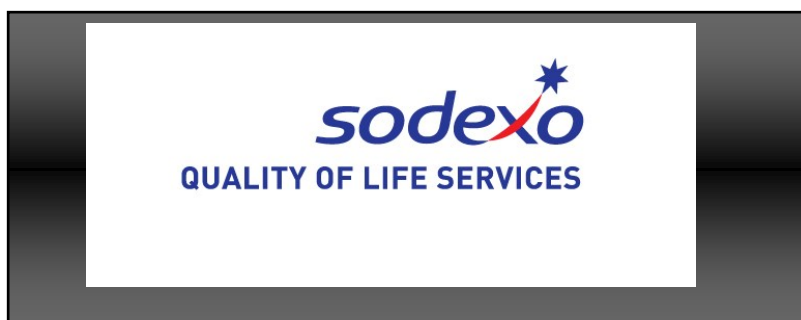
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Our Mission: Guided by our shared value, each one of us is fully empowered to consistently exceed the expectations of the university to insure a safe, clean and stimulating learning, working and living environment for all involved. To this end, we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



June 2016 Monthly report
Manager: Jennifer McLeod
Training & Development

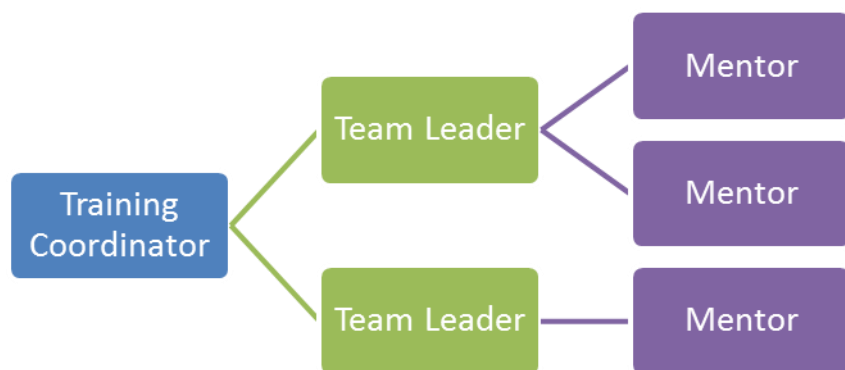


Training:

With the transition of the majority of our team members moving to Sodexo, June was largely devoted to incorporating Sodexo's practices/requirements into the program. The only training program being taught currently is our weekly and monthly safety programs.

The Safety topic for June was Heat Illness Awareness. A combination of videos and postings in the communication board were utilized to teach this topic to team members.

On-boarding and safety audits were the topics of focus for June. We are re-developing the onboarding process to include some automated, on-demand programs using Adobe Connect to assist the supervisors with the amount of time spent training. The on-demand courses will focus on policy, procedures and departmental overview so our new hire trainers can spend valuable mentoring time providing hands-on technical training. In addition, we are incorporating a new structure to enhance the on-boarding experience. This structure will be as follows:



Training Coordinator will be in charge of pre-employment communication, first day greeting, and all policy/procedure training. The T.C. will also conduct follow-up interviews as well as spot checks and re-training.

The Team Leaders will conduct all hands-on training to ensure all new hires are trained on proper cleaning procedures. Once complete, they will assign the new hire to a Mentor in the building they will be assigned

Mentors will then spend several days working side-by-side new hires to ensure they feel comfortable performing daily tasks. The amount of time spent with the new hire will decrease over a two-week period and they feel the new team members is ready to be released to work independently.

The Team Leader or Training Coordinator will step back in at 4 weeks, 8 weeks, and 12 weeks to conduct follow-ups with the new team member

In the realm of safety, we have hired a new student intern to assist with safety audits. He has been going through the audit checklist to ensure compliance and identify points of weakness that need to be corrected.

Summary of Training Hours for June:

Method of the week training: 322 hours

Provided weekly safety training topics to all departments: 75 hours

Provided monthly safety training to all departments: 300 hours

Total Hours: 697

June 2016 Work Order Statistics



Overall Routine
Work Order
Completion Rate
87.2%



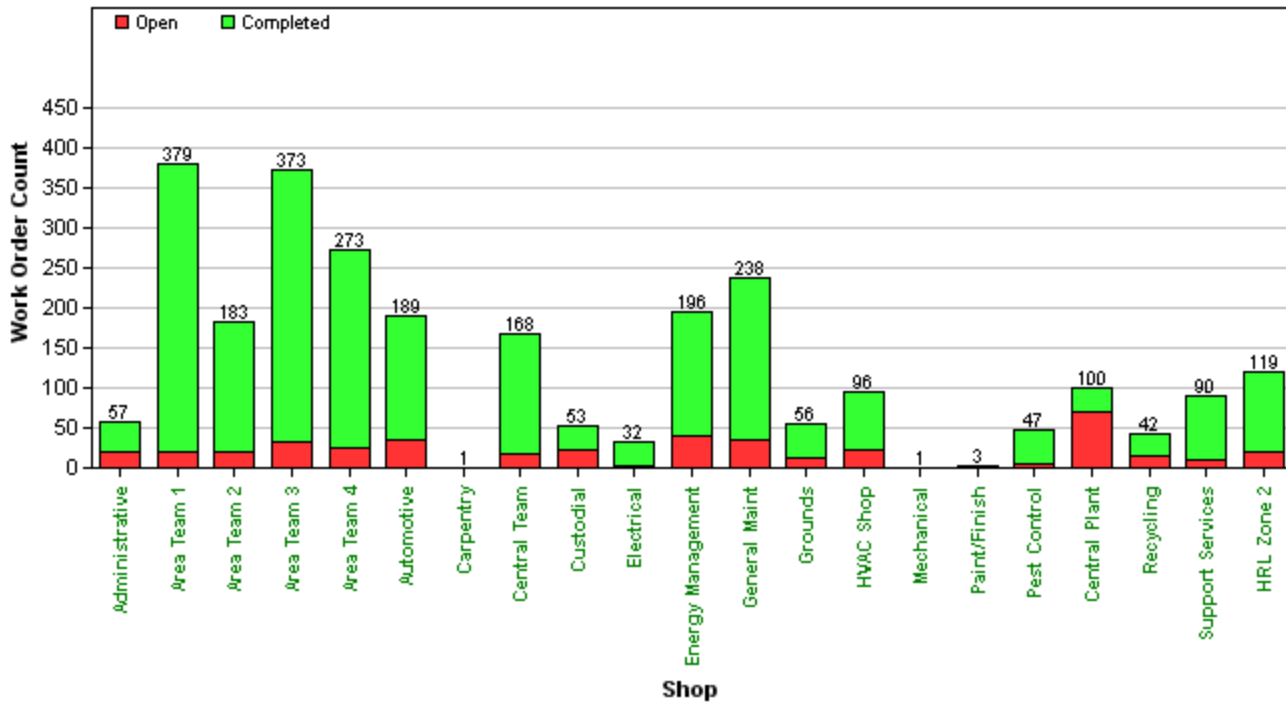
Report Criteria

Report Period is between '06/01/2016' AND '06/30/2016'

Historic Status of Work Orders Received

Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	64	8	12.5	56	87.5
Deferred	0	0	0.0	0	0.0
Emergency	0	0	0.0	0	0.0
Low	124	7	5.6	117	94.4
PM-Monthly	605	150	24.8	455	75.2
PM-Weekly	40	17	42.5	23	57.5
Project	19	7	36.8	12	63.2
Routine	1830	234	12.8	1596	87.2
Safety Issue	0	0	0.0	0	0.0
Special Event	14	0	0.0	14	100.0
Urgent	0	0	0.0	0	0.0
Total:	2696	423	15.7%	2273	84.3%

Historic Status of Work Orders Received



Driving Performance

- An engineering survey of Fine Arts Building Automation Controls has been completed which wraps up the preliminary work to identify the project scope and cost to replace the pneumatic controls. The first phase of this project will replace pneumatic controls on twelve air handlers. A purchase order has been issued to Johnson Controls, work is expected to begin by August 1st.
- There have renewed requests to evaluate the option of automated scheduling data to transfer from Astra into Metasys. Astra is capable of exporting schedules, however an interface must be developed in order to have it create schedules in Metasys. We have elected to pilot a small scale demonstration using Gary Ransdell Hall. Developers will build the interface and implement the program in the next few weeks.
- Electrical consumption decreased 6.86% in May of 2016 compared to the same period in 2015. Cost decreased by 5.8% or \$19,662. KW demand decreased by 6.9%. There were 194 heating degree days compared to 193 in 2015. There were 105 cooling degree days, a decrease of 27.6% over 2015. There were 113 heating degree days an increase of 146%. Day to day temperature swings were extreme this month compared to a year ago.
- The two new large air handlers serving all of Helm Library were hoisted into place this month. The project remains on schedule with piping and ductwork presently being installed. The gable ends of the building that were removed are expected to be reconstructed by early July with the entire project complete by the end of the month. Restoration of the building exterior is also underway.
- Underground steam and condensate pipe replacement projects have are complete at Southwest Hall. Preston Center replacement expansion joints are expected on site after July 8th. Failed piping was observed in both locations and was replaced. Failed piping was found at the Meredith location exactly where it was indicated by the aerial infrared survey. This project at Meredith is expected complete by July 3rd. Excavation on the Minton to Academic project is currently underway. 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 and appear to remain on schedule.
- Williams Restoration has begun the limestone restoration at Helm Library. Williams Restoration will also be 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. Work is expected complete by mid-August

Building Services Driving Performance

- Summer projects have started in many buildings.
- Rob and Todd are coming in at the morning to start cleaning windows. Preston, Steam Plant and EBS.
- Email was sent to me asking to have the equipment inventory completed by June 30th.
- Honors first floor lobby terrazzo floor was diamond cut and polished. Floor looks great.
- Floors are completed in EBS and Honors lobby area.
- MMTH computer lab carpet was cleaned.
- Music Hall is being deep cleaned complete project will be completed in mid-July.
- Behind schedule on EST and Snell projects.
- We have identified classrooms, offices, and corridors at Diddle Arena that need stripping, waxing, carpet cleaning, and detailing as schedule and personnel allows.
- Purchased a T7 rider to use in South Campus and it has been delivered and everyone has been trained on how to use it.
- Purchased a Gator for the window cleaning crew to us. We are working through some challenges with the process.
- Employees at Gary Ransdell Hall along with new seasonal BSA employees were trained in the Sodexo seven step cleaning process.
- Met with Cherry Hall they were inquiring about having BSA come to day shift to work. We told them that we will work on moving them. Cherry Hall crew after they get there summer projects completed.
- Met with CEC to discuss Joe Porter leaving and who will cover his shift. Judy Miller will get moved to CEC to cover the building.
- College High building moved to days on 6/13.
- We have 20 open BSA spots and 2 Team Leader spots deadline to hire is Tuesday June 28th. Come July 31, 2016 we have 11 BSA retiring.
- We are currently posting the Team Leader spots in house.
- All fulltime applications are turned in. We are currently waiting on the part timers to turn them in.
- We have received a few BSA from Quality some are doing well others not so well
- A lot of scheduled vacation for July that will effects projects and staffing levels in a lot of buildings.

SURPLUS & RECYCLING

WKU Resource Conservation



+ By the Numbers

*Total # of Items diverted from landfill
and donated to the Bowling Green
Housing Authority:*

6624

*3,366 items of clothing and
accessories*

1000 Hangers

1,779 Household goods

432 school supplies

*47 appliances: microwaves,
refrigerators, and televisions*

**1574 lbs. of
non-perishable food**

Lighten Your Load:

Waste Reduction and Building

Resiliency in the Community

WKU Resource Conservation assisted Housing and

Residence Life with their 9th annual move out initiative,

Lighten Your Load. At the end of Spring semester, students have the option to leave unwanted items in a collection box in their Residence Hall's lobby. After Move Out, these items are collected, sorted, and donated to the Bowling Green Housing Authority. This initiative diverts thousands of pounds of materials from the landfill, while providing community members in need with essential items such as food, clothing, and school supplies.



Completed Projects

PLANT OPERATIONS:

- Completed steam piping replacement at Southwest Hall
- HRL emergency generator PM's were completed
- Completed monthly roof PM's
- Energy Management replaced UNT controller on AHU 42 at Diddle
- Heat Plant inspected several HRL boilers with the insurance inspector
- Completed VFD PM's
- Operation Team completed monthly Safety Training for June
- Completed programming of Cherry Hall heat exchanger control valves
- Energy Management completed 68 work orders and 44 PM work orders
- Completed painting projects in Potter, Gordon Wilson, MMTH, Grise, and Academic
- Completed training on chiller plant optimization
- Completed star-up of hydronic systems at Gatton Academy
- Energy Management developed programming for convertor steam valves at Kentucky
- Replaced supply fan motor on AHU 7 at South Campus
- Installed cooling unit at Bell Observatory
- Replaced blower assembly unit 101 Student Publications
- Replaced NCE batteries in McLean and McCormick
- Alumni replaced supply fan VFD
- Developed work scope for Phase 1 controls update for Ivan Wilson Fine Arts Center
- Replaced final filters MMTH AHU 1
- Replaced canopy lighting at Grise main entrance
- Removed and replaced all wooden base room 105 Gordon Wilson
- Replaced cove base in halls at Academic Complex
- Replaced damaged ground lights at Diddle Arena
- Resealed Kissing Bridge
- Repaired drywall and painted canopy at Knicely Center
- Completed drywall repairs at EBS
- Installed new Mitsubishi unit room 311 FAC
- Completed stone sealant application at EST
- Started new heating boiler at Gatton

Completed Projects cont.

Area Team ONE:

Completed Projects:

- PM on all unit ventilators at JJH.
- PM on all exhaust fans at JJH.
- PM on the all of the HVAC units above the ceiling in Einstein Bagel shop at MMTH.
- Back flow preventer PM at MMTH
- Installed new domestic hot water recirculation pump at Parking and Transportation.
- Installed new control panels at South Street rain water reclaim tanks.
- Assisted with fire alarm panel project at MMTH (DFM Sponsored, executed by PDC) (\$23K)
- Assisted with mold issue on drywall in hallway on 1st floor MMTH.
- Executed a water outage for Academic Complex in order to install new stop valve.

Pending Projects:

- Working with day care staff at JJH to switch infant day care rooms and conference room.
- Working with CT on floor tile/drywall issues in MMTH
- Working with CT on floor tile issues at PHAC lobby area and entrance to fitness work out area.
- Cleaning all louvers inside fitness area at PHAC
- Cleaning all unit heaters above the basketball courts in PHAC
- PM on all HVAC units above the ceiling on the 1st floor of PHAC
- TPH HW pump change out (\$14K)

Area Team TWO:

Completed Projects:

- Completed handrail project at Smith Stadium.
- Completed resealing the upper deck gutter at Smith East
- Assisted Energy Management with a problem on the air handler at AAC.
- Repaired a bad sink drain on a bar sink located in the Harbaugh Club.
- Replaced the dielectric union on the hot water storage tank in the Heater House Mechanical Room.
- Contractors are working at Smith Stadium on various concrete repairs (\$14K).
- Completed repairs to PS1 ramp (\$5K)
- Contractors are working at PS1 and Grise Hall on various concrete repairs (\$7K).
- Alfonso Casana is overseeing a project at NDF (installing drain lines, tearing up the sod and replacing the baseball field with turf) (\$1.3M).
- Completed Main Gear inspection/cleaning in PHAC

Pending Projects:

- Repairing the lights in PS1.
- Continue working on outside light issues as they were outlined in the lighting audit.
- Getting Smith Stadium ready for the upcoming football season.
- Installing a backflow preventer at IMREC on the fire sprinkler water line

Area Team THREE:

Completed Projects:

- Replaced all ceiling tile, took down window shades and cleaned all light fixtures in GWH 105.
- Ran a new circuit for exhaust fan in CCOH.
- Installed new light in air handler in WAB.
- Repaired hot water pump, rebuilt large exhaust fan new shaft in VMH
- Repaired all stage lights. Cleaned and repaired fountains in FAC.
- Change out ball valve and piping for fountain in FAC
- Replaced Hot Water Heater in AEC (\$4K)

Pending Projects:

- Cravens Lib- install new water line and valves.
- Cherry Hall install new water valves.
- Cherry Hall window repair (\$25K)
- GWH Window replacement (\$151K)
- Reestablishing PM system in Gatton

Area Team FOUR:

Completed Projects:

- Replaced fluorescent lighting with LED lighting at KYB Quilt exhibit
- Removed old drinking fountains which were no longer in use from each floor at TCCW(summer project)
- Replaced condenser pump, disconnect and breaker at GCC(contractor)
- Replaced HVAC VFD on roof at AAC(energy management)
- Replaced canopy lights with LED fixtures at Pub Entrance in GCC
- Installed new faucet in paint shop at KYB
- Replaced GCC Condensate pump (\$19K)

Pending Projects:

- Install new air compressor for exhibit shop at KYB
- Replace bulbs in Snell Hall entryways with Genie Lift
- Complete assigned PM's
- Work on Summer Projects list items
- TCCW Condensate Pump Change-out (\$24K)

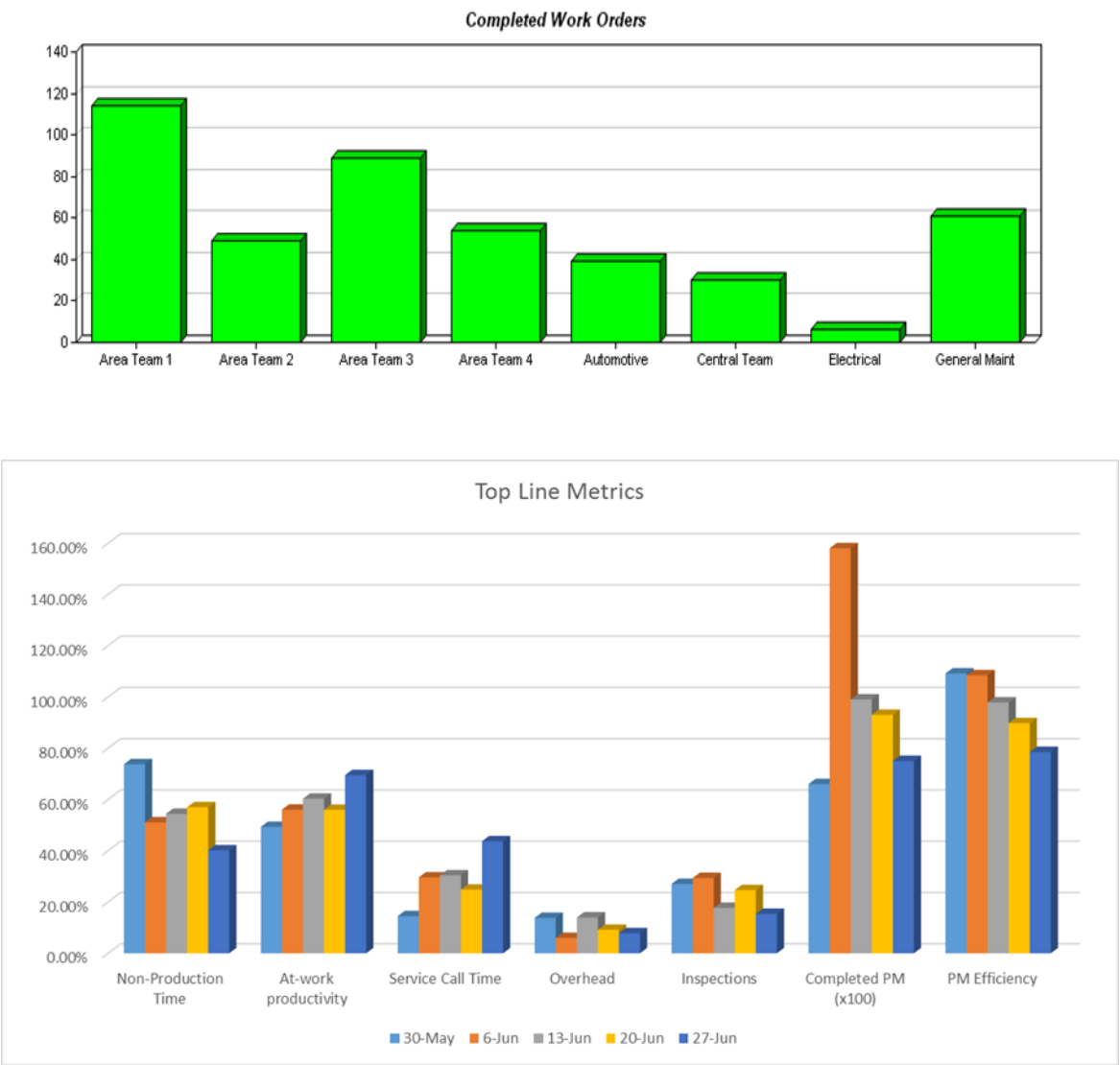
Nights and Weekends

Completed Projects:

- Conducting environmental/dew point monitoring in the following locations: MH Sub-basement, MH basement, MH 1st floor, MH 2nd floor TPH 3rd floor center core, TPH 401, TPH 427C, TPH337, GWH 109A, GWH 3rd floor, GWH Theatre.
- Emptied dehumidifiers daily in TPH on the 2nd and 3rd floors.
- Kept a check on campus pole lighting
- Changing ceiling tile in multiple rooms in Fine Arts. Room 264 is complete.

Pending Projects:

- Continue to monitor the temperature and humidity in the buildings. We ordered 10 more data loggers and plan to put more in Helm library due to the air handling units being changed over the summer.
- Continue to repair outside lighting on buildings around campus.
- Pick up work that the day shift can't get to as easily during the day.





Housing and Residence Life

Maintenance Completed Projects

- Our team completed the summer building blitz in Minton, Mclean, Gilbert, McCormack, Southwest, Bemis, Barnes, Poland, Keen, and PFT.
- Completed many rooms at the Kentucky street apartments.
- Replaced unit at 125 Zach.
- Ordered filters and preparing for a filter change in all dorms.
- Completely checked all air handlers and exhaust fans to ensure they are working properly.
- Assisted contractors in the steam line repairs at Southwest, Minton.
- Assisted in the cooling tower move at Meredith to gain access and repair steam line.
- Assisted with the install and start of new steam boiler at East Hall.

Housekeeping Completed Projects

- Keen-cleaned; camps in progress
- Poland-cleaned; camp in progress
- Bemis-cleaned; camp starting again next week
- Zach-cleaned (half way through carpet extraction)
- Meredith-cleaned (partially carpet extracted—waiting on air to come back on to finish)
- Cleaned KY street apartments both 1350 and 1355.
- Reclean on North and SW completed for camps.
- McCormack cleaned
- Gilbert cleaned.
- Minton 9th and 10th floor scrubbed and waxed.



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:

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 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. In the near future we will be looking at the BREEZE housekeeping inspection tools that are electronic. This is ongoing.

Customer Focus:

We have Rodes, our summer school building ready for summer school check in and on time. We have completed the first camp buildings and have them cleaned and inspected. We are working on some maintenance projects and assisting contractors when needed. We are working on the Sodexo changeover and have received employee applications.

Enhanced Wellbeing:

Estella Zachary won the Hilltopper Hero award for June and received a \$40.00 visa gift card sponsored by Staples. We provided pizza for the employees that worked the summer school transition weekend.

Driving Performance:

We will inspect every room after cleaning and will check for maintenance that has been completed. We have hired 9 seasonal summer temps to help us get ready for the summer camps. We are making sure buildings are ready for our summer camps.



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



OUR DFM MISSION

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