



# 2015 EXECUTIVE REVIEW

January 2015 – December 2015

Our Mission: Guided by our sl university to insure a safe, clean an provide the most efficient and effective routine and preventative maintenance services needed to support the educational goals of **Western Kentucky University**.



**WKU** Facilities Management

ly exceed the expectations of the involved. To this end, we will

# 2015 EXECUTIVE REVIEW

Delivering on the Experience, our 2015 Executive Review for Western Kentucky University.

This report provides an overview of our partnership and how we are creating exceptional student experiences on campus. Included you will find an update on progress made this past year, highlights of recent activities and events and an overview of our accomplishments.

In addition to your campus information, this report highlights industry trends that may be impacting your campus. We look forward to our continued partnership and another exciting year focused on creating exceptional student experiences and serving the needs of the campus community.

Sincerely,

*Trent Blair*, CFM

Director

WKU Facilities Management



## OUR DFM MANAGEMENT TEAM:

ANGIE JACKSON, PHR, SHRM-CP  
FISCAL SERVICES

DALE DYER, LEED AP  
PLANT OPERATIONS

RODNEY HULL, I.C.E.  
HOUSING

JENNIFER MCLEOD,  
TRAINING AND PROFESSIONAL  
DEVELOPMENT

JOSH TWARDOWSKI, CFM, RLA  
CAMPUS SERVICES

JUDY BLANKENSHIP,  
BUILDING SERVICES

RICHARD COWAN,  
DIRECTOR OF  
BUILDING SERVICES

MARK UPDEGRAFF, INTERIM  
MAINTENANCE SERVICES



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## Our Objectives:

To continue to meet the expectations of our growing campus community and to create and foster pride for both WKU and Sodexo we continue to strive for a high level of service and quality while controlling costs. As your campus partner, achieving a best in class performance that contributes to the university mission for life-long learning opportunities and enriching the quality of life for those within its reach. We work together to align the campus infrastructure with the University needs. Sodexo demonstrates this by the following:

- Responding in a timely manner
- Identifying and correcting facilities needs
- Helping with awareness of environmental stewardship
- Providing responsible fiscal administration
- Investing in the education and development of DFM personnel

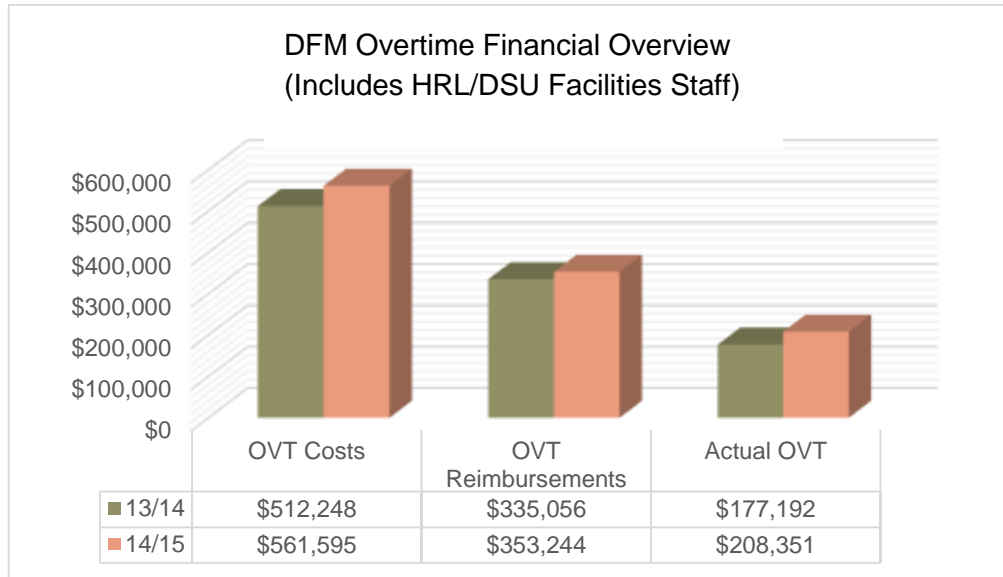




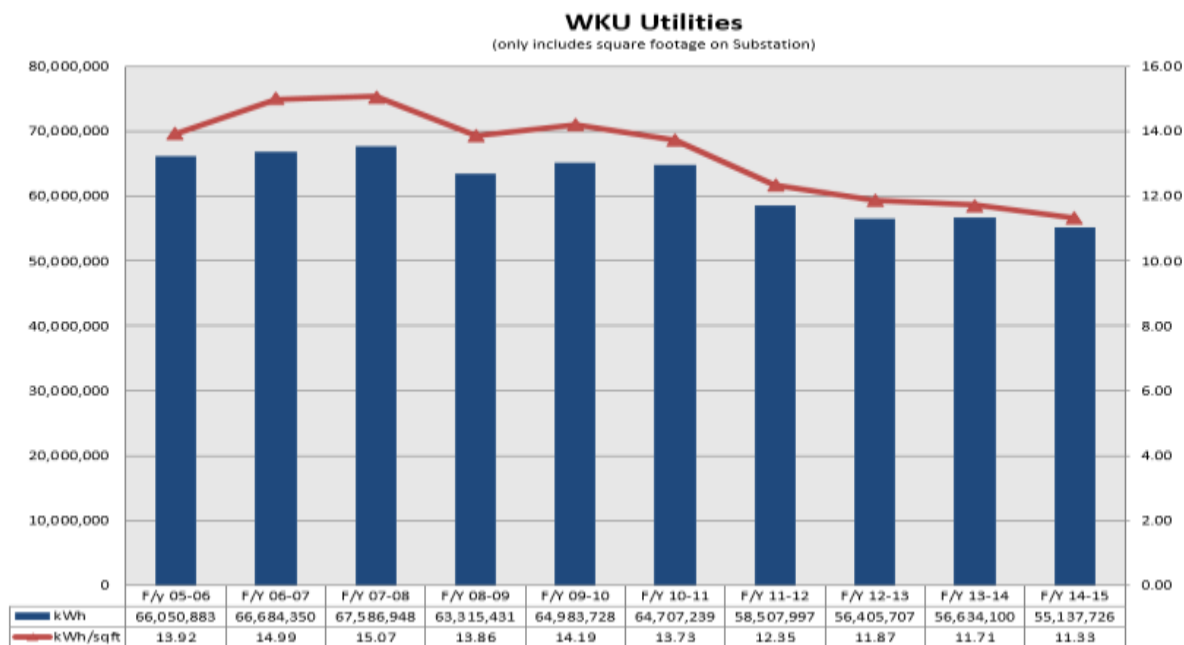
## Finance/Utilities:

### 2014/2015 Fiscal Year

We continue to manage our WKU DFM budgets efficiently and effectively. Managing our budgets as such, we have been able to secure and supplement funds for some much needed projects which have been outside of the scope of routine maintenance, upgrade and replace our DFM equipment and continue to allocate funds for Safety, Training and Professional Development for our DFM staff.



**Note:** Actual OVT for 14/15 was higher due to the winter storms that hit the Western Kentucky area.



Another successful fiscal year at the end of June 2015. As of June 2015: Main campus electrical usage in kWh per square foot has been reduced by 18.61% since FY 07/08. KWH usage has been reduced by 16.52% since FY 07/08.

## Work Control Stats:



63% of the WO/PMs  
for 2015 were  
initiated by DFM

2015 Calendar Year  
Routine Work Orders  
Completion Percentage  
**98.2%**

### Report Criteria

Report Period is between '01/01/2015' AND '12/31/2015'

Historic Status of Work Orders Received						Work Orders Completed		
Priority	Received	Open		Completed		Received Prior to 1/1/2015	Total Completed	
		#	%	#	%			
(All Other Priorities)	477	32	6.7	445	93.3	0		445
Deferred	54	1	1.6	53	98.4	0		53
Emergency	3	0	0.0	3	100.0	0		3
Low	1148	5	0.5	1143	99.5	44		1186
PM-Monthly	8342	347	4.2	7995	95.8	369		8364
PM-Weekly	161	10	6.2	151	93.8	1		152
Project	347	10	2.9	337	97.1	3		340
Routine	22564	414	1.8	22150	98.2	330		22480
Safety Issue	10	0	0.0	10	100.0	0		10
Special Event	336	3	0.9	333	99.1	14		347
Urgent	4	0	0.0	4	100.0	0		4
Total:	33458	823	2.5%	32635	97.5%	761		33396

## Total Work Orders and PM issued by Buildings for 2015

### Report Criteria

Report Period is between '1/1/2015' AND '12/31/2015'

Building	Historic Status of Work Orders Received			
	Received	Open	Completed	%
(Not Specified)	2	0	2	100.0
12470 Subsurface Vault Switch	33	0	33	100.0
1350 KY Street Apts (HRL)	188	5	183	97.3
1355 Ky St Apts (HRL) New Side	307	8	299	97.4
Womens Studies	40	2	38	95.0
1534 Chestnut Street HRL	11	0	11	100.0
1535 Chestnut Street (1535Ch)	9	0	9	100.0
International House	44	0	44	100.0
1650 Chesnut	0	0	0	0.0
1660 Mimosa Alley (1660M)	4	0	4	100.0
1662 Normal Drive	1	0	1	100.0
1664 Normal-vsr	7	0	7	100.0
1678 Normal Drive	0	0	0	0.0
Presidents House	61	1	60	98.4
1702 Normal-Doctoral Program	42	3	39	92.9
EHS / Park Street	63	4	59	93.7
1793 Chestnut	21	2	19	90.5
1790 Normal Dr. (T/TAS) House	51	1	50	98.0
1818 US31 By-Pass (Alive Center)	53	0	53	100.0
Nashville Rd / Shuttle Hut	0	0	0	0.0
501 Regents-vsr	19	0	19	100.0
503 Regents -Sustainability	20	0	20	100.0
513 Regents-vsr	23	0	23	100.0
514 Regents Blvd	15	0	15	100.0
Parking and Transportation (Campbell Lane)	151	2	149	98.7
Diddle Arena (AA1)	1379	21	1358	98.5
Smith Stadium - East Side AA2	520	15	505	97.1
Smith Stadium - West New Side (AA2W)	668	18	650	97.3
Augustine Alumni Center	332	21	311	93.7
Academic Complex	869	16	853	98.2
Ag Exposition Center	457	9	448	98.0
Alumni Square Garage	107	5	102	95.3
Barnes Campbell Hall	473	19	454	96.0
Bemis Lawrence Hall	518	11	507	97.9
Bates Runner Hall	264	6	258	97.7
Craig Administrative Center (President's Office)	108	2	106	98.1
Campus Wide, Eandg	760	17	743	97.8
Colonial Court #1-vsr	14	0	14	100.0
Colonial Court #2-vsr	9	0	9	100.0
Colonial Court #3-vsr	7	1	6	85.7
Colonial Court #4-vsr	6	0	6	100.0
Colonial Court #5-vsr	10	0	10	100.0
Colonial Court #6-vsr	8	0	8	100.0
Colonial Court #7-vsr 4 Plex	13	1	12	92.3
Gary A. Ransdell Hall (CEBS)	571	10	561	98.2
Clinical Ed. Complex	93	1	92	98.9
Minton Hall	436	12	424	97.2
Cravens Graduate Center	486	14	472	97.1
Cherry Hall	833	13	820	98.4
Chandler Chapel - CMC	103	3	100	97.1
Colonnade and Amphitheatre	8	0	8	100.0
Center for Research and Development	187	2	185	98.9
Softball / Soccer Fields	84	2	82	97.6
Chilled Water Plant	21	0	21	100.0

Diddle Park	6	1	16.7	5	83.3
Downing Student Union	1461	19	1.3	1442	98.7
duplicate	0	0	0.0	0	0.0
Engineering and Biological Science	483	7	1.4	476	98.6
Enviro Science and Tech Bld	486	7	1.4	479	98.6
Fine Arts Center	1095	19	1.7	1076	98.3
University Farm	61	3	4.9	58	95.1
BARNs AND SHOPS (FARM)	25	0	0.0	25	100.0
Foundation Building	62	1	1.6	61	98.4
Faculty House	66	1	1.5	65	98.5
Felts Log Cabin	16	0	0.0	16	100.0
Gatton Academy	348	11	3.2	337	96.8
Garrett Conference Center	559	11	2.0	548	98.0
Gilbert Hall	267	11	4.1	256	95.9
Glasgow Campus	0	0	0.0	0	0.0
Grise Hall	817	20	2.4	797	97.6
Guthrie Tower	12	0	0.0	12	100.0
Gordon Wilson	421	17	4.0	404	96.0
Honors College International Center (NEW)	48	4	8.3	44	91.7
Heritage Bldg	7	0	0.0	7	100.0
Helm Library	354	13	3.7	341	96.3
Hazmat by SSB (HM)	6	0	0.0	6	100.0
Heat Plant	99	1	1.0	98	99.0
HRL Central Office (HRL CO)	22	3	13.6	19	86.4
HRL Rentals (Deleted locations added)	0	0	0.0	0	0.0
Health Services Building	235	7	3.0	228	97.0
Student Publications Building	141	1	0.7	140	99.3
Industrial Ed Bldg.	231	4	1.7	227	98.3
Carroll Knicely Center - IED	873	12	1.4	861	98.6
IMREC Intramural Fields	86	2	2.3	84	97.7
Jones Jagers	404	4	1.0	400	99.0
Keen Hall	375	8	2.1	367	97.9
Kentucky Building	421	8	1.9	413	98.1
McCormack Hall	282	9	3.2	273	96.8
Medical Center Health Science Complex	4	0	0.0	4	100.0
McLean Hall	266	7	2.6	259	97.4
Music Hall	159	4	2.5	155	97.5
Mass Media and Technology	797	10	1.3	787	98.7
Nick Denes Baseball Complex	171	4	2.3	167	97.7
Nashville Road Bookstore	33	0	0.0	33	100.0
North East Hall (NEH)	558	24	4.3	534	95.7
Zacharias Hall (NR1)	199	5	2.5	194	97.5
Meredith Hall	250	10	4.0	240	96.0
Off-Campus	40	1	2.5	39	97.5
Pearce Ford Tower	1079	14	1.3	1065	98.7
Potter Hall	869	13	1.5	856	98.5
Preston Center	519	5	1.0	514	99.0
Pioneer Log House (near KYB)	29	0	0.0	29	100.0
Planetarium	53	1	1.9	52	98.1
Poland Hall	289	13	4.5	276	95.5
Popeyes	76	0	0.0	76	100.0
Facilities Management (PPB)	1073	40	3.7	1033	96.3
South Street (PPS)	12	0	0.0	12	100.0
Parking Structure (PS1)	114	10	8.8	104	91.2
Parking Structure 2 (PS2)	55	1	1.8	54	98.2
University Police (PUB)	75	1	1.3	74	98.7

Resident Halls	182	5	2.7	177	97.3
Rodes Harlin	328	10	3.0	318	97.0
Rock House	0	0	0.0	0	0.0
South Campus Community Co	838	13	1.6	825	98.4
South Hall	0	0	0.0	0	0.0
Snell Hall	461	12	2.6	449	97.4
South Lawn	13	0	0.0	13	100.0
Service Supply Building	158	4	2.5	154	97.5
SkyTeach (Old Honors Bldg)	55	1	1.8	54	98.2
College High Hall (STH)	555	3	0.5	552	99.5
Southwest Hall	478	13	2.7	465	97.3
Tate Page Hall	873	18	2.1	855	97.9
Thompson Complex Center	562	11	2.0	551	98.0
Thompson Complex North	5	0	0.0	5	100.0
Track, South Street	58	2	3.4	56	96.6
CAR WASH BUILDING (TRACK)	9	0	0.0	9	100.0
CONCESSIONS AND STORAGE (TRACK)	0	0	0.0	0	0.0
NEW STORAGE BUILDING (TRACK)	8	0	0.0	8	100.0
OLD STORAGE BUILDING (TRACK)	3	0	0.0	3	100.0
Van Meter Hall	517	9	1.7	508	98.3
VSR 7A (4 plex) -DELETE	8	0	0.0	8	100.0
VSR 7B (4 Plex) - DELETE	5	0	0.0	5	100.0
VSR 7C (4 Plex) DELETE	1	0	0.0	1	100.0
VSR 7D (4 Plex) DELETE	5	0	0.0	5	100.0
Wetherby Hall	420	13	3.1	407	96.9
WKU Vehicles	900	95	10.6	805	89.4
Richardsville Tower (WKYR)	15	0	0.0	15	100.0
Z-Retired Assets	0	0	0.0	0	0.0
<b>Total:</b>	<b>33456</b>	<b>823</b>	<b>2.5%</b>	<b>32633</b>	<b>97.5%</b>

## DFM Highlights and Achievements:

- As part of a continual improvement mentality and team building activities in the campus services department, we took a step back and went outside of the box. The way the campus was managed by Grounds Technicians, was through zone maintenance. In this concept, all of the GTs are assigned a specific location of campus to maintain to include weeding of beds, string trimming, trash pick-up, etc. this format works great as long as all FTEs are present and each zone can be managed by one person, regardless of their work speed or mental or physical abilities. This concept we introduced is a team approach to grounds maintenance. With this model, a small group of GTs work collaboratively on a much larger area combining a few zones between each team.
- Demonstrating a commitment to care for the campus' forest of more than 3,450 trees of more than 100 different species. WKU President Gary Ransdell sits on the university tree care committee and must personally approve every tree removal request. "Ransdell's Rule" states that for each tree removed, two will be planted. **In January 2015, the ArbNet Arboretum Accreditation Program and The Morton Arboretum have announced that the WKU Arboretum has been awarded a Level I Accreditation.** By achieving particular standards of professional practices deemed important for arboreta and botanic gardens, the WKU Arboretum is now recognized as an accredited arboretum in The Morton Register of Arboreta. ArbNet accreditation is a terrific point of distinction allowing Western Kentucky University to enhance its Urban Forest program and promote environmental stewardship. The Western Kentucky University Arboretum is home to over 3450 trees spread throughout our 290 acre campus. As an Institution of Higher Education, it is imperative that our urban forest is not only a place of beauty but also a living laboratory for the public. Our arboretum is open year round with over 29 miles of self-guided walking paths.
- Implemented 'micro-fiber' cleaning throughout campus. By adding this process it will further assist in getting WKU Building Services qualified as a FULL GREEN operation and the CIMS certification. The following are the benefits of switching to micro fiber:
  - Time-Effective and Efficient
  - Environmentally Friendly and Reduces Chemical Usage
  - Preserves Surfaces
  - Increases Cleanliness and Hygiene
- The JCI Kiosk version 2 came online in August displaying energy data for 49 buildings. WKU has also purchased rights to the N2 Editor which allows easy editing, additional content, and modification to the entire website. Recently updated architectural photos were incorporated for each building greatly enhancing the visual presentation of the dashboard.





- The steam and condensate piping replacement project between Zacharias and Meredith Halls was completed in August just ahead of student move in. In addition, leaking pipe at Gordon Wilson and Fine Arts Center were found and replaced with new pipe. Overall efficiency of the steam distribution system will be improved as a result of the increased condensate recovery.
- FY 14/15: WKU has applied and received approval for energy saving project incentives to be paid by Tennessee Valley Authority.
  - At Houchens L.T. Smith “Hall of Champions” an incentive of \$1,017 has been received, this project had a return on investment of 1.6 years.
  - New LED parking area light came online, replacing the existing HID fixtures. In total 366 fixtures were removed, 319 new fixtures were installed. Killowatt demand was reduced by over 56% and lighting levels were improved in every lot. Replacement of the parking lot lights at Campbell Lane and Normal lots received an incentive of \$1,828 making the return on investment for this project 3.4 years
  - Project to replace the large arena sports light fixtures in Diddle Arena was also completed. This should reduce the electrical usage by nearly 80% with a corresponding 5 year cost avoidance of \$185,000. We also received a TVA incentive of \$12,712, making the return on investments for this project 3.46 years.
  - We are the “First” university basketball arena in the Commonwealth of Kentucky to become illuminated with all LED Lighting.
  - Going forward as exterior lights require replacement, DFM has adopted to replace only with LED fixtures which reduces electrical usage and maintenance.



**Great Football Season 2015!**  
**GO TOPS!!**

Gordon Wilson –Repaired domestic water line and worked with contractor with removing old piping.



Removed old water line and hydrants at Gordon



Music Hall power wash



Van Meter Replaced bath room lighting with led bulbs



Replaced sewer and water line at [1702 Normal Dr.](#)



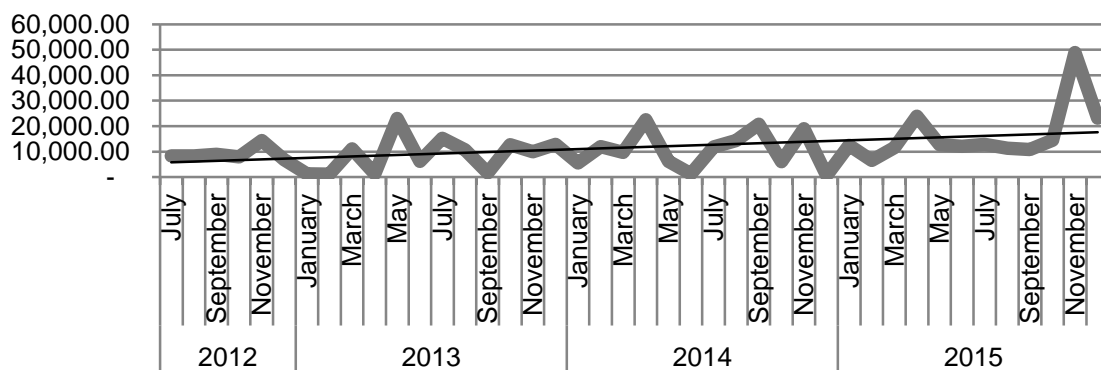
## RECYCLING/SURPLUS

### 2015 Annual Review

2015 was a BIG year for WKU Recycling & Surplus! The Department of Facilities Management invested significantly in the Recycling Program, purchasing 27 eight-yard recycling dumpsters and additional outdoor recycling bins (pictured below), while increasing signage across campus, partnering with a new recycling company, and shifting operations to improve efficiency. This has resulted in the following:

- ↓ 7% decrease in amount of waste going to the landfill
- ↑ 36% increase in Single Stream recycling
- 34,120 lbs. of food waste diverted from the landfill through composting
- Over 241,540 lbs. of cardboard diverted from the landfill through recycling

### Single Stream Recycling Trends 2012-Present

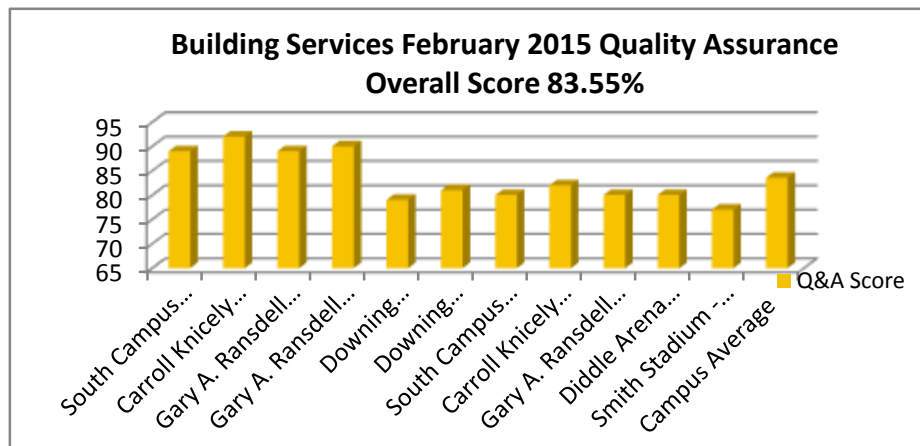


## Communication Tools:



The following tools provide us with documentation of where we can improve our services and also documents where services are excelling.

- Customer Satisfaction Surveys
- Weekly follow-up calls on random completed work orders made to customers
- Monthly Quality Assurance Inspections done on Grounds Services
- Monthly Quality Assurance Inspections done on Custodial Services



- Work Order Age Reports sent out monthly
- PM Age Reports sent out
- Electronic work order requestor provides email update each time a status changes or they can log in to the requestor and see updates on any open work orders they have submitted.

**Customer Work Order System follow-up**- Anytime the work order status is changed, the customer, if reported through web requestor gets an email back and any notes put in the Labor Report are also sent with email.

**Work Order #104209**

**Labor Report**

corner busted open needs repaired. repaired corner and caulked around vent  
12/10/15 On hold till the spring. I put this issue on my long term issues list and will wait till spring to see if it is addressed then or if the Central Teams shop will take it over.HH



## Safety, Training, Professional Development and Recognition:



**Safety is our number one priority.** Each month we provide them with a monthly safety training topic. Our programs consist of required safety trainings, refresher training, general safety and professional development.

Educating and training our people is important to us. We continue to look for innovations in our training opportunities. Keeping them abreast of new technology and available certification programs that will benefit all involved has been on our forefront. Our Career Path for DFM has gone over well.

### TRAINING TOPICS:

- Monthly and Weekly Safety Trainings and topics provided
- Custodial Cleaning Standards/Method of the Week
- GED classes
- Sodexo TPC online training courses
- CMI Custodial Technician Certifications
- APPA Supervisor Toolkit Training
- WKU Career Path
- Cross Training
- PGMS Grounds Certifications
- Training for HR Certifications
- CPR Training
- On Boarding
- Orientation
- In house Training courses
- Continue to Expand Training Opportunities to DFM



### **DFM CAREER PATH**

The Facilities Management team is committed to the goal of developing a training program that will motivate and develop all team members and provide opportunities to the team they have not been afforded previously.

The main element of the training program is the Career Path. It is designed to motivate team members to learn new skills and become more knowledgeable within their trade by taking classes or earning certifications tailored to their current position.

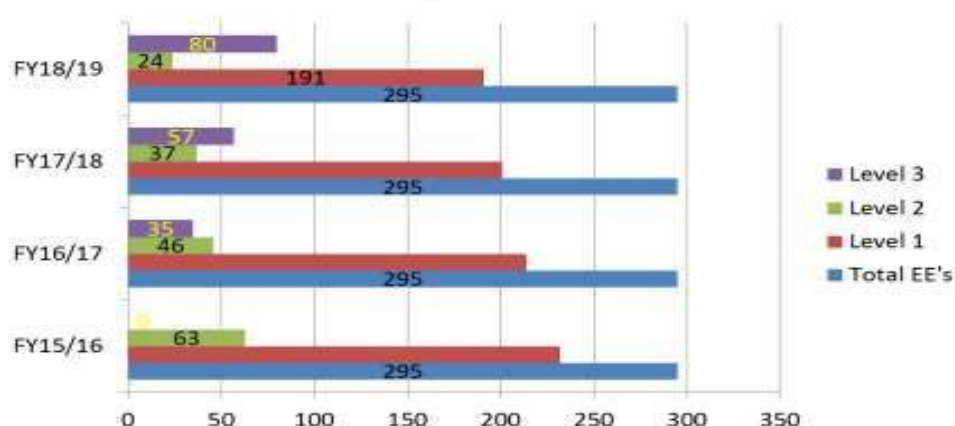
Each position within DFM has a career path that is tailored specifically for them with an emphasis on departmental needs. WKU benefits from the program by promoting a culture focused on development and continuous learning, creating a more resilient workforce that can adapt to changing times, reducing departmental turnover, and fostering a natural succession planning program. Team members benefit in that completion of the program creates a sense of

accomplishment as individuals move up the ladder, creating a feeling of belonging as employees gain entrance into an elite group of like-minded individuals, increasing feelings of value through job security, and satisfying basic physiological needs by providing a means to increase their salaries by \$1,000 for Level 2 and \$2,000 for Level 3.

There are three levels in the program. All team members begin at level one and there is no obligation to move beyond that level. However, if you would like to move up, requirements for Level Two advancement focus either on taking additional courses or obtaining a certification identified by the Training and Development manager. In addition, there are time-in-service, safety, and performance requirements that must be met. Level three also requires the above mentioned curriculum; however, it is more focused on developing leadership qualities in team members.



## Employees in the Career Path Program by Level



### License Renewal Continuing Education Credits:

The licensed trades group here at WKU prefers to have a certified trainer come to campus to teach their annual continuing education course for license renewals. Therefore, we contract out with various groups to bring training for Plumbers, HVAC Technicians and Electricians on-site. In addition, Sodexo has purchased licensing to TPC online courseware on the Internet. Team members have access to customized maintenance, customer service and safety training courses. Courses include topics related to the core competencies of the job to help foster a continuing education environment above and beyond that required by the state licensing board. In addition to the tradesmen, many of our team members hold other professional licenses and certificates such as: Certified Facilities Manager, Landscape Architect, Arborist, NICET Fire Alarm Inspector, GIS Technicians, and Generator Specialists to name a few. In order to keep this group up-to-date in their areas of expertise, they are encouraged to attend the annual conferences and seminars hosted by the National sponsors. Research is on-going for new certificates available to our team members to encourage life-long education and growth in their fields of expertise.

## APPRECIATION/RECOGNITION

- **Sodexo/WKU** participated in community activity, Bowl for Kids' Sake, **funded by Sodexo**
- Celebrated Administrative professional's day, took our support staff to eat at Cheddars and thanked them for all their hard work and support throughout the year **funded by Sodexo**.
- Annual Pizza Party provided to our HRL staff, to show appreciation for their hard work during move in weekends **funded by Sodexo**
- Monthly DFM birthday board put up in main office, to show appreciation to staff on their designated birthdays throughout the year.
- BSA recognizes those employees with excellent attendance throughout the year.
- HRL recognizes monthly a Hilltopper Hero from their group. Who performs and goes the extra mile.
- Two Employee of the Month Awards given each month. With Sodexo providing them with a \$25 gift card, along with recognition. **Program funded by Sodexo**
- Seven Employee of the Year Awards given at the end of the year. Sodexo provides them with a plaque, \$100 dollar gift card and recognition. **Funded by Sodexo**
- DFM Hilltopper Spirit awards given, \$125 dollar gift card, **Funded by Sodexo**
- Employee Appreciation Picnic organized by our DFM EAC Committee, **Food funded by Sodexo**
- Pizza Party provided to staff that moved to the next level in their Career Path. Just a small appreciation to say Great Job! **Funded by Sodexo**
- **Sodexo partnered with the Sustainability office** and has provided the funding for the consultant on our WKU Climate Action Plan.



## BENCHMARKING:

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### APPA Levels

With 100 years in education experience, **APPA is the industry standard for the college and university market and is utilized by Sodexo as the benchmark for all facilities management evaluations.** The current operational standards have been compared to APPA Standards. Within these standards, APPA Levels of 1 to 5 have been established to designate the highest to lowest measures of service. Contributing factors when determining APPA Levels are staffing, preferred quality and available budget. The KRI's below for WKU Facilities Management Department indicates where they fall within the APPA Level guidelines.

### WKU APPA's Levels of Service

Level	<u>Maintenance</u>	<u>Custodial</u>	<u>Grounds</u>
1	Showpiece Facility	Orderly Spotlessness	State of the Art
2	Comprehensive Stewardship	Orderly Tidiness	High Level
3	Managed Care	Casual Inattention	Moderate Level
4	Reactive Management	Moderate Dinginess	Moderately Low-Level
5	Crisis Response	Unkempt Neglect	Minimum Level

**Maintenance:** Currently maintained at a level consistent with staff level and budget. The current quality level is **APPA Level 2.5.**

**Custodial:** With a combination of training, equipment, cleaning solutions and quality of stands with a customer service focus, the custodial program is currently maintained at an **APPA Level 3.**

**Grounds:** From an aesthetic point of view, the campus grounds and landscape are currently maintained at an **APPA Level 1.**

Link to APPA Level Descriptions: [http://www.wku.edu/facilities/appa\\_standards.pdf](http://www.wku.edu/facilities/appa_standards.pdf)







## Sodexo's value to our WKU Partner

The **Sodexo** management team partners with **Western Kentucky University** to create a highest quality of life on a very dynamic and comprehensive university campus.

The **Sodexo** management team looks to the future with innovation as our focused pursuit such as in the areas of energy management and a vision of landscape that endears with pride the retention of students.

The **Sodexo** management team considers sustainability as a core to our management of **Western Kentucky University's** resources. We continue to improve our initiatives in recycling, reuse/repurpose campus surplus, material handling, storm water management, student interns, and the communication of these initiatives to the campus at-large.

The **Sodexo** management team continues to be engaged with the Warren County community at large, with student mentoring, multiple food drives and their involvement with community activities.

The **Sodexo** management team is proud to be the strategic partner with **Western Kentucky University**.

