



FY 2017 EXECUTIVE REVIEW

January 2017- December 2017

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**.

FY 2017 EXECUTIVE REVIEW

Delivering on the Experience, our 2017 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,

George Dowling

Sodexo

General Manager

WKU Facilities Management Account

Kahlicia Pettus

Regional Vice President

Sodexo

Edwin Morgan

District Manager

Sodexo



OUR DFM MANAGEMENT

TEAM:

ANGIE JACKSON, PHR, SHRM-CP
FISCAL SERVICES

JENNIFER MCLEOD
HUMAN RESOURCES

DALE DYER, LEED AP
PLANT OPERATIONS

RODNEY HULL, I.C.E.
HOUSING

TIM SALLOUM,
TRAINING AND PROFESSIONAL
DEVELOPMENT

KYLE DAVENPORT
GROUNDS

RICHARD COWAN, I.C.E.
DIRECTOR OF
ENVIRONMENTAL SERVICES

GERALD BELCHER
ENVIRONMENTAL SERVICES
MANAGER

DAN UHLS, MA
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, our goal is 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

Sodexo understands that Quality of Life is a key driver of performance. There are six key dimensions on which our services have a real and measurable impact on Quality of Life.



Physical Environment

Everything that contributes to an individual's comfort and safety.



Health & Well-Being

Promoting a healthy lifestyle through nutritious meals, a well-balanced diet and exercise.



Social Interaction

Encompasses all factors that strengthen bonds among individuals and facilitate access to culture and leisure.



Recognition

Encompasses all factors that allow an individual to feel truly valued.



Ease & Efficiency

All factors that impact an individual's ability to carry out activities smoothly and with minimal interruptions.



Personal Growth

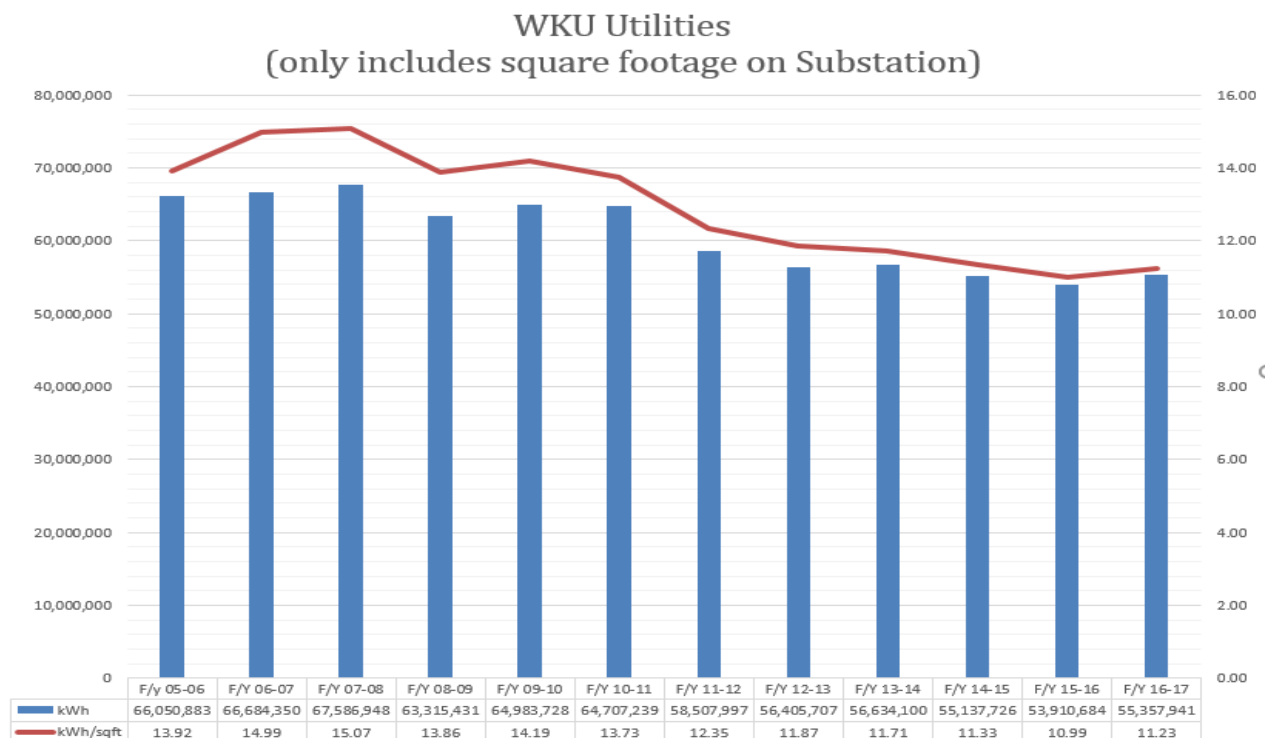
Refers to everything that allows an individual to learn and progress.

Finance/Utilities:

We continue to manage our WKU DFM budgets efficiently and effectively. Managing our budgets as such, we have been able to secure funds for equipment replacements, upgrades and project work.

Note: With the change of custodial and grounds to Sodexo payroll, we were also able to reduce our Special Events overtime billing for these groups by \$54K from previous years.

Utilities:



From FY08-FY17 DFM oversaw a 25.5% energy reduction (kWh/ft²). During FY18 DFM will continue to implement energy efficiency initiatives to enhance and maintain the integrity of the current Energy Savings Performance Contract. This ESPC has completed 5 years of measurement and verification confirming a cumulative utilities actual cost avoidance of \$6.5M, a variance of \$1.6M above the guaranteed savings. DFM continues to utilize sub-metering for tracking and analysis of utilities usage and to determine the cost per square foot associated with utilities in 55 buildings connected to Metasys Enterprise Optimization. One additional incandescent to LED lighting project was completed with a second project scheduled to be completed in FY18. The summer cooling season FY17 saw an increase of 16.5% more Cooling Degree Days over the previous fiscal year. The warmer summer combined with the additional electrical demand at the construction site of Ogden Science Building had a negative impact on the year over year kWh/sqft goal outlined in the 6 year strategic plan. With one year left until the expiration of the six year period the cumulative decrease for the period in kWh/sqft was 12.9% at the conclusion of FY17.

Work Control Stats:



73% of the WO/PMs
for 2017 were
initiated by DFM

2017
Routine Work Orders
Completion Percentage
97.9%

Total WO/PMs Received in 2017: 39,873

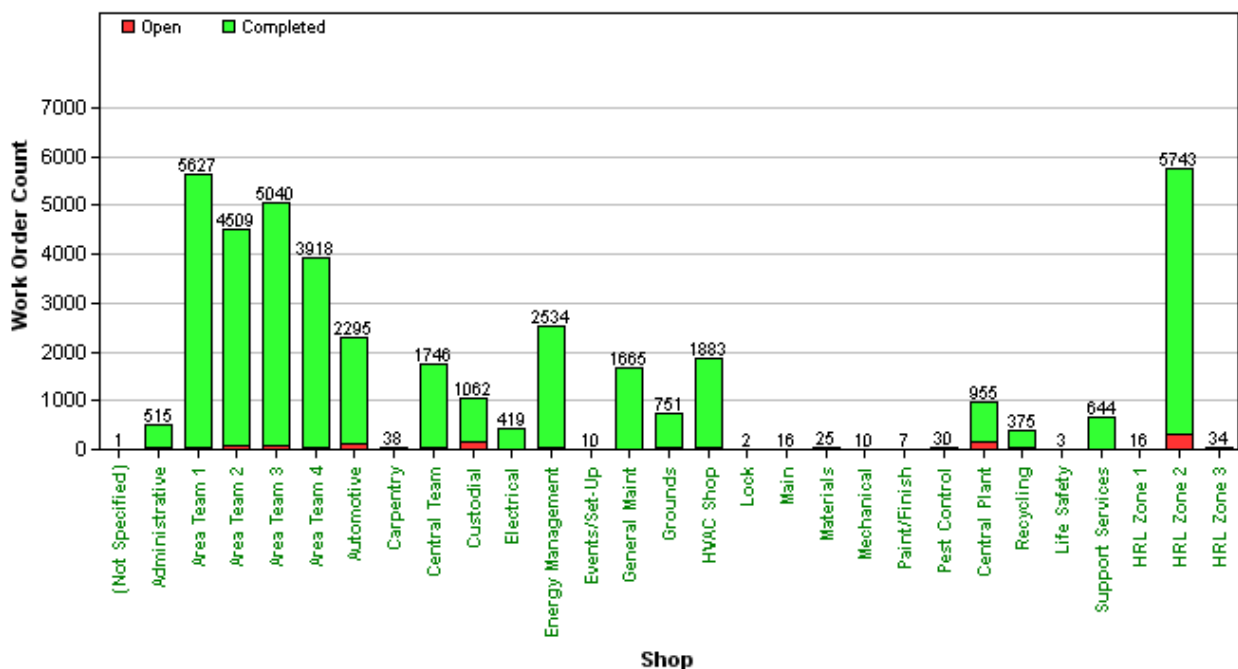
Completed WO/PMs in 2017: 40,354 (38,668, plus 2016 backlog 1,686)

Report Criteria

Report Period is between '01/01/2017' AND '12/31/2017'

Historic Status of Work Orders Received					
Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	806	8	1.0	798	99.0
Deferred	12	0	0.0	12	100.0
Emergency	0	0	0.0	0	0.0
Low	1129	22	1.9	1107	98.1
PM-Monthly	8824	523	5.9	8301	94.1
PM-Weekly	778	35	4.5	743	95.5
Project	275	11	4.0	264	96.0
Routine	27728	594	2.1	27134	97.9
Safety Issue	34	0	0.0	34	100.0
Special Event	282	12	4.3	270	95.7
Urgent	5	0	0.0	5	100.0
Total:	39873	1205	3.0%	38668	97.0%

Historic Status of Work Orders Received

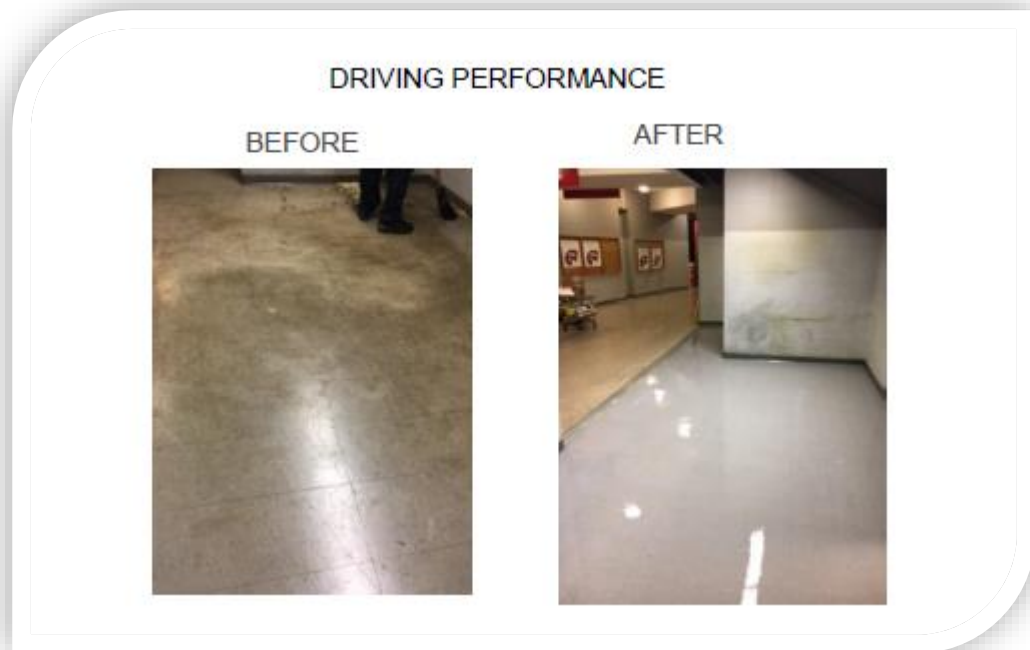


Driving Performance:

- Our Safety Culture has changed this past year with some remarkable results. Safety incident rates have been reduced by more than 50% from last year.
 - Farm- green house –Installed new gas heater and vents
 - Farm- Dairy Barn Installed new Vacuum pump motor
 - Farm -House #8 Installed new 2 ton gas unit
 - Farm- Grain bins Installed and upgraded electrical wiring.
 - Farm- House #5 Installed new blower motor in air handler.
 - Farm- House barn installed new electric heater.
 - Maintained campus wide support and service for electronic systems
 - Completed restoration work on the condenser water tank at Fine Arts
 - Replaced pressure relief valves on MMTH boilers
 - Replaced fan motor on Alive Center furnace
 - Completed air handler PM's at EBS, EST, Planetarium, and Confucius Bldg.
 - Repaired humidifiers at Kentucky building
 - Conducting environmental/dew point monitoring around campus
 - Farm- Equine building – install new lighting interior and exterior
 - Completed Metasys BAS server replacement and 8.1 software upgrade
 - Compiled and reported 2016/2017 building utility data
 - Decommissioned Dogwood substation removed BAS meter interface
 - Completed annual steam trap repairs with ESPC/JCI group
 - Replaced air flow switch South Campus boiler
 - Completed HVAC duct cleaning, sanitization, & coating project South Campus
 - Replaced 5 ton split system ICSET annex of CRD
 - Replaced filter dryer on recovery chiller at Health Services
 - Replaced split system compressor Service Supply unit 101
 - Updated the winter weather response plan maps
 - Created an interactive map for the winter weather response plan
 - Updated maps for Tree Campus USA application
-
- Modifications to the valve actuators and control sequences were completed on the cooling towers at DSU. Presently whenever two towers/two chillers are required one of the cooling towers continually runs over onto the roof wasting water and treatment chemicals. This has been under review for a number of months without a clear solution. It is expected that the modifications that were implemented will re-solve this long standing issue.
-
- A project to replace 120 high bay metal halide fixtures with LED lighting at the Multipurpose Courts in Preston Center was completed. This project received a TVA incentive of over \$7,800, while the Eaton Cooper Steeler fixtures will reduce energy consumption by 71% while yet 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 issues 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 fits into the existing space without modification to piping. These were in-stalled and performance to date is as anticipated with no issues and no blocked flow events.
- Grant funding allowed for the WKU Farm to purchase a Roto Screen to help process and improve the quality of its mulch and compost. The Roto Screen will allow for the Farm to receive and compost WKU's food waste from main campus, while improving the overall quality of mulch and compost produced at the Farm. The Farm is already looking into ways to market their improved product to local landscaping companies, and WKU's Facilities department is anticipating cost avoidance associated with mulch and compost that is used for landscaping projects across campus. With a better quality product, the Farm is hopeful to generate more revenue—75% of which goes back to fund WKU student scholarships.
- July marked the beginning of the 2017/2018 grant period, during which WKU Resource Conservation plans to improve upon and expand existing composting operations across campus. With \$283,000 from the Kentucky Energy & Environment Cabinet, in kind funds from Auxiliary services, and investments by Facilities and the WKU Ag Farm, WKU is working together to achieve our campus-wide Recycling goal of 35% by 2020.
- Project to clean and paint the interior of HVAC ductwork at South Campus was completed. Accumulated dust and debris as well as the internal breakdown of the fiberglass insulation had migrated into the occupied spaces as airborne contaminants. Indoor air quality has been improved now that the cleaning and encapsulation of the internal lining is completed. The coating also has a mold inhibitor contained in it that will remain effective for at least five years per the manufacturers published data.
- WKU Resource Conservation partnered with Housing & Residence Life to raise awareness and engage students in recycling and waste reduction throughout M.A.S.T.E.R. Plan, WKU's week-long orientation for incoming freshmen. Student Volunteers helped with Weigh the Waste, an outreach and engagement event designed to raise awareness about food waste, the #1 product being thrown into U.S. landfills.
- A project to replace the steam to hot water convertor at Grise was completed in September. The unit failed earlier this spring after having been in service over 50 years. The replacement unit was ordered in May and took nearly 10 weeks to build and two weeks to install.

- As we continue to hire Spanish speaking employees there is a need for beginner English classes. We have partnered with our English as a Second Language Department on Campus and they continue to volunteer their time to help our employees learn English. In addition, we are offering Spanish classes for our supervisors to better communicate with those that do not speak English.
- A project to clean grease contaminated HVAC duct work was completed at the Tower Food Court. Grease laden vapor from the cooking hood system has migrated into the HVAC system due to poor performance of the grease hood system. This has been an ongoing issue that has created both fire hazard and performance issues with the HVAC system. An upgraded hood system was installed during the same period that hopefully will resolve this long standing issue









2017 was a momentous year for WKU Resource Conservation. WKU was awarded \$283,000 in grant funds from the Kentucky Energy & Environment Cabinet to improve recycling infrastructure and expand composting operations across campus:

- Recycling Rate increased from 19% to 25%
- 30% increase in Single Stream recycling

WKU Resource Conservation strives to reduce material waste and financial costs to the university. We achieve this by maximizing the life and value of Surplus property and carefully auditing the Solid Waste & Recycling invoice.

- Net revenue of \$37,085 from Surplus sales via GovDeals.com online auctions
- \$14,000 in disposal fees avoided through invoice auditing and corrections
- Re-issued over 350 items for reuse on campus, including vehicles, desks, filing cabinets, monitors, chairs, and other items to meet departmental needs

This year, WKU Resource Conservation implemented a new program, the Diddle Arena Recycling Program, aimed at investing in student organizations, engaging students, and reducing costs to the university. Through these efforts, we achieved the following:

- 230 WKU student volunteers engaged in the program
- 696 hours of service throughout the program
- 203 meals donated to students by concessions
- 200% increase in recycling rate, achieving 75% average throughout the program
- \$5,000 invested in WKU Student Organizations
- \$7,000 in cost savings to the University

WESTERN KENTUCKY UNIVERSITY

DIDDLE ARENA RECYCLING PROGRAM

The Diddle Arena Recycling Program engages WKU students and fans in the Recycling Program, while investing in student organizations and reducing overall costs to the University.

230

STUDENT-VOLUNTEER
PARTICIPANTS ENGAGED
IN THE PROGRAM SINCE
NOVEMBER 1ST!



696

HOURS OF SERVICE!

75%

RECYCLING RATE
ACHIEVED!



200%

INCREASE IN RECYCLING COMPARED
TO WKU'S CAMPUS-WIDE RECYCLING
RATE (24.7%)

203

MEALS DONATED BY
CONCESSIONS TO
VOLUNTEERS
PARTICIPATING IN
THE PROGRAM



\$5,000

INVESTED IN STUDENT ORGANIZATIONS,
WHILE SAVING THE UNIVERSITY OVER
\$7,000!



A partnership between
WKU Facilities Management,
WKU Athletics, Concessions, and
WKU Student Organizations



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DFM Communication Tools:



The following tools continue to provide us with documentation of where we can improve our services and also where services are excelling. This feedback and quality assurance checks are important to our organization. Striving to improve our services continue to be at the forefront.

- Customer Satisfaction Survey rolled out in November 2017, currently working on plans to improve our performance and customer service for 2018.
- Quality Assurance Inspections done on Grounds Services
- Quality Assurance Inspections done on Custodial Services
- Work Order Age Reports sent out monthly to each shop
- PM Age Reports sent out to each shop
- 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.
- Work Order statistics run and reviewed periodically
- Follow-up
- Environmental Services have incorporated utilizing door hangers, to help improve communication with our clients and to receive feedback from our clients.

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.



Safety, Training, Professional Development and Recognition:

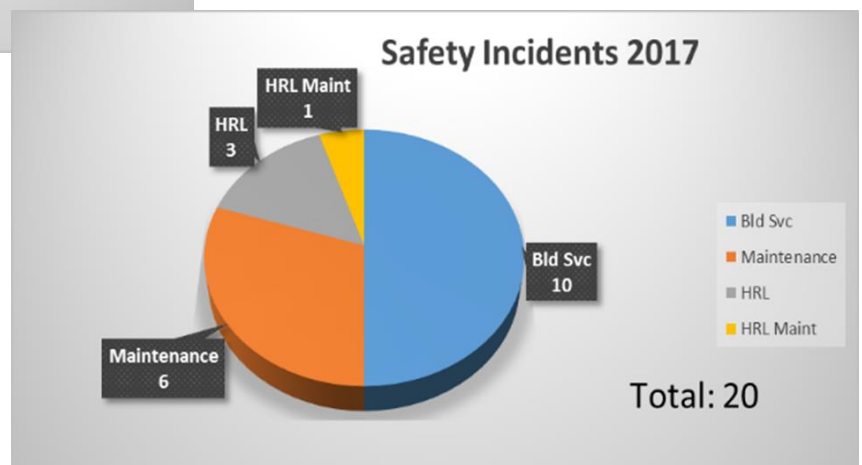
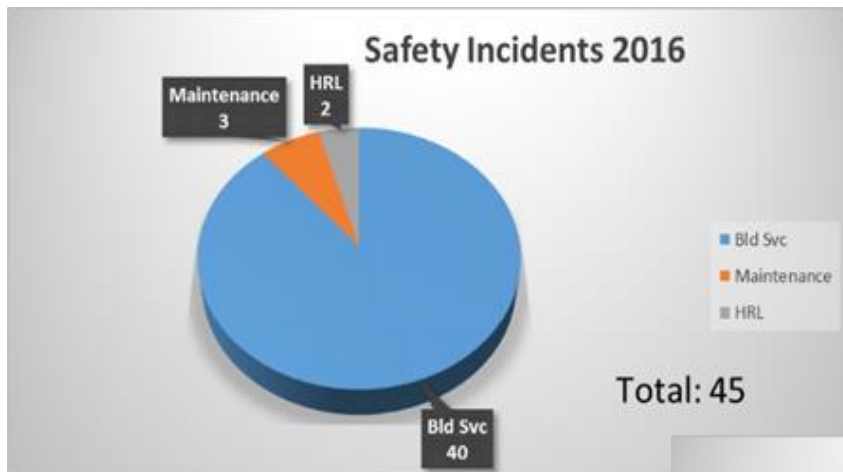
Tim Salloum, Safety and Training Manager

Safety is our number one priority.

Our Safety Culture has changed this past year with some remarkable results.

Safety Incident rate has been reduced by more than 50% from last year.

The charts below show the tremendous reductions in safety incidents by department from the year 2016 to 2017. Total safety incidents were 45 in 2016 and we finished up 2017 with only 20.



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.

The Facilities Management team is committed to the goal of developing a training program that will motivate and develop all team members.

Total training hours for 2017: 7,081.25

DFM Safety Training Schedule for 2017

Monthly Safety Inspections due every month!!

January

PPE (Personal Protective Equipment)
Emergency Action Plan Review
Annual Accident Prevention Review Signed
Mold Awareness Training by EHS

February

Bloodborne Pathogens
Vehicle Safety/Driver Responsibility Review Form
Audiograms due for Grounds Crew

March

Electrical Safety / Extension cords
Asbestos Awareness
Sexual Harassment Review

April

Hazard Communication / Chemical Safety
MSDS/Chemical Inventory Updated in Books

May

Hand Tool Safety
Fit test for respirators (Steam Plant, Paint shop, HVAC, Plumbing & Pest Control)
Hand Safety / Cuts & Lacerations for Grounds

June

Heat Exposure Safety
Forklift Safety / Recertification's due
Recycling/Surplus Review

July

Compressed Gas Cylinder Safety
Workplace Violence Review

August

Maintaining Good Housekeeping
Harness Inspection / Boom Truck / Scaffolding inspection and record sheet update
Confined Space / Fall Protection / Aerial Lifts

September

Lockout/Tag-out
Ladder Safety / Ladder Inspections due

October

Fire Prevention
Fire Extinguisher Review with EH&S

November

Back Safety
SPCC Training with EHS

December

Slips, Trips and Falls
Holiday Safety

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 Mariah's 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.
- HRL recognizes monthly a Hilltopper Hero from their group. Who performs and goes the extra mile.
- Three Employee of the Month Awards given each month. With Sodexo providing them with a \$25 gift card, along with recognition. **Program funded by Sodexo**
- 10 Employee of the Year awards given in December, with **Sodexo providing** them with a **\$100 gift card**, along with recognition.
- 10 Safety Incentive awards given out each month with a drawing for those areas that have had no accidents/incidents during that given month. **\$25 gift card funded by Sodexo**.
- Annual Taco/chili employee appreciation held, **sponsored by Sodexo**.
- Catered buffet from El Mazatlán for staff during Hispanic Heritage Month, **funded by Sodexo**
- Go Red for Women recognized each year to help spread awareness about Heart Disease.
- **Sodexo participated in community fund raiser. SOKY Spirits** features a food show of local restaurants, wine and beer tasting, live music, and an extensive silent auction. It is one of Big Brothers Big Sisters' largest fundraisers each year and brings in approximately 300 attendees. All proceeds from the event go directly into their youth mentoring programs.



MAKING EXCEPTIONAL CUSTOMER EXPERIENCES THE TOP PRIORITY



Our new award winning Sodexo Customer Experience program is designed to put our guest first. Empowering our employees at all levels of our organization builds upon our rich service history of thinking of our guests first. Creating positive and engaging interactions with everyone we have the opportunities to serve is just part of what we do to improve the Quality of Life on campus.

BENCHMARKING:

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	Maintenance	Custodial	Grounds
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





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.

