

# *Delivering the Experience*

EDUCATION - CAMPUS

## **April 2015**

**Monthly Report  
Western Kentucky University  
Facilities Management**



QUALITY OF LIFE SERVICES



Delivering on the Experience, our Monthly Partnership Report 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 since our last Expectations Meeting, highlights of recent activities and events, an overview of our plans for the semester, and recent financial results.

In addition to your campus information, this report highlights industry trends that may be impacting your campus. We have also reviewed the support provided by our team outside the unit, including an innovations report, training updates, and sustainability resources. We look forward our continued partnership and exciting school year focused on creating exceptional student experiences and serving the needs of the campus community.

# CREATING EXCEPTIONAL STUDENT EXPERIENCES

Welcome

Trending

Driving Performance

Expectations Update

Innovation

Sodexo Experience

Sincerely,  
**Trent Blair, Director**  
and the  
**WKU Management Team**



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**STUDENT  
INSIGHTS**



**HEALTH AND  
WELLNESS**



**ENVIRONMENTAL  
FOCUS**



**CUSTOMER  
SERVICE**



**INNOVATION**

1. **Student Insights** - Powerful research to understand your students' needs.
2. **Health and Wellness** - Nurturing student wellness through clean and healthy indoor environments and lifestyle education.
3. **Environmental Focus** - A local environment commitment that is global in scope.
4. **Customer Service** - Our people are your people.
5. **Innovation** - Delivering outstanding programs that improve your campus.



## SAFETY and TRAINING

With Commencement and Summer Clean-up rapidly approaching, it is time to start wrapping up the majority of the career path classes for the semester. However, there is still plenty of training to be done and classes are still in session for several areas.

The Safety training topic for April was Hazardous Communication and Chemical Safety. These topics were communicated to all DFM departments during their unit meetings, as well as postings in the communication board in the main DFM hallway.

As for Career Path classes, the Advanced Custodial Technician course continued with the completion of Module 2 with a 100% pass rate for the exam! Basic PC skills classes are scheduled for May for HRL custodial staff, and we are in the process of collecting all the data to see who will be moving up to Level 2 based on the completion of all requirements of the program.

Other trainings included: 1) Four Fiscal Services staff members attended a training entitled "Great Customer Service" and 7 members of this group attended another half-day training entitled "Dealing with Difficult Personalities"; 2) One Maintenance team member attended a course to assist him in prepping to take his test for an HVAC journeyman's license; and 3) Three managers and two team members attended several trainings in conjunction with a Fastenal Expo in Nashville.

The Disney Cultural Enhancement series of trainings are still under construction. During April, we focused on taking a strategic look at our current culture, defining words that described the culture, root cause of the issues, and how to go about changing the negative ones to a more positive environment. Next month we will start to define both Supervisor and Employee expectations.

### Summary of Training Hours for April:

- Provided weekly safety training topics to all departments
- Provided monthly safety training to all departments
- HVAC prep class for Gary Chandler
- Advanced Certified Custodial Technician classes
- Customer Service & Dealing with Difficult People trainings
- GED classes continued utilizing Aztec learning software
- Fastenal Expo

Apr-15

<b>Training Course</b>	<b># of Participants</b>	<b># of hours</b>	<b>Total Training hours</b>
MOTW Training	161	2	322
Monthly Safety	300	1	300
Weekly Safety Msg	300	0.25	75
Great Customer Svc	4	4	16
Dealing with Difficult Personalities	7	4	28
Fastenal Expo	5	8	40
GED Class	3	6	18
HVAC Prep Course	1	24	24
Advanced Custodial Tech	37	6	222
			<b>TOTAL HRS 1045</b>

## WORK ORDER STATISTICS



Routine Work Order  
completion rate  
91.3%

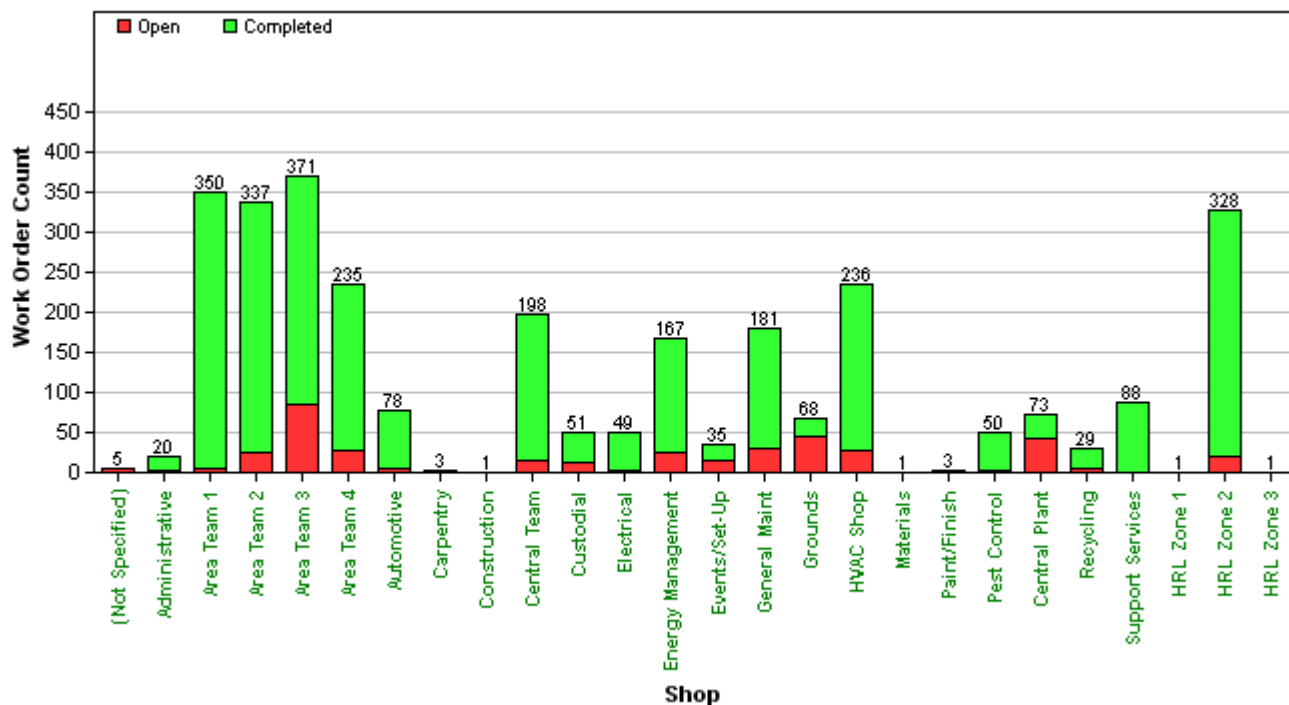
### Report Criteria

Report Period is between '04/01/2015' AND '04/30/2015'

### Historic Status of Work Orders Received

Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	26	8	30.8	18	69.2
Deferred	7	0	0.0	7	100.0
Emergency	0	0	0.0	0	0.0
Low	132	9	6.8	123	93.2
PM-Monthly	823	187	22.7	636	77.3
PM-Weekly	16	3	18.8	13	81.3
Project	30	5	16.7	25	83.3
Routine	1876	163	8.7	1713	91.3
Safety Issue	0	0	0.0	0	0.0
Special Event	49	19	38.8	30	61.2
Urgent	0	0	0.0	0	0.0
<b>Total:</b>	<b>2959</b>	<b>394</b>	<b>13.3%</b>	<b>2565</b>	<b>86.7%</b>

April 2015 work  
orders by Shops





## Driving Performance



### Cost Savings:

- Electrical consumption was down 1.9% in March of 2015 compared to the same period in 2014 the cost decreased by 9% or \$33,132. KW demand was down by 1.6% as well. Electrical consumption for March 2015 is the lowest on record since 2011, as well as the lowest cost!! There was one cooling degree day for the period, heating degree days were 13.6% lower than a year ago. Natural gas usage increased 4.3%, however due to depressed gas prices this heating season the cost decreased 15.5% saving \$22,704 compared to one year ago.
- The first floor LED track lighting project is underway at the Kentucky Museum. Light levels appear to slightly exceed the output of halogen lighting that has been in use. The Art Exhibit and Civil War Gallery is completed along with the Duncan Hines Gallery. The LED's are producing a very white light that is rendering true color as expected. LED does not produce UV so any chance for degradation of art due to UV exposure has been eliminated. This project is expected to reduce the cost associated with lighting by 80%.
- Projects that enhance efficiency and reduce electrical consumption are always winners for WKU. A project to replace the large arena sports light fixtures in Diddle Arena will be presented later this month. The present lighting fixtures are custom made and have been problematic requiring frequent repair and maintenance. The new lighting being proposed is 100% LED with no shutters to maintain or fail in addition to providing a substantial reduction in power consumption. Project documents have been received and are currently under review.
- We continue to seek new products, innovation, services, efficient and safe cleaning procedures to ensure that WKU and its students, staff, faculty and visitors always have a clean, safe, and stimulating environment by which to learn, work, live and succeed.

- Heating Plant has been secured to be for the season and all chillers are online with no major start-up issues once again. A project scope for several steam line repairs has been developed and will soon be pushed out for bid to the price contract vendors. Operations has investigated several suspect areas and identified five locations/projects that will be targeted for repair this summer. Data from the aerial infrared survey done in the fall of 2013 was used as well as ground level visual walkabouts to help pinpoint those areas.
- We have been working with JCI developers on setting version 2 of the Green Kiosk that displays energy usage data. A number of enhancements have been made since WKU started up the current version just over 3 years ago. Metasys Enterprise is the new format for Panoptix we have also been working with this development group to move the now re-named “Panoptix” to the greatly enhanced Enterprise platform. Carbon & Energy Reporter just completed a rebuild of that database with a more complete and simplified facility sort list for quicker access to reporting. Both enhancements represent expanded capabilities and ease of use to the ever increasing functional capabilities of Metasys Enterprise. There is also an upgrade to Metasys Building Automation System currently running at version 6.5. The 7.0 version has been released, WKU is awaiting the custom DVD to be received prior to scheduling the upgrade with JCI Service. WKU subscribes to the software service at a very minor cost in order to obtain the latest software upgrades at the time of their release.
- Spring is finally here and warmer weather is soon to follow. Chillers and associated cooling towers have been brought into service for the season. Start-up went very smoothly with only a couple of minor issues noted. Maintenance and cleaning performed over the winter will assure peak efficiency and reliability for these systems throughout the summer.
- As part of a continual improvement mentality and team building activities in the campus services department, we are taking a step back and thinking outside of the box. The way the campus is currently managed by Grounds Technicians, is 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. The new concept we will be introducing is a team approach to grounds maintenance. With this model, a small group of GTs will work collaboratively on a much larger area combining a few zones between each team. We conducted an isolated experiment in April where we sent out 2 teams simultaneously and each was responsible for a specific task as we walked campus. The results were very interesting; we found that cleaning landscape beds of weeds and other large laborious tasks could be accomplished in minutes as opposed to hours by one person. We will be adopting this approach a few times a week to manage larger projects but will still routinely use the zone concept for day to day trash pick-up and general maintenance. The other desired outcome which was very successful was the team building aspect of the experiment. As employees are able to converse and assist one another we discovered that there was much higher moral and a much more productive work day resulting in much higher performance. Moving forward we will be deploying small teams in 4-5 people each so and they will be supervised and assigned specific tasks with a specific desired outcome.

## Expectations

### Featured Projects

- Completed roof top asset/equipment inventory & condition assessment CRD building
- HRL emergency generator PM's were completed
- Completed monthly roof PM's
- Energy Management replaced failed supply fan VFD at SC Catering kitchen
- HVAC completed PM's at Jones Jagers, Nashville Rd. WKU Store, Softball, Foundation Bldg., and Craig Administrative Center, Alumni Square Garage, Planetarium, Snell, Mass Media, Service Supply, Foundation Bldg.
- Completed A/C compressor replacement at Nashville Rd. Store
- Repaired several Acorn walkway lights
- HVAC changed fan motor on air handler at Cherry Hall
- Replaced entire A/C Mitsubishi unit serving room 237 at Tate Page
- Replaced fan motor Preston Center
- Infrastructure Techs reviewed and re-worked equip PM's for Kentucky Bldg.
- Completed asset inventory for Craig Administrative Center input data into Insite CMMS
- Inventoried and tagged assets at South Campus and Richlandville transmitter site
- Completed open and washout of Central Plant boilers and deareator
- Re-assembled Garrett and East Hall steam boilers and started up
- Cleaned condenser coils at Augenstein Alumni
- Energy Management completed PM's on DSU VFD's
- Replaced NAE 5500 network engine controller at Preston, trained with JCI on imaging
- Replaced several parking lot light sensors, warranty parts from Cooper
- Completed transition from Heating to Cooling and central steam to local boilers
- Replaced VFD on Delo Catering kitchen make-up air unit
- Installed LED lights on Cemetery Road sign and Central Heating Plant
- Installed new Mitsubishi cooling unit for elevator room at Wetherby
- Updated vehicle information in PM system
- Re-worked Area team 4 PM's in system added filter size/qty. for IEB
- Removed left over paint from Mechanical rooms at South Campus, CEC, and disposed of
- Completed painting projects in Helm, Diddle, MMTH, and South Campus
- Replaced cooling tower VFD at Snell due to water line failure
- Identified a major water leak at the WKU Farm...faulty stock watering station again
- Repaired/replaced gutters and drains damaged by winter storms at Diddle and Publications
- Provided hard floor maintenance services in various areas within our campus facilities which included: FAC, EST, AND DFM to tile areas for added durability, improved traction, and to ensure a safe, clean environment for students, faculty and staff.
- Provided carpet care deep cleaning maintenance services to numerous areas within Knicely Center, Garrett and Cravens to eliminate pollutants and to promote clean air environment for all visitors, staff, students and customers.



### Completed Projects:

- Provided detail cleaning to various surfaces at Garrett, Cravens, and Student Publications to include windows, walls, doors, door frames, and furniture, as well as provided disinfectant services of trash cans in VARIOUS BUILDINGS to provide fresh clean surfaces and pleasant office environments for customers and to eliminate odor and pathogens for the health and safety of office occupants.
- Provide deep cleaning of restrooms and / or stairwells and landings in PS1 as needed by utilizing Kaivac Restroom machine, or with hands on 'complete wash down' of all surfaces to eliminate odor and pathogens for the health and safety of our campus customers.



# Housing and Residence Life

## Completed Projects:

- Preparing for summer camps
- Repaired recirculating line at McCormick
- Replaced broken toilet in Meredith
- Cleaned and organized in preparation of summer, also taking inventory and preparing our summer orders.
- The leak on the exchanger at Keen has been repaired. Insulated chill water lines in Poland that were condensing on the floor
- Repaired four inch main water line at South
- Repaired the two inch line behind the toilet on 4<sup>th</sup> floor at Minton
- We made an emergency repair on the 1-1/4 Gas line at North East

## Housekeeping Projects:

- Ordered summer supplies.
- Stocked summer school building with cleaning supplies.
- Cleaned 8 empty rooms in PFT
- McCormack – buffed all 6 kitchens
- Rodes Harlin – buffed all 8 kitchens
- Gilbert – buffed al 4 kitchens
- Northeast – started extracting hallway carpets
- Chill Water Plant office cleaned
- Rodes – spotted carpet throughout building
- Cleaned matting at Bates Runner and McLean

## Driving Performance and Expectations:

- We have partnered with Staples and janitorial supplies and have installed new toilet paper, soap and paper towel dispensers.
- We have also installed Diversey solution centers and will reduce down to using only 1 cleaning chemical and 1 disinfectant. Both are peroxide based so they are very safe to use.
- We will monitor savings and service for one year and compare to the previous years.
- We will be switching out toilet paper dispensers on March 16 and going with the jumbo roll tissue due to having more ft. on the roll. We should be able to reduce cost on TP, soap and towels. We will monitor closely.
- We are also looking to roll out more microfiber for use in housekeeping.



## The Sodexo Experience

*The Sodexo Experience is an essential component of Creating Exceptional Student Experiences. Our goal is to empower our employees to be motivated and engaged with the students, faculty and staff at your university/college allowing them to provide outstanding customer service.*



- Certificates and Lapel Pins for Appreciation for BSA's
- Thank YOU Cards, YOU DID IT, and YOU Make a Difference At WKU (Use these for recognition of team members after Management's Building Walk Thrus are completed and service levels are found to be of high standards) certificates!
- 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.
- EAC meeting held
- Safety meeting held
- Monthly Department meetings held
- HRL Hilltopper Hero Award given





