

Delivering the Experience

EDUCATION - CAMPUS

August 2014

Monthly Report

**Western Kentucky University
Facilities Management**





CREATING EXCEPTIONAL STUDENT EXPERIENCES

Welcome

Trending

Driving Performance

Expectations Update

Innovation

Sodexo Experience

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.

Sincerely,
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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

August was a heavy month for Safety training. Topics included: Good Housekeeping, Confined Space Entry, and Fall Protection. We used a combination of Power Point presentations, YouTube videos and hand-outs to communicate these topics and keep them interesting.

For this month’s skill-enhancement training, a webinar on the *FISH!* Philosophy for Quality customer service was presented to our Front office staff and Stockroom.

The Career Path Program is still gearing up to begin classes soon. Leah Hopwood has completed the PowerPoint presentations for the Woody Plants Class for the Certified Grounds Technicians. The Campus Services Manager and I are currently evaluating this program and making edits before classes begin. The Advanced Custodial Technician program hit a snag and has been delayed due to CMI undergoing an acquisition from another company. However, I have been assured the sale is almost final and business will resume as normal in late September.

The majority of my focus for the month of August has been on developing a Basic PC Skills training class for team members that are not comfortable using computers as well as a Communication Skills class for Supervisors. Both of these courses were a direct result from feedback received from our first focus group session. There were two sessions of the Basic PC Skills class held in August, and this will continue into September. The second Focus Group session will be the first week in September.

Summary of Training Hours for August:

- Provided weekly safety training topics to all departments
- Provided monthly safety training to all departments
- Basic PC Skills classes held
- FISH! Philosophy training
- Heat Plant team members sent to Louisville for Pressure Relief Valve Customer Training For Power Generation Applications

Training Course	# of Participants	# of hours	Total Training hours
MOTW Training	161	2	322
Monthly Safety	300	1	300
Weekly Safety Msg	300	0.25	75
Basic PC Skills	9	1	9
Fish Philosophy	11	2	22
Pressure Relief Valve	4	8	32

Total Number Training Hours for the month: 654 hours

WORK ORDER STATISTICS



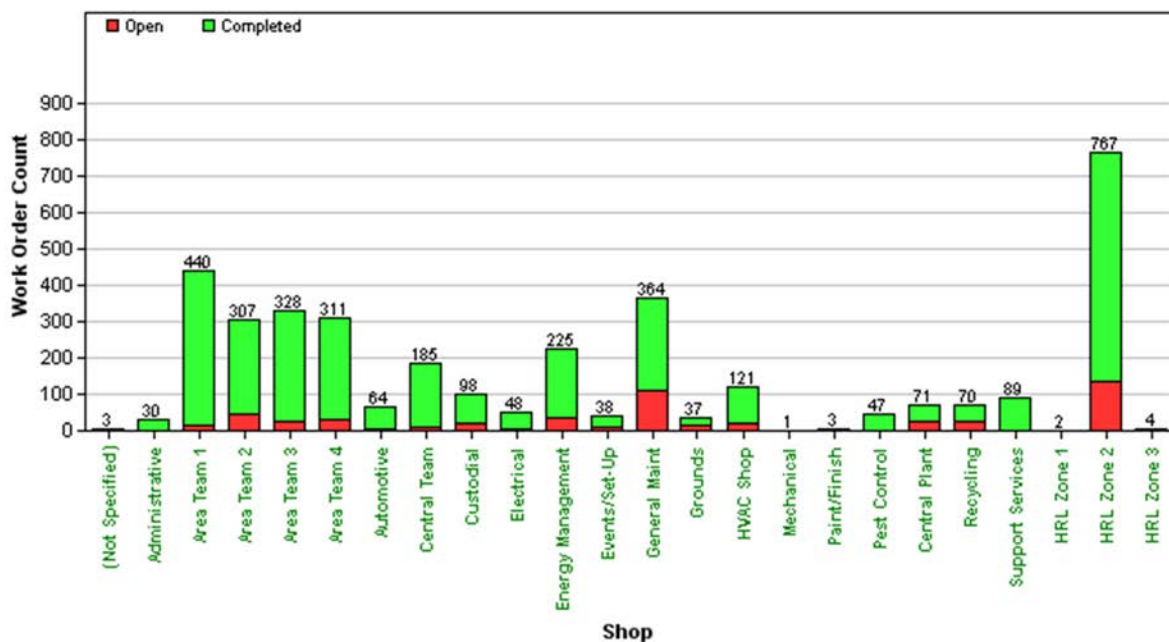
**Routine Work Order completion
rate for the Month of July:**
85.7%

Report Criteria

Report Period is between '08/01/2014' AND '08/31/2014'

Historic Status of Work Orders Received					
Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	3	1	33.3	2	66.7
Deferred	6	1	16.7	5	83.3
Emergency	0	0	0.0	0	0.0
Low	126	0	0.0	126	100.0
PM-Monthly	527	121	23.0	406	77.0
PM-Weekly	17	3	17.6	14	82.4
Project	29	3	10.3	26	89.7
Routine	2915	417	14.3	2498	85.7
Safety Issue	0	0	0.0	0	0.0
Special Event	39	12	30.8	27	69.2
Urgent	1	0	0.0	1	100.0
Total:	3663	558	15.2%	3105	84.8%

Historic Status of Work Orders Received



Driving Performance



Cost Savings:

- Electrical consumption was down 1.5% in July of 2014 compared to the same period in 2013 the cost increased by 2.8% however or \$13,842. Cooling degree days were 9.8% lower for the period. DSU chillers were not online a year ago and the entire building still remains still largely uncontrolled and unscheduled due to construction activities.
- Several LED lighting projects are in various stages of development and evaluation. A project to upgrade all of the Kentucky Museum exhibit and display lighting from short lived halogen lamps averaging only 600 hours to LED lamps lasting over 100,000 hours is nearly ready to bid. Another project that is expected to replace the main basketball arena lighting at Diddle Arena is ready to begin the engineering phase.

Researched and collected pricing data for comparison efforts to seek out best savings opportunities for the University in regards to Janitorial products. Will be changing various vendors for 'best pricing' options – implementation / changes should be in place by early 2015

- Researching pilot / trial use of the Hydros Cleaning System with Ecolab for a pilot on campus. . Benefits from use are communicated as:
 - Uses salt and water to make 3 different cleaning products.
 - Saves up to 25% over other cleaning systems.
 - Provides 50% faster disinfection than the normal 10 minute contact time with other disinfectant products.

- Cleaning of the exterior limestone on Gordon Wilson Hall has concluded until the chiller is shut down for the season late this fall. The wall adjacent to the chiller remains to be cleaned. Due to the corrosive nature of the One Restore the chiller will be wrapped in plastic to protect it while cleaning is taking place. A multiphase plan has been developed for continuing restoration that will include tuck pointing mortared joints, replacement of the roof, and applying stone sealer beginning next year.
- Optimal run time sequences have been enabled for several buildings. This program evaluates the actual amount of time an area takes to reach temperature set point whenever coming out the unoccupied night cycle into the occupied day cycle. Based upon the actual time required the schedule is automatically adjusted, generally shortened, or in some cases lengthened which assures occupant comfort while optimizing energy use.
- First floor offices located in the East side of LT Smith Stadium have been very difficult to heat during the winter months. It was determined last winter that insulation above the ceiling was removed during the renovation project several years ago. In addition several openings to the outside were found to be not well sealed from January's cold. Closed cell spray foam insulation with a fire retardant coating was applied above the ceiling this month that should greatly improve occupant comfort and reduce energy losses in this area.
- On Friday morning August 22nd just over two days before the start of classes a failing supply fan motor was discovered on Cherry Hall's air handler #1. Before Friday afternoon was over a replacement 100 horsepower motor was located in Indianapolis, Indiana. Trucking arrangements were made to have the motor delivered to Covington Electric by 6 pm Friday evening. At 7 am Saturday the 23rd a crane was set up Rooks Howard and 2 HVAC Technicians were engaged in removal and reinstallation of the new motor. Work was completed by 10:30 am with the air handler up and running just 24 hours after the failure was discovered. This air handler serves one half of the entire building affecting class rooms and faculty offices on 4 floors.
- Assisted in the cleaning of areas in Downing Student Union that was within or nearby construction zones, to include assisting in the 'inspection cleaning needs for Chick-fila restaurant. Ran two shifts from our unit (PM – main 'after construction' blitz, and AM support (Sending out a very special 'thank you' to Jennifer for heading up the AM efforts) for continued 'dust control'. Continued assistance / support from E&G Building Services for Ribbon Cutting / Grand Opening on 8/29/14.
- Completed exterior window (and some interior stairwell windows where applicable) cleaning for Downing Student Union – services provided by Waterman Building Services.

Expectations Update



Housing and Residence Life

- Assisted in move in of master plan and all students.
- Installed new Mitsubishi mini-split unit in laundry room of PFT.
- Installed new compressor in one of the PFT condensers for the elevator room, and installed a new condenser fan motor in the other unit.
- Attended a walk thru with the Project managers at 1355 KY.Street apts.
- Installed new heat pump on cottage #6, Repaired boilers at West hall.
- Great Master plan weekend and did not have any housekeeping issues.
- Cleaned all the bedrooms at Rodes for transition from Summer school to Master plan.
- Recleaned: Bemis and Zach to get ready for move in.
- Cleaned carpets in the following buildings, NE, SW, McCormack, Gilbert, Bates Runner, McLean and Minton.
- Stripped and waxed 117 bedrooms at Poland.
- South Hall all bedrooms waxed
- Working with purchasing to see if we can save any money on HK supplies and looking at different vendors with E&G. Staples and Johnson Diversity have installed chemicals in Minton and Bemis to test. We will get feedback from BSA's and supervisors on how they work compared to what they were using. We will be looking at pricing and comparing cost. We will analyze and make a decision very soon this has been an ongoing project with HRL and E&G. them.
- We will now begin to get all our equipment checked and ready to go for the steam switch over and heating season. We also will be planning any future projects.

Innovations

Featured Projects

- Completed re-painting of 25% of the student rooms in Gatton Academy
- Cleaned HVAC duct work Tower Food Court
- Energy Management completed VFD PM's at South Campus
- HVAC replaced supply fan motor at Cherry Hall
- Completed painting projects at Gatton Academy, Cherry Hall, Diddle, Van Meter, MMTH, Academic Complex, and Smith Stadium
- HRL emergency generator PM's were completed
- Completed monthly roof PM's
- Upgraded Metasys ADX and all network devices to release 6.5
- HVAC drained the heating loop at Preston, replaced multiple dielectric union seals, refilled
- Energy Management replaced VFD AHU 8 at S. Campus
- Applied closed cell insulation above ceiling at LT Smith East
- The Central Team hung 40 new banners on campus poles
- Energy Management completed VFD PM's at LT Smith east & west, EBS, Cravens, Music Rehearsal Hall and Preston Center
- Retired 5 utility water meters no longer needed including TCNW
- HVAC repaired LT Smith ice machine
- Completed several walk through of DSU help identify issues needing more attention or completion
- Repaired and painted sideline benches at LT Smith Stadium
- Gathered GIS data on new sprinklers at South lawn
- Infrastructure Techs updated underground electrical line GIS data for South Campus
- Replaced faulty freeze protection device on EBS air handler #1
- Replaced supply fan bearings on air handler #1 at Gordon Wilson
- HVAC installed new ductless AC unit for Snell Hall electron microscope
- Cleaned PTAC units at AG Expo Provided hard floor maintenance services in various areas within our campus facilities which included: SOUTH CAMPUS, DIDDLE, AC, EBS, EST, TCC, SNELL 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, South Campus, SSW, TCC, Snell, EBS, EST and AC, to eliminate pollutants and to promote clean air environment for all visitors, staff, students and customers.
- Provided detail cleaning to various surfaces to include windows, walls, doors, door frames, and furniture, as well as provided disinfectant services of trash cans in: TCC, EST, EBS, Snell, AC, Diddle, SMW, and South Campus 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 Diddle, Snell Hall, EBS, EST, TCC, AC 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.

- In May of 2012 the university began an ambitious project renovating the Downing University Center to a new Downing Student Union. As part of this renovation a temporary dining facility Topper Café was placed in the Western part of the South Lawn. In addition to Topper Cafe the laydown area for construction was placed at the east end of South Lawn. This basically rendered the South Lawn useless for active and passive recreation. The south lawn is an incredibly important area for year round student activities including football tailgating and many other special events. The months leading up to the removal of Topper Café there were many conversations about the restoration efforts to ensure that the lawn was not only restored but improved so that it was even more resilient and usable to campus community. As part of the very close partnership with DFM and PDC we were able to plan and organize a lawn restoration effort that had not been previously achieved at WKU. A Calescence smart irrigation control module has been installed that can be monitored remotely and is adjusted automatically depending on the weather conditions that are monitored by our weather station located at South Street. This system will adjust water usage and irrigation run times through weather conditions such as local and historical evapotranspiration rates and rain fall. The south lawn will be maintained in conjunction with our athletic fields with top dressing, aerating, overseeing, verti-slicing and mowed with a reel mower. We look forward to the success of this new lawn renovation and providing the campus community with a lawn that not only meets their needs but exceeds their expectations.



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 Building Services team members on a weekly basis to further develop and nourish employee's job satisfaction and feeling connected and valued
- HRL Hilltopper hero for the month of August, Mike Boehmer
- DFM Employee Appreciation picnic held, organized by our DFM Employee Activities Committee and funding sponsored by SODEXO.



Western Kentucky University

a leading American university with international reach

Mission Statement:

Western Kentucky University prepares students of all backgrounds to be productive, engaged, and socially responsible citizen-leaders of a global society. The University provides research, service and lifelong learning opportunities for its students, faculty, and other constituents. WKU enriches the quality of life for those within its reach.

