

*Delivering the
Experience*

EDUCATION - CAMPUS

AUGUST 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**



Judy Blankenship
Building Services Manager
270-745-5822
judy.blankenship@wku.edu



Dale Dyer, LEED AP
Plant Operations Manager
270-745-6179
dale.dyer@wku.edu



Rodney Hull, I.C.E.
Facilities Manager
Southwest Hall, 21
rodney.hull@wku.edu



Angie Jackson, PHR
Fiscal Service Manager
angie.jackson@wku.edu



Jennifer McLeod
Training and Operations Manager
Facilities Management
270-745-2290
jennifer.mcleod@wku.edu



**Josh Twardowski, CFM,
RLA**
Campus Services Manager
270-745-5820
joshua.twardowski@wku.edu



Mark Updegraff
Maintenance Services Manager
(Interim)
270-745-5821
mark.updegraff@wku.edu





**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

We are gearing up for the fall semester! August has been a serious planning and scheduling month, not to mention filled with creating new programs! The only trainings offered in August were the standard Method of the Week trainings for BSA's and Safety training for the entire team.

The Safety training topic for August was Good Housekeeping and was communicated to all DFM departments during their unit meetings, as well as postings in the communication board in the main DFM hallway.

Developmental-wise, my main focus for August was creating the Leadership series of trainings that will be mandatory for all DFM Supervisors. The first 6-week course will consist of Transitioning from Co-worker to Supervisor, Basic Leadership Fundamentals and Leadership styles. In addition, we will use the Super Supervisor videos along with PowerPoint and activities to discuss soft skills such as the 7 C's of leadership, Motivating & Influencing Employees through Respect & Recognition, The Do's and Don'ts of Discipline, Being a Role Model, and turning Negative encounters into Positive encounters.

The Disney Cultural Enhancement series of trainings is still under construction, but finally starting to come together. The schedule and class roster have been developed and posted, and the anticipated start date for this series is September 22nd. We will be starting with a pilot group of around 65 team members encompassing all DFM departments in three separate classes. Trainings are scheduled on a bi-weekly basis and run through Winter Break at this point. Topics to be covered include: Workplace culture, Customer Service, Teamwork, Communication, Developing positive Attitudes, and Employee Empowerment.

Other trainings that have been scheduled for the fall semester include: the Advanced Custodial Technician Leadership/Project class, the Advanced Grounds Technician Leadership/Project course as well as the Small Engine repair class, GED classes, Monthly Sharpen-the-Saw for all maintenance technicians, Electricians, and Plumbers.

Attended the National APPA Conference in Chicago

Summary of Training Hours for July:

- Provided weekly safety training topics to all departments
- Provided monthly safety training to all departments
- Three electronics technicians attended the JFCI Fire School for Fire Alarm systems

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
JFCI Fire School	3	8	24
			721

Total Number Training Hours for the month: 721 hours

WORK ORDER STATISTICS



August 2015

Routine Work Order
completion rate
84%

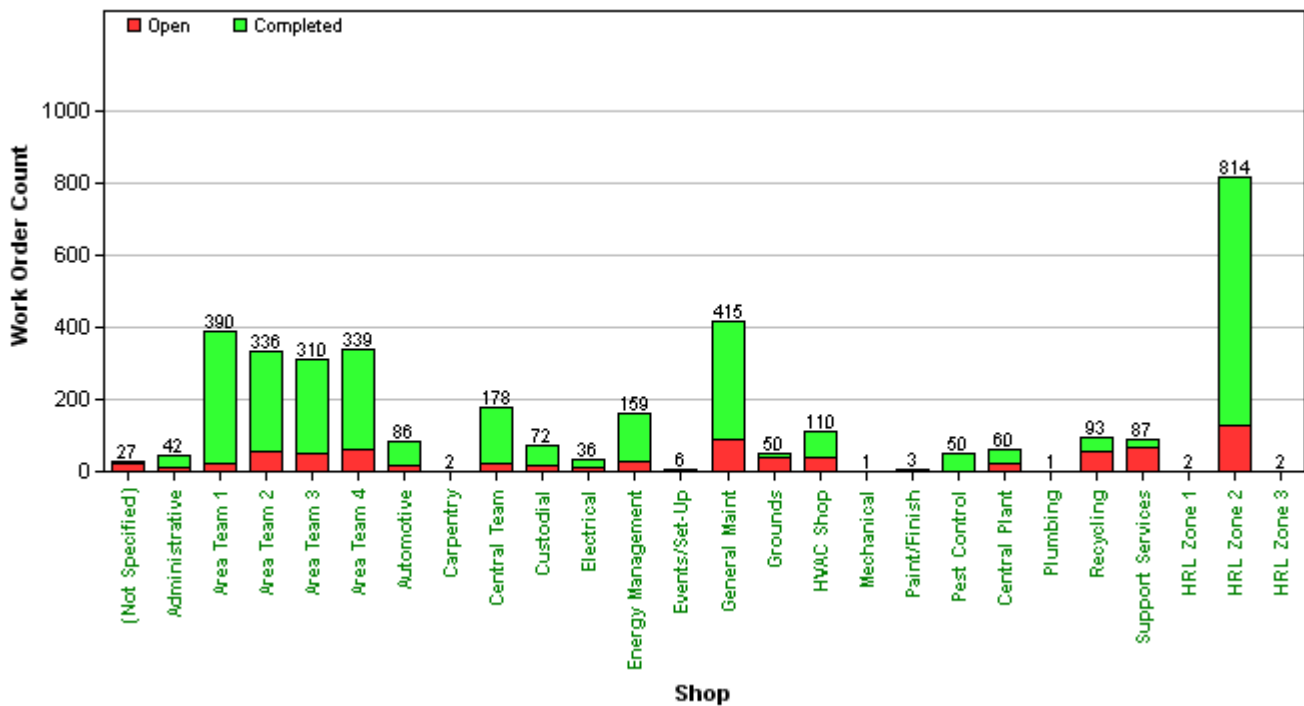
Report Criteria

Report Period is between '08/01/2015' AND '08/31/2015'

Historic Status of Work Orders Received

Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	63	17	27.0	46	73.0
Deferred	10	1	10.0	9	90.0
Emergency	0	0	0.0	0	0.0
Low	128	87	68.0	41	32.0
PM-Monthly	590	195	33.1	395	66.9
PM-Weekly	17	10	58.8	7	41.2
Project	43	9	20.9	34	79.1
Routine	2800	447	16.0	2353	84.0
Safety Issue	0	0	0.0	0	0.0
Special Event	20	2	10.0	18	90.0
Urgent	0	0	0.0	0	0.0
Total:	3671	768	20.9%	2903	79.1%

Work orders by Shops



Driving Performance



Cost Savings:

- Electrical consumption increased 7.6% in July of 2015 compared to the same period in 2014 the cost increased by 3.4% or \$17,016. KW demand increased by 6.2%. There were 435 cooling degree days for the period, this was an increase of 49.5% from a year ago. HVAC systems were also brought online at the new Honors College further increasing electrical load in July.
- A second LED track lighting project has been completed this month at Kentucky Museum. This project is expected to reduce the cost associated with lighting by 80% and has been approved for a TVA incentive of \$1,895 making the return on investment for this project less than 6 years. To date, 844 LED fixtures have been installed replacing as many halogen lamps/fixtures. Fluorescent lighting in the quilt display cases will also be replaced with LED. Fluorescent lighting produces UV which fades fabric rapidly, LED does not produce UV making this a much better choice for exhibit lighting.
- A project to replace the large arena sports light fixtures in Diddle Arena was completed this month. This will reduce the electrical usage by nearly 80% with a corresponding 5 year cost avoidance of \$185, 000. This project has also received a TVA incentive of \$12,712. When avoided repair and maintenance cost is figured in the return on investment for this project is calculated to be 3.46 years. This will also be the "First" university basketball arena in the Commonwealth of Kentucky to become illuminated with all LED lighting and joins the recently updated Yum Center in Louisville. Light fixture installation is complete, the control work will complete in August.



- The JCI Kiosk version 2 came online this month 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.
- Developed and funded a project at Gordon Wilson to replace all of the HVAC equipment as well as upgrade the controls. Work is presently underway to remove all of the air handlers in anticipation of delivery of the replacement units from Johnson Controls. Exterior cleaning of the limestone was completed earlier this year, restoration tuck pointing is also underway with another project.
- The steam and condensate piping replacement project between Zacharias and Meredith Halls was completed this month just ahead of student move in. Leaking pipe at this site, 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.



Expectations

Completed Projects

- Completed installation of LED track lighting at Kentucky Building
- HRL emergency generator PM's were completed
- Completed monthly roof PM's
- Energy Management replaced failed chilled water valve actuators at North, West, Keene, & Barnes resident halls
- Completed installation of LED fixtures in Normal lot adjacent to Jones Jagers
- Completed painting projects at Garrett, DFM main entrance, SC Cupola, Knically Auditorium, Old Honors Building, Snell, and EBS
- Installed network interface and power meter at Parking & Transportation
- Replaced several leaking valves at Health Services
- HVAC cleaned coils at CRD Water Lab
- Replaced condenser fan motor on PDC unit
- Installed new Mitsubishi Unit at Service Supply 131
- Replaced failed blower motor at Pit Stop C-Store
- Completed steam and condensate pipe replacement at Meredith Hall
- Completed LED lighting upgrade in the Normal lot adjacent to Jones Jagers
- Central Heat Plant re-installed the expansion joint in manhole 57
- Collected utility data for Mimosa Alley entrance to Honors College
- Installed replacement outside air louver damaged by roofers at Cravens
- Installed replacement split A/C system for Women's Studies
- Installed new roof top unit at CRD brewery
- Replaced NAE batteries at Diddle, Health Services, and Gatton
- Completed fall semester schedules in Metasys
- Corrected lighting issues at South Campus
- Completed deaerator tank repairs at Central Heating Plant
- Repaired parking lot lights near at S. Campus
- Cleaned strap marks from columns at Gary Ransdell Hall
- Painted hand rails at Snell
- Completed exterior cleaning at EST
- Mold Removal in Jones Jagers – numerous areas throughout facility with complete wash down of all surfaces and items within each space. Joint effort to take care of this by housekeeping, maintenance and grounds.
- Provided custodial support in GWH for after renovation cleanup of all areas on 3rd, 2nd and some areas within the 1st floor – complete wash down and dust removal of all surfaces, top to bottom.
- Provided custodial support at the new Honors facility for after construction cleanup to ready facility for 8/24/15, partial opening.
- Pre – event services at Smith Stadium for High School Football game.
- Early pre-event services at Smith Stadium to ready for WKU football season – 1st game 9/10/15.
- B&B Cleaning – Exterior windows: Ransdell Hall windows above main front entrance.
- Deep cleaning projects continuing in all E&G facilities to include thorough cleaning of light fixtures, vents, walls, doors / frames, interior windows and floors (carpet extraction / Top Scrub / Buff and Wax Application.

- Repaired the 2 1/2 inch copper domestic hot water main at P.H.A.C.
- Installed all new outside lights on the colonnade at Gary Ransdell Hall.
- Removed all of the thresholds on the basketball courts at P.H.A.C. for the contractor and put back after the floors were completed.
- Installed 2 new flow valves at Health Services Building.
- Cleaned all fans in the work out areas of P.H.A.C.
- Removed all carpet in rooms 109A, 107A, 130 and 130A at Jones Jagger's and also assisted BSA's on clean up all threw the building.
- Assisted area team 3 on pump projects and water main projects in their area.
- Assisted area team 4 on sewer main projects and pump projects in their area.
- Completed 89 p.m.'s for month.
- Football Preseason (ongoing till 9/10/15)
- Installed anchoring points for the Steamers Seafood Tent so the tent wouldn't be attached to the handrails, which caused major damaged to the handrails and surrounding concrete.
- Replaced motor on exhaust fan that services Papa Johns
- Power outage at DSU caused by transfer switch test (ongoing to find out solution to problem. Working with David Oliver at EHS).
- Master Plan activities.
- Welcome back to Western event on South Lawn.
- Two CAB concerts (one at South Lawn, one at Diddle).
- Garbage Disposal and Hydra-Extractor at DSU. Complaints of Hydra-Extractor dumping water on the dock area, we are still watching the area to see if the issue reappears. Disposal in dish room has had a failure of some kind, likely a shorted motor winding caused by a pierced seal. Still waiting to hear from Aramark about how they are going to solve problem.
- We think we have the issue resolved concerning hot water in the bottle filling station by the post office, Ground floor, DSU. We found three bad point-of-use mixing valves (they were full of CPVC shavings which ruined the internal check valves) and a bad solenoid on one the motion activated sink faucets. We replaced the three mixing valves and the one solenoid and have not had any issues for a few weeks now but we are still regularly checking the filling station.
- Lighting project in Diddle. Scheduled to be completed in the following weeks. Training is scheduled to take place tomorrow (8/26).
- We are having some issues with ductwork condensation at Grise Hall. We have notified Dale Dyer and the ductwork is scheduled to be insulated when cooling season ends.
- We are replacing several ceiling tiles on each floor at least once a week and will continue to do so until the condensation problem is resolved.
- Replaced water heater element at Garrett Subway.
- Replaced kitchen faucet and faucet stems at Garrett Food Court.
- Installed new dehumidifier drain line at Kentucky Museum.
- Replaced belts on exhaust fan at Alumni Square Garage.
- Repaired leaking water line above ceiling in EST 310.
- Replaced outside lights on Subway side of Garrett.

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.](#)



Housing and Residence Life

Completed Projects:

- Completed all dorms for move in. Worked the move in weekends and assisted getting all resident in.
- Responded to emergency calls and took care of any issues.
- Completed all our maintenance in Gilbert hall after construction renovations and had a successful opening for all dorms.
- Worked with contractors to remove counters in Bemis and Barnes.
- Shut down and fixed leak under Bemis hall on main water line.
- Repaired leak from fourth floor toilet leaking at the desk at Barnes.
- Worked on many of our AHU's and will continue to until they are all at 100%.
- Our team worked with energy Management team members diagnosing and learning of problems and solutions in several of our building chill water systems.
- Replace weak or damaged blower motors in many of our rooms at Minton, Bemis and Barnes.
- Worked in the insulation of lines in room 2205 at PFT. Insulation had become saturated and was condensing heavily.

Housekeeping Projects:

- Finished re-cleaning all bedrooms in Poland and Keen.
- Finished re-cleaning all common areas in Poland and Keen.
- Finished all waxing projects.
- Recleaned 384 bedrooms in PFT.
- Recleaned 10 floors of bathrooms and hallways in PFT.
- Cleaned BSA closets and restocked supplies.
- Put all summer cleaning supplies back in all buildings.
- Rodes – extracted all carpet (9 floors)
- McLean- extracted all carpet (3 ½ floors)
- Minton – extracted all carpet (10 floors)
- Southwest – final clean
- Minton – final clean
- Gilbert – completed entire building cleaning after construction and get ready for opening.
- Gilbert – extracted all carpet (4 floors)
- Ky. St Apts. – finished last round of apartment cleaning
- McCormack – buffed all kitchens
- All buildings restocked
-

Long-Term Expectations: We will be switching over Keen, McCormack, Gilbert and Minton to the new Diversey chemicals from Staples. We will also switch to the new soap, toilet paper and paper towels in these buildings to help reduce cost. We will look at electronic tablets that work with facilities center work order program to see if would be an asset to our department.

Innovative Solutions: We will look at any new equipment and any cost saving equipment that might apply to HRL.

Customer Focus: We have had a really good move in/ opening this year. We have had a few challenges with construction and not having as many temps as we normally had but we were able to have a good MASTER plan opening, and one of the best we have had!

Enhanced Wellbeing: Our Hilltopper hero's for August is Janice Halcomb

Driving Performance: We will start Q&A building inspections and making rounds in our buildings checking for any maintenance, cleaning and safety issues.

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
- Kudos, to our longtime employee, Doug Price, retired August 31st. Doug was our Grounds Supervisor.



