

# *Delivering the Experience*

EDUCATION - CAMPUS

**December 2014**

## **Monthly Report Western Kentucky University Facilities Management**



**sodexo**  
QUALITY OF LIFE SERVICES



# 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

December brought an end to the “semester” in Training & Development. Areas of focus included catching all departments up on safety training as well as wrapping up several different programs for the Career Path participants.

Back Safety was the topic for December. Due to the short month, Handouts were utilized to teach these topics to team members, as well as postings in our Safety board.

Several classes concluded for the Career Path Program this month. Both HRL Basic Custodial Technician and the Grounds Technician Woody Plants classes came to an end and final exams were given. Results will be posted in January’s report. In addition, official recognition was given to all team members who graduated to level 2 in the program in 2014. Certificates and pins were presented during the Christmas Brunch and a separate Pizza Party was held in December to recognize team members for their hard work and efforts.

Dec-14

Training Course	# of Participants	# of hours	Total Training hours
MOTW Training	161	1	161
Monthly Safety	300	1	300
Weekly Safety Msg	300	0.25	75
CGT Course	15	2	30
HRL CCT Course	27	4	108
GED Class	1	2	2
Advanced Custodial Tech	37	4	148
			824

**Total Number Training Hours for the month: 824 hours**



## WORK ORDER STATISTICS



Overall Routine Work Order  
completion rate  
between 7/1/14-12/31/14  
**96.4%**

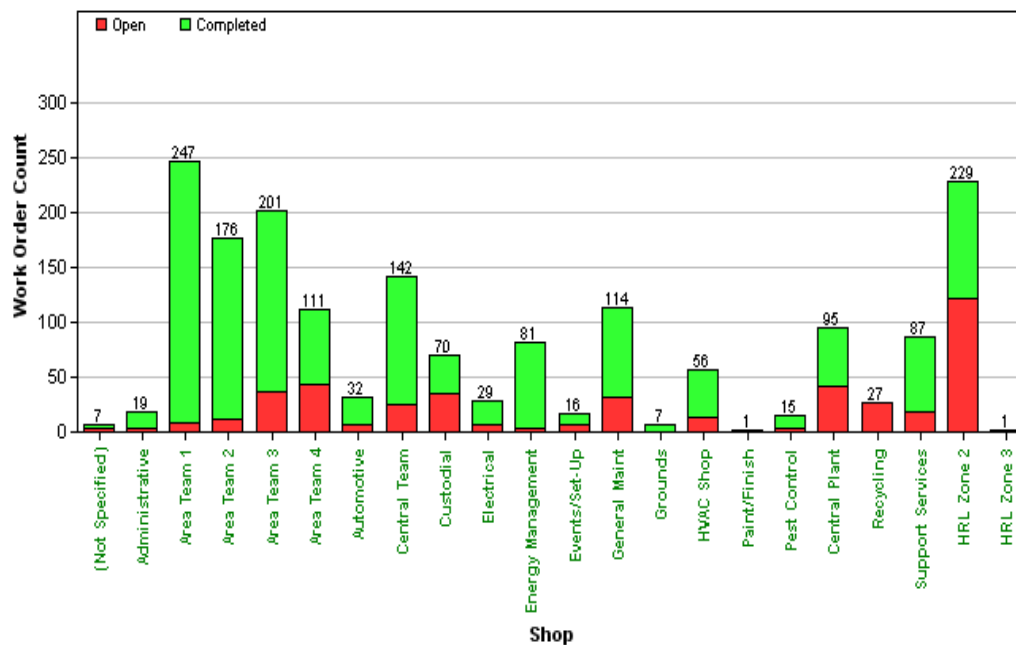
### Report Criteria

Report Period is between '12/01/2014' AND '12/31/2014'

Historic Status of Work Orders Received					
Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	2	0	0.0	2	100.0
Deferred	2	0	0.0	2	100.0
Emergency	0	0	0.0	0	0.0
Low	131	44	33.6	87	66.4
PM-Monthly	446	139	31.2	307	68.8
PM-Weekly	3	0	0.0	3	100.0
Project	26	4	15.4	22	84.6
Routine	1134	253	22.3	881	77.7
Safety Issue	0	0	0.0	0	0.0
Special Event	19	11	57.9	8	42.1
Urgent	0	0	0.0	0	0.0
<b>Total:</b>	<b>1763</b>	<b>451</b>	<b>25.6%</b>	<b>1312</b>	<b>74.4%</b>

Historic Status of Work Orders Received

December  
2014

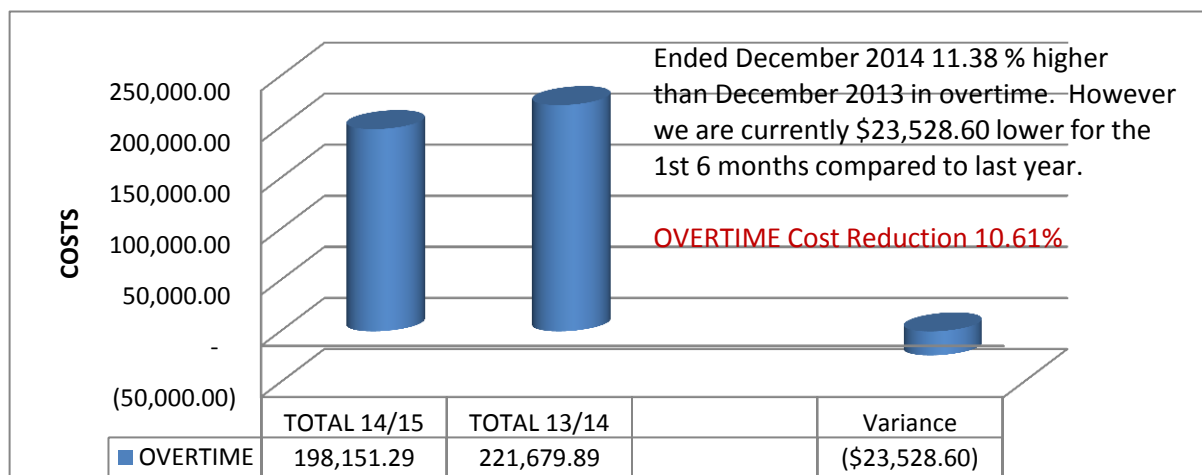


## Driving Performance



## Cost Savings:

- Electrical consumption was down 4% in November of 2014 compared to the same period in 2013 the cost decreased by 3% or \$8,779. There were no cooling degree days for the period, heating degree days were 9.4% higher. This resulted in a slight increase in natural gas consumption of .84%.
- Updated** the parking lot lighting Wi-Fi connectivity has been completed and is now ready for start-up commissioning. WKU IT is completed network connectivity to each of the gateways this month as well as the "Energy Managers" that will provide the gateway interface. Cooper will commission the system beginning January 12<sup>th</sup> 2015. Once commissioned, communication to each and every individual lighting fixture will be established for control and reporting. Legacy time clocks and photocells will be removed or bypassed to provide constant power to each fixture's control module. While this project has already proven to average a 56% decrease in kilowatt's consumed, an additional reduction of 10-20% is expected in managed programming that will dim many of the lights late at night. Each light fixture is also equipped with motion sensors that will immediately bring the light to full illumination when motion is detected.



- The Central Team is working on a short term solution to remove damp carpeting and floor leveler from several floors in Cravens Library. Frequent water infiltration from the failing windows has caused mold growth in these materials that are installed very close to the outer wall below the windows. The area is being treated with a bio growth/fungicide inhibitor AZ-14 that should prevent any recurrence of mold growth until the window-walls are replaced in the next couple of years. Several floors were completed this month, and the entire project should be complete by late-January.
- Projects that enhance efficiency and reduce electrical consumption are always a win for WKU. We are continuing to develop LED lighting updates for Diddle Arena and LT Smith Stadium. A project to replace the large sports lighter fixtures at the Campbell Lane and Jones Jagers parking lots is also in development.
- A project to replace all of the incandescent track lighting on the first floor of the Kentucky Museum has been developed. Purchase orders are expected to be issued in early January 2015. The project cost will be just under \$109,000, funding will be split 50/50 with E&G Utility carry forward money and the Provost of Academic Affairs. The reduction in kWh consumption and cooling loads account for a cost reduction that exceeds 80%. Simple return on investment is 6 years, with an added bonus of greatly reduced labor commitment required to re-lamp every 90 days or less. Phase 1 of this project encompasses the entire first floor and is expected complete by March of 2015.
- Since the beginning of the career path there has been a very strong focus on the idea of employee engagement and self-enrichment. In the grounds department, we felt that it was critical to teach our frontline team members about the landscape management trade and the specific cultural needs of the trees and shrubs they maintain. Starting a few months ago we created our own, in-house woody landscape plants identification course taught by the manager of campus services and the university gardener, Leah Hopwood. We organized the course around an 8 week schedule very similar to a college course. The course included a syllabus, course materials, plant walks, weekly quizzes and a final exam. At the end of the course we had 13 grounds crew members that were able to memorize and identify 50 species of trees and shrubs by their Latin (scientific) and common name. The grounds crew members took their final exam with 100% of them passing and most of them excelling. They were only given twigs and leaves by which to identify these plants. We truly feel that this effort to create a sense of self worth and accomplishment for our front line team members helps us drive performance, enhance well being through encouragement and strengthen team comradery through shared knowledge.



## Expectations Update



- Sodexo Task Focused Cleaning Pilot to be implemented in January 2015 at Cherry Hall. This pilot will be monitored and evaluated in this facility for future implementation in other facilities if successful. Description of Process: Different from typical zone cleaning, with one BSA assigned to a specific “area” within a facility, Team Cleaning (Sodexo Task Focused Cleaning) has been proven to improve efficiency of services provided to customers, increase productivity for staff in cleaning, builds ‘team’ process and connectivity, and reduces the amount of equipment and utilities required per building by working together, one floor /location at a time.
- Implementation of ‘micro-fiber’ cleaning trial coming soon! (Will be combined with our Team Cleaning pilot at Cherry Hall in January 2015!) Note: Adding this process will further assist in getting WKU Building Services qualified as a FULL GREEN operation and the CIMS certification.
- Researched and collected pricing data for comparison efforts to seek out best savings opportunities for the University in regards to Janitorial products, to include toilet paper, paper towels, and hand soap. Will be changing over to Staples for ‘best pricing’ options – implementation / changes will start week of January 5, 2015, with full implementation to all campus facilities by January 25<sup>th</sup>.
- Manager Blankenship developing customer face to face communication program on a “per building” schedule to discuss housekeeping concerns, idea and improve overall communication and satisfaction levels. Tentative implementation for this new communication effort by January 2015.



## Innovations

### Featured Projects

- Completed mold mitigation through the 7<sup>th</sup> floor of Cravens Library
- HRL emergency generator PM's were completed
- Completed monthly roof PM's
- Replaced a failed blower motor at Tower Food Court
- Completed annual inspection and recertification of Tupen Leo lift
- Updated heat plant PM's
- Central Team completed installation of 10 exterior lights at Preston
- HVAC completed semi-annual PM's in 12 buildings
- Replaced circuit breaker for Campbell Lane lot lighting damaged by lightening
- Rebuilt control air compressor at TCCW
- Painting projects at Potter, FAC, Community College, Van Meter, Academic Complex, Smith Stadium, Diddle Arena, & Mass Media
- Set out and took down "Safe Community" flags campus wide
- Repaired chiller VFD at Snell Hall that was damaged by lightening
- Replaced ignitor on Campus boiler at South Campus
- Energy Management implemented Conservation Vacation Holiday shutdown schedules
- Repaired fence EHS parking lot (South Chestnut)
- Troubleshoot and repair damaged lighting around DSU
- Repaired overhead door at DSU dock area, issued PO to replace/update door operators
- Numerous utility locates for fall tree planting project
- Mapped locations of natural gas shut-off valves and meters into GIS database
- Completed steam line and manhole inspection
- Window Cleaning provided by contractor to Diddle Arena – front lobby glass (interior and exterior) 1<sup>st</sup> and 2<sup>nd</sup> floor. Curtain window on 3<sup>rd</sup> floor (lobby side and 3<sup>rd</sup> floor level side), and all stairwell windows.
- Pre-event tasks for Basketball games.
- Commencement Tasks in Diddle.
- Provided hard floor maintenance services in various areas within our campus facilities which included: DIDDLE, RANDELL HALL 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 Knically Center 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 DIDDLE, RANDELL HALL 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 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:**

- Maintenance Projects
- Checked all heating systems and prepare for Holiday break shutdown.
- Checked all mechanical rooms, check all PFT windows to make sure closed to prevent freeze ups.
- On-call Holiday Plan prepared

## **Housekeeping Projects:**

- Waxed all tile in Keen hall Lobby
- Waxed Poland Laundry room and restroom on 1<sup>st</sup> floor.
- Cleaned empty apartments at KY Street.
- Get supplies ready for projects in January.
- Get a plan for switching all soap, paper towel, toilet paper, and cleaning chemicals.

## **Driving Performance and Expectations:**

- HRL will be switching out vendors on custodial supplies. We will use Staples Facilities supplies on chemical soap and paper purchases. This will greatly reduce the cost of current supplies. We are reducing down to 2 main chemicals that are peroxide based that will be used on a daily basis. We will reduce down from the current 5 chemicals to 2 main chemicals for cleaning. In January we will start switching out dispensers.
- HRL has rolled out a pilot paperless maintenance program with Techs using laptops for work orders and completing work orders. We will roll more lap tops out to our maintenance techs as budgets permit. We hope to have our maintenance teams equipped with laptops soon. We are looking at using micro fiber mops in a few locations to test them. This is ongoing.
- We are planning our winter holiday break coverage. We are also planning our projects that we will be doing during the break period. Some of the projects include carpet cleaning, floor waxing and air filter changing.
- HRL will continue our Hilltopper Hero program and Staples will provide a gift card to the employee selected.
- HRL planning the winter break closedown and energy conservation during the break.
- HRL looking a new innovative equipment for our housekeepers and will demo some next year.

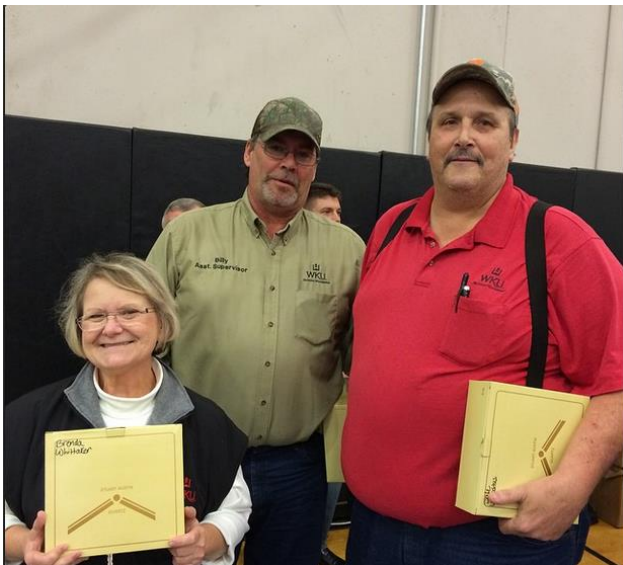
## The Sodexo Experience

*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
- DFM Service Awards given out to employees with 5, 10, 15, 20 and 25 years of service at our HR Christmas Brunch.
- Staff that have participated in programs related to their Career Path were recognized and presented a certificate of completion.
- 5 Employee of the Year Awards given to our staff. Each recipient received a \$200 dollar gift card funded by Sodexo. CONGRATS!

### 25 YEARS OF SERVICE!!



20 YEARS OF SERVICE!!

