Western Kentucky University
Facilities Management Department
Account #67676044
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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Our Mission

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Sodexo Experience
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
DFM Safety Comparisons for the last 3 years. We continue to make Safety our #1 priority for our DFM Staff. We provide them with required OSHA trainings, safety equipment, along with monthly and weekly trainings throughout the year. Below is a review of our DFM workers compensation for the past 5 years. Claims cost for 2013 and 2014 will likely rise over several months as a majority of those claims remain open due to continued treatment and pending medical charges.
2014 TRAINING AND 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. Our Career Path for DFM has gone over well.

Safety is our number one priority. 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.

- Monthly Safety Trainings provided
  - Training Topics
- Custodial Cleaning Standards/Method of the Week
  - Method of the Week Topics
- GED
- Sodexo TPC online training
- Continuing Education Programs for our trade licenses
- CMI Custodial Technician Certifications
- PGMS Grounds Certifications
- Weekly Safety Topic each week
- APPA Supervisors Toolkit training brought to WKU
- Career Path setup for each DFM group
- Cross training
- APPA Leadership Academy
- Certified Facilities Manager (CFM)
- RLA (Registered Landscape Architect)
- Certified Arborist on Landscaping crew
- Training for the APPA CEFP certifications
- Training for the Human Resources certifications
- CPR Training
- Onboarding Orientations
- In-house Training courses
- Continue to Expand training opportunities

Grounds staff participating in our in-house woody landscape plants identification course. Learning about the specific cultural needs of the trees and shrubs they maintain.
DFM CAREER PATH

The Facilities Management team is committed to the goal of developing a training program that will motivate and develop all team members and provide opportunities to the team they have not been afforded previously.

The main element of the training program is the Career Path. It is designed to motivate team members to learn new skills and become more knowledgeable within their trade by taking classes or earning certifications tailored to their current position.

Each position within DFM has a career path that is tailored specifically for them with an emphasis on departmental needs. WKU benefits from the program by promoting a culture focused on development and continuous learning, creating a more resilient workforce that can adapt to changing times, reducing departmental turnover, and fostering a natural succession planning program. Team members benefit in that completion of the program creates a sense of accomplishment as individuals move up the ladder, creating a feeling of belonging as employees gain entrance into an elite group of like-minded individuals, increasing feelings of value through job security, and satisfying basic physiological needs by providing a means to increase their salaries by $1,000 for Level 2 and $2,000 for Level 3.

There are three levels in the program. All team members begin at level one and there is no obligation to move beyond that level. However, if you would like to move up, requirements for Level Two advancement focus either on taking additional courses or obtaining a certification identified by the Training and Development manager. In addition, there are time-in-service, safety, and performance requirements that must be met. Level three also requires the above mentioned curriculum; however, it is more focused on developing leadership qualities in team members.

The inaugural year of the program was FY2013-2014. Participation levels were as follows:

<table>
<thead>
<tr>
<th>Career Path Statistics</th>
<th># Eligible to Participate</th>
<th># Currently Enrolled</th>
<th># Completed Level 2</th>
<th># Enrolled Level 3</th>
<th>% Participation</th>
<th>% Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSA Supervisor</td>
<td>9</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>22%</td>
<td>0%</td>
</tr>
<tr>
<td>Stockroom</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Grounds</td>
<td>23</td>
<td>15</td>
<td>15</td>
<td>15</td>
<td>65%</td>
<td>100%</td>
</tr>
<tr>
<td>Front Office</td>
<td>4</td>
<td>4</td>
<td>2</td>
<td>0</td>
<td>100%</td>
<td>50%</td>
</tr>
<tr>
<td>Energy Mgmt</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>26%</td>
<td>0%</td>
</tr>
<tr>
<td>Recycling &amp; Surplus</td>
<td>4</td>
<td>3</td>
<td>n/a</td>
<td>n/a</td>
<td>75%</td>
<td>n/a</td>
</tr>
<tr>
<td>Central Team</td>
<td>12</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HRL BSA's</td>
<td>38</td>
<td>27</td>
<td>n/a</td>
<td>n/a</td>
<td>71%</td>
<td>n/a</td>
</tr>
<tr>
<td>Building Services</td>
<td>120</td>
<td>57</td>
<td>34</td>
<td>37</td>
<td>48%</td>
<td>60%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>217</strong></td>
<td><strong>109</strong></td>
<td><strong>51</strong></td>
<td><strong>52</strong></td>
<td><strong>50%</strong></td>
<td><strong>47%</strong></td>
</tr>
</tbody>
</table>

The chart shows the participation and completion rates for each department.
2014 Work Order Statistics

Fiscal Year 2014 Routine Work Order completion rate @ 98.4%
Highlights in 2014

Cost Savings Initiatives:

- New LED parking area lighting came online, replacing the existing HID fixtures. In total 366 fixtures were removed, 319 new fixtures were installed. Kilowatt demand was reduced by over 56% and lighting levels were improved in every lot. Wi-Fi connectivity to each fixture is being established to enhance energy savings further by ensuring that these lots are efficiently scheduled at all times. Safety will also be enhanced as each fixture will continuously report its operational health alerting DFM staff to any failure at the time of occurrence. This connectivity will be brought to life and expected to be commissioned at the end of January.

- Installed and implemented Document Mall, and electronic filing system for our stockroom and Accts Payable areas at Facilities Management. This will continue to eliminate hours of manual filing each month and provide us with quick, accurate and improved access to our vendor files.

- Our Energy Management Group has been the” Beta “site for Johnson Control’s Panoptix electronic utility data acquisition project. JCI will utilize Urjanet’s automated cloud-based platform that collects energy data from thousands of utilities and other data sources and delivers it directly into the Panoptix Carbon & Energy Reporter application. Urjanet’s secret sauce is its ability to cull the data that flows into its system without losing any important information. Utility data is just one piece of the solution, Urjanet can also pull in weather information, ISO market data and other pieces that will inform and assist with energy procurement and energy management decisions. This automated service will also eliminate hours of manual data entry each month as well as reduce the chance for error. Sorting data for analysis will be much improved over searching multiple spreadsheets for applicable data.

- Utilizing our Sodexo pricing for custodial wax and equipment, we were able to save the university the following in 2013. Wax savings: 8,234 and Equipment savings: 24,989. Total Savings: $33,223 to the university. We continue to look for ways to reduce costs, work more efficiently and deliver innovations.

- Wall mounted HID to LED lighting at the Center for Research and Development has reduced energy usage by 81%.

- Hydris Cleaning system installed at Downing Student Union. Benefits: 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.

- For the past several months, we have been reviewing our janitorial products. We have made the decision to move our main products to Staples. Estimating that savings will be around $80K. Installation of this change to begin January 2015.
DFM Activities in Partnership with Sodexo

- Gift Cards given out to all Facilities Management Staff and to some of our key partners on campus purchased by Sodexo

- DFM Biggest Loser contest held in January 2014. Awards given to those with the biggest percentage of weight loss 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.

- BSA recognizes those employees with excellent attendance throughout the year.

- Two Employee of the Month Awards given each month. With Sodexo providing them with a $25 gift card, along with recognition. Program funded by Sodexo

- Five Employee of the Year Awards given at the end of the year. Sodexo provides them with a plaque, $200 dollar gift card and recognition. Funded by Sodexo

- DFM Hilltopper Spirit awards given Funded by Sodexo

- Employee Appreciation Picnic organized by our DFM EAC Committee, Food funded by Sodexo

- DFM participates in Bring your child to work day, sponsored by WKU HR. Sodexo funded the material costs for birdhouse construction section in which our DFM Building Trades taught. Great success!

- Pizza Party provided to staff that moved to the next level in their Career Path. Just a small appreciation to say Great Job! Funded by Sodexo

- Sodexo partnered with the Sustainability office and has provided the funding for the consultant on our WKU Climate Action Plan.
UTILITIES: Another successful fiscal year at the end of June 2014. Main campus electrical usage in kWh per square foot has been reduced by 22% since FY 07/08.

This Performance Assurance highlights the energy savings achieved from the energy conservation measures installed in various buildings at WKU during the winter of 2001/spring of 2002 under the Energy Services Agreement dated July 24, 2001 in the amount of $1,596,045. This concludes the twelve year savings guarantee provided by Ameresco and there are no further M&V obligations for this project. Through the combined efforts of Sodexo WKU management, Energy Management and our DFM staff we were able to exceed the guaranteed savings of ESPC #1 by $1,228,631.
Financial Responsibilities:

We continue to manage our WKU DFM budgets efficiently and effectively. Managing our budgets as such, we have been able to secure and supplement funds for some much needed projects which have been outside of the scope of routine maintenance, upgrade and replace our DFM equipment and continue to allocate funds for Safety, Training and Professional Development for our DFM staff.

**FY 13/14:** Facilities Management Overtime Summary (DFM ONLY)

Note: 40% of the actual overtime is DFM operations cost.

<table>
<thead>
<tr>
<th>Series1</th>
<th>13/14 Overtime DFM ONLY</th>
<th>13/14 DFM Reimbursement</th>
<th>DFM Operations Overtime</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$411,911.00</td>
<td>$333,744.00</td>
<td>$78,167.00</td>
</tr>
</tbody>
</table>

**FY 14/15:** As of December 2014, 72% of OVT Labor cost has been reimbursed through Special Events, Service Requests and Athletic Events.
INNOVATIONS/ PROJECTS:

- The Central Team has completed their Maintenance Connection training and will become paperless for orders by August 1st. Energy Management and the HVAC group have also gone paperless over the last months. The Central Heating Plant is the last remaining operations group receiving paper work orders with plans to move to paperless in early August.

- The HVAC group has completed the replacement of two 10 ton roof top HVAC units serving the Applied Sciences area of the Center on Nashville Road. Both units were 20+ years old, one had failed completely and the other was operating with less than 50% capacity due to a compressor failure. Operating efficiency will be greatly improved as well as the comfort of staff and students.

- L.T. Smith Stadium Men’s restroom up-grades: On the concourse level on the East side of the stadium there was gang trough type of urinals which were removed and replaced with new individual use urinals with one unit in each restroom set to ADA standards. This improves the look, function and ADA compliance of these facilities.

- In September, Facilities Management Recycling/Surplus Coordinator and Big Red went to Morgantown Elementary for a ribbon cutting of the Big Red Computer Lab. The computer lab is made up of 30 complete computers and peripherals as well as furniture donated by Facilities Management WKU Surplus to Butler County Schools. The assistant principal, Chad Flener, said that these computers were so important because being a Title 1 school they have limited funding and over 70% of students are on free or reduced lunch. Since all schools are mandated to test frequently, adding a whole new computer lab to the school will make testing go much easier for the students and staff. Once the school got the computers, they put their own Windows Operating System image on them, increased the RAM, and had their IT department set them up. We were able to donate these computers because they are no longer under warranty with WKU and have been sent to our WKU surplus.

- There was new lighting installed behind Ivan Wilson Fine Arts Building to illuminate the back wall of the building facing the colonnade. This change reduced our wattage from 1800 watts down to 600 watts reducing the energy consumption to light the area.

- The Area Teams in conjunction with the office of sustainability have installed bottle filling stations on the first and second floors of the Preston Center and in the front office of Facilities Management. The filler on the first floor of Preston between the basketball courts and the fitness area has already seen very good use.

- During the Christmas break, major enhancements were made to the HVAC system serving the Faculty and Staff offices in Grise Hall. The primary air handler was changed replacing the original 1966 unit that has served that wing well past the expected useful life for this type of equipment. VAV boxes were replaced on the 5th and 4th floors during the break as well; VAV boxes were replaced on the 1st and 2nd floors in July of this year. The last and final floor in this wing will receive new VAV boxes over the Christmas break as well as an overhaul of the restrooms that will modernize, replace fixtures and lighting, as well as convert lavatory faucets to hands free. All other restrooms received similar upgrades this past summer while these restrooms remained open for use. DFM has invested unspent carry forward maintenance dollars for the last two fiscal years to completely fund these much needed HVAC and restroom upgrades in Grise Hall.

- The Central Team’s GIS/Infrastructure group continues to add layers and expand the GIS mapping. Locations of hand rails and lighting circuitry throughout the campus have recently been added. Over the past year numerous infrastructure utilities from lighting poles to sidewalks have been entered into the GIS mapping. All of this infrastructure can be viewed with satellite imagery overlay.
- Grise Hall Elevator replacement completed. In July of last year we had the misfortune of the elevator at Grise Hall developing an oil leak in the large lift cylinder. This required us to remove the elevator from service and coordinate an equipment replacement plan. The old elevator was originally designed as a freight elevator with much slower traveling speeds. The new system operates twice as fast.

- Quality Assurance Inspections done throughout the year on the cleanliness of our buildings. This provides our BSA supervisors and managers with a tool to ensure that the expectations that are set for the department are being met or need improvement.

- Since the beginning of the career path there has been a very strong focus on the idea of employee engagement and self-enrichment. For our grounds department, we felt it was important for frontline team members to learn more about the landscape management trade and the specific cultural needs of the trees and shrubs they maintain. We now have in place an in-house woody landscape plants identification course taught by our Manager of Campus Services and our university gardener. This 8 week course provided was a great success, with a 100% pass rate.

- Within our Energy Management Department, they have established optimal run time sequences for several buildings. This program evaluates the actual amount of time an area takes to reach temperature set point whenever coming out of unoccupied night cycle into the occupied day cycle. Based upon the actual time required the schedule is automatically adjusted which assures occupants comfort while optimizing energy use.

- The Colonnade is an iconic feature on our campus and renovations several years ago required removal of the old football field lighting tower which helped illuminated the colonnade, adjacent seating and the courtyard between there and Ivan Wilson Fine Arts Building. The campus beautification fund provided the needed money to bring this loved historic feature back to light and has added to the curb appeal of campus for those here at night.

- In March 2014, WKU was awarded recognition for 2013 Tree Campus USA Recognition. This is a national program launched by the Arbor Day Foundation and Toyota that honors colleges and universities and their leaders for promoting healthy trees and engaging students and staff in the spirit of conservation.

- Building Services Operating Manual updated, this provide all custodial cleaning procedures within one manual to ensure standards are being implemented for best practices. We also have revised and posted all our BSA Service Level Agreements and posted them to our DFM website and they were also sent out to our building coordinators.
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.

Employee Engagement:
- Weekly Huddles are held with our groups to ensure they understand their mission, celebrate their accomplishments and to ensure we are all engaged.
- Birthdays are recognized each month
- Bi-weekly Maintenance Supervisor meetings held to help strengthen communications between them.
- Housekeeping 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.
- Housekeeping Employee Recognition Board at DFM to spotlight and brag on our team members
- Employee of the Month awards are given each month to two outstanding individuals within DFM.
- DFM Hilltopper Spirit Award is given out quarterly.
- We have a designated Employee Advisory Committee that meets each month
- Appreciation luncheons are held throughout the year in many of our areas.
- Created DFM Focus Groups to gather feedback and issues from the employee perspective.
- HRL Hilltopper Hero award program
- EAC quarterly has provided some type of appreciation to our staff, such as Chili Appreciation and Ice Cream Social, funding provided to them from Sodexo.
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.

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, the Campus Beautification Fund, 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.