Delivering the Experience

February 2015

Monthly Report
Western Kentucky University
Facilities Management
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,
Trent Blair, Director
and the
WKU Management Team
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

February was a slow month for Training & Development due to winter storms. Many of our classes and trainings had to be cancelled and rescheduled so our team could tend to the grounds and buildings in the aftermath of the snow. Classes will be gearing back up in March.

The Safety training topic for February was Bloodborne Pathogens. We are fortunate to have a close partnership with the EHS office, and Cynthia George did a portion of this training this month. Postings in the safety board and Communication TV were centered around vehicle/driving safety.

Development is underway for the leadership training series for both our Supervisors as well as the series of trainings on Quality Customer Service. This month I researched customer service training videos that we can utilize as a starting point for the training series and narrowed the selection to three high quality videos: “Give ‘em the pickle”, “Leadership pickles”, and “So Help Me”.

Summary of Training Hours for February:

- Provided weekly safety training topics to all departments
- Provided monthly safety training to all departments
- Certified Grounds Technician classes (limited)
- Advanced Certified Custodial Technician classes (limited)
- Recycling & Surplus classes (limited)
- GED classes continued utilizing Aztec learning software
- Joshua Twardowski attended the ASLA conference

<table>
<thead>
<tr>
<th>Training Course</th>
<th># of Participants</th>
<th># of hours</th>
<th>Total Training hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>MOTW Training</td>
<td>161</td>
<td>2</td>
<td>322</td>
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<tr>
<td>Monthly Safety</td>
<td>300</td>
<td>1</td>
<td>300</td>
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<tr>
<td>Weekly Safety Msg</td>
<td>300</td>
<td>0.25</td>
<td>75</td>
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<tr>
<td>Surplus &amp; Recycling Class</td>
<td>3</td>
<td>4</td>
<td>12</td>
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<tr>
<td>Weed ID Class</td>
<td>15</td>
<td>1</td>
<td>15</td>
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<tr>
<td>GED Class</td>
<td>5</td>
<td>2</td>
<td>10</td>
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<tr>
<td>Advanced Custodial Tech</td>
<td>37</td>
<td>2</td>
<td>74</td>
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<tr>
<td>ASLA Conference</td>
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<td>16</td>
<td>16</td>
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</table>

Total Number Training Hours for the month: 824 hours

There is no "I" in "TEAMWORK".
### Historic Status of Work Orders Received

**Routine Work Order completion rate**: 88.1%

**Historic Status of Work Orders Received**

<table>
<thead>
<tr>
<th>Priority</th>
<th>Received</th>
<th>Open</th>
<th>%</th>
<th>Completed</th>
<th>%</th>
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<tbody>
<tr>
<td>(All Other Priorities)</td>
<td>18</td>
<td>0</td>
<td>0.0</td>
<td>15</td>
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<td>Deferred</td>
<td>8</td>
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<td>Emergency</td>
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<td>Low</td>
<td>132</td>
<td>5</td>
<td>3.8</td>
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<td>PM-Monthly</td>
<td>586</td>
<td>327</td>
<td>55.8</td>
<td>259</td>
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<td>PM-Weekly</td>
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<td>Project</td>
<td>16</td>
<td>3</td>
<td>18.8</td>
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<td>81.3</td>
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<td>Routine</td>
<td>1744</td>
<td>282</td>
<td>16.2</td>
<td>1462</td>
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<td>Safety Issue</td>
<td>9</td>
<td>6</td>
<td>66.7</td>
<td>3</td>
<td>33.3</td>
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<td>Special Event</td>
<td>20</td>
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<td>70.0</td>
<td>6</td>
<td>30.0</td>
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<tr>
<td>Urgent</td>
<td>0</td>
<td>0</td>
<td>0.0</td>
<td>0</td>
<td>0.0</td>
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<td>**Total:</td>
<td>2539</td>
<td>637</td>
<td>25.1%</td>
<td>1902</td>
<td>74.9%</td>
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</table>

**Graph: Historic Status of Work Orders Received**

- **Open**
- **Completed**

*Shops:*
- (Not Specified)
- Administrative
- Area Team 1
- Area Team 2
- Area Team 3
- Area Team 4
- Automotive
- Carpentry
- Central Team
- Custodial
- Electrical
- Energy Management
- Events/Set Up
- General Maint
- Grounds
- HVC shop
- Mechanical
- Paint/Finish
- Pest Control
- Central Plant
- Recycling
- Support Services
- HRL Zone 2
Cost Savings:

- A project to replace all of the incandescent track lighting on the first floor of the Kentucky Museum has gotten underway. Purchase orders were issued this month and materials are in route. The project cost will be just under $109,000, funding has been 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.

- Electrical consumption was down 7.6% in January of 2015 compared to the same period in 2014 the cost decreased by 5.6% or $19,198. KW demand was down by 8% as well. There were no cooling degree days for the period, heating degree days were 12.4% less than a year ago. Natural gas usage decreased 10.9%. February utility numbers will report in March and can be expected to reflect the record breaking cold that occurred.

- Projects that enhance efficiency and reduce electrical consumption are always winners for WKU. A project to replace the large sports lighter fixtures at the Campbell Lane and Jones Jaggers parking lots reduces energy consumption by 72%. There are presently 23 HID fixtures in use, the number of fixtures will be reduced to 10. Lighting levels will be improved at both lots due to the superior optical enhancements and light distribution of the LED fixtures. Both lots will be brought onto the Wi-Fi network for control and monitoring. Final cost and payback is being analyzed, however the preliminary evaluation puts the simple payback for this project in the range of 2-3 years.
• The winter season is a busy time for the Water Treatment duo comprised of Danny Jolly and Kenneth Mosely. All chiller condenser barrels have been opened, tubes cleaned, and an inspection performed. Many of the chillers have had an Eddy Current thickness test performed by a third party contractor as part of the Chiller Maintenance agreement with Johnson Controls. Cooling towers have been cleaned and inspected as well, repairs to pumps and auxiliary equipment is still in progress but will be complete by the end of March. Corrosion coupons have been removed and processed to determine the actual corrosion rates of ferrous and non-ferrous metals within the systems. This is a direct measure of loss of metal losses (thinning of the pipe and condenser tubes) in the system that ultimately determines how well the chemical treatment program has performed over the past cooling season. In all cases the WKU/Chemtreat program performed substantially better than accepted industry standards with those loses being a fraction of normal and expected corrosion rates.

• The Central Heating Plant staff have been preparing summer boilers for required insurance inspections as well as renewing worn parts in preparation for a spring restart when the Central Plant is taken down for the season.

• A leaking steam line below grade at Gordon Wilson was discovered after heavy moisture and mold had been reported in several rooms. Staff from Environmental Health & Safety and the DFM Operations group responded to quickly identify the source and begin repairs. The aged steam line tucked away in a tunnel beneath the concrete floor had worn through allowing the steam to flood the tunnel and migrate into the walls and ceiling spaces. The steam piping will be thickness tested after the Central Heating Plant is secured for the season in early spring. A project scope will be developed based on those findings to determine the extent of pipe replacement this summer.

• Herb and Nathan were instrumental with restoring power to PFT. Nathan stayed on campus all week while Herb was here every day but Monday. As a result of hooking up the generator at PFT we are going to look into having quick connectors on each end of the cable to speed up the process of getting the generator operating. This would require some work at the buildings to accept the cable but it would be beneficial especially if the building is occupied such as Dorms.

• As a result of the snowstorm and then the heavy rain that fell late in the week on top of the snow caused multiple roof leaks. We had several maintenance personnel walking buildings over the weekend trying to minimize any damage by placing buckets under leaks and catching any major leaks that could have occurred. We have had a few frozen water lines due to the subfreezing temperatures with a few of them thawing out on the warmer days but anticipate having more once everything thaws out and water is turned back on in certain areas.

• Pilot for the Task Focused Cleaning continues at Cherry Hall and has clearly demonstrated improved service levels throughout the facility. Will continue to monitor progress, make adjustments as needed for employee comfort, job knowledge and improved efficiency. Micro-fiber cleaning trial in conjunction with Sodexo Cleaning process at Cherry Hall still continuing with outstanding results.

• Operations Coordinator continues working on the PM shift to assist in monitoring and providing direction to staff and supervisors in regards to Operational ‘standards and expectations’ to improve overall cleanliness levels in our campus facilities. Note: Challenge continues in regards to absenteeism and its effect on our ability to maintain expected cleanliness levels in buildings associated with absent workers.
Building Services February 2015 Quality Assurance
Overall Score 83.55%
• Completed mold mitigation at Gordon Wilson 1st floor
• HRL emergency generator PM’s were completed
• Completed monthly roof PM’s
• Replaced a failed soft starts with VFD on Snell hood exhaust fans
• HVAC completed bearing replacement on AHU #2 in Potter Hall
• Completed lighting repairs and rework of circuits in Kentucky St. lot
• Replaced heating coil in air handler #8 at South Campus
• HVAC changed fan motor on air handler #2 at Gordon Wilson
• Replaced failed steam line piping at Gordon Wilson
• Replaced two cracked gas furnace heat exchangers at Parking & Transportation
• Inspected OA dampers for proper operation at Kentucky Bldg. and FAC
• Energy Management replaced failed Network Automation Engines at Preston & Helm
• Reimaged Network Automation Engines at PFT and Meredith
• Replaced failed air handler VFD on AHU 202 at LT Smith West
• Completed installation of new paint mixer in DFM paint shop
• Set-up and removed scaffolds to support the rodeo at Ag Expo
• Audited controls at DSU reported findings to PDC project manager
• Completed painting projects at MMTH, Potter Hall, EBS, and Baseball
• Assisted with Gordon Wilson steam leak.
• Completed monthly PM’s.
• Assisted Housing/contractor with power outage at PFT, PHAC, Zach and Meredith.
• Set up generator for PFT power outage.
• Unstopped sewer line at Farmers Market building.
• Replaced seals and bearings on condensing pump #1 at Cravens.
• Installed new light at Diddle roll up door/dumpster area.
• Replaced lighting at Java City with LED.
• Getting ready for region IV Girls Sweet 16 tournament.
• Working preseason Baseball and Softball SR.
• Replaced bearing assembly on circulating pump #5 at Van Meter.
• Changed some faucets at Cravens, and Van Meter.
• Changed lighting in bathrooms at FAC to LED.
• Replaced seals and coupling on hot water circulating pumps at CH.
• Replacing ceiling tile in multiple buildings where possible due to snow.
• Working with Dan Chaney on contractor issues at DSU.
• Working out issues with spare key box issues at DFM/EST.
• Unstopped sewer main at The Foundation Building.
• Met with U.S. Awning and received quote for new awning.
• Met PDC and contractor about Backflow install issues at IEB and EST.
• Installed variable speed drives in exhaust fans #5 and #6 at Snell Hall.
• Contacted Atmos Energy about gas leak at COHH.
• Installed new water heater at 1702 Normal trying to stop bad water smell.
• Installed new switch @ GCC that was cont. by breakers only so lights can be turned off.
• Fire alarms consumed 43 hours of labor of the electronic shops time.
• Electronic shop spent 64 hours labor dealing with Athletics on issues.
• Installed outdoor receptacle covers at PFT food court kitchen to prevent grease from getting into them.
• Pre-event tasks for Basketball games.
• Provided hard floor maintenance services in various areas within our campus facilities which included: AC, FAC, EST, and TCC 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, AC, Helm, Cravens 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 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 random buildings 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:

- Repaired various frozen fan coil units.
- Installed several heat pump units in Zach and Meredith.
- Worked to help restore power at PFT, Zach and Meredith during power outage.
- Assisted contractors and DFM employees with the outage.
- We responded to a lot of heating calls during the week of 2/16/15 due to record low temps.

Housekeeping Projects:

- The week of 2/16/15 to 2/20/15 the University was closed due to 12 inches of snow and record cold temps. We had limited housekeeping service that week due to employees not able to get in to work because of the bad road conditions. Most of the projects were on hold until Spring Break.
- McCormack we waxed 6 kitchens.
- We are looking at using micro fiber mops in a few locations to test them. This is ongoing.

Driving Performance and Expectations:

- HRL have partnered with Staples and janitorial supplies and have installed new toilet paper, soap and paper towel dispensers. We have also installed 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.
- HRL have rolled out a pilot paperless maintenance program with Techs using laptops for work orders and completing work orders. Plans to roll more lap tops out to our maintenance techs as budgets permit. We hope to have our maintenance teams equipped with laptops soon. HRL will soon be planning our Spring break projects and began to plan our summer schedule.
- HRL will continue their Hilltopper Hero program and Staples will provide a gift card to the employee selected.
- HRL have completed all performance evaluations and turned them in to Human Resources.
- HRL will be looking a new innovative equipment for our housekeepers and will demo some next year. We are currently looking at pricing on microfiber. HRL has reached out to our vendors for pricing on microfiber and hope to switch over gradually over the 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
- Two Employee of the month given, Sodexo provides a 25.00 dollar gift card to each recipient.
- FS Huddles held every Wednesday morning working on teamwork and communication topics.
- Building Services Annual Attendance Recognition for 2014 – 30 Employees with ZERO unscheduled absences earned their Day of with Pay.