

# *Delivering the Experience*

EDUCATION - CAMPUS

**June 2014**

**Monthly Report  
Western Kentucky University  
Facilities Management**





# CREATING EXCEPTIONAL STUDENT EXPERIENCES

Welcome

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Expectations Update

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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**



**Shanna Ballard**  
Human Resources Representative  
Facilities Management  
270-745-5403  
shanna.ballard@wku.edu



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



**Dale Dyer**  
Plant Operations Manager  
270-745-6179  
dale.dyer@wku.edu



**Charles Harrison**  
Maintenance Services Manager  
270-745-5821  
charles.harrison@wku.edu



**Rodney Hull**  
Facilities Manager  
Southwest Hall, 21  
rodney.hull@wku.edu



**Angie Jackson**  
Fiscal Service Manager  
angie.jackson@wku.edu



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



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



## STUDENT INSIGHTS



## HEALTH AND WELLNESS



## ENVIRONMENTAL FOCUS



## CUSTOMER SERVICE



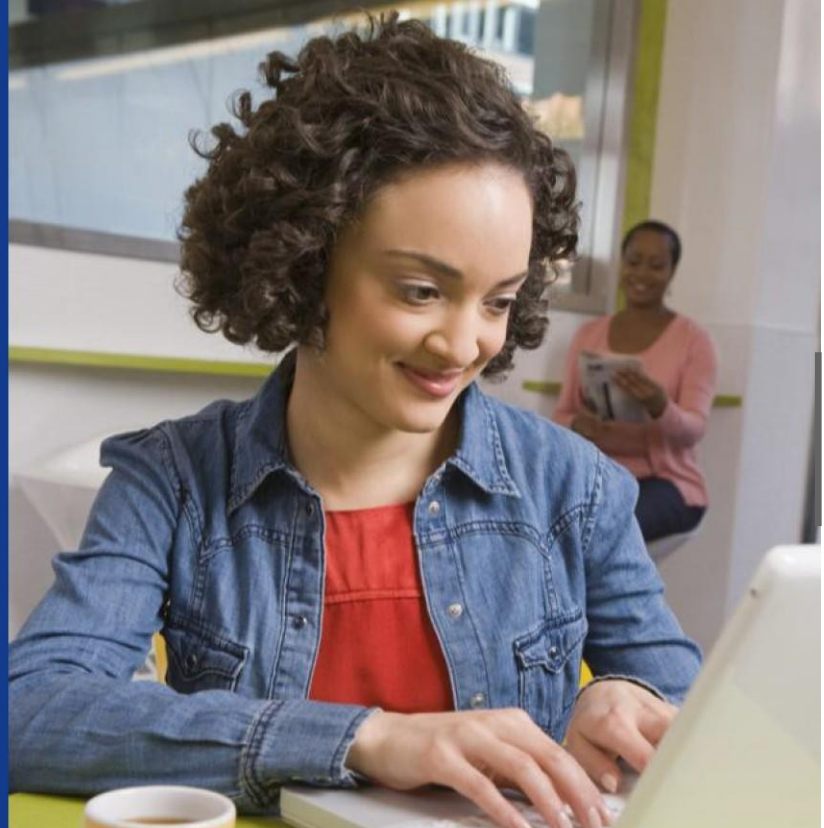
## INNOVATION

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.





## Trending



### SAFETY and TRAINING

*Summary:*

Training Course	# of Participants	# of hours	Total Training hours
MOTW Training	161	0.5	80.5
Monthly Safety	300	1	300
Weekly Safety Msg	300	0.25	75



Jennifer McLeod,

Safety, Training and  
Development Manager for  
Facilities Management.

**Total Number Training Hours for the month: 455.5 hours**

- Continuing to move forward with the Career Path Program for DFM.
- Completed the classes for the Certified Custodial Technicians. We now have 43 Certified Custodial Technicians.
- GED classes have been suspended for the summer due to summer cleaning. We will resume in August.
- Completed classes for the Certified Grounds Technicians. We now have 17 Certified Grounds Technicians.
- Leah Hopwood passed her National Arborist Certification exam
- Provided weekly safety training topics to all departments including topics revolving around Chemical spills, Emergency Eye Wash and Heat Stress.
- Provided monthly safety topic of Heat safety to all departments
- The biggest areas of focus for June and July are:
  - Safety Audits—I will be conducting mock safety audits to find any areas of weakness and correcting anything that I may find lacking in the program
  - Focus Groups—organizing focus groups with our BSA's
  - Ensuring all training records are up-to-date
  - Organizing a “graduation party” to recognize all Career Path graduates

## WORK ORDER STATISTICS



Overall Work Order completion rate  
for Fiscal Year, July 2013- June 2014:

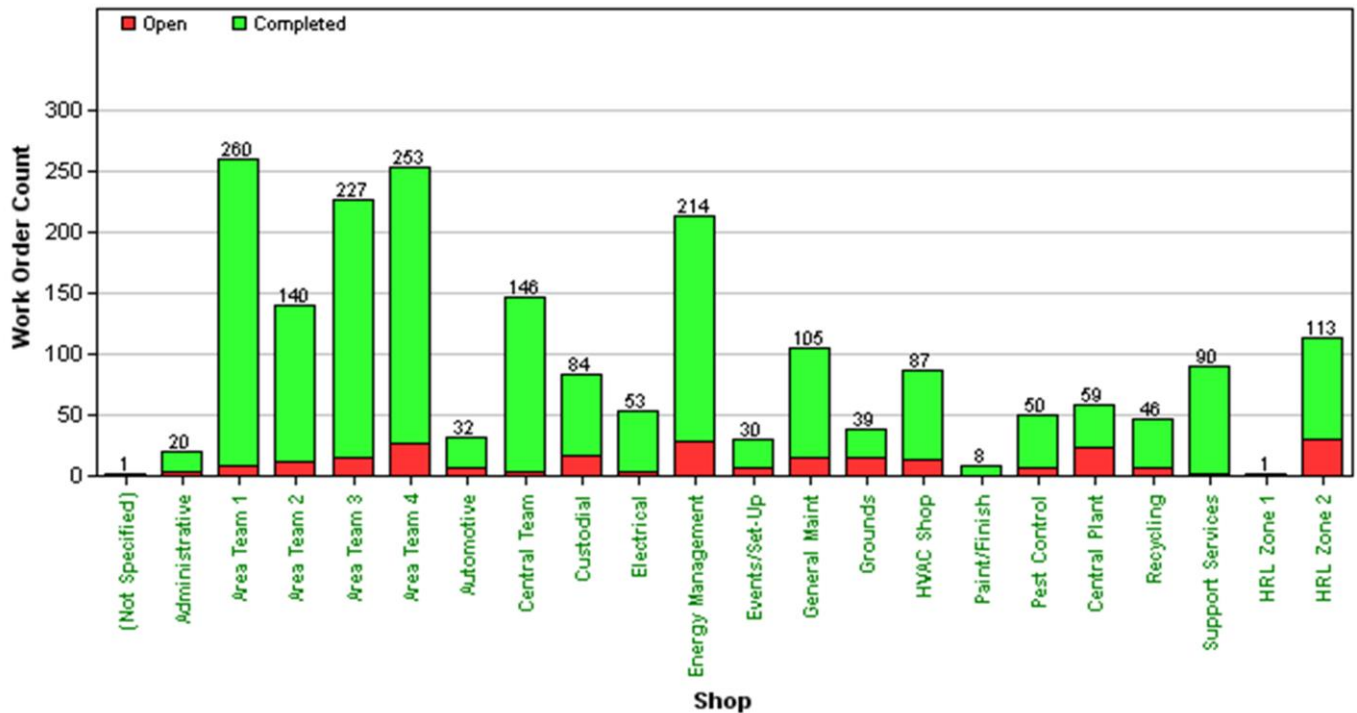
%

### Report Criteria

Report Period is between '06/01/2014' AND '06/30/2014'

### Historic Status of Work Orders Received

Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	0	0	0.0	0	0.0
Deferred	2	0	0.0	2	100.0
Emergency	0	0	0.0	0	0.0
Low	126	0	0.0	126	100.0
PM-Monthly	428	68	15.9	360	84.1
PM-Weekly	14	0	0.0	14	100.0
Project	26	5	19.2	21	80.8
Routine	1433	163	11.4	1270	88.6
Safety Issue	1	1	100.0	0	0.0
Special Event	28	7	25.0	21	75.0
Urgent	0	0	0.0	0	0.0
<b>Total:</b>	<b>2058</b>	<b>244</b>	<b>11.9%</b>	<b>1814</b>	<b>88.1%</b>



## Driving Performance



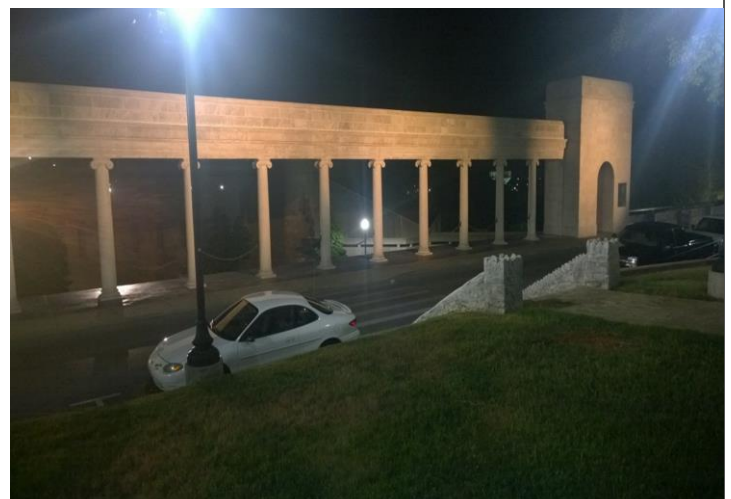
## Cost Savings:

- Electrical consumption was up sharply in May of 2014 compared to the same period in 2013. Usage increased 10% while the cost increased by \$46,302 or 15%. Cooling degree days were 16% lower for the period so were not contributory to the increase. DSU chillers were not online a year ago and the entire building remains largely uncontrolled and unscheduled due to construction activities so it is highly likely this is a major contributor.
- We continues to seek new products, services, efficient and safe cleaning procedures to ensure that WKU and its students, staff, faculty and visitors always have a clean, safe, and stimulating environment by which to learn, work, live and succeed.





- Ten rooms and two stair towers will be painted and freshened up at Cherry Hall by Woosely Brothers Painting. Eleven other touch-up, repair, and re-painting projects will be completed by DFM Painters. Hallway fire doors will have the brass hardware removed and polished by the DFM Central Team. Many of these projects have been started this month at Cherry and are expected to be complete by the first week in August. Re-furbishing of the center stair tower at Grise Hall is complete.
- The Operations Team received their Safety Awards this month, bright “WKU Red” Russell hoodies embroidered with the university logo and “Department of Facilities Management Operations Team Safety Award 2014” This award recognizes the DFM work group having the lowest “lost time” hours for the calendar year. This is the second year in a row the award has gone to this group. “Congratulations DFM Plant Operations group for another “Safe” year.
- Held ‘on site’ safety shoe presentation. All Building Services team members’ safety shoe replacements for 2014 have been ordered.
- Blitzing Buildings to be completed this month are: Finish MMT, Grise Hall, and have begun in Cherry Hall)
- The Colonnade is an iconic feature of our campus and renovations several years ago required the removal of the old football field lighting tower which helped illuminated the colonnade, adjacent seating and the courtyard between there and the Ivan Wilson Fine Arts building. In a project which is now nearly complete we have added lighting for both sides of the structure. 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.
- Maintenance monthly “Tool Talk”: We invited Ben Johnson from PDC to review the campus high voltage distribution system project. He described the history behind why we needed the new system and how the new system is configured to give the campus a redundant power multi direction power supply to reduce campus power outages in the future.



## Expectations Update



### Expectations

- Cleaning of the exterior limestone continues this month on Gordon Wilson Hall. Great Progress has been made this month with two sides of the building now completed and the third well underway. An evaluation of the condition of the limestone was completed by THP. A multiphase plan has been developed for continuing restoration that will include tuck pointing mortared joints, replacement of the roof, and applying stone sealer.
- The last phase of a complete replacement of the building automation in Potter Hall will take place beginning next month. 171 control valves and actuators to fan coil units and hot water convertors will be replaced. This work is approximately 80% complete as of the months end. Valve installation work should be complete by the 4<sup>th</sup> of July with rebalancing of the water flows to each fan coil to be completed later in July.
- Work has started in the Diddle South parking lot. The concrete pole base that interfered with the sidewalk widening project has been removed and the electrical circuit rerouted. New poles and light fixtures have been received and installation will begin the first week of July with completion by months end. Both North and South lots will receive Wi-Fi equipped LED fixtures that will be networked with all other campus surface lots. Cooper engineers will be on campus to commission the first group of fixtures in July as well.
- BSA Supervisors have been hands on in the field for summer blitzing organizing and assistance. Public spaces within 'summer classroom buildings' are being randomly checked to ensure that acceptable cleanliness levels are continuing.



## Innovations

### Featured Projects

- Completed replacement boiler installation at EBS
- Installed new steam isolation valves at Potter Hall
- Installed new steam pressure regulator at Academic
- Installed new split unit in elevator mechanical room at Helm
- Completed painting projects at Kentucky, MMTH, and Diddle
- HRL emergency generator PM's were completed
- Completed monthly roof PM's
- HVAC PM's at EH&S, Alive Center, Women's Studies, 1702 Normal, and International House
- Completed repairs/service on ice machines at Smith Stadium, Thompson Center, and EBS
- Cleaned and repaired AC units at Nashville Rd Bookstore
- Painted walls and ceilings Grise Hall center stair tower
- Replaced all stair nosing Grise Hall Center stair tower
- Condition evaluation of Gordon Wilson, Garrett Conference Center, and Helm Library was completed THP
- Energy Management completed VFD PM's
- Central Heat Plant pressure tested cross campus lines from plat to MH3 at Bates
- Disassembled/reassembled several HRL boilers for annual
- GPS all Atmos gas meters
- Repaired/rerouted underground electrical lighting circuits behind Meredith Hall
- Completed painting projects at the presidents house, EST, and Grise
- Painted soccer goals at Intermural Field
- Energy Management modified and tested TVA 5 MR load shed program
- LED lighting upgrade at Nashville Rd bookstore/carwash parking lot
- Implemented Optimum Run Time schedules for Diddle Arena, Gary Ransdell Hall, and STH
- Provided hard floor maintenance services in various areas within our campus facilities which included: SOUTH CAMPUS, DIDDLE, MMTH, AND GRISE 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 Van Meter and Knicely Center, South Campus, SSW, Grise Hall and MMT, 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: Cherry Hall, Diddle, SMW, MMTH, Grise Hall 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, Grise Hall, Snell Hall, MMTH, Cherry Hall 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**

**June 2014**

### **Completed Projects**

- Installed new heat pump in cottage #4 at the VSR
- Checked all HRL buildings and repaired all problems in the buildings
- Soldered in new 2.5 inch line in Southwest hall hot water line
- Several other projects to insure quality assurance for our camps
- Fixed busted mixing valves in Bates and Mclean
- Installed new Centiva floor at Rodes Harlin elevator
- Installed several new water source heat pumps in Zach and Meredith
- Inspected all buildings for quality assurance.
- Cleaned and inspected bedrooms and commons areas in the following buildings.
  - Poland
  - PFT
  - Zach,
  - Meredith
  - Minton
  - South West hall
  - Bates
  - Gilbert
  - KY street apartments 103,305,303,312,308,212,208.
- We also stripped and waxed 27 bedrooms in Poland.

## 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 awarded.
- HRL Hilltopper hero for the month of May was Cathryn Landgerebe.





