

Delivering the Experience

EDUCATION - CAMPUS

March 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



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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

Spring has arrived and it's a great time for Training & Development! Classes are back in full swing and with the new culture enhancement training under construction, I am very excited about where the program is going!

The Safety training topic for March was Electrical Safety & Extension Cords, as well as Asbestos Awareness provided by our EHS office. Maintenance completes their Asbestos training through blackboard, so that is an on-going training. Laura Tomlin will be presenting to the rest of the teams in their unit meetings. Postings in the safety board and Communication TV were centered around electrical safety as well, focusing on Arc Flash, Throwing Electrical disconnects, as well as the effects of electrical shock.

Career Path classes are on-going for Custodial Staff and Recycling & Surplus. On the E&G side of custodial, team members took their Module 1 exam for the Advanced Custodial Technician course with about a 90% pass rate. Those that did not pass will be given one more opportunity to re-take the exam. The HRL teams are gathering the rest of their information to complete their Level 2, and will be taking PC classes in April to finish their requirements. Recycling and Surplus has been updated in March with new content to finish the Level 2 requirements. Grounds training has been postponed for a few weeks due to campus requirements in preparation for Spring Commencement, but will resume in April with small engine repair courses, as well as leadership courses.

Don Daub from Xpertise came to campus in March for HVAC and Plumbing recertification classes. Maintenance team members seem to really enjoy the trainings that he offers, so we are excited to continue our partnership with him.

And finally, I am very excited about our Disney Cultural Enhancement series of trainings that are under construction. For the next 5 years, we would like to focus on changing the culture within our Facilities Management department. During March, we focused on development of a long-range outline of our goals, expectations, and next steps for this training. The Management team met for the first time this month and began with customer expectations as well as defining our current culture as well as what our forecasted cultural expectations.

SUMMARY OF MARCH PROFESSIONAL DEVELOPMENT:

- Provided weekly safety training topics to all departments
- Provided monthly safety training to all departments
- HVAC & Plumbing recertification classes
- Advanced Certified Custodial Technician classes
- Recycling & Surplus classes (limited)
- GED classes continued utilizing Aztec learning software
- Jennifer McLeod attended the Active Shooter Seminar on campus
- Angie Jackson and Jennifer McLeod attended a two-day seminar on Communicating with Tact and Professionalism

BSA's taking Module 1 Exam



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
Surplus & Recycling Class	4	4	16
Active Shooter Class	1	8	8
Tact & Professionalism	2	16	32
GED Class	5	4	20
Tennant Training	20	2	40
HVAC & Plumbing CEU	16	8	128
Advanced Custodial Tech	37	4	148
			1089

Total Number Training Hours for the month: 1089 hours

WORK ORDER STATISTICS



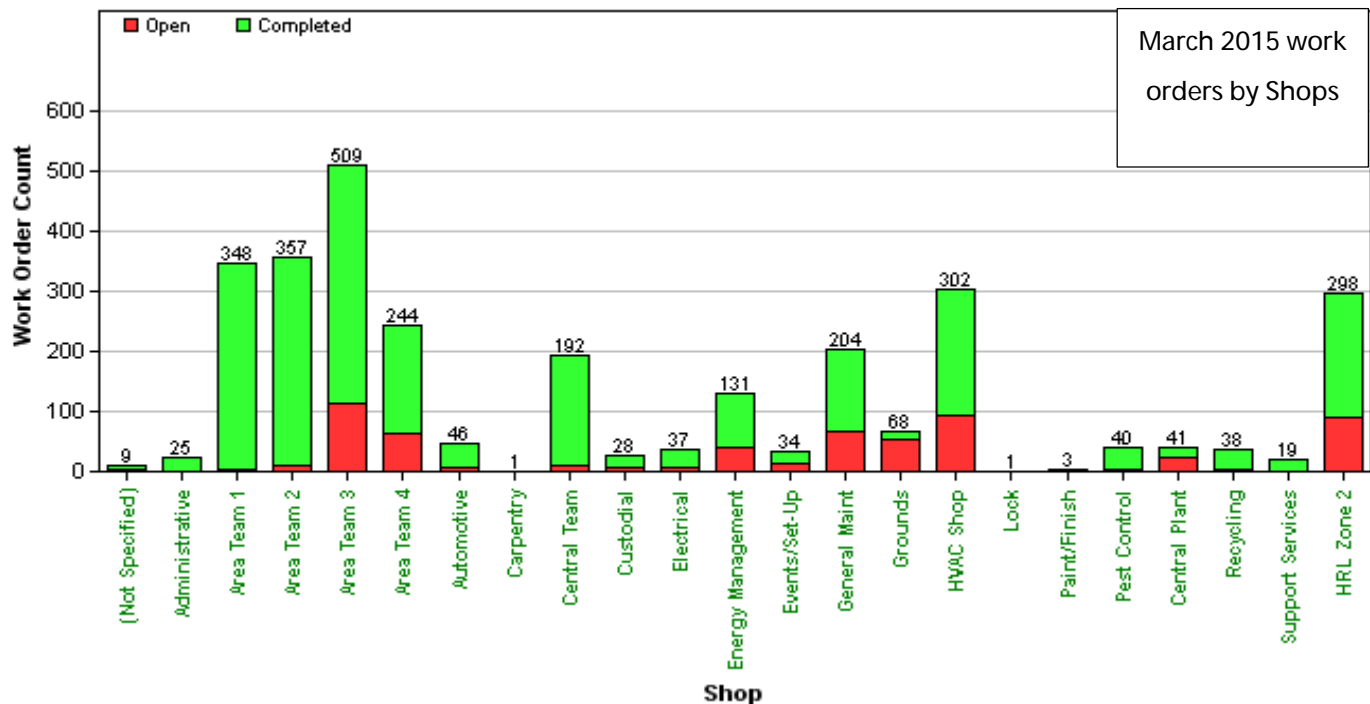
Routine Work Order
completion rate
85.5%

Report Criteria

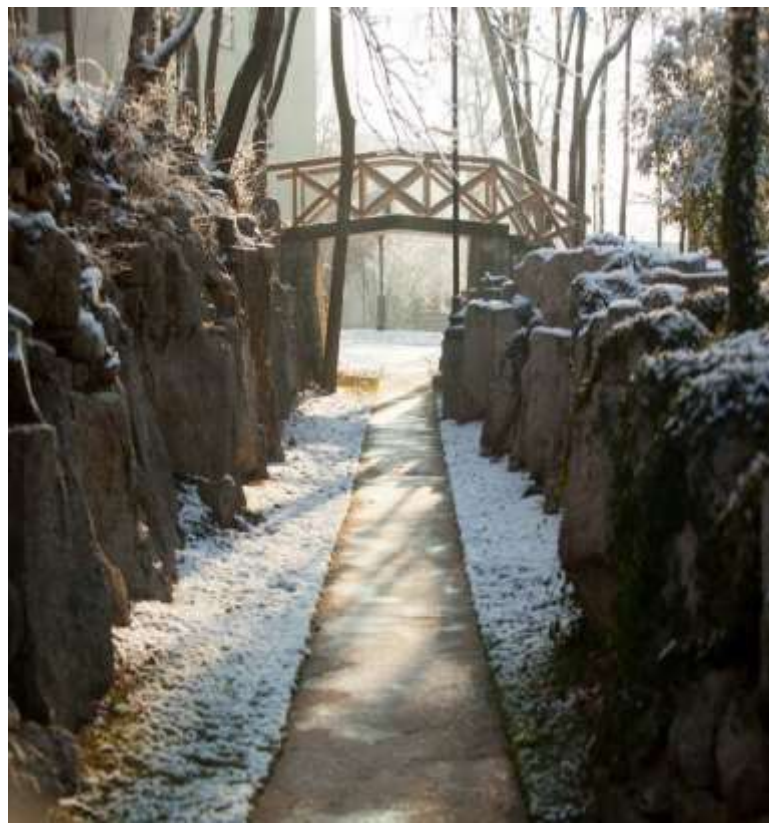
Report Period is between '3/1/2015' AND '03/31/2015'

Historic Status of Work Orders Received

Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	17	8	47.1	9	52.9
Deferred	9	0	0.0	9	100.0
Emergency	0	0	0.0	0	0.0
Low	63	5	7.9	58	92.1
PM-Monthly	1020	308	30.2	712	69.8
PM-Weekly	14	11	78.6	3	21.4
Project	20	3	15.0	17	85.0
Routine	1791	260	14.5	1531	85.5
Safety Issue	1	0	0.0	1	100.0
Special Event	39	14	35.9	25	64.1
Urgent	1	0	0.0	1	100.0
Total:	2975	609	20.5%	2366	79.5%



Driving Performance



Cost Savings:

- Electrical consumption was down 5.3% in February of 2015 compared to the same period in 2014 the cost decreased by 5% or \$17,369. KW demand was down by 5.2% as well. Electrical consumption for February 2015 is the lowest on record since 2007, as well as the lowest cost!! There were no cooling degree days for the period, heating degree days were 21.3% higher than a year ago. Natural gas usage increased 7.3%, however due to depressed gas prices this heating season the cost decreased 11.2% saving \$19,086 compared to one year ago.
- Projects that enhance efficiency and reduce electrical consumption are always winners for WKU. A project to replace the large arena sports light fixtures in Diddle Arena will be presented later this month. The present lighting fixtures are custom made and have been problematic requiring frequent repair and maintenance. The new lighting being proposed is 100% LED with no shutters to maintain or fail in addition to providing a substantial reduction in power consumption.
- We continue 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.
- Currently reviewing all our areas for efficiencies, can improvements or enhancements be made, are there opportunities for potential savings or re-allocations of resources available. We will continue to assess all our operations to ensure we continue to drive performance and innovation utilizing all our resources to the fullest.

- 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 losses 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 in April. The small decentralized boilers will be started-up beginning the first week in April.
- We have been working with JCI developers on setting version 2 of the Green Kiosk that displays energy usage data. A number of enhancements have been made since WKU started up the current version just over 3 years ago. Metasys Enterprise is the new format for Panoptix we have also been working with this development group to move the now re-named “Panoptix” to the greatly enhanced Enterprise platform. Carbon & Energy Reporter just completed a rebuild of that database with a more complete and simplified facility sort list for quicker access to reporting. Both enhancements represent expanded capabilities and ease of use to the ever increasing functional capabilities of Metasys Enterprise. There is also an upgrade to Metasys Building Automation System currently running at version 6.5. The 7.0 version has been released, WKU is awaiting the custom DVD to be received prior to scheduling the upgrade with JCI Service. WKU subscribes to the software service at a very minor cost in order to obtain the latest software upgrades at the time of their release.
- Manager Blankenship is currently reviewing pricing and feasibility of microfiber implementation within unit. Waiting on pricing from Kenway Distributors for microfiber – will make a decision for implementation by April - May, pending funding.
- Area Team Building Coordinator meetings this month. Implemented to keep the lines of communication open with our campus customers and to invite both the positive and negative feedback needed to ensure that we are taking the necessary steps for improving our operations in custodial areas for our campus. These meetings have been very positive, and have brought opportunities for improvement and open communication. We will schedule these moving forward on a quarterly basis.
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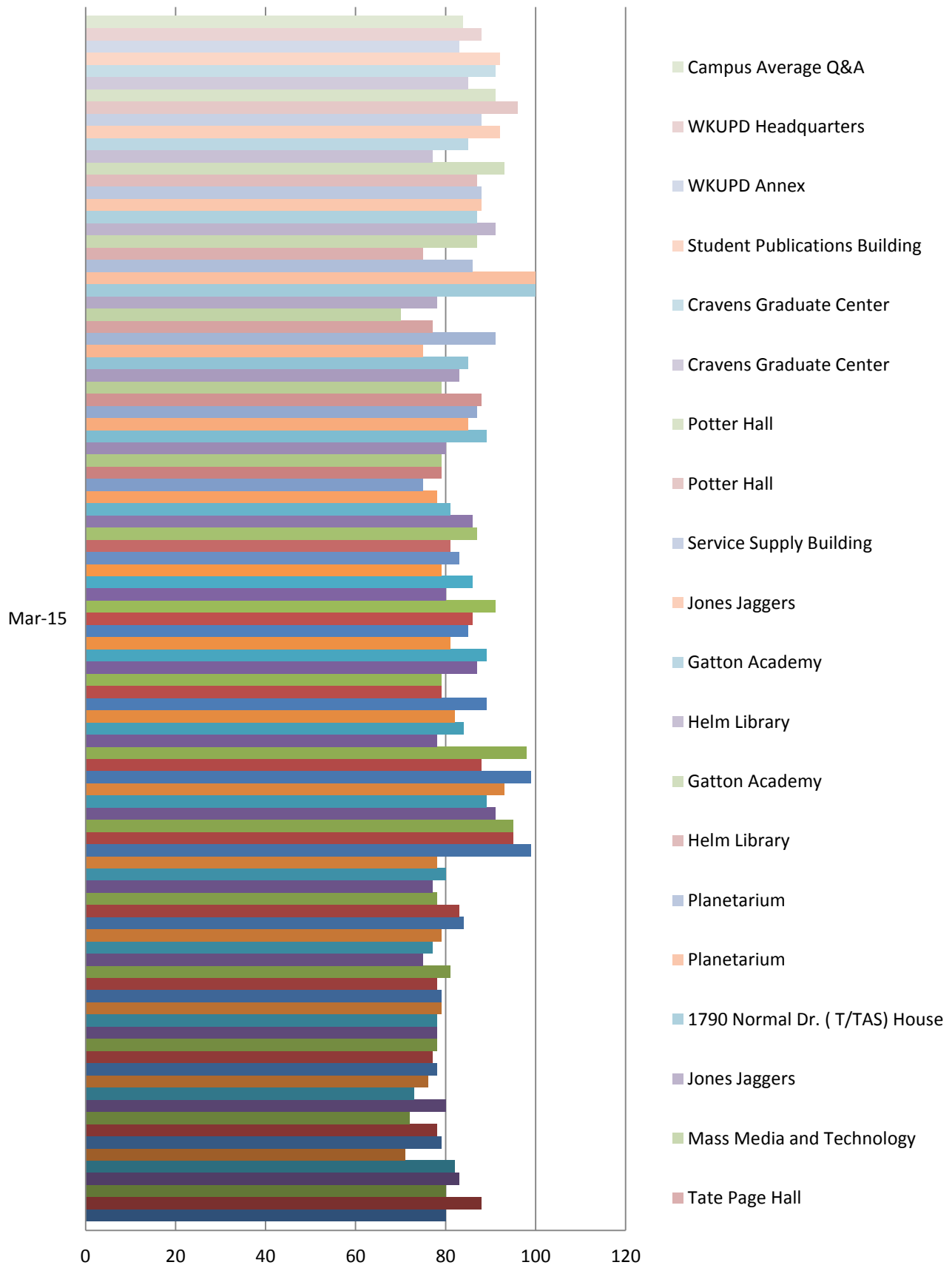
Expectations

Featured Projects

- Completed asset/equipment inventory for DSU
- HRL emergency generator PM's were completed
- Completed monthly roof PM's
- Energy Management w/help from Area Team 1 replaced failing supply fan VFD at MMTH
- HVAC completed air handler PM's at FAC, Diddle, Van Meter, STH, Gordon Wilson, Kentucky, and Grise
- Completed lighting repairs at Adams Street and University lots
- Repaired leaking coil in air handler #7 at South Campus
- HVAC changed fan motor on air handler at Tate Page
- Replaced failed hot water expansion tank at Gary Ransdell Hall
- Replaced cracked gas furnace heat exchanger at 1702 Normal
- MMTH replaced failed reheat valve actuator
- Energy Mgmt. found and repaired failed airline to damper actuators at South Campus
- Replaced check valves on condensate station at Zacharias
- Completed steam line and manhole inspections
- Disassembled and cleaned Garrett steam boiler-prepared for inspection
- Completed Variable Frequency Drive preventive maintenance at L.T. Smith & Music Hall
- Replaced condensate pump seals at Preston
- Replaced condensate pump seal and motor at Snell Hall
- Replaced several parking lot light sensors, warranty parts from Cooper
- Reworked circuits at Adams St. lot and University lot to split off area lights
- Completed painting projects in Gordon Wilson
- Re-painted the first floor hallway in Snell Hall over "spring break"
- Identified two major underground water piping leaks at the WKU Farm
- Re-pulled wiring in Adams St. parking lot damaged by squirrel.
- Pre-event tasks for Basketball games and High School Tournaments.
- Provided hard floor maintenance services in various areas within our campus facilities which included: ICC, Baseball, 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 at EBS, Baseball, Softball, Preston, Jones Jagers, Student Publications 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 EBS, Preston, Baseball ICC, 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.

WKU Building Services March 2015 Quality Assurance

Average Score: 83.75%



Housing and Residence Life

Completed Projects:

- Preparing maintenance schedules for summer camps
- Assisted in repair of main sewer line at McCormick Hall,
- Changed filters at 1350 and 1355 Ky. Street, Also installed asset tags for PM purposes at 1355,
- Repaired several heat/cool changeover valves, Installed new steam valve controllers at Zach and Meredith
- Installed several coils and valves that had frozen from winter storm 2015

Housekeeping Projects:

- Stripped and waxed 10 floors of tile in front of elevators at PFT.
- Stripped and waxed 6 floors of tile in front of elevators at Keen.
- Stripped and waxed 4 elevators at Barnes & Bemis.
- McCormack – 11 community restrooms scrubbed and buffed
- All matting cleaned
- Rodes – waxed behind front desk
- Buffed all restrooms, foyers, and lobby
- Gilbert – all kitchens waxed
- Minton – all kitchens waxed
- Northeast and Southwest – all matting cleaned

Driving Performance and Expectations:

- Partnered with Staples and janitorial supplies and have installed new toilet paper, soap and paper towel dispensers. We have also installed Diversey 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. We are also looking to roll out more microfiber for use in housekeeping.
- 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.
- Planning summer projects for maintenance and housekeeping. We are planning the order to clean and run maintenance now and have a camp schedule. We are currently working on a supply list for the summer. We have the summer temp add posted and will start interviewing soon to have them in place for the summer cleanup. The goal is to have buildings ready to go for summer camps and switch over the summer school building at the end of the semester.
- Filled team leader position promoting Erin Reed to the new team leader in zone 3.
- Continue to check inspect buildings and include inspecting mechanical rooms using our new inspection form.

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
- Recognized St. Patrick's Day by Administrative staff and management wearing green to work.





HRL CPR Training!

