

Delivering the Experience

EDUCATION - CAMPUS

November 2014

**Monthly Report
Western Kentucky University
Facilities Management**





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,
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

- November was another busy month for Training & Development. Areas of focus included: Safety training, several different programs for the Career Path participants, License recertification training for our maintenance staff, Title IX training for the Supervisors, as well as external seminars and conferences for some of our staff.
- November Safety training topics included: Slips, Trips and Falls. A combination of Power Point presentations, YouTube videos and hand outs were utilized to teach these topics to team members, as well as postings in our Safety board.
- The Career Path Program was rocking and rolling in November. Courses continued for the Housing and Residence Life BSA's for the Certified Custodial Technician class, as well as classes for the Woody Plants lab for our Grounds Technicians. Classes have also begun for the Advanced Certified Custodial Technician certifications. GED classes have met three times and we are now using a new program and software to assist these team members in getting their GEDs.
- External training included sending our Certified Arborist, Leah Hopwood to a National Conference to fulfill her CEU requirements for her license. Other trainings included: Backflow Prevention Technicians attended a webinar for CEU credits for their certifications, a webinar for our Electricians, and Title IX training for our Supervisors.

Summary of Training Hours for November:

- Provided weekly safety training topics to all departments
- Provided monthly safety training to all departments
- Recertification training for our Backflow Prevention Technicians
- Electrical webinar for Electricians
- Certified Grounds Technician classes
- Certified Custodial Technician classes began for our HRL department
- Advanced Certified Custodial Technician classes began
- GED courses
- Certified Arborist conference
- Title IX Training for Supervisors
- Basic PC Skills Course

Nov-14

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
Backflow Prevention Class	7	2	14
Electrical Webinar	7	1	7
CGT Course	15	4	60
HRL CCT Course	27	6	162
GED Class	1	6	6
Certified Arborist Trn	1	8	8
Advanced Custodial Tech	37	6	222
Title IX for Supervisors	10	2	20
Basic PC Skills	3	1	3
			1199

Total Number Training Hours for the month: 1,199 hours

WORK ORDER STATISTICS



Overall Work Order completion rate
for Fiscal Year

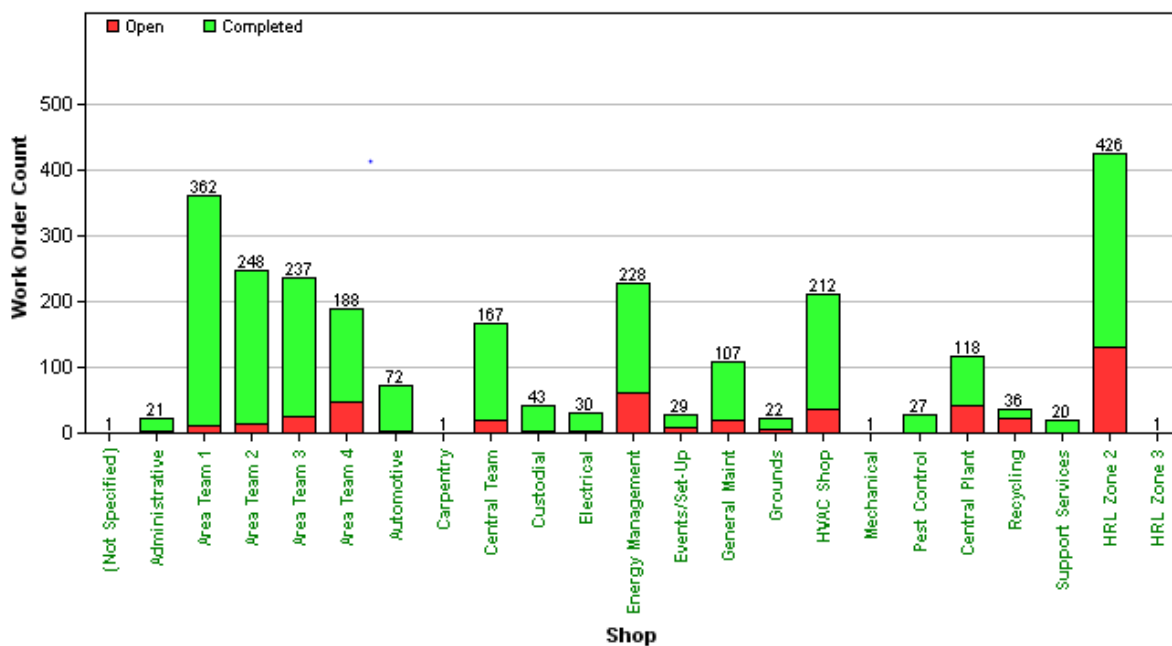
Report Criteria

Report Period is between '11/01/2014' AND '11/30/2014'

Historic Status of Work Orders Received

Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	12	1	8.3	11	91.7
Deferred	10	0	0.0	10	100.0
Emergency	0	0	0.0	0	0.0
Low	62	0	0.0	62	100.0
PM-Monthly	470	141	30.0	329	70.0
PM-Weekly	21	13	61.9	8	38.1
Project	17	4	23.5	13	76.5
Routine	1975	289	14.6	1686	85.4
Safety Issue	0	0	0.0	0	0.0
Special Event	30	7	23.3	23	76.7
Urgent	0	0	0.0	0	0.0
Total:	2597	455	17.5%	2142	82.5%

Historic Status of Work Orders Received



Driving Performance



Cost Savings:

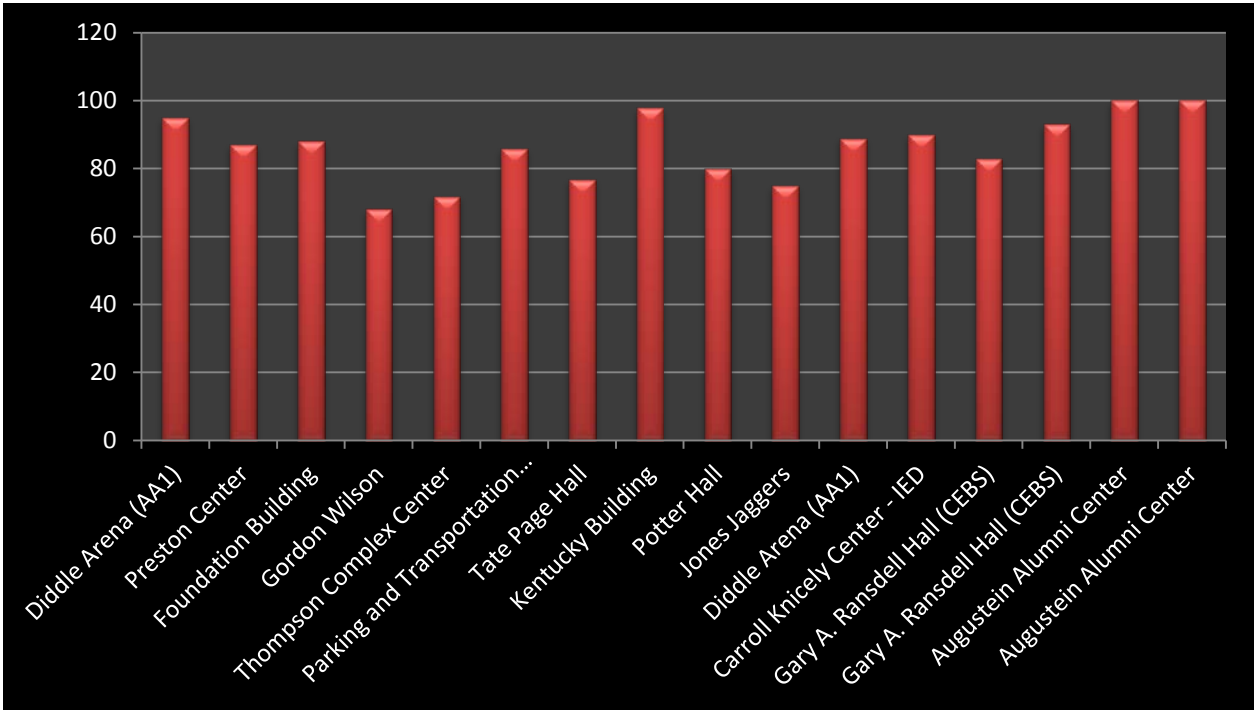
- We have been developing a project to replace all of the incandescent track lighting in the Kentucky Museum. Sample LED fixtures were installed to evaluate color rendering and illumination levels. The LED fixtures are also compatible with standard electronic dimmers that may enhance display capabilities. The reduction in kWh consumption and cooling loads account for a cost reduction that exceeds 80%. Simple return on investment is likely less than 7 years, with an added bonus of greatly reduced labor commitment required to re-lamp every 90 days or less. This is a large undertaking that could possibly require a phased approach, however it is anticipated that the initial phase will be funded by year end for completion in early 2015.
- Electrical consumption was down 1.6% in October of 2014 compared to the same period in 2013 the cost increased by 3.3% or \$10,923. The largest cost was due to higher Fuel Cost Adjustment, then the base rate increase, and a decrease of \$1,000 in the 5MR credit. Cooling degree days were 10% lower for the period, heating degree days were 53% lower resulting lower gas consumption as well as electricity.
- The parking lot lighting has finally progressed to the final phase with the Wi-Fi gateway installation being completed over the Thanksgiving Break. WKU IT is working to establish network connectivity to each of the gateways in December or early January. Once connectivity is complete Cooper will commission the system and provide the interface software that will provide communication to each and every individual lighting fixture. 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 mid-January.
- Projects that enhance efficiency and reduce electrical consumption are always a win for WKU. This summer we struggled to keep the cooling tower fans online at Ivan Wilson Fine Arts experiencing numerous overload trips daily due to an undersized electrical feed. After evaluating several options we decided the best option was to re-feed the fan motors from a different larger motor control center and add variable speed drives. Since completing the project earlier this month the fans have been observed operating at 50% output on many occasions which will equate to a substantial reduction in energy use associated with these two 15 horse power fan motors. There have been no motor overload trip events since the drives came into service.
- Sodexo Task Focused Cleaning Pilot to be implemented in Winter 2014 – 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.
- Beginning plans for a trial service with Cintas for Entrance Matting program. Buildings will be: Smith Stadium, Diddle, Tate Page and Academic Complex.
- Every season we try to find ways to complete a task more efficiently than the year before. This season it is leaves and it is imperative that we keep all sidewalks, steps, parking lots, building entrances and storm drains clear of them. This year are using diesel powered street sweepers, vacuums, turbine blowers, backpack blowers, Grasshoppers with mulching blades, Leaf collection boxes and Turbine blowers. One of the most impressive efficiencies is the use of the Forced Air turbine blowers which has the same amount of CFM (cubic feet of air per minute) power of 10 backpack blowers with a fraction of the sound level. We can move through campus lawns, parking lots and streets with ease. One of our objectives is to complete all of these operations while minimizing disruption to the campus community. We do this by running the machines at a lower throttle, using new equipment with lower dB levels and having crews work on weekends to clear parking lots and avoid class changes and take advantage of low traffic levels. The capital cost for equipment up front will help us save money in the long run due to salary savings and allows us more time to work on other fall projects and less time cleaning up leaves. Each year we collect and grind leaves from the campus then reuse the following spring for compost in our annual and perennial landscape beds.
- In addition to working with HR and our Sodexo in-house training manager to develop career paths for the grounds keepers, we have also implemented a new woody plants identification course. This entire course was created in-house and each week we conduct plant walks and a quiz. Currently we have 10 FTE that can identify nearly 50 trees and shrubs on campus using their botanical names. This new approach to teaching front line team members will result in a better working knowledge of the plants they deal with every day in addition to a strong sense of self-worth.



Expectations

Building Services Quality Assurance Results for November 2014



Innovations

Featured Projects

- Made repairs to Cherry Hall Christmas wreaths
- HRL emergency generator PM's were completed
- Completed monthly roof PM's
- Replaced a failed steam line gasket on the Down Campus line in the tunnel at DSU
- Completed banner installation on new poles at the 31W bypass roundabout
- Replaced engine heaters on emergency generators at Rodes and Minton
- Central Team completed EBS wall mounted exterior lighting repairs
- Fabricated and installed lockers for Grounds shop
- Installed new exit devices at Garrett Conference Center
- Completed pre-season painting projects at Softball and Baseball
- Painting projects at Potter, FAC, Community College, Van Meter, Academic Complex, Smith Stadium, Diddle Arena, & Alumni Square Garage
- Set out and took down American flags campus wide for Veteran's Day
- Replaced two VFD's on return fans at Cherry Hall
- Replaced two VFD's on hot water pumps at Cherry Hall
- Energy Management implemented Thanksgiving Holiday shutdown schedules
- Repaired fence EHS parking lot (South Chestnut)
- Troubleshoot and repair damaged lighting around DSU
- Repaired overhead doors at Ag Expo
- Numerous utility locates for fall tree planting project
- Mapped locations of natural gas shut-off valves and meters into GIS database
- Pre-event tasks for Football and Basketball games.
- Homecoming Prep Tasks in Diddle, DSU, MMT, and Smith Stadium for various functions.
- Provided hard floor maintenance services in various areas within our campus facilities which included: Garrett, 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 Knicely Center, South Campus, 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: Garrett, 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 Garrett, 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

Maintenance Projects

- Repaired 3" hot water main to boilers at South hall
- Turned all heat on to building insuring residence heat
- Maintained heat calls in residence halls,
- Installed new air compressors at Zach and Meredith hall,
- Installed new HVAC blower motors for pod market
- Assisted contractors in installing temporary heat exchanger in West hall.

Housekeeping

- Finished stripping and waxing the kitchens at PFT.
- Cleaned the upholstery on the couches and loveseats in the lounges in PFT.
- Cleaned the upholstery on the couches and loveseats in Poland lobby and study rooms.
- Northeast carpet extracted (3 floors each side)
- 1355 Ky St 1st and 3rd extracted
- We are going to 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 will also go to ordering online thru the staples program for better tracking purposes. 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
- We have 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.
- Our Hilltopper hero for November is Beverly Taylor. She helped organize our team and equipment to clean up the flood we had at Minton and East hall.
- We are planning the winter break closedown and energy conservation during the break.

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
- HRL Hilltopper Spirit Award given.
- 10.00 Holiday gift card given to all employees from Sodexo.
- Enhancing well-being for our grounds crew was to order new insulated canvas winter jackets, Safety Green Winter hats, Safety Green Winter Gloves and plenty of reflective PPE. These jackets are to be worn by the grounds crew throughout the fall, winter and early spring. These jackets will be considered part of their Personal Protective Equipment, because it protects them against the elements. These jackets are in addition to the new winter boots we order for the grounds crew each year. These boots are insulated with a composite toe that protects them from crushing while keeping them warm and comfortable. We were able to purchase these new winter boots through our Sodexo national account with Lehigh Outfitters which has attributed to a significant cost savings to WKU. Our main focus is to keep our people safe, warm and comfortable throughout the winter months.



