

Delivering the Experience

EDUCATION - CAMPUS

October 2014

Monthly Report

Western Kentucky University
Facilities Management



sodexo
QUALITY OF LIFE SERVICES



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



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.



SAFETY and TRAINING

October was a busy month for Training & Development. Areas of focus included: Safety training, new courses for the Career Path, License recertification training for our maintenance staff, as well as external seminars and conferences for some of our staff and managers.

October Safety training topics included: Fire Safety and Emergency Planning. A combination of Power Point presentations, YouTube videos and hands-on training from our EH&S staff were utilized to teach these topics to team members. The hands-on portion was taught by Bob Austin, the campus Fire Marshall, who brings a fire simulator for team members to use real fire extinguishers to put out the "fire".

The Career Path Program kicked off and is now in full swing. Leah Hopwood, in conjunction with Josh Twardowski, started teaching the Woody Plants Lab for our Certified Grounds Technicians. Classes have also begun for the Housing and Residence Life Custodians for their Certified Custodial Technician certifications. GED classes have met twice and we are now using a new program and software to assist these team members in getting their GEDs.

External training included sending four team members from the HVAC department to a seminar in Louisville on water treatment practices, two managers attended the SRAPPA 2014 conference, and one other manager attended the Association of College and University Housing Conference.

We hosted the fourth Focus Group in October and the topics covered revolved around supplies and equipment. An action item list is being prepared from this meeting. This will be the last meeting for the year as we work on completing the tasks listed on action items.

Summary of Training Hours for September:

- Provided weekly safety training topics to all departments
- Provided monthly safety training to all departments
- HVAC & Water Treatment Technicians attended recertification training in Louisville
- Recertification training was brought to campus for 10 of our Electricians
- Certified Grounds Technician classes began *(pictures on next page)*
- Certified Custodial Technician classes began for our HRL department
- SRAPPA conference in West Virginia where both Dale Dyer and Jennifer McLeod were both speakers as well as attendees.
- ACUHO conference was attended by Rodney Hull, the Manager of Housing & Residence Life

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
HVAC & Water Treatment Class	4	4	16
Electrical Recert class	10	8	80
CGT Course	15	6	90
HRL CCT Course	7	6	42
GED Class	3	2	6
SRAPPA	2	16	32
ACUHO conference	1	24	24
TOTAL HRS			987



WORK ORDER STATISTICS



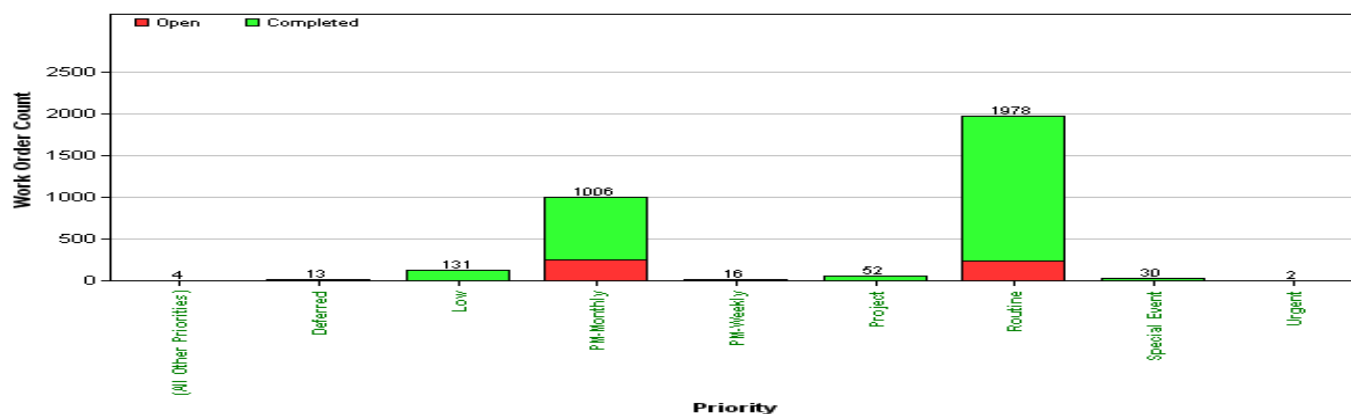
Report Criteria

Report Period is between '10/01/2014' AND '10/31/2014'

Routine Work Order completion
rate for the Month: 88%

Historic Status of Work Orders Received

Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	4	1	25.0	3	75.0
Deferred	13	0	0.0	13	100.0
Emergency	0	0	0.0	0	0.0
Low	131	0	0.0	131	100.0
PM-Monthly	1006	244	24.3	762	75.7
PM-Weekly	16	7	43.8	9	56.3
Project	52	1	1.9	51	98.1
Routine	1978	237	12.0	1741	88.0
Safety Issue	0	0	0.0	0	0.0
Special Event	30	6	20.0	24	80.0
Urgent	2	0	0.0	2	100.0
Total:	3232	496	15.3%	2736	84.7%



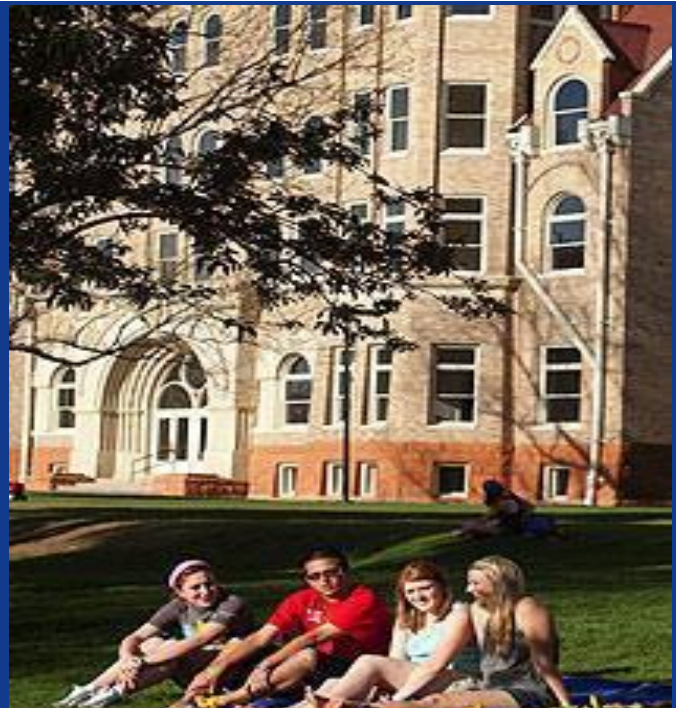
Driving Performance



Cost Savings:

- We have been developing a project to replace all of the incandescent track lighting in the Kentucky Museum. 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 2.4% in September of 2014 compared to the same period in 2013 the cost increased by .7% or \$3,522. Cooling degree days were 8% higher for the period, heating degree days were 123% higher indicating brief but wider swings in temperatures throughout the month.
- 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
- Task Focused Cleaning Pilot to be implemented in Fall 2014 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.

Expectations Update



Housing and Residence Life

- Started preparing for summer/winter switchover. Repaired steam valves at west and east. Installed several common area units at Zach and Meredith, Installed two new air compressors at Zach and Meredith, Repaired domestic hot water boilers at Rodes , Repaired 2 ½ " domestic cold water line that broke in Minton Hall.
- McCormack Hall – carpet extracted 2,3,5,1355 KY St carpet extracted on 2 & 4, 1350 KY St all carpet extracted and Guest Rooms at HRL – deep cleaning and all carpet extracted
- Changed out all walk-off mats in all of buildings due to all the rain that we have received.
- Trained the new BSA's in PFT and lobbies in Barnes and Bemis.
- Stripped and waxed 15 kitchens at PFT.
- Working with purchasing to see if we can save any money on HK supplies and looking at different vendors with E&G. Staples and Johnson Diversity have installed chemicals in Minton and Bemis to test. We will get feedback from BSA's and supervisors on how they work compared to what they were using. We will be looking at pricing and comparing cost. We will analyze and make a decision very soon this has been an ongoing project with HRL and E&G. This testing is ongoing.
- 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.
- Rodney Hull and Pam West attended the ACUHO-I Facilities Conference and Trade Show.
- We are looking in to using a new QA format and looking to go paperless.
- Our Hilltopper hero for the month of October is Tom Goad.
- We had our annual Chili cook-off and the winners are as follows.
 - Winners Best Chili – Crystal Anderson
 - Hottest Chili – Pat Martin
 - People's Choice – Joyce Manning
 - Best Dessert – Erin Reid
 - Each winner received a gift \$50.00 visa gift card provided by Sodexo
- We are working in conjunction with the steam plant so we will be ready when we turn the steam on in the buildings in October.
- Planning our winter break coverage and winter projects in November. We are also looking at savings for maintenance and custodial supplies.

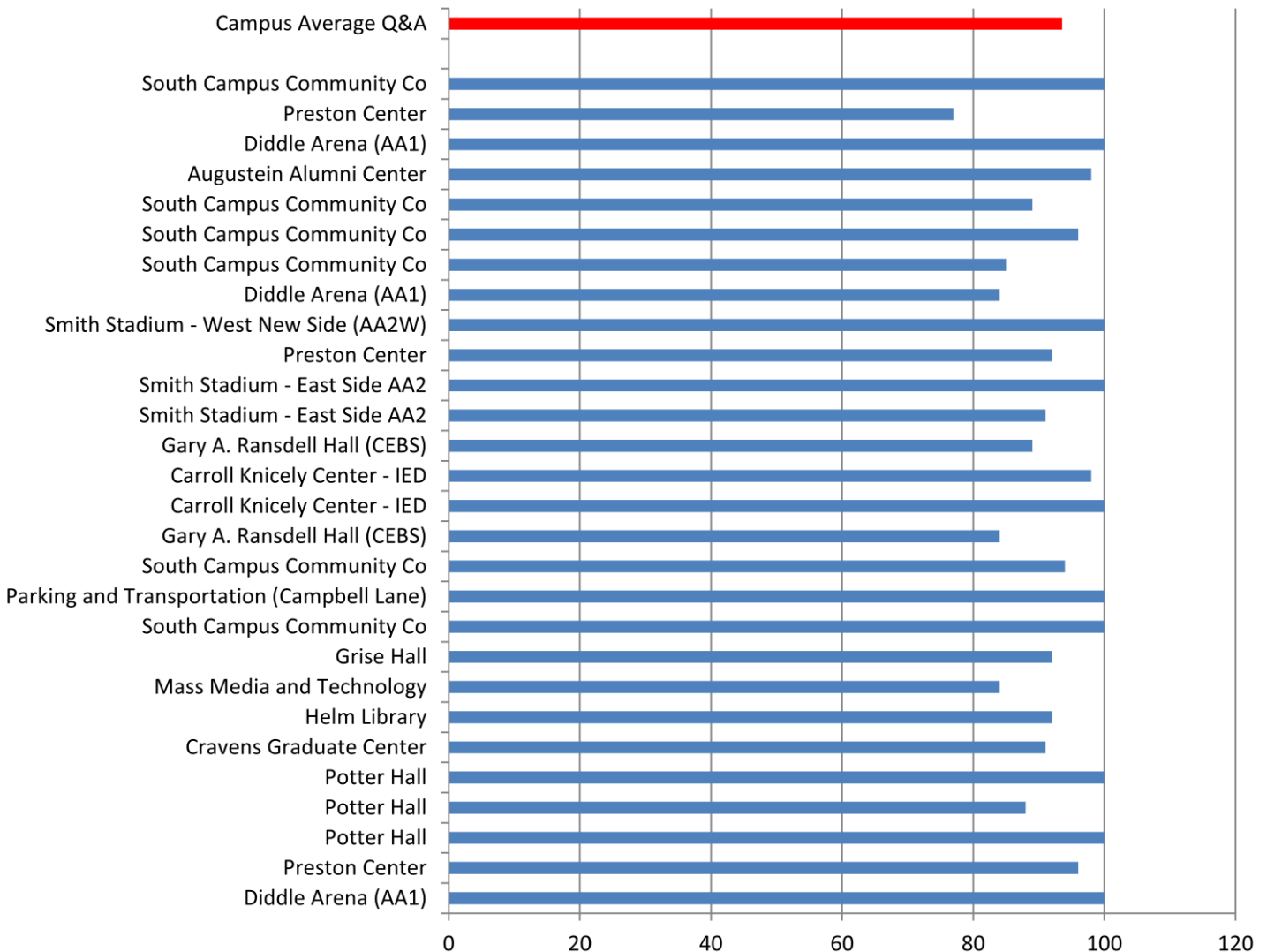
Innovations

Featured Projects

- HVAC replaced 4 outside air supply fans at Kentucky Museum
- HRL emergency generator PM's were completed
- Completed monthly roof PM's
- FAC air handler #11 repaired return fan shaft, changed bearings
- Inventory belts and filters for DSU
- Energy Management has completed several DSU schedules and optimal run time sequences
- Completed the seasonal start-up of the Central Heating Plant
- Replaced a failed condensate pump at the Erskine House
- Completed updating roof data and formatted into a 5 year repair/replacement plan
- Central Heating Plant staff assisted HRL replace/update 8 condensate return pumps
- Filled two vacant Painters positions
- Completed an audit of all utility accounts closed several more inactive accounts
- Completed repair and painting on Van Meter columns
- Completed painting projects at FAC, Public Safety, Preston Center, Grise Hall, DSU, and Potter Hall
- Trained on the Lutron lighting system at DSU
- Energy Management has shifted all buildings from summer to winter control mode
- Evaluated HVAC filtration efficiencies and supplier claims
- Annual building change over from cooling to heating has been completed
- Emergency repairs to failed underground condensate line between PFT and Poland Hall
- 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 hundred feet of leaking steam and condensate return piping were replaced this summer near Zacharias and Pearce Ford. As the steam distribution system was brought into service a major condensate leak surfaced just ten feet beyond where the summer repairs ended. Contractors and Central Heating Plant were mustered and one hundred feet of high pressure condensate return piping was replaced between PFT and Poland Hall. Steam service was restored by mid-day October 31st just in time for the sub-freezing temperatures that arrived with November.
- Pre-event tasks for WKU Football Game to include all restrooms, ticket booths, Press Box, ramps and levels, seating (on West Side).
- Vendor sanded and refinished 1st floor wood floors at Erskine House.
- Provided hard floor maintenance services in various areas within our campus facilities which included: FAC, Garrett, Helm, DIDDLE, VAN METER, JONES JAGGERS, RANDELL HALL, FAC, GRISE, KYB 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, Grise, Helm, Potter, 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: Diddle, Grise, Alive Center, EH&S, FAC, and Potter 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.

Custodial October 2014

Quality Assurance Inspection Results



- October was a very productive month for Campus services. We were able to accomplish numerous fall annual plantings and have been working to enhance our storm water mitigation techniques. We have been identifying areas on campus to correct erosion by using river slick rocks and intricately placing them in the landscape around drains to prevent mulch and debris from washing into the storm drains. Many of the existing ground level storm drains have been subject to contamination such as leaves, mulch trash and other materials. One way to help minimize this is to enhance the run-off channels and create deliberate swales for the storm water to flow through. This particular drain around is at the Music Hall and the river slicks accentuate the surrounding landscaping enhancing the overall appearance.



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 hero for the month: Tom Goad
- Two Employee of the Month given for October
- Manager has implemented 'Operation PRIDE' to all team members in regards to our service level of dedication to our campus customers! This challenge is being made to encourage ownership, pride and a genuine self-satisfaction for the jobs they do each day, to promote and encourage improved service, consistent services. Weekly 'Targets' for the team members



Western Kentucky University

a leading American university with international reach

Mission Statement:

Western Kentucky University prepares students of all backgrounds to be productive, engaged, and socially responsible citizen-leaders of a global society. The University provides research, service and lifelong learning opportunities for its students, faculty, and other constituents. WKU enriches the quality of life for those within its reach.

