

Delivering the Experience

EDUCATION - CAMPUS

September 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

For the month of September, the training program continues gearing back up for the Fall Season and the new courses for the Career Path Program.

September Safety training topics included: Lockout/tagout and Ladder Safety. A combination of Power Point presentations, YouTube videos and hand-outs were utilized to communicate these topics and keep them interesting.

The Career Path Program is still gearing up to begin classes soon. All final edits have been made for the Woody Plants Lab and the course manuals printed. We are ready to begin classes on October 8th. The Advanced Custodial Technician program has unfortunately been postponed until after Homecoming on November 12th.

We hosted the third Focus Group in September and the topics covered revolved around efficiencies. An action item list is being prepared from this meeting.

Training and Development calendar has been set for 2014/2015. Dates and times have been scheduled. The following classes will be taught this Fiscal Year:

HRL Basic Custodial Tech Classes (2 hours), DFM Advanced Custodial Tech Classes (2 hours), DFM Basic Custodial Tech Classes (2 hours), Quality Customer Service, Disney Style (All DFM), GED, Team Building—TBA, Maintenance Licensing, Central Trades Group Classes, BSA Leadership Training (1.5 hours), Grounds Shop—Woody Plants Lab (30-45 min), Grounds Shop—Weed ID Class (30-45 min), Grounds Shop—Leadership Basics (30-45 min), Grounds Shop—CGT Equipment Training Lab (30-45 min), Supervisor Training—Mandatory for all Supervisors (1 hour), Sharpen the Saw Webinar—Topics to be Announced Later(1 hour)

Training Course	# of Participants	# of hours	Total Training hours
MOTW Training	161	2.5	402.50
Monthly Safety	300	1	300
Weekly Safety Msg	300	0.25	75
JFCI Fire School	4	8	32
HVAC Recert class	9	8	72
Plumbing Recert class	3	8	24
New Hire	7	8	56
			961.50
Total Number Training Hours for the month: 961.50 hours			

WORK ORDER STATISTICS



Routine Work Order completion
rate for the Month

88%

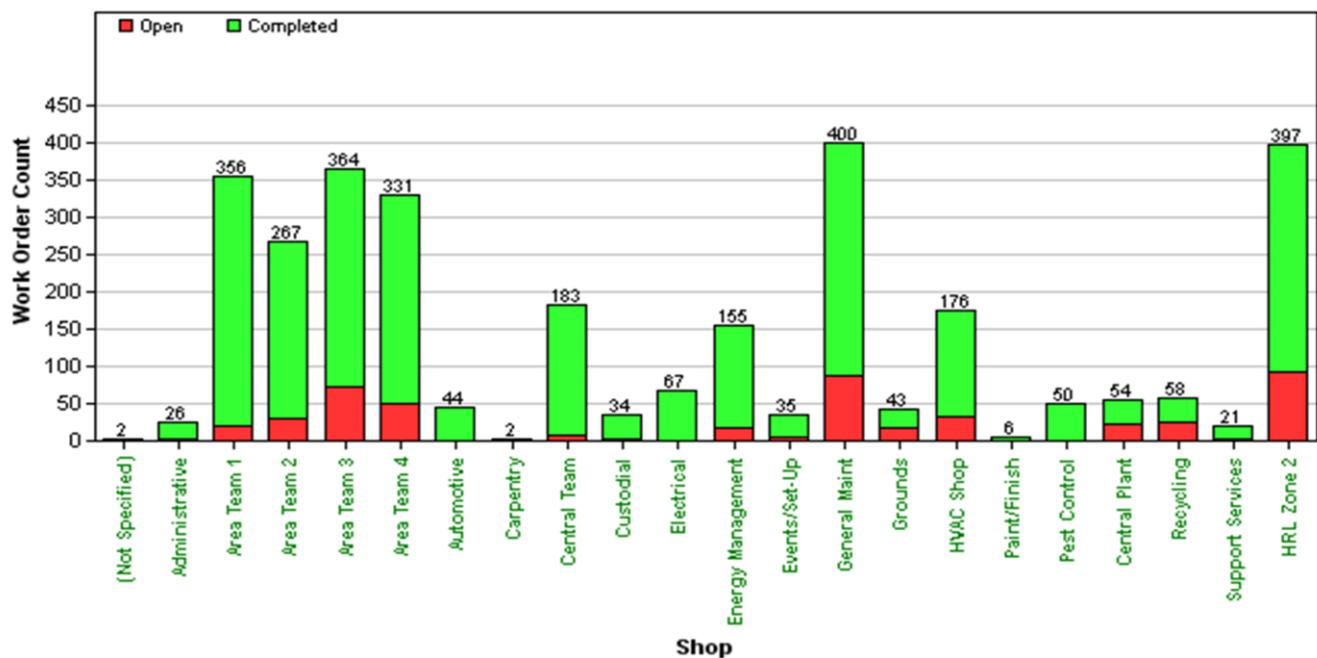
Report Criteria

Report Period is between '09/01/2014' AND '09/30/2014'

Historic Status of Work Orders Received

Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	2	0	0.0	2	100.0
Deferred	8	1	12.5	7	87.5
Emergency	0	0	0.0	0	0.0
Low	61	1	1.6	60	98.4
PM-Monthly	675	205	30.4	470	69.6
PM-Weekly	14	2	14.3	12	85.7
Project	31	6	19.4	25	80.6
Routine	2245	270	12.0	1975	88.0
Safety Issue	0	0	0.0	0	0.0
Special Event	35	6	17.1	29	82.9
Urgent	0	0	0.0	0	0.0
Total:	3071	491	16.0%	2580	84.0%

Historic Status of Work Orders Received

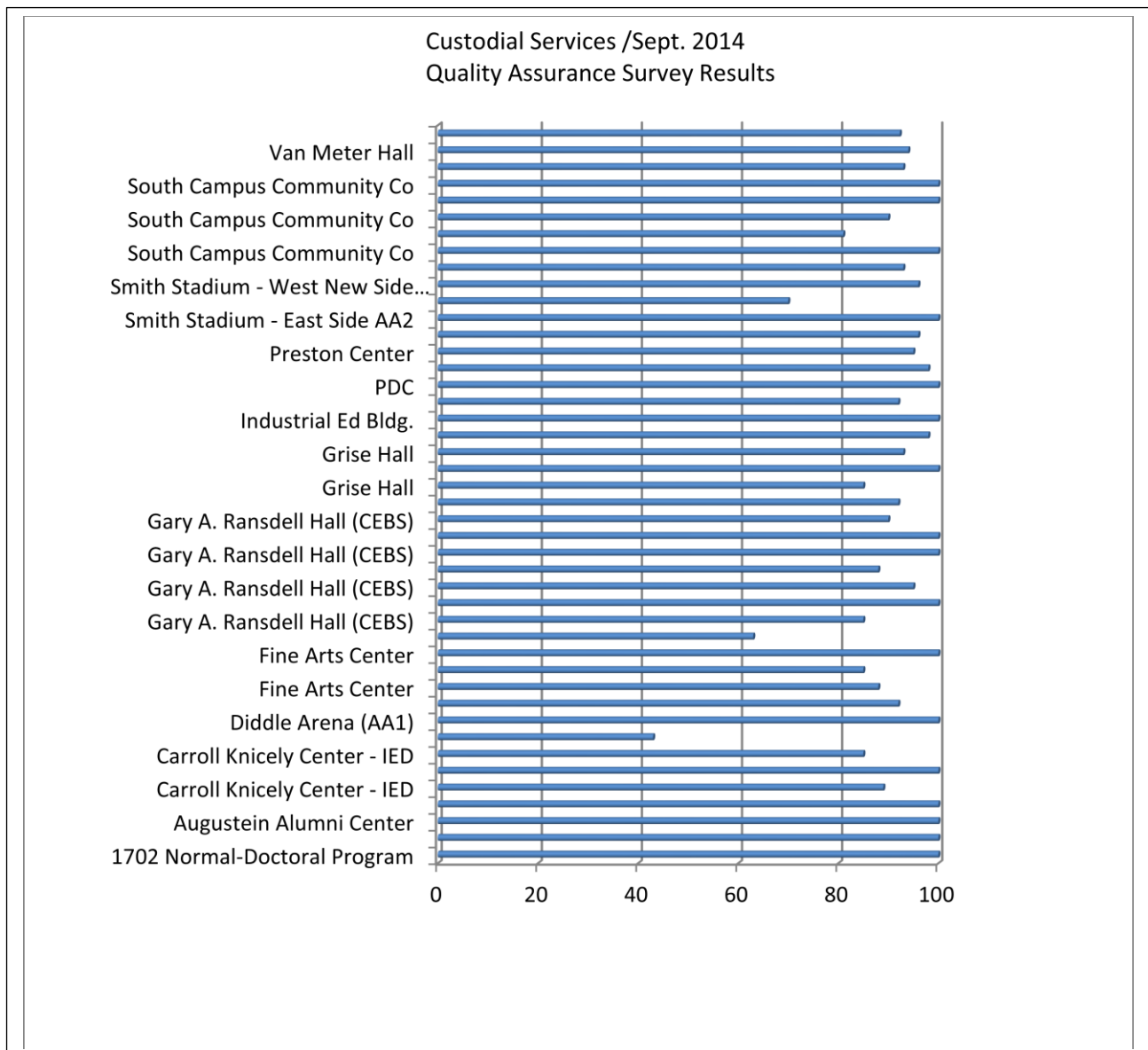


Driving Performance

Cost Savings:

- Electrical consumption was up 1% in August of 2014 compared to the same period in 2013 the cost increased by 4.7% or \$26,048. Cooling degree days were 19.6% higher for the period likely accounting for most of the increased usage year over year. DSU chillers were not online a year ago and the building is slowly coming under control
- 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.
- First floor offices located in the East side of LT Smith Stadium have been very difficult to heat during the winter months. It was determined last winter that insulation above the ceiling was removed during the renovation project several years ago. In addition several openings to the outside were found to be not well sealed from January's cold. Closed cell spray foam insulation with a fire retardant coating was applied above the ceiling this month that should greatly improve occupant comfort and reduce energy losses in this area.
- Upcoming pilot / trial use of the Hydros Cleaning System with Ecolab for a pilot on campus. Benefits from use are communicated as:
 - Uses salt and water to make 3 different cleaning products.
 - Saves up to 25% over other cleaning systems.
 - Provides 50% faster disinfection than the normal 10 minute contact time with other disinfectant products.

- Tate Page has once again become a concern for air quality with the discovery of elevated airborne mold spores in two auditoriums on the first floor. It appears that HVAC duct lining is likely the cause as these auditoriums were not sanitized and seal coated when other areas of the building were sealed in 2005. Arrangements are being finalized to clean and seal ductwork in October that should fully resolve the indoor air quality issues.
- On Friday morning August 22nd just over two days before the start of classes a failing supply fan motor was discovered on Cherry Hall's air handler #1. Before Friday afternoon was over a replacement 100 horsepower motor was located in Indianapolis, Indiana. Trucking arrangements were made to have the motor delivered to Covington Electric by 6 pm Friday evening. At 7 am Saturday the 23rd a crane was set up Rooks Howard and 2 HVAC Technicians were engaged in removal and reinstallation of the new motor. Work was completed by 10:30 am with the air handler up and running just 24 hours after the failure was discovered. This air handler serves one half of the entire building affecting class rooms and faculty offices on 4 floors.



Expectations Update



Housing and Residence Life

- Started to check equipment and make any repairs for heat/ steam start up in October.
- We repaired several plumbing leaks at Bates on toilets and showers.
- Replaced hot water pump disconnect at Bates.
- Replaced compressor and condenser fan motor in elevator rooms PFT.
- Rodes Harlin – extracted 9 floors carpet
- McCormack Hall – buffed all kitchen (6)
- 1355 KY St – cleaned Apt 225, and all Guest apts in basement
- 1355 KY St – waxed office in basement
- Chill Water Plant – office cleaned and floors rewaxed
- Chestnut St House cleaned
- Started carpet at 1350 KY St
- Buffed 6 kitchen floors at Zach and Meredith.
- 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.
- Interviewed and filled 6 BSA positions, 2 of the positions being our new 2nd shift positions. We will start the new hires on October 6th. The new second shift positions will help us cleaning lobbies, doing extra projects, and help with customer service.
- Our Hilltopper hero for the month of September is Roy Forsee.
- Working in conjunction with the steam plant so we will be ready when we turn the steam on in the buildings
- Planning winter break coverage and winter projects in November. We are also looking at savings for maintenance and custodial supplies.

Innovations

Featured Projects

- The State Elevator Inspector has completed his annual inspection of every elevator/wheel chair lift on campus and certified them for another year. Elevators play an important role in moving us through our buildings. We are very proud of our partnership with Kone who is our elevator service provider. Our regional inspector has commented to me on several occasions how clean and well maintained the elevators are on campus compared to the many other facilities he inspects annually. It is good to know we are in good hands.
- The Area Teams continue to work on lighting energy reduction with project going on at Cherry Hall, ES&T, Preston, Java City, GRH, Snell, Diddle and others. As we work to reduce ongoing operational costs it helps us all to meet the growing demands on the institutional budgets.
- One of the greatest challenges the teams took on this past month was helping with the opening of DSU and helping the occupants settle into the newly renovated space at Academic Complex.
- Replaced low water cut off device on #1 Central Heating Plant boiler
- Completed GIS exterior lighting map layer
- Started up new cooling tower fan drives at FAC
- Completed painting projects at Cherry Hall, Diddle, Tate Page, Diddle Arena, Academic Complex, and Smith Stadium
- HRL emergency generator PM's were completed and Completed monthly roof PM's
- Installed new steam condensate station at Cherry Hall
- HVAC completed air handler PM's
- Energy Management replaced VFD AHU 5 at S. Campus
- Applied closed cell insulation above ceiling at LT Smith East
- The Central Team completed repairs to Potter 2nd floor patio damaged earlier by failed facade
- Energy Management completed installation of new controls for Einstein's at MMTH
- Retired 2 utility water meters no longer needed
- Completed railing painting at LT Smith stadium
- Completed several walk throughs of DSU help identify issues needing more attention or completion
- Conducted interviews for two vacant Painters positions
- Gathered GIS data for steam system shut off and isolation valves
- Infrastructure Techs updated underground electrical line GIS data for South Campus
- Added cooling treatment to all HRL generators
- Upgraded GIS software
- HVAC installed new ductless AC unit at soccer complex
- Cleaned PTAC units at AG Expo
- Hand rail and machinery painting at the Central Heating Plant
- Provided hard floor maintenance services in various areas within our campus facilities which included: DIDDLE, POTTER HALL, RANSDELL HALL, FAC, GRISE, 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, Potter Hall, Grise, and Wetherby 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, Wetherby, 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.
- Provide deep cleaning of restrooms and / or stairwells and landings in Diddle 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.

- South lawn maintenance update

As fall approaches, the cultural needs of our lawns will change. Each fall Campus Services over seeds campus lawns with perennial ryegrass and fertilizes with organic fertilizer. This particular updates relates to the new south lawn and what progress we have made so far with its renovation. As mentioned in an earlier report, south lawn has a new state of the art irrigation system as well as new grading plan and Bermuda sod. Bermuda sod will become dormant in the late fall so in order to ensure that this lawn is fully functional and available for the campus community to use year round, we have been treating it exactly like an athletic field. This includes topdressing, over-seeding, fertilizing, irrigating, aerating and heavy rolling. These particular operations are considered 'functionality' and not 'aesthetics' because the campus lawns are functional areas for passive and active recreation and not so much for looks. With a proper fertilization and over-seeding regimen, campus lawns can better fight drought and disease therefore making them more functional throughout the year. Healthy stands of turf also provide a higher storm-water runoff coefficient, this means that they function as buffers for rainwater sheet-flow and protect against erosion. For the main campus lawns we implement an organic based slow-release fertilizer with an analysis of 16% nitrogen and is applied at a rate of 4lbs of nitrogen per 1000 square feet twice a year. On south lawn we are overseeding with rye-grass seed. In order to protect our investment, we have implemented the use of a 16' 7 gang self-powered reel mower that can mow 1 acre in 10 minutes, which means we can mow the entire south lawn in approximately 30 minutes where as it used to take almost 2 hours. That equates to a cost savings of nearly 180 man hours a year or approximately \$2700 in labor alone. This innovative idea is old technology but a new way to save the university time and money.



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: Roy Forsee
- Two Employee of the Month given for the month of August: Octavia Willis and Leah Hopwood
- BSA 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, therefore resulting in improved, consistent services. Weekly 'Targets' to promote and encourage improved service levels will be assigned to the team members.



Bob Zoellner, Auto Shop



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.

