

September 2015

Facilities Management
Monthly Report



*Delivering
The Experience*



Western Kentucky University

SEPTEMBER 2015 MONTHLY REPORT



THE TEAM



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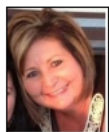
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Our Mission: Guided by our shared value, each one of us is fully empowered to consistently exceed the expectations of the university to insure a safe, clean and stimulating learning, working and living environment for all involved. To this end, we will provide the most efficient and effective routine and preventative maintenance services needed to support the educational goals of Western Kentucky University.



Welcome our newest Sodexo/WKU team member:
Richard Cowan.

Richard will be our director of our Custodial Program at WKU. He comes to us with over 20 years of custodial and customer service experience.



Safety, Training and

Professional Development



The training program is now in FULL swing! Fall courses have begun, with September showcasing the premier of the Super Supervisor series. In addition, GED courses ramped back up, we hosted a continuing education course for HVAC techs and Plumbers, along with the monthly safety trainings.

The Safety training topic for September was Ladder Safety and Lockout/Tagout. These topics were communicated to all DFM departments during their unit meetings, as well as postings in the communication board in the main DFM hallway.

The Leadership series of trainings for all DFM Supervisors began this month. The first class was an introduction to the series by discussing how to transition from Co-worker to Supervisor, as well as Basic Leadership Fundamentals and Leadership styles. The second class featured a workshop where supervisors had to decide what leadership style to use on different types of employees, as well as a second exercise that centered around famous leadership quotes that highlighted important leadership traits.

Developmental-wise, our main focus this month was finishing up the first couple of classes for The Disney Cultural Enhancement series that will begin October 8th. Topics to be covered include: Workplace culture, Customer Service, Teamwork, Communication, Developing positive Attitudes, and Employee Empowerment.

Other trainings this month included bringing Don Daub on site to present the recertification training for all licensed HVAC techs and Plumbers; GED classes; and our new monthly new hire orientation program.

Safety is our #1 priority!



Super Supervisor Training

Total Number Training Hours for the month: 995 hours

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
Super Supervisor	37	2	74
Advanced Custodial Tech	24	3	72
GED Class	2	4	8
HVAC & Plumbing CEU	13	8	104
New Hire Orientations	5	8	40
			995




*Overall Routine
Work Order
Completion Rate
90.6%*



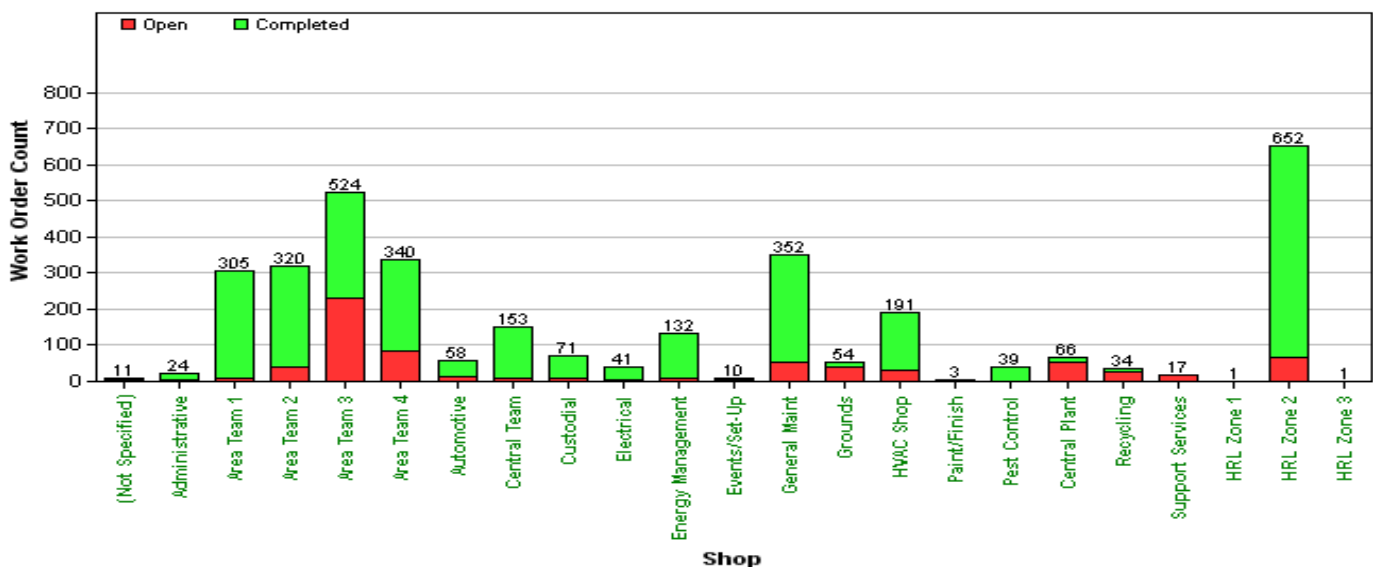
September 2015 Work Order Statistics



Report Criteria

 Report Period is between '09/01/2015' AND '09/30/2015'

Historic Status of Work Orders Received					
Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	63	11	17.5	52	82.5
Deferred	3	0	0.0	3	100.0
Emergency	0	0	0.0	0	0.0
Low	58	58	100.0	0	0.0
PM-Monthly	914	422	46.2	492	53.8
PM-Weekly	14	0	0.0	14	100.0
Project	53	11	20.8	42	79.2
Routine	2258	207	9.2	2051	90.8
Safety Issue	0	0	0.0	0	0.0
Special Event	36	4	11.1	32	88.9
Urgent	0	0	0.0	0	0.0
Total:	3399	713	21.0%	2686	79.0%





Driving Performance

Costs Savings

- ◆ Electrical consumption decreased 4.1% in August of 2015 compared to the same period in 2014 the cost decreased by 8.2% or \$47,090. KW demand decreased by 11.9%. There were 314 cooling degree days for the period, this was a decrease of 18.9% from a year ago.
- ◆ We have “fine-tuned” the electrical demand control program and allowed it to run the entire month of August which very much contributed to the decrease in power consumption. As of late September we have once again been successful in keeping it running effectively so a similar reduction in demand is anticipated. DSU will be added to the programming in the coming months now that the HVAC system there is stable.
- ◆ The Central Heating Plant is being readied for start-up in late October. Steam Technicians will go onto 24/7 shift coverage the last week of October unless the weather dictates an earlier. Natural gas cost is at a 5 year low presently so WKU will get a bit of a break which is timely, hopefully prices will remain low

- ◆ The final aiming as well as commissioning of the dimming controls has been completed for the new LED lights at Diddle Arena. The new lighting will reduce energy consumption by 80% with an annual avoided cost of nearly \$37,000. A TVA incentive has been received of \$12,712. The Campbell Lane parking lot LED lighting conversion was completed this month as well, a TVA incentive of \$1,800 was also received. WKU has received over \$16,000 in TVA incentives since January 2015 for these and 2 more LED lighting projects. As other exterior lights require replacement, DFM has adopted to replace only with LED fixtures further reducing electrical usage and maintenance.

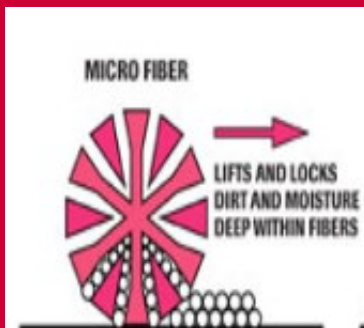


Driving Performance

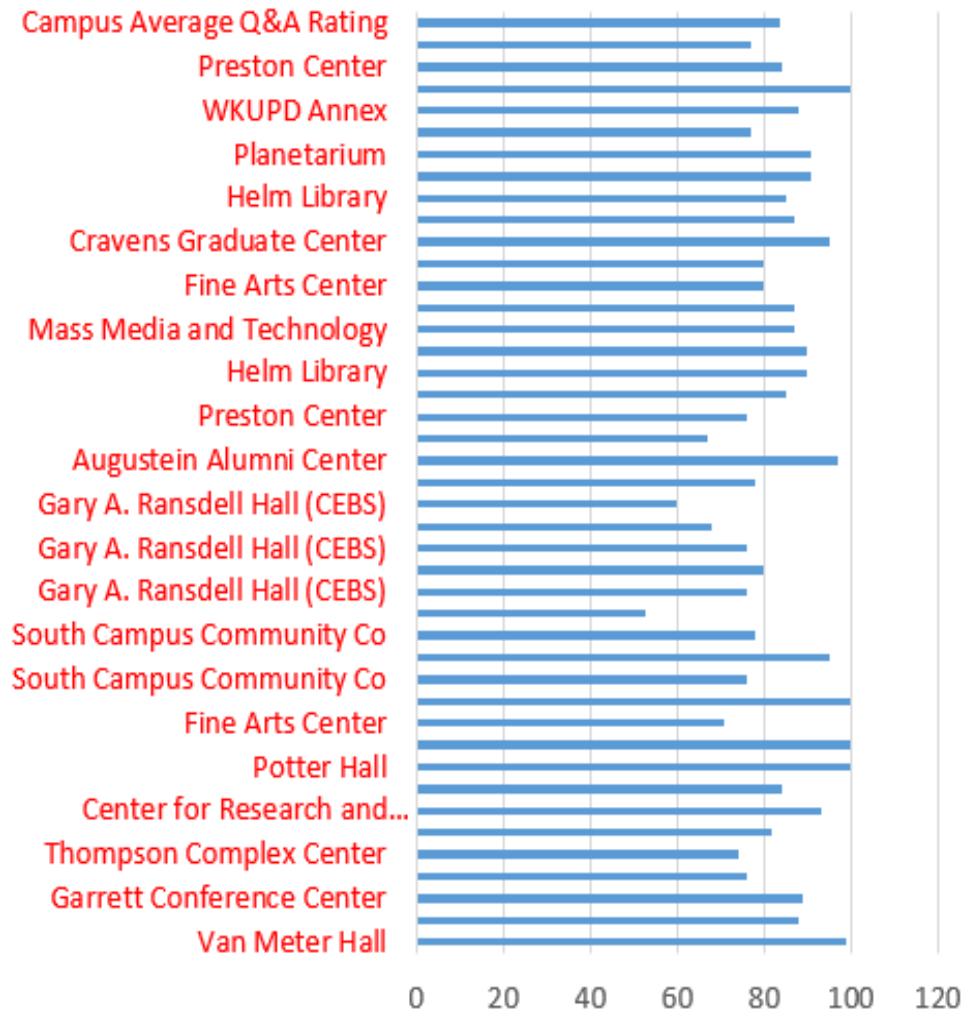
Rolling out Microfiber to the rest of campus.

Benefits:

- ◆ Enhances cleaning power
- ◆ Contributes to reducing water and chemical usage
- ◆ Helps increase productivity
- ◆ Helps reduce cross-contamination
- ◆ Help reduce the risk of worker injury



WKU Building Services September 2015 Custodial Quality Assurance Score



September Completed Projects

- ♦ Completed installation of LED lighting at Campbell Lane P&T lot
- ♦ HRL emergency generator PM's were completed
- ♦ Completed monthly roof PM's
- ♦ Energy Management worked several days with Lutron at DSU to resolve issues
- ♦ Replaced valve actuator at Kentucky Building AHU 1
- ♦ Replaced CO2 sensor Gary Ransdell Hall
- ♦ Completed air handler PM's Tate Page, South Campus, Parking & Trans., Student Publications, Knicely, Preston, Music Hall, & Potter Hall
- ♦ Replaced several leaking valves at Health Services
- ♦ Repaired OA dampers Knicely air handler #2
- ♦ HVAC installed new package unit at Farm House #2
- ♦ Cleaned/serviced the ice machine at Smith Stadium
- ♦ Replaced condensate pump on Mitsubishi unit at cable TV area
- ♦ Painted lower walls in Diddle luxury boxes
- ♦ Re-sealed exposed roof boards and replaced lights in 4 shelters
- ♦ Tagged new HVAC equipment assets at Gordon Wilson
- ♦ Completed painting projects in FAC, Wetherby, Cravens, and Baseball
- ♦ Removed failed valve and installed spool piece on steam piping in man-hole 54
- ♦ Completed final aiming and control commissioning Diddle Arena lighting
- ♦ Completed VFD PM's at EBS
- ♦ Mold Removal in Tate Page – numerous areas throughout facility with complete wash down of all surfaces and items within each space.
- ♦ Provided custodial support at the new Honors facility for after construction cleanup and terrazzo polishing to ready facility for opening.
- ♦ Pre – event services at Smith Stadium for WKU Football Game(s).
- ♦ Insulated steam piping in tunnel below Gordon Wilson
- ♦ Insulated CWHW loop piping at Gordon Wilson

Completed Projects cont.

ELECTRONIC SHOP

SEPTEMBER	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	TOT	%
Access Control		1	0.5	0.5				5.5	2		2				1.5	4.5					0.5	0.5									18.5	10.36%
ADA Doors																										0.5					0.5	0.28%
Athletic Events								4.5	2.5	9.5	1												1		2.5	9					30	16.81%
Cameras										1.5	1			0.5			1.5					0.5									5	2.80%
Carillon / Bells														1	1	0.5										0.5					3	1.68%
CH LED Lighting				2				0.5		0.5	0.5																				3.5	1.96%
Clock Systems																					1.5										1.5	0.84%
Crossing Signs																															0	0.00%
Ephones														0.5																	0.5	0.28%
Fire Systems		11	6.5	4	2					1.5	1		6	1.5			0.5	8			5.5	0.5	5.5	6	1.5						60.5	33.89%
Grnds Irrigation															4		3.5														7.5	4.20%
Key Cabinets		2.5												0.5											0.5						3.5	1.96%
Score Boards																															0	0.00%
Security System																					1				0.5						1.5	0.84%
Sound Systems														5.5	2.5							2	1.5								11.5	6.44%
Special Events				4.5					3.5	2.5	2.5			1		1.5	4			2.5	1.5	3	1	3	1						31.5	17.65%
Video Boards																															0	0.00%
Radios																															0	0.00%
TOTAL	0	14	7	11	2	0	0	11	8	16	8	0	6	11	9	6.5	9.5	8	0	0	10	6	11	7	8	11	0	0	0	0	178.5	100.00%

Football Season under way: GO TOPS!





Housing and Residence Life

Maintenance Completed Projects

- ◆ Our team completed the filter change at PFT in every room.
- ◆ Disassembled and check every unit for mold growth and cleaned accordingly.
- ◆ Assessed and fixed any other problems with the units at that time.
- ◆ Assisted contractors on the following projects; 1355 Kentucky street apt 407 Freon recharge, Bates Runner heat exchanger replacement, Bemis and Barnes 1st floor kitchen counters and Zach 227 shower replacement. .
- ◆ Replaced the filters in all units we provide service for at Bates subway and POD markets.
- ◆ Replaced the mop sink faucet at Gilbert on the second floor.
- ◆ Cut out and replaced drywall in room 117 at southwest in preparation for paint.
- ◆ Shut off and repaired main domestic water line at southwest.
- ◆ Cleaned and flushed all remaining AHU's at PFT

Housekeeping Completed Projects

- ◆ Parents Weekend 9/26 and 9/27 provided additional coverage.
- ◆ 1350 Ky St – Apt 310 cleaned
- ◆ Southwest – extracted lobby
- ◆ HRL – extracted 2 offices
- ◆ Pressure washed outdoor matting.
- ◆ Interviewed to fill 4 open positions.
- ◆ Completed Q&A inspections in buildings.



Strategic Vision: Vision—look into the future

Looking at ways to save money in any areas as we are always challenged by budget cuts. We will partner with E&G and look at some other misc. custodial supplies to see if we can save money using our buying power.



Innovative Solutions: Continue to look at any new equipment and any cost saving equipment that might apply to HRL. This is ongoing.

Customer Focus: Planning our winter break projects and filter changes in October. Supervisors are attending a training course to help with customer service and dealing with employees.

Enhanced Wellbeing: Will continue our Hilltopper hero program that is funded by Staples. They provide a \$40 gift card to the person we select for the Month.

Driving Performance: We will start Q&A building inspections and making rounds in our buildings checking for any maintenance, cleaning and safety issues. This is ongoing.

JULY and AUGUST

DAVID BLANKENSHIP

JANICE MCDONALD

FARON MCKINNEY

STEVEN WOOD "Woody"

The Sodexo Experience.

- ◆ 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.
- ◆ Weekly Huddles held with staff
- ◆ EAC meeting held
- ◆ Safety meeting held
- ◆ Monthly Department meetings held
- ◆ Attendance Recognition for Jan – June 2015:

42 Employees received certificates for having 3 or less unscheduled absences!

47 Employees received certificates and lapel pins for having ZERO unscheduled absences!





OUR DFM MISSION

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