

FEBRUARY 2018
MONTHLY REPORT



PARTNERSHIP REPORT CARD FEBRUARY 2018

DELIVERING ON THE EXPERIENCE

sodexo

We are pleased to present our *Partnership Report Card*, our February 2018 monthly update for Western Kentucky University.

We are proud to be your partner and appreciate the opportunity to help you achieve your strategic goals. Our goal is to continually drive student engagement, recruitment and retention by improving Quality of Life for the WKU community.

Sincerely,

George Dowling

Director of Facilities Management



OUR WKU MANAGEMENT TEAM

Gerald Belcher Environmental Services Manager gerald.belcher@wku.edu	Richard Cowan, I.C.E. Director of Environmental Services 270-745-4916
Kyle Davenport Campus Services Manager 270-745-5820 kyle.davenport@wku.edu	George Dowling Director Facilities Management 270-745-3253 george.dowling@wku.edu
Dale Dyer, LEED AP Plant Operations Manager 270-745-6179 dale.dyer@wku.edu	Rodney Hull, I.C.E. Housing Facilities Manager Southwest Hall 008 rodney.hull@wku.edu
Angie Jackson, PHR, SHRM-CP Fiscal Service Manager angie.jackson@wku.edu	Jennifer McLeod Sodexo Human Resources Manager Facilities Management 270-745-2290 jennifer.mcleod@wku.edu
Tim Salloum Training and Safety Manager 270-745-5403 tim.salloum@wku.edu	Dan Uhls, MA Maintenance Manager dan.uhls@wku.edu

SAFETY

The Safety training this month was on Emergency Action Plan, Violence Prevention Response (Active Shooter) and Bloodborne Pathogens. Based off recent Active Shooter situations throughout the country this training was very beneficial to all our employees.

In addition to Safety, we conducted Human Resource (HR) training focusing on Workplace Violence.

We continue to develop our Leaders through our Leadership Development Training Program and this month training was on the Super Supervisor Series. Our training manager spoke to the Team Leaders about the importance of knowing your employees and motivating them.

Job specific training called methods of the week cover Dust Mopping, Hard Surface Dusting, Office Cleaning, and vacuuming were the topics this month. Supervisors trained their employees on these topics to enhance their skills on job specific tasks.

Our Grounds Department Supervisor continued train her employees on Proper Pruning techniques. These classes are designed enhance the employee's skills and knowledge of the Pruning Process.

Our Spanish-speaking employees meet twice a week with the English as a Second Language International Department to enhance their English Speaking Skills. This program has helped our employees better communicate with the customers they serve and their co-workers.

The following was the training for the month of February.

Training Course	# of Participants	# of hours	Total Training hours
Monthly Safety Training	293	.5	146.5
HR Training (Workplace Violence)	293	.5	146.5
New Hire Orientation (Safety & HR)	15	8	120
Weekly Safety Messages	337	.25	84.25
Methods of the Week	81	1	81
Leadership Training (Super Supervisor)	12	1	12
English as a Second Language	21	6	126
Proper Pruning	13	1	13
Sodexo SoSafe Module for Managers	10	2	20
Total	1075	20.25	749.25



SAFETY FIRST



Safety Awards

Safety Award Winners for January

\$25 Gift Cards:

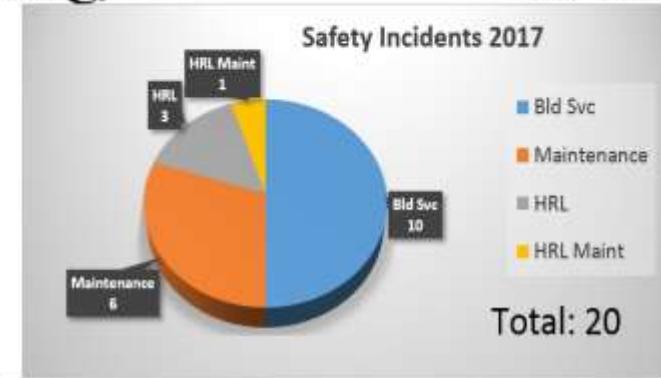
Emenike Ayalogu (Env. Svc.)
Seth Fisher (Env. Svc.)
Susan Key (Env. Svc.)
Elizabeth Rowe (Env. Svc.)
Robert Bridges (Grounds)

Monthly Award

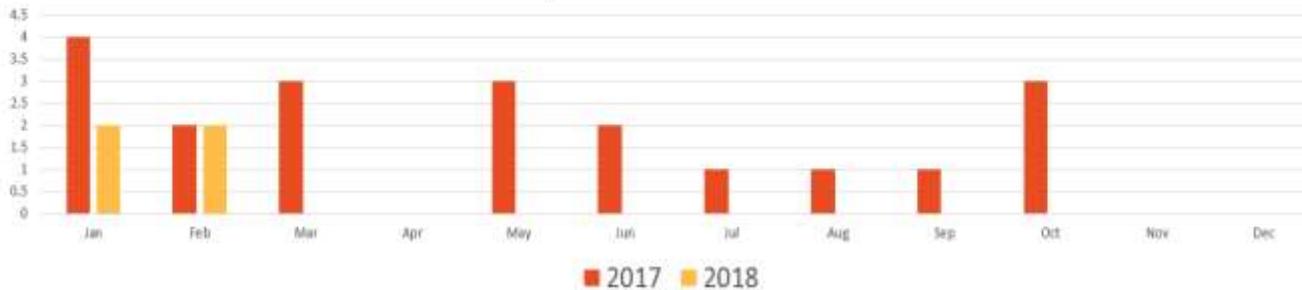
Terry Carroll (HRL)
Sandra Cheatham (HRL)
Wayne Gillon (Maint.)
Danney Madison (Maint.)
Kayla Howard (Plant Operations)



DFM Safety



Safety Incidents 2017 vs 2018



How Diversity and Inclusion Can Add Value on Campus

Creating a campus environment that embraces and encourages diversity and inclusion is an important step in enhancing quality of life on campus. The value of diversity and inclusion can be tremendous; blending varied abilities, perspectives, and backgrounds to leverage collective insights can improve employee, client, and customer satisfaction and yield greater innovation and better organizational results. However, bringing individuals from a variety of backgrounds together in a way that best supports the success of your campus can be challenging and requires the right tools, resources, and expertise.

For nearly two decades, Sodexo has been at the forefront of leadership and innovation in diversity and inclusion, garnering more than 100 external awards and recognitions. These awards continually drive our organization toward innovation and help us gain expert insights on ways to do even more to support diversity and inclusion.

By collaborating with college leaders to develop campus-wide diversity and inclusion plans, we can help you achieve your goal of enriching the campus experience for students, faculty, and staff. We provide extensive training at all levels, educating employees on how to implement diversity and inclusion programs, communicate effectively, and further their diversity and inclusion journey. Customized plans to advance your diversity and inclusion efforts focus on:

- D&I executive planning and development
- Diversity learning solutions
- Supporting and augmenting existing D&I programming on campus

To learn more about how we can work together to create an environment that reflects and celebrates the variety of backgrounds found on campus, please contact Mike Aguilera at mike.aguilera@sodexo.com.

As of 2016, ethnic minorities make up 42% of students enrolled in an undergraduate program in the U.S. – up from 30% in 1993.

Enrollment of international students in the U.S. has increased by 70% since 2005.



Work Order Statistics

Routine Work Order Completion Rate

89.1%

Report Criteria

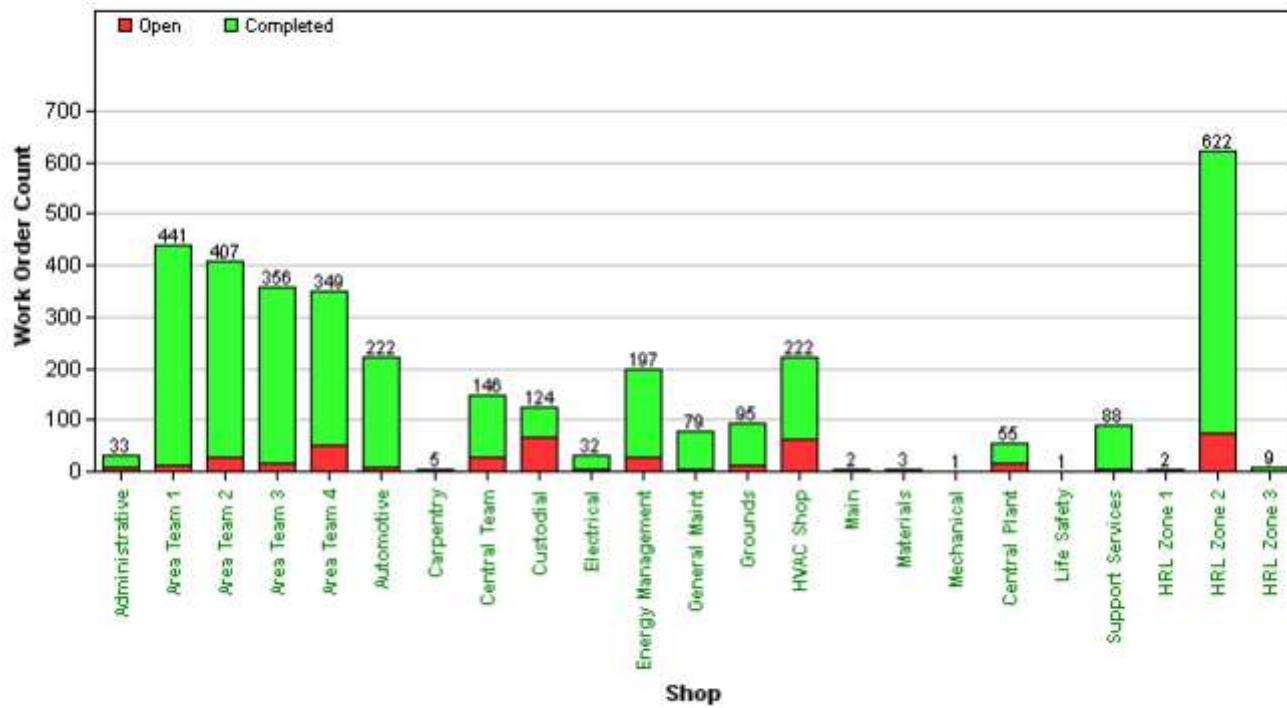
Report Period is between '02/01/2018' AND '02/28/2018'

Historic Status of Work Orders Received

Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	84	3	3.6	81	96.4
Deferred	9	2	22.2	7	77.8
Emergency	0	0	0.0	0	0.0
Low	143	3	2.1	140	97.9
PM-Monthly	644	122	18.9	522	81.1
PM-Weekly	62	3	4.8	59	95.2
Project	15	4	26.7	11	73.3
Routine	2497	273	10.9	2224	89.1
Safety Issue	13	2	15.4	11	84.6
Special Event	24	7	29.2	17	70.8
Urgent	0	0	0.0	0	0.0
Total:	3491	419	12.0%	3072	88.0%

Work Order Stats by Shop

Historic Status of Work Orders Received



MAKING EXCEPTIONAL CUSTOMER EXPERIENCES THE TOP PRIORITY



Our new award winning Sodexo Customer Experience program is designed to put our guest first. Empowering our employees at all levels of our organization builds upon our rich service history of thinking of our guests first. Creating positive and engaging interactions with everyone we have the opportunities to serve is just part of what we do to improve the Quality of Life on campus.

Expanding Compost Operations

GOALS:

1. DIVERT MORE FOOD WASTE THROUGH COMPOSTING
2. REDUCE COSTS TO THE UNIVERSITY
3. ADDRESS CONCERN: ENSURE CARTS WILL BE CLEAN AND SANITIZED WHEN RETURNED

BEFORE



AFTER



4. START COLLECTING FOOD WASTE AND HOPE FOR THE BEST!



Food waste → WKU Farm



**Finished compost → Public
\$\$\$ → WKU Student Scholarships**



We are building a better tomorrow for everyone

The world is changing.
Population growth,
environmental issues and
social shifts are changing
the way we live and work.
Businesses have to change too.

75
million customers

425,000
employees

Over the past 50 years we have built a business that enhances quality of life. Our Better Tomorrow 2025 commitments help us continue that journey to make life better for individuals, communities and the environment. Our nine commitments are centered around:

Gender | Hunger | Waste

To learn more visit Sodexo.com/bettertomorrow



DRIVING PERFORMANCE

- ◆ Electrical consumption increased 9.7% in January of 2018 compared to the same period in 2017. Cost increased by 3.4% or \$11,331. KW demand increased by 2.7%. There were 999 heating degree days in January compared to 665 in 2017, an increase of 50.2%. There were 0 cooling degree days for the month. The colder weather and the occupation/move-in to the new Ogden Science Building an additional 82,889 square feet of space were two major factors to the increased electrical consumption.
- ◆ The condenser water receiver tank will be replaced at the Wetherby Administration Building along with both condenser water pumps. Pumps and tank are expected in mid-March with the project completion scheduled to be the end of March.
- ◆ The new cooling tower for Grise Hall has arrived and is currently stored at Western Crane. It has been determined that modifications to the structural steel are required prior to setting the new tower. Structural work will begin on March 10th. Lyons Mechanical has scheduled this work to be completed the week of "Spring Break" which is March 12th through the 16th. A power outage is also scheduled for Grise that week to re-work several high voltage connections and to install primary power metering that will communicate with the Building Automation System.
- ◆ Evening Maintenance staff conduct area surveys of campus lighting each week. Operations quickly responds to failed lighting each week making necessary repairs, lamp and/or ballast replacement noted in the weekly surveys. Maintaining adequate illumination helps to provide safe walkways, roadways, and parking areas for staff, faculty, and students.
- ◆ Central Heat Plant staff have completed a survey of the entire steam distribution network looking for any indication of leaking pipe. Two areas have been identified for repair this coming summer. Condensate returning to the plant has maintained at 77% through January, this is compared to 46% in January of 2017. The 23% loss is very acceptable with the majority being necessary boiler blowdown. Maintaining a high condensate return greatly reduces operating cost associated with steam production.
- ◆ Two renewal projects are in the planning stage. One project will replace the 25 ton chiller at Service Supply. The existing unit is 24 years old, utilizes R-22 refrigerant, and is obsolete. The second project will replace 3 air handlers at Grise Hall. K G Engineers has completed the study to adjust capacity to today's heating/cooling loads and will be sizing the replacement air handlers accordingly. This project has funding in place from critical needs and will replace these air handlers that have been in continuous service for 52 years.



Area Team ONE

Completed Projects:

- ◆ Completed all of the PM on Equipment, Fan Coil Units and air compressors at South Campus, Knicely Center and P&T.
- ◆ Assisted Area Preston and Johnathan on locating sewer at 1790 Normal Drive.
- ◆ Assisted Area Team 4 on unstopping sewer at 1790 Normal Drive.
- ◆ Pumped Grease Trap at Academic Complex.
- ◆ Installed new eye sensor faucet at Academic Complex room 229.
- ◆ Had newly replaced water heaters inspected at Agri-Expo Center, Grise Hall and Cravens Library.
- ◆ Installed new Faucet in JJH office area/old one could not be rebuilt.
- ◆ Installed new Eye sensor faucet in men's faculty locker room at PHAC.
- ◆ Rebuilt domestic hot water mixing valves under the lavatories at Student Publications.
- ◆ Replaced 2 power packs in room 2005 at Gary Ransdell Hall.
- ◆ Repaired the flow switch on the steam condensate return station at PHAC.
- ◆ Replaced the motor on Exhaust Fan #6 at South Campus.
- ◆ Repaired the drain line at C.RD water lab. above the ceiling to the backflow preventer.
- ◆ Replaced a total of 3 broken electrical floor receptacles at SC C242.
- ◆ Repaired 4 light fixtures in the pool area at PHAC.
- ◆ Assisted the contractor on the restroom wall paper job at South Campus.
- ◆ Assisted with Sewer Line issues at 1660 Mimosa.
- ◆ Repaired water cooler in the women's faculty restroom at PHAC.
- ◆ Assisted with locating roof leak at Health Services Building.
- ◆ Assisted on trying to solve ground water issues at PHAC.
- ◆ Danny Madison Completed his CEC for his Master and Journeyman state plumbing lic. On 2-17-18 at Bowling Green State Vo-tech.
- ◆ Hook the pump back up to the rain water collection tanks at South Street after winter.
- ◆ Put the car wash at South Street back in service after winter.
- ◆ Area Team 1 will be moving people around during this time. Dwayne Coursey will be moving out to south campus, Knicley center and parking & transportation. John Styles will be adding to his list of building Student Publications (John already has Jody Richards Hall and Academic Complex). Nathaniel Embry and Nathan Hale will be taking care of Gary Ransdell Hall as well as the building they each take care of.
- ◆ Dwayne Coursey will be doing his C.E.C. for H.V.A.C this month.
- ◆ Danny Madison and Nathan Hale will be doing their yearly asbestos medical checkup this month.
- ◆ One FTE short - Replacement Area Tech for Area Team 1 technician denied.

Area Team TWO:

Completed Projects:

- ◆ Replaced 5 light fluorescent light fixtures in 434A Grise Hall with 5 LED fixtures.
- ◆ Removed 12 fluorescent light fixture and non-functioning Lutron Energy Saver Node from DSU 2113. Replaced with 12 LED fixtures and 2 new 0-10V dimming switches.
- ◆ Replaced 8 HID exterior light fixtures at Softball with 8 LED exterior fixtures.
- ◆ Worked with Nathan Hale to install a new circuit for a booster pump at the newly installed trash can washing station at South Street.
- ◆ Brought the recently replaced 4160V chiller starter online at Grise Hall.
- ◆ 7 college basketball games and 6 high school basketball games for the month of February in Diddle Arena.
- ◆ Worked with D&M Electric to plan for a temporary 208/120 transformer at Snell Hall (current one is leaking oil).

◆ Area Team THREE:

Completed Projects:

- ◆ Cherry Hall-Repaired leak in underground vault.
- ◆ Ag Expo-Replaced outside Hydrant
- ◆ Cravens-Replaced Hot water heater and Circulating pump on 5th floor.
- ◆ Cravens-Replaced bearing assembly on HWP #1
- ◆ Cravens-Replaced HWP #2 motor.
- ◆ Cravens-Replaced bearing assembly on circulating pump for AHU #1
- ◆ VMH-Installed new water cooler.
- ◆ Farm Riding Arena-Repaired lights and ballast.
- ◆ VMH- Repaired Leak on HW circulating line.
- ◆ Potter Hall-Replaced automatic door closer on 2nd floor.
- ◆ Helm-Java City repaired leaking drain under ice machine.
- ◆ Helm-Replaced cove base on 1st floor.
- ◆ Helm-Replaced Hand dryer in men's restroom on 2nd floor.

Area Team FOUR:

Completed Projects:

- ◆ Unstopped clogged sewer line in kitchen at Tower Food Court
- ◆ Unstopped clogged sewer line twice and ran camera through line at TTAS House
- ◆ Sealed around OR drains in Bistro kitchen at HCIC
- ◆ Installed a coat rod in front foyer closet at President's House

CENTRAL TEAM:

Completed Projects:

- ◆ Painting in Garrett for PDC complete.
- ◆ Patch work at Cherry Hall & painted
- ◆ Painted EST meat room completed
- ◆ Helm RR 1st floor repaired & painted complete
- ◆ Stained and finished brochure cabinet for CEBS
- ◆ DSU 1st floor repaired damaged wall & painted. Complete
- ◆ PHAC repaired door going into pool. Complete
- ◆ PHAC 20G painted over water stains. Complete

GIS

Completed Projects:

- ◆ Completed all utility locates
- ◆ Completed all map requests
- ◆ Completed all PM additions and revisions in Maintenance Connection
- ◆ Updated missing locations and other asset information in Maintenance Connection
- ◆ GPS and updated GIS information of new gas line for Hilltopper Hall.
- ◆ Camera sewer line at 1660 Mimosa Alley
- ◆ Camera sewer line at 1790 Normal St (T/TAS)
- ◆ Tagged missing equipment in Smith Stadium East
- ◆ Created drawing for new drainage lines at Cravens Library ground floor
- ◆ Created drawing for exterior renovation at Tate Page Hall
- ◆ Meeting with PDC over building room spaces project in GIS
- ◆ Creating a new layout for interactive web maps
- ◆ Updating specification information for all generators on Main Campus

STOCKROOM:

Completed Projects:

- ◆ Procurement Card-January Totals \$95,688.18. January reconciliation is complete.
- ◆ Procurement Card-February Totals \$122,862.22
- ◆ Ordered and Received New Janitorial Event Pro-card

COMPLETED PROJECTS

- ◆ Replaced PTAC units at Ag Expo and DFM
- ◆ HRL emergency generator PM's were completed
- ◆ Repaired chilled water coil FAC unit #1
- ◆ Completed annual chiller condenser cleaning, PM, and eddy current testing E&G chillers
- ◆ Replaced return fan motors and mounting Helm Library AHU #2
- ◆ Replaced and calibrated sensors on Seresco unit at natatorium
- ◆ Isolated steam feed to Thompson Center Wing for duration of renovation project
- ◆ Completed weekly walks of underside of the Colonnade
- ◆ Repaired domestic water boiler Northeast Hall
- ◆ Replaced sump pump in steam manhole #56
- ◆ Sealed steam pipe penetration at Colonnade
- ◆ Drained and cleaned steam boiler at Garrett, prep for annual inspection
- ◆ Replaced O2 sensor on #4 CHP boiler, calibrated and put into auto control
- ◆ Repaired & calibrated lab exhaust Phoenix control valve Snell Hall
- ◆ Located steam/condensate leaks on distribution system
- ◆ Replaced control boards on Central Heating Plant generator transfer switch
- ◆ Replaced differential pressure transmitter Academic Complex
- ◆ Replaced current sensor EBS chilled water pump
- ◆ Developed BAS punch list for Ogden Hall forwarded to JCI
- ◆ Replaced network engine back-up batteries at South Campus, Van Meter, Tate Page
- ◆ Replaced network engine UPS at Diddle Area
- ◆ Replaced damaged freeze stats on AHU #1 at FAC
- ◆ Repaired exterior lighting at Ag Expo

ENVIRONMENTAL SERVICES DEPARTMENT

- ◆ Management staff has taken the lead in improving our equipment maintenance. We have inspected 24 pieces of equipment and have completed or returned to service 19 pieces of equipment in the past month. We are now using a wholesale vendor for custodial parts with a much quicker turn-around.
- ◆ Working with Marcie as well to put out for bid a company to repair our equipment.
- ◆ Staff will be “Spring Cleaning” the week of WKU Spring Break. Cards have been distributed thru the workforce to share with faculty and staff our plans for this period. We will be detail cleaning offices and classrooms during this week.
- ◆ Business cards for Supervisors and Team Leaders are being used to assist in communication to our building facility and staff.
- ◆ Bonnie Deitz and Tammy Wolfe have been training new hires to prepare them for their assignments. Training is being conducted on the day shift with all new hires starting their first week on days.
- ◆ We have finished basketball season with a much cleaner arena. The crews performed well with added responsibilities for event clean ups.
- ◆ Vendors have conducted semi-annual training for cleaning chemicals and micro fiber towels with our entire staff.
- ◆ Supervisors are performing weekly documented quality inspection reports (30 week), safety observations (20) week.
- ◆ Managers are conducting building walks on a daily/nightly basis.
- ◆ We are using experienced ESA's to perform weekend porter duties during the busy season.
- ◆ Tate Page has been an emphasis for improvements. We have rewarded staff for assuming extra duties on 2nd floor at Tate Page. Staff members have assumed the day portion of the cleaning and have made significant improvements.
- ◆ Working on revamping the way we do business. Looking at driving our business off of the ASTRA report and staffing our buildings on a 24 hour shift.
- ◆ We will try this out in 2 buildings starting with Grise Hall and Cherry Hall. We are in the process of reworking job cards and should have this rolled out in the next few weeks.
- ◆ Demoing robot. Have had some minor issues. Robot has gone off track and has had to be redirected. Average clean time for all 4 wooden courts is about 2 hours and 30mins.



THE NOT-SO-CARE-FREE COLLEGE YEARS

Gen Z is the most anxious generation to arrive on campus yet according to Sodexo's 2017 International University Lifestyle Survey; their expectations are more fluid and immediate than previous generations. This is contributing to increased stress levels among students and motivating universities and their partners to consider a whole new model of service. This survey reveals there are some factors you can predict, from financial burden to good Wi-Fi, but some you cannot, like the importance of a friendly atmosphere or dedicated space for collaboration.

Sodexo has conducted a University Lifestyle Survey in the U.K. biennially since 2004, identifying and tracking trends in key non-academic areas of university life as experienced by undergraduate students. For the first time in the report's 14-year history, and in response to a more global higher education sector, we have conducted the survey on a worldwide basis, polling more than 4,000 students in six countries around the world (China, India, Italy, Spain, the U.K. and the U.S.).

This report tracks the undergraduate student journey, providing valuable insights and identifying key trends in non-academic areas of university life. Sodexo is committed to consumer

insights; in a data-driven world, it is important to collect information, analyze findings and draw insights/conclusions that help us continually expand and adapt to ensure student needs are being met.

Key findings that could impact an institution's ability to attract, engage and retain students include:

43 percent of U.S. students decide where to attend college based largely on their first impression of the campus.
83 percent consider a friendly campus environment more important than a university's reputation.

86 percent of U.S. students study alone in their rooms (higher than any other country surveyed), completely missing the opportunity to collaborate, share knowledge and engage socially with others.

Nearly 50 percent are concerned about day-to-day finances; 19 percent say they are extremely concerned. This is almost 20% higher than their counterparts in the U.K. and China.

Of the 35 percent of students who have considered dropping out of college, nearly half say it is due to financial problems.

Download the complete survey and read more insights about our findings at www.sodexoinsights.com.

FEBRUARY

EMPLOYEE OF THE MONTH★



Employee Awards

Name (Last, First MI)	Department
Blair, Henry	Campus Services
Blankenship, Anthony T	Maintenance
Chandler, Gary W	Maintenance
Duncan, Roger Lee	HRL
Garcia, Sanjuana	Building Services
Harp, Gara Neil	Building Services
Leyva, Lurdes	HRL
Lowe, Brent M	Plant Operations
Sanders, Cary Allen	Building Services
Smith, Deborah Kay	Building Services



OUR DFM 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**.

