

# *Delivering the Experience*

EDUCATION - CAMPUS

## **June 2015 Monthly Report Western Kentucky University Facilities Management**



**sodexo**  
QUALITY OF LIFE SERVICES



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.

# CREATING EXCEPTIONAL STUDENT EXPERIENCES

Welcome

Trending

Driving Performance

Expectations Update

Innovation

Sodexo Experience

Sincerely,  
**Trent Blair, Director**  
and the  
**WKU Management Team**



**Judy Blankenship**  
Building Services Manager  
270-745-5822  
[judy.blankenship@wku.edu](mailto:judy.blankenship@wku.edu)



**Dale Dyer, LEED AP**  
Plant Operations Manager  
270-745-6179  
[dale.dyer@wku.edu](mailto:dale.dyer@wku.edu)



**Rodney Hull, I.C.E.**  
Facilities Manager  
Southwest Hall, 21  
[rodney.hull@wku.edu](mailto:rodney.hull@wku.edu)



**Angie Jackson, PHR**  
Fiscal Service Manager  
[angie.jackson@wku.edu](mailto:angie.jackson@wku.edu)



**Jennifer McLeod**  
Training and Operations Manager  
Facilities Management  
270-745-2290  
[jennifer.mcleod@wku.edu](mailto:jennifer.mcleod@wku.edu)



**Josh Twardowski, CFM, RLA**  
Campus Services Manager  
270-745-5820  
[joshua.twardowski@wku.edu](mailto:joshua.twardowski@wku.edu)



**Mark Updegraff**  
Maintenance Services Manager (Interim)  
270-745-5821  
[mark.updegraff@wku.edu](mailto:mark.updegraff@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

With summer clean-up, construction, and preventative maintenance projects underway, the month of June was devoted to planning and development for the training program. All classes for the career path program have ended until the fall, so mostly only safety trainings have taken place.

In preparation for the Certified Logistics Associate and Certified Logistics Technician programs in the fall, Melinda Peay has been studying to become an instructor. She will take her first exam for the CLA in July.

The Safety training topic for June was Heat Exposure and Forklift Safety. Heat Exposure safety was communicated to all DFM departments during their unit meetings, as well as postings in the communication board in the main DFM hallway. The responsibility for Forklift driver re-certification testing was transferred to the Auto shop this month, and all drivers are now current on their certifications.

Encouraging team members to acquire and maintain licenses and certifications is an important facet of the program. Summertime is when we take a look at all of our licensed/certified individuals and schedule their recertification training. This month I have scheduled the trainings for half of our HVAC/Plumbing group, Fire Alarm Inspectors, Electricians, and our Arborist.

The Disney Cultural Enhancement series of trainings is still under construction. We are in the process of creating a documentary containing interviews from our team members to share during the July departmental meeting. The purpose of the documentary is to define who we serve here at WKU and how we all fit together as one united team, rather than separated silos. This will be our lead-in to the new cultural enhancement series that is coming this Fall. In addition, we have ordered over a dozen new books to start our learning library. Topics focus on leadership and customer service skills. Any team member may check out one of these books, and certain topics will become required reading for the DFM leadership team.



### Summary of Training Hours for May:

- Provided weekly safety training topics to all departments
- Provided monthly safety training to all departments
- Melinda Peay self-study/online course for CLA exam

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
CLA Instructor	1	8	8
			705

**Total Number Training Hours for the month: 705 hours**





## WORK ORDER STATISTICS



June 2015

Routine Work Order

completion rate

86.4%

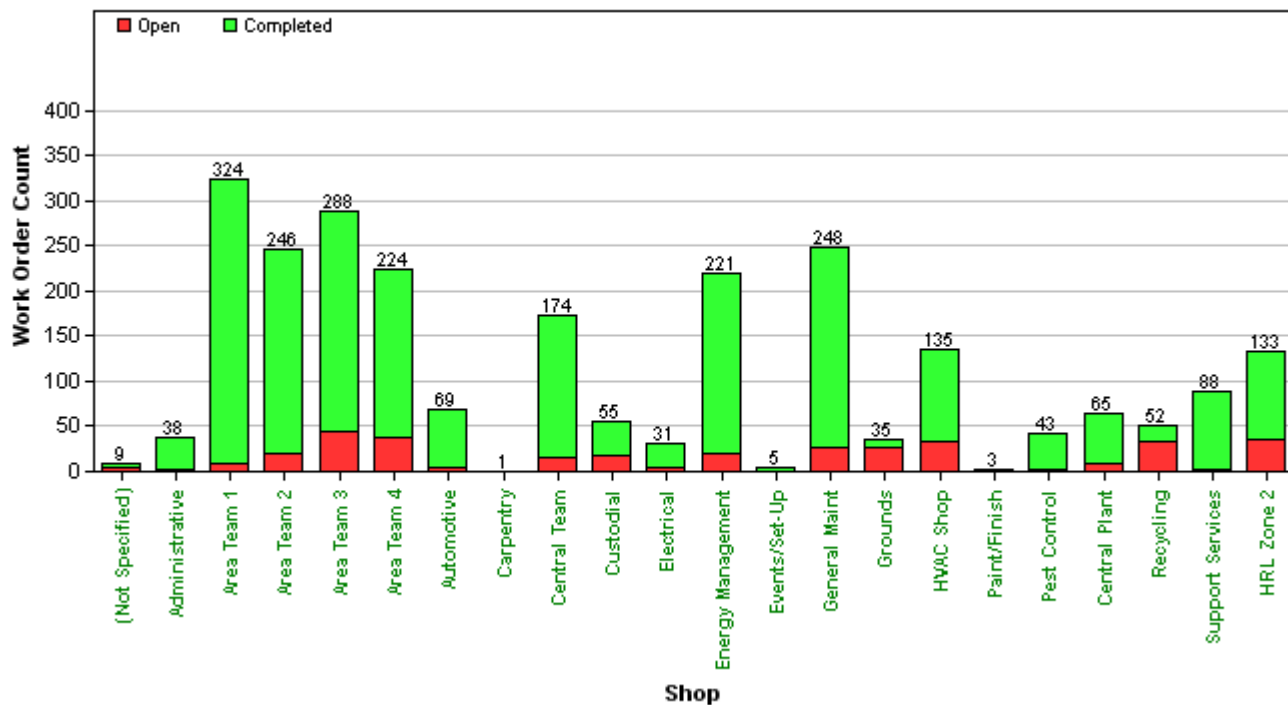
### Report Criteria

Report Period is between '06/01/2015' AND '06/30/2015'

Historic Status of Work Orders Received					
Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	11	7	63.6	4	36.4
Deferred	4	0	0.0	4	100.0
Emergency	0	0	0.0	0	0.0
Low	126	3	2.4	123	97.6
PM-Monthly	470	83	17.7	387	82.3
PM-Weekly	16	5	31.3	11	68.8
Project	35	7	20.0	28	80.0
Routine	1806	245	13.6	1561	86.4
Safety Issue	0	0	0.0	0	0.0
Special Event	18	2	11.1	16	88.9
Urgent	1	0	0.0	1	100.0
<b>Total:</b>	<b>2487</b>	<b>352</b>	<b>14.2%</b>	<b>2135</b>	<b>85.8%</b>

Work orders by  
Shops

### Historic Status of Work Orders Received



## Driving Performance



### Cost Savings:

- Electrical consumption was down 3.2% in May of 2015 compared to the same period in 2014 the cost decreased by 5.7% or \$20,381. KW demand was down by 7.2% as well. There were 145 cooling degree days for the period, a decrease of 10.5%, heating degree days were 46 compared to 87 a year ago.
- A second LED track lighting project has been approved for the Kentucky Museum. The initial first floor project has brought accolades from staff and visitors alike. Light levels appear to slightly exceed the output of halogen lighting that has been in use for several years. The entire first floor has been completed including an art exhibit, Civil War Gallery, the Duncan Hines Gallery and Gallery "D". The LED's are producing a very white light that is rendering true color as expected. LED does not produce UV so any chance for degradation of art due to UV exposure has been eliminated. This project is expected to reduce the cost associated with lighting by 80% and has been approved for a TVA incentive of \$1,895 making the return on investment for this project less than 6 years.
- So far this year WKU has applied and received approval for 4 energy saving project incentives to be paid by Tennessee Valley Authority. At Houchens L.T. Smith "Hall of Champions" an incentive of \$1,017 has been received, this project had a return on investment of 1.6 years. Replacement of the parking lot lights at Campbell Lane and Normal lots received an incentive of \$1,828 making the return on investment for this project 3.4 years.
- A project to replace the large arena sports light fixtures in Diddle Arena is moving forward. This will reduce the electrical usage by nearly 80% with a corresponding 5 year cost avoidance of \$185, 000. This project has also received a TVA incentive of \$12,712. When avoided repair and maintenance cost is figured in the return on investment for this project is calculated to be 3.46 years. This will also be the "First" university basketball arena in the Commonwealth of Kentucky to become illuminated with all LED lighting.

- Several years ago when WKU and Johnson Controls were developing projects to be completed in the ESPC it was decided to skip over HVAC upgrades at Gordon Wilson due to the age and condition of the installed equipment. DFM has developed and funded a project to replace all of the HVAC equipment as well as upgrade the controls. Work is presently underway to remove all of the air handlers in anticipation of delivery of the replacement units from Johnson Controls. Exterior cleaning of the limestone was completed earlier this year, restoration tuck pointing is also underway with another project funded by DFM.
- Replaced all of the HID lighting in the Hall of Champions at Smith Stadium, West Side.
- Became intimately with the Lutron Lighting System at DSU. Figuring out what zones were where, how to use the software to change a ballast, etc.
- Bi-yearly PMs at Smith Stadium.
- Added access door to DSU so contractor will have easier access to the grease trap that services Starbucks and Burrito Bowl. Many thanks to Scott Cline from Central Teams with his help on this task.





## Expectations

### Featured Projects

- 50% complete with faucet replacement at MMTH.



- Replaced water heater at Jones Jagger.



- Replacement of Preston Center Pool Control Valves.

Before



After



### **Completed Projects:**

- Replaced failed Metasys 5500 network engine at Van Meter
- HRL emergency generator PM's were completed
- Completed monthly roof PM's
- Energy Management VFD PM's at Music Hall, Smith East, Smith West, Ransdell Hall, Cherry Hall, Thompson Center Wing, Environmental Science & Tech, Cravens, Helm, and Van Meter
- Replaced CO2 sensors at Diddle, Van Meter, Snell, and Kentucky Bldg.
- Completed painting projects at Grise, FAC, South Campus, and Academic
- Repaired several Acorn walkway lights
- Built and installed cabinets for Cherry Hall
- Replaced rain gutters on south street building
- Replaced mechanical room doors at Tate Page
- Infrastructure Techs reviewed latest aerial photography
- Completed VFD PM's at FAC and Gatton Academy
- Installed UPS w/battery back-up for Preston Network Engine
- GIS crew mapped storm water features
- Cleaned air handler coils at Tate Page
- Installed new roof curb for new air handler at CRD where the brewery will be located
- Installed all gender restroom signage in 3 buildings
- Replaced outside lighting contactor at Garrett Conference Center
- Replaced burner assembly on boiler #3 at South Campus
- Assisted HRL with BTU meter repairs at Bemis, Poland, and Mclean resident halls
- Completed rebuilding of three condensate pump stations
- Tagged assets at CEC entered data into CMMS
- Replaced fan drive belts on DSU air handlers
- Assisted HRL with repair and setup of BTU meter at Poland Hall
- Completed striping of arena floor for summer camps at Diddle
- Completed bearing replacement on AHU 3 at Tate Page
- Full deep cleaning of baseball restrooms and baseball clubhouse
- B&B Cleaning – Exterior windows: PS1, Academic Complex, Planetarium and PS2
- Deep cleaning projects continuing in all E&G facilities to include thorough cleaning of light fixtures, vents, walls, doors / frames, interior windows and floors (carpet extraction / Top Scrub / Buff and Wax Application
- Replaced ceiling tile in room 264 at FAC.

Before



After



- Light audit in progress for exterior light on exterior of all E&G buildings.
- Setting up quarterly PM's for exterior building lighting.

- Forklift training provided to staff by DFM Mechanics



- The standard 4 monthly generator PM's.
- Toro reel mower fan assembly rebuild.
- PHAC trailer bearing rebuild for two trailers.
- Toro zero turn PM's.
- Carburetor replacement for pole pruner saw.
- Knicely/South campus roof hatch, ladder and mechanical room safety issues.
- Grasshopper snow brush rebuild.
- Salt spreader rebuild/order.
- Fountain leaking issues at the Presidents house.
- Water trailer pump work and replacement.
- Moved and repaired fire alarm panel and damaged conduit @MMTH.



- Old fire alarm panel at TCCW.

New fire alarm panel at TCCW.



# Housing and Residence Life

## **Completed Projects:**

- Buildings completed by zone for move in; Zach, Meredith, Mclean, Bates, Southwest, McCormack
- Installed new boiler gauges on boilers in North, West, South, and Bates. This brings us to full compliance.
- Replaced damaged floor tiles in Barnes, Rooms; 402, 415, 803.
- Assisted Lyons with installation of new compressor in air unit for elevator room at McCormack.
- Repaired 2 leaks in Keen mechanical room on copper recirc lines.
- Also repaired leak on recirc line at Bemis.
- Several repairs to storm drain system at Bates to help water drainage from the building.
- Filter Changes in buildings; PFT, Zach, Meredith, Southwest, Minton, Mclean, McCormack, and Bates.
- Cleaned and repaired Fan coil unit in Director Apt. of Bemis.
- Moved furniture under Rodes to make path for new electrical line upgrades.

## **Housekeeping Projects:**

- Completed building cleaning at – Southwest, Northeast, McLean, Bates
- Minton – entire building touch up
- Extracted carpet at Northeast
- Northeast turnover completed
- McLean, Northeast, and McCormack Hall Director Apartments cleaned
- 1355 and 1350 KY St – 32 apartments cleaned
- Bates – waxing completed and carpet extracted
- Cleaned and inspected 1138 bedrooms in Keen, Bemis, Zacharias and Meredith.
- Detailed cleaned 17 community bathrooms in Keen and Bemis.
- Detailed cleaned all common areas including lobbies, stairs, hallways.
- Cleaned all carpet in Keen, Bemis, and Zacharias.

**Long-Term Expectations:** We have partnered with Staples and janitorial supplies and have installed new toilet paper, soap and paper towel dispensers. We have also installed Diversey solution centers and will reduce down to using only 1 cleaning chemical and 1 disinfectant. Both are peroxide based so they are very safe to use. We have started using soap, toilet paper and paper towels from Staples and will monitor cost. This is an ongoing project

**Innovative Solutions:** We will look at Dyson airblade hand driers for cost savings vs using paper towels.

**Customer Focus:** After summer camps have ended by the end of July we will be going back through our camps buildings getting them ready for fall move in. We will have inspected all bedrooms and commons areas by the first week of August and will get ready for MASTER plan move in.

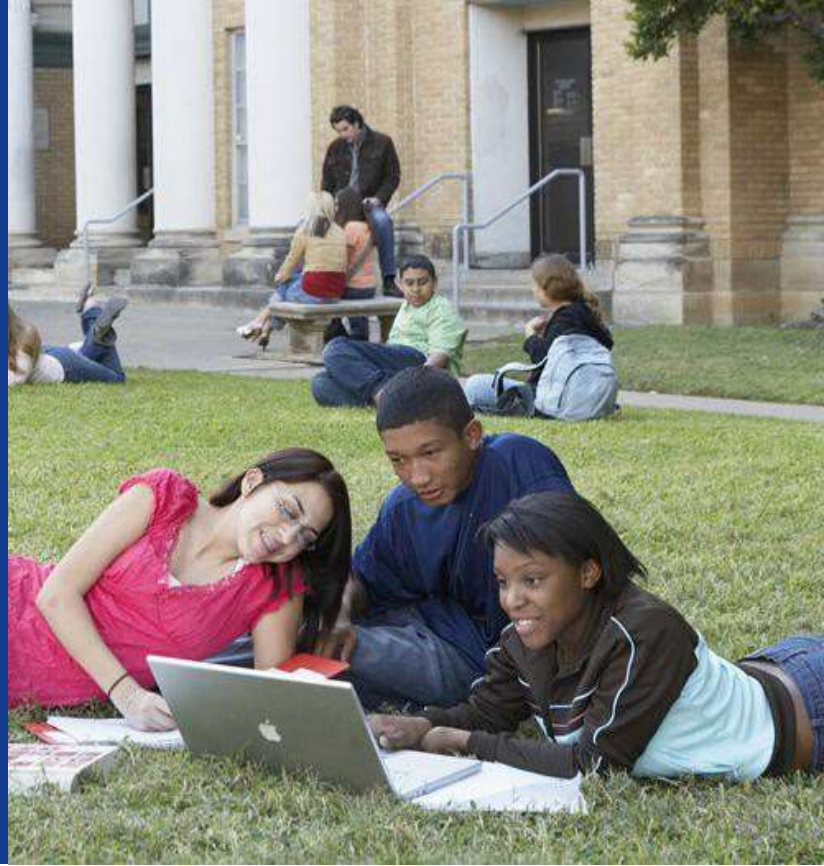
**Driving Performance:** We will continue to check inspect buildings and include inspecting mechanical rooms using our new inspection form. This is ongoing. We will inspect every room for cleaning before fall semester move





## 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 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.
- EAC meeting held
- Safety meeting held
- Monthly Department meetings held
- HRL Hilltopper Hero Award given to Shelia Beasley
- BSA Department implemented monthly employee recognition for 'above and beyond' employee efforts and positive work ethics. Will be providing YOU MAKE A DIFFERENCE AT WKU certificates and being recognized on the recognition board at DFM.





