Delivering the Experience

March 2014

Monthly Report
Western Kentucky University
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
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.
Continuing to move forward with the Career Path Program for DFM.
Classes have continued for the CMI Custodial Certification
Continued holding training classes for our GED students. Areas of Focus: Fractions / Ratios
Worked with Leah Hopwood to develop the PGMS study guide for the Certified Grounds Tech Program. Classes to begin next month.
Provided weekly safety training topics to all departments including topics revolving around electrical safety
Provided monthly safety topics of Electrical Safety, Hazardous Communication, and Sexual Harassment to all departments
HR conducted additional classes for Supervisors on FMLA
### WORK ORDER STATISTICS

**Report Criteria**
- **Report Period**: between 03/01/2014 and 03/31/2014

#### Historic Status of Work Orders Received

<table>
<thead>
<tr>
<th>Priority</th>
<th>Received</th>
<th>Open</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>(All Other Priorities)</td>
<td>6</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Deferred</td>
<td>6</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>Emergency</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Low</td>
<td>64</td>
<td>0</td>
<td>64</td>
</tr>
<tr>
<td>PM-Monthly</td>
<td>1009</td>
<td>307</td>
<td>702</td>
</tr>
<tr>
<td>PM-Weekly</td>
<td>17</td>
<td>11</td>
<td>6</td>
</tr>
<tr>
<td>Project</td>
<td>15</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>Routine</td>
<td>1646</td>
<td>208</td>
<td>1438</td>
</tr>
<tr>
<td>Safety Issue</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Special Event</td>
<td>33</td>
<td>3</td>
<td>30</td>
</tr>
<tr>
<td>Urgent</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2796</strong></td>
<td><strong>536</strong></td>
<td><strong>2260</strong></td>
</tr>
</tbody>
</table>

**Percentages**
- Open: 19.2%
- Completed: 80.8%

#### Historic Status of Work Orders Received

![Bar chart showing the historic status of work orders received by shop]
Cost Savings:

- LED fixtures to be installed on University Blvd. at Diddle Arena are expected by the end of March. These will replace 10 large 250 watt HID fixtures that have been used as wash light for the wall of practice gyms. One of the fixtures was damaged by mowing equipment and an exact replacement is no longer available. Since this is a highly visible area both day and night, a suitable and more attractive LED fixture has been the focus to replace the entire run of lights. The CREE Edge fixture will use only 50 watts substantially reducing the cost of operation for these lights. **This HID to LED replacement project has return on investment of approximately 4 years in reduced energy consumption alone.**

- Electrical consumption was up 1% in February of 2014 compared to the same period in 2013, there was also a 1% cost increase of $1605. Heating degree days were 13% higher for the period. Natural gas usage increased by 21% due to the colder weather. Natural gas cost was 51% higher than the comparable period last year. The continuing cold weather with below average temperatures has challenged both equipment and DFM staff this month. Natural gas has been in high demand as well due to the widespread cold weather a crossed the country. Cost was substantially higher in February with a record setting spend of $170,000. WKU hedged 15,000 MCF at a cost of $3.62 to $3.82 which substantially softened the effect of February’s heating cost. Unfortunately, March is on track to be another high usage month as temperatures have continued well below normal.

- The WKU Farm operation off Elrod Road and Bennett Lane has a significant number of electrical, gas, and water meters that serve both buildings and livestock watering stations. Energy Management has completed a review of all meter locations and where possible identified everything served by the meters. A report has been generated identifying the utility cost associated each location. This information will be helpful in with determining any future budget re-allocations.

- Several legacy lighting fixtures were found to no longer be needed and have been removed. These fixtures have generated a monthly charge from BGMU 17 such fixtures on Avenue of Champions will be replaced in another project this year. We will continue to review outside lighting for opportunities to upgrade to more efficient and lower maintenance fixtures.
Congratulations on Receiving 2013 Tree Campus USA Recognition

Congratulations to Western Kentucky University for earning 2013 Tree Campus USA® recognition. Tree Campus USA, a national program launched in 2008 by the Arbor Day Foundation and Toyota, honors colleges and universities and their leaders for promoting healthy trees and engaging students and staff in the spirit of conservation.

To obtain this distinction, Western Kentucky University has met the five core standards for sustainable campus forestry required by Tree Campus USA, including establishment of a tree advisory committee, evidence of a campus tree care plan, dedicated annual expenditures for its campus tree program, an Arbor Day observance and the sponsorship of student service-learning projects. Your entire campus community should be proud of this sustained commitment to environmental stewardship.

Two promotional items are being prepared for your campus to help publicize your new recognition. These include a customized press release for your communications contact and ceremonial letter for your president/chancellor (or the contact you listed in your application). Both items will be sent out to the respective individuals in the next 2-3 weeks. Your recognition materials will be shipped to your state coordinator to be distributed to you on or before your state’s Arbor Day.

Driveway Demonstration
Partnering with the Office of Sustainability

In an effort to support the vision of numerous departments, Campus Services is involved in the installation and maintenance of planting materials, hardscapes and other items campus wide. There has been discussion for some time to include a driveway at the Office of Sustainability. The goal was to create a pervious surface that used recycled or local materials as a ‘demonstration’ for homeowners to be able to replicate. We were able to use some leftover bricks, lime dust and some broken flagstones to create a functional and extremely inexpensive driveway.

Bulbs Blooming

Over the past few years we have spent a great deal of time planting a wide variety of flowering bulbs across campus. This is a best practice that is relatively inexpensive but labor intensive. It is a way to create surprises of color for the campus community to enjoy in the cold gray months of the year. We try to choose bulbs with different bloom times that range from early March to late May and can be planted in a variety of different places. So look closely, there may be more color out on campus than you may have thought.

Tree Campus recognition
Congratulations on Receiving 2013 Tree Campus USA Recognition

Congratulations to Western Kentucky University for earning 2013 Tree Campus USA® recognition. Tree Campus USA, a national program launched in 2008 by the Arbor Day Foundation and Toyota, honors colleges and universities and their leaders for promoting healthy trees and engaging students and staff in the spirit of conservation.

To obtain this distinction, Western Kentucky University has met the five core standards for sustainable campus forestry required by Tree Campus USA, including establishment of a tree advisory committee, evidence of a campus tree care plan, dedicated annual expenditures for its campus tree program, an Arbor Day observance and the sponsorship of student service-learning projects. Your entire campus community should be proud of this sustained commitment to environmental stewardship.

Two promotional items are being prepared for your campus to help publicize your new recognition. These include a customized press release for your communications contact and ceremonial letter for your president/chancellor (or the contact you listed in your application). Both items will be sent out to the respective individuals in the next 2-3 weeks. Your recognition materials will be shipped to your state coordinator to be distributed to you on or before your state’s Arbor Day.
Expectations

- **AAC Plaza**: The New Augustine Alumni Plaza will be the new home of a bronze Big Red statue. We had the opportunity to give input on the design including the complete design of the planting plan. Our Campus Gardener, Leah Hopwood created the design using surrounding plants and materials. Using these precedents helps to bring the surrounding landscape together and create a feeling of continuity. We had a very short timeframe for this install in order to comply with an Alumni Relations event being held there in just a few days. This is another great example of how working as team among other departments and within our own organizations is a win-win for all.

- **Sod Campus Wide**: As a result of the numerous winter events and one significant ice event, there has been substantial damage to turf campus wide. We have been focusing on repairs along sidewalks and high traffic areas that will be seen and used by visitors. It is imperative that we always place our best foot forward in regards to commencement due to the potential for prospective students. Ensuring the lawns are healthy, free of weeds and bare spots is one of the first steps.

- **SNOW EVENT**: As a result of the temperatures and types of precipitation, we were subjected to significant challenges with staffing, SOPs, equipment inadequacy, chemical inefficiency and timing. *(These numbers are for main campus)* •27 Miles of sidewalks, ramps and steps, •50 Acres of parking lots and •3 Miles of roads. As we prepared for this event, we had team members on campus Sunday afternoon to fuel all equipment, check all operating systems, load salt and coordinate with each groundskeeper to make arrangements prior to the arrival of the storm Sunday night. Monday morning we began staffing at 6am, and we began cleanup well before the perception stopped around 11. We worked in 13 hour shifts and sent employees home just before dark to ensure they could arrive home safely.
- HVAC completed PM’s at Ag Expo, Van Meter, Diddle Arena, LT Smith East & West, Baseball, Softball, and Kentucky Bldg.
- Rebuilt re-heat boxes at Tate Page
- Replaced PEX tubing that had failed on hot water heating system at Potter
- Energy Management completed VFD PM’s
- HRL emergency generator PM’s were completed
- Completed monthly roof PM’s
- Completed repairs to hallway walls at Diddle Arena due to damage from High School tournament basketball
- Pressure washing at Chandler Chapel and columbarium
- Installed new doors and hardware in mechanical room at GCC. Complete
- Provided hard floor maintenance services in various areas within our campus facilities which included: Academic Complex, Cherry Hall, FAC, Gary Ransdell, Smith West, Van Meter, 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 Cherry Hall, FAC, Grise Hall, Health Services, Knicely East, MMTH, Smith East, Smith West, Student Publications, 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: Gary Ransdell, Academic Complex, IEB, International House, MMTH, Student Publications, Van Meter, 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.
- With the completion of the Universities 15KV electrical distribution loop system the Facilities Department in concert with the Planning Design & Construction Team and BGMU were able to utilize this system earlier this month. This system allows us to receive power from BGMU to the buildings from two directions. BGMU wanted to install critter guards on substation components to eliminate the nuisance outages campus has experienced from the Forest Drive Substation. This occurs when a bird or squirrel crosses between components and create a short in the system. With the new loop system on campus BGMU employees were able to shift campus electrical load, power down a portion of the substation, and install the critter guards without interrupting power to our buildings. Once this work was completed the load was shifted again to allow work on the other half of the substation and a third switching placed us back in a “Normal power delivery mode” while this occurred in the background campus programing continued. This has been a multi-year project which has resulted in a more reliable power distribution to the University. By contrast, the recent power failure we experience at the Ivan Wilson Fine Arts Center occurred on the old 5KV single delivery point system. We are now supporting the electrical needs for that building through the new 15KV loop system. Because this system was in close proximity to the building the University was able to avoid costly repairs on the old electrical system which would have been wasted infrastructure expense as buildings are migrated to the new delivery system.
- Bates Runner Hall – waxed 3 kitchens and laundry room
- McLean Hall – waxed 3 kitchens and laundry room
- McCormack Hall – Scrubbed and resealed grout in lobby
- Buffed 11 shower rooms and 6 kitchens
- Northeast Hall – Scrubbed and resealed grout in Lobby
- Southwest Hall – Scrubbed and resealed grout in Lobby
- Minton Hall – 10 floors of carpet extracted
- Rodes Harlin Hall – 9 floors hallway carpet extracted
- Buffed 9 foyers, 8 community bathrooms, and 8 shower rooms
- Extracted 2 study rooms
- Gilbert Hall – buffed Lobby
- Stripped & waxed Elevators in Keen, Bemis, Barnes, Zacharias & Meredith.
- Stripped & waxed the tile in Keen hall 1st floor tall side.
- Buffed all tile in Keen, Bemis & Barnes.
- Thoroughly cleaned all bathrooms, kitchens, stairs and hallways in all the buildings.
- Cleaned all elevators tracks in all the buildings.

**HRL Spring Break maintenance Projects**
- Completed shower repairs in Rhodes, Minton and Keen Hall, Repaired Brass 2” check valve at south hall, Gilbert- recirculation line repair, installed new hot water pump at Mclean, Repaired tile floor in subway, Ran new electrical circuit for the installation of Mitsubishi heat pump at PFT, cleaned all exhaust fans at Zach and Meredith, Installed new expansion tank at north hall.
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
- Two Employee of the Month recipients
- Daily Huddles held with Staff
- HRL Hilltopper Hero for the Month awards recognizing an employee going above and beyond. Lurdes Leyva has received the award for Feb. and Roy Forsee for March.

Thank YOU