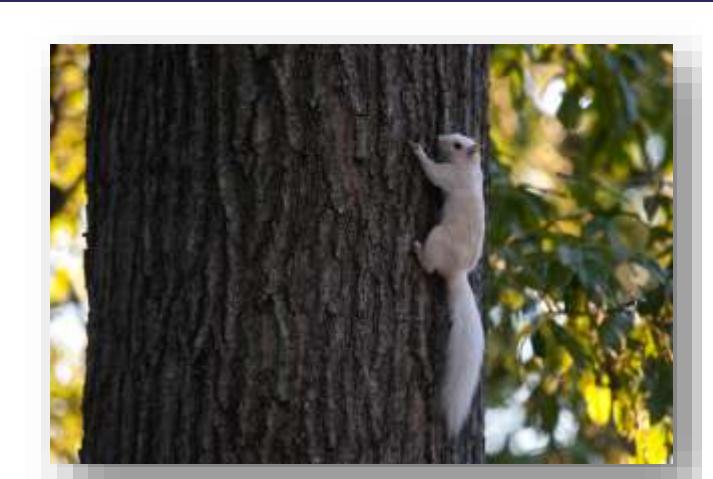


# *Delivering the Experience*

EDUCATION - CAMPUS

**MAY 2015**  
**Monthly Report**  
**Western Kentucky University**  
**Facilities Management**



**sodexo**  
QUALITY OF LIFE SERVICES



# 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**



 <b>Shanna Ballard</b> Human Resources Representative Facilities Management 270-745-5403 <a href="mailto:shanna.ballard@wku.edu">shanna.ballard@wku.edu</a>	 <b>Trent Blair, CFM</b> Director of Facilities Management Facilities Management 270-745-3253
 <b>Judy Blankenship</b> Building Services Manager 270-745-5822 <a href="mailto:judy.blankenship@wku.edu">judy.blankenship@wku.edu</a>	 <b>Dale Dyer, LEED AP</b> Plant Operations Manager 270-745-6179 <a href="mailto:dale.dyer@wku.edu">dale.dyer@wku.edu</a>
 <b>Rodney Hull, I.C.E.</b> Facilities Manager Southwest Hall, 21 <a href="mailto:rodney.hull@wku.edu">rodney.hull@wku.edu</a>	 <b>Angie Jackson, PHR</b> Fiscal Service Manager <a href="mailto:angie.jackson@wku.edu">angie.jackson@wku.edu</a>
 <b>Jennifer McLeod</b> Training and Operations Manager Facilities Management 270-745-2290 <a href="mailto:jennifer.mcleod@wku.edu">jennifer.mcleod@wku.edu</a>	 <b>Josh Twardowski, CFM, RLA</b> Campus Services Manager 270-745-5620 <a href="mailto:joshua.twardowski@wku.edu">joshua.twardowski@wku.edu</a>
 <b>Mark Updegraff</b> Maintenance Services Manager (Interim) 270-745-5821 <a href="mailto:mark.updegraff@wku.edu">mark.updegraff@wku.edu</a>	



**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**

The month of May is all about the end of a semester and graduation. This hold true not only with our WKU students, but with our Career Path employees as well. Classes finished up for the Advanced Custodial Technician program as well as for the Recycling and Surplus program. Both groups have taken their final exams and will be graduating to a new level next year! Final statistics for the year are as follows:

- In Housing and Residence life, out of 25 people who passed the Basic Custodial Tech Exam, 18 will be graduating to Level 2. The remaining 7 are waiting on time-in-service.
- For the Advanced Custodial Tech class, there were 32 people to start the program with 27 people passing. The other five dropped out of the program. While these 27 employees have received their certificates for Advanced Custodial Technician, they will not be graduating to Level 3 this year. In the Fall of 2015, they will be required to pass a course on Leadership fundamentals and complete a process improvement project before Level 3 status can be obtained. However, four of these individuals will be advancing to Level 2 from last semester since they now have their time in service.
- In the Grounds Shop, 14 team members are participating in the Level 3 Career Path program. They have completed two courses this year: Woody Plants and Weed Identification. Similar to the Advanced CCT students above, these folks are not yet eligible to advance to Level 3. In the Fall of 2015, they will still need to complete a course on Small Engines, a Leadership course, and complete a process improvement project.
- For Recycling & Surplus, 4 team members have completed their career path program and will be graduating to Level 2!

In addition, as part of the strategic plan for the career path, we focus on taking a second look at the program as a whole, identify the strengths and opportunities, and see where the program can be improved during the summer months. In May, we identified and purchased a new certification program for our Stockroom employees. The program is for a Certified Logistics Associate and Certified Logistics Technician. The focus of the summer for this program will be to get Melinda Peay, the Stockroom Supervisor, certified as an Instructor for this course.

The Safety training topic for May was Hand and Hand Tool Safety. We also identified a need for re-training in Radio Protocol, so we included that in this month's lessons. 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. I have also made contact with a new company about possibly utilizing the Homer Simpson safety series to try to jazz up the safety communication in the Fall to capture the employees' attention.

Other trainings included: 1) Four Fiscal Services staff members attended a training entitled "Would I work for me" and 3 members of this group attended another half-day training entitled "Habits of Successful People"; 2) Five managers attended training on Stereotypes.

The Disney Cultural Enhancement series of trainings are still under construction. During May, we have defined both Supervisor and Employee expectations, ordered three programs on leadership and customer service, and begun to create the Leadership training for Level 3 Career Path courses.

## Trending, *Continued*

### **Summary of Training Hours for May:**

- Provided weekly safety training topics to all departments
- Provided monthly safety training to all departments
- Surplus & Recycling courses/testing
- Advanced Certified Custodial Technician classes/testing
- Fiscal services trainings
- GED classes continued utilizing Aztec learning software
- Stereotype Training for Managers

May-15

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
Would I work for me?	4	4	16
Habits of Successful People	3	4	12
Stereotype Seminar	5	2	10
GED Class	3	6	18
Recycling & Surplus	4	5	20
Advanced Custodial Tech	29	6	174
			947

**Total Number Training Hours for the month: 947 hours**



## WORK ORDER STATISTICS



Routine Work Order

completion rate

91%

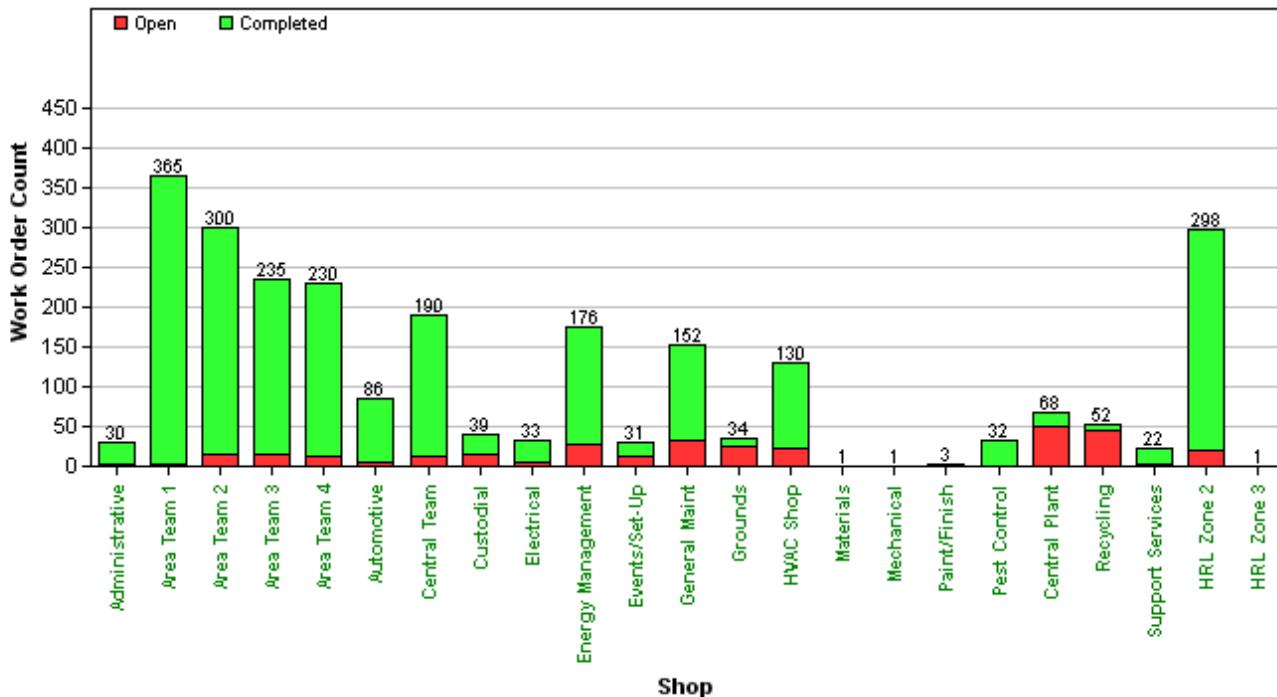
### Report Criteria

Report Period is between '05/01/2015' AND '05/31/2015'

### Historic Status of Work Orders Received

Priority	Received	Open		Completed		
		#	%	#	%	
(All Other Priorities)		10	6	60.0	4	40.0
Deferred		5	0	0.0	5	100.0
Emergency		0	0	0.0	0	0.0
Low		62	6	9.7	56	90.3
PM-Monthly		422	118	28.0	304	72.0
PM-Weekly		19	5	26.3	14	73.7
Project		25	5	20.0	20	80.0
Routine		1926	175	9.1	1751	90.9
Safety Issue		0	0	0.0	0	0.0
Special Event		40	15	37.5	25	62.5
Urgent		0	0	0.0	0	0.0
<b>Total:</b>		<b>2509</b>	<b>330</b>	<b>13.2%</b>	<b>2179</b>	<b>86.8%</b>

### Work orders by Shops



## Driving Performance



### Cost Savings:

- Electrical consumption was up 2.1% in April of 2015 compared to the same period in 2014 however the cost decreased by .84% or \$2,288. KW demand was up by 8.4% as. There were 30 cooling degree day for the period an increase of 58%, heating degree days were 193 compared to 196 a year ago. Natural gas usage increased 4.3%, however due to depressed gas prices this heating season the cost decreased 15.5% saving \$22,704 compared to one 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%.
- Projects that enhance efficiency and reduce electrical consumption are always winners for WKU. A project to replace the large arena sports light fixtures in Diddle Arena has been approved. This will reduce the electrical usage by nearly 80% with a corresponding 5 year cost avoidance of \$185, 000. When normal lamp replacement and maintenance are factored in, the simple payback for this project is 4.2 years. The present lighting fixtures are custom made and have been problematic requiring frequent repair and maintenance. The new lighting being installed is 100% LED with no shutters to maintain or fail. This project will also likely qualify for a TVA incentive which will be filed in the next week or two for approval.

- Microfiber quotes received from 4 vendors. All reviewed and Staples was selected as our microfiber vendor. Currently working with vendor putting together a 4 month implementation plan for full campus microfiber program. Micro-fiber cleaning trial in conjunction with Sodexo Cleaning process at Cherry Hall still continuing with outstanding results. Note: Adding this process will further assist in getting WKU Building Services qualified as a FULL GREEN operation and the CIMS certification.
- Area Team Building Coordinator Meetings will continue to keep the lines of communication open with our campus customers and to invite both the positive and negative feedback needed to ensure that we are taking the necessary steps for improving our operations in custodial areas for our campus. These meetings have been very positive, and have brought opportunities for improvement and open communication! We will schedule these moving forward on a quarterly basis.
- We have been working with JCI developers on setting version 2 of the Green Kiosk that displays energy usage data. A number of enhancements have been made since WKU started up the current version just over 3 years ago. Metasys Enterprise is the new format for Panoptix we have also been working with this development group to move the now re-named “Panoptix” to the greatly enhanced Enterprise platform. Carbon & Energy Reporter just completed a rebuild of that database with a more complete and simplified facility sort list for quicker access to reporting. Both enhancements represent expanded capabilities and ease of use to the ever increasing functional capabilities of Metasys Enterprise. There is also an upgrade to Metasys Building Automation System currently running at version 6.5. The 7.0 version has been released, WKU is awaiting the custom DVD to be received prior to scheduling the upgrade with JCI Service. WKU subscribes to the software service at a very minor cost in order to obtain the latest software upgrades at the time of their release.
- May was a very busy but successful month for Campus Services. We set out approximately 3,500 annual plants as part of our spring planting.



## Expectations

## Featured Projects

- Pre-Commencement tasks to include all public areas within the arena – includes seating areas.
- Full deep cleaning of softball restrooms and softball clubhouse.
- Regular project scheduling for summer projects in process – starting all facilities on Monday, May 18, 2015.
- Smith East exterior window cleaning on 3<sup>rd</sup> floor (soccer office level).
- Repair to sanitary sewer main in front of Gatton Academy driveway entrance
- HRL emergency generator PM's were completed
- Completed monthly roof PM's
- Energy Management replaced failed metering at SC Catering kitchen
- HVAC replaced A/C unit in Wetherby elevator mechanical room
- Completed painting projects at L.T. Smith, Grise, Diddle Arena, Gary Ransdell Hall
- Repaired several Acorn walkway lights
- HVAC changed fan motor pulley on air handler at FAC on AHU #11
- Replaced several failed control valves in various areas in MMTH and Diddle Arena
- Replaced water meter, piping and vault, serving valley resident halls and Heat Plant
- 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
- Completed pressure washing of Gordon Wilson
- Energy Management installed new temperature sensors at Einstein's
- HVAC cleaned fan coil units at Einstein's performed PM's, and verified proper operation
- Energy Management completed walk through and controls training at DSU
- Replaced NAE 5500 network engine controller at Preston, trained w/JCI on imaging
- Replaced several parking lot light sensors, warranty parts from Cooper
- Assisted HRL with BTU meter repairs at Bemis, Poland, and Mclean resident halls
- Completed Monthly safety training
- Tagged assets at DSU entered data into CMMS
- GPS and mapped campus landscape areas
- Completed painting projects in EST
- Repaired damaged drywall in Cupola at South Campus
- Set-up and removed scaffolding for Area Team 2
- Put up and took down American Flags for Memorial Day
- Replaced failed drive pulley Panda Express air handler
- Repaired duct sock at Diddle
- Prepped Diddle Arena for four commencement ceremonies (1 on 5/15 and 3 on 5/16). We are still in the process of getting everything ready for the upcoming high school graduations, 7 total, which will take place 5/29-5/31.-Completed PM's for Grise Hall.
- Met with contractor to get a quote for hot water pump (#'s 1&2) replacement at Grise Hall (you should have this quote)
- Currently assisting contractor with making repairs to handrails on the Berm area at Smith Stadium and LTSW)
- Started cleaning out the “overage room” at DSU but are currently on hold till other parties remove some material around.
- Repairing the lighting at PS1 and PS2 and we hope to be completed by 5/29
- Cleaned out mechanical rooms at DSU.
- Install new LED lighting in the Hall of Champions.

**Completed Projects:**

- Changed faucets Women's RR on the 2nd floor in front of the Board of Regents meeting room.



- Changed faucets in men's restroom at MMTH on the 2nd floor by the Regents room.



- Installed new water heater on Dentil side of Academic Complex.



- Replaced exhaust fan motor at Academic Complex.



- Auto Shop monthly accomplishments for May:
  - Grasshopper radiator replacement.
  - Toro zero turn hydraulic pump replacement.
  - Toro reel mower assessment of fan assembly replacement.
  - Helm Library handrail work.
  - Grise handrail work.
  - Poland bollard removal.
  - PHAC hasp on cooling tower access replacement.
  - Handrail at Alumni crossing to KY Building. (See picture)
  - Diddle arena drain work to fill in large gaps.
  - Various grounds equipment repairs.
  - Vehicle specified PM'S.
- Installed new dishwasher at EH&S.
- Installed new hand dryer at Popeye's.
- Unstopped main sewage line at Popeye's.
- Replaced kitchen and bathroom faucets at Pioneer log cabin.
- Contractor repaired broken tile and we refilled and started fountain at Aug. Alumni Center.
- Repaired and added conduit to part of invisible dog fence at Presidents House.
- Found and repaired holes in sewage vent that was causing bad odor at TCCW 2nd floor.
- Installed exhaust fans VFD's in Snell Hall.
- Replaced bulbs and ballasts in lights at EBS High Bay.
- Repaired skylight lighting at EBS.
- Cleaned, repaired and reinstalled all covers on fan coil unit at Gordon Wilson.
- Install wiring for Mitsubishi unit at Helm Library.
- Installed new mop sink faucets on first floor of FAC.
- Cut out old piping and repaired bucket traps at FAC
- Summary of Electronics workload for MAY

Access Control			3.5	1.5	0.5				7	6.5	3.5	1		4	1	2	4.5	3					38	23.31%								
ADA Doors						0.5													0.5				1	0.61%								
Athletic Events	4.5	2	2																				8.5	5.21%								
Cameras																							0	0.00%								
Carillon / Bells							0.5							0.5									1	0.61%								
CH LED Lighting																							0	0.00%								
Clock Systems																							0	0.00%								
Crossing Signs																							0	0.00%								
Ephones			0.5									1					2						3.5	2.15%								
Fire Systems	4			1	4		2	0.5	1				1	5		2.5	2	4	4.5				31.5	19.33%								
Grnds Irrigation						1.5																	1.5	0.92%								
Key Cabinets																							0	0.00%								
Score Boards			7	1																			8	4.91%								
Security System														0.5	1								1.5	0.92%								
Sound Systems					1			1	2	3					2								9	5.52%								
Special Events	8		1	8	5	4.5		2	1.5	9	15	1			3			1.5					59.5	36.50%								
Video Boards																							0	0.00%								
Radios																							0	0.00%								
<b>TOTAL</b>	12.5	6	0	7	8.5	9.5	7	9	0	2	5.5	9	9	7.5	10	15	0	7	7	6	7	8	0	4	0	6.5	0	0	0	0	163	100.00%

# Housing and Residence Life

## **Completed Projects:**

- Preparing for summer camps
- Replaced hot water heater for McCormick Assistant director's apartment.
- Repaired all Lochinvar boilers that were out of service.
- Repaired leaking water lines in Minton, McCormick, South, and Keen.
- Repaired oven receptacle on third floor of Meredith.
- Prepped for paint and floor waxing in zone 2.
- Prepared and assisted with BGMU water shut down in the valley Resident halls
- Got offices and apartment done for Gatton academy move in at Bates.
- Completed buildings N.E., S.W., Minton, PFT, Keen, and Bemis for summer school and camp occupancy.
- Completed full rebuild on PFT booster pumps. Insulated condensation Chill water lines at Poland hall.
- Installed new bottle sensor eye for N.E. water fountain. Cleaned coils in several AHU at PFT

## **Housekeeping Projects:**

- Cleaned and inspected floors 3 thru 12 in PFT for Summer school.
- Cleaned and inspected 208 bedrooms in Poland.
- Detail cleaned 8 floors of bathrooms and kitchens, including hallways and stairs.
- Striped & waxed front desk area, laundry room, public bathroom and vending room in Poland.
- Stripped & waxed & set up 24 bedrooms in Barnes. Stripped & waxed 22 bedrooms. Moved the furniture out of 16 rooms are ready to be stripped.
- Completed all of Minton hall for camps.
- Completed 1<sup>st</sup> floor of Bates Runner.
- Cleaned 5 apartments at KY street apartments.

## **Driving Performance and Expectations:**

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.

Testing microfiber cleaning mops and dusting cloths to start implementing to our operations. We are checking with 4 different vendors on pricing and will compare and go from that point. We have started to use microfiber cleaning rags and switching out some mop heads.

Planning our summer projects for maintenance and housekeeping. We are planning the order to clean and run maintenance now and have a camp schedule. We are currently working on a supply list for the summer. We have the summer temp add posted and will start interviewing soon to have them in place for the summer cleanup. The goal is to have buildings ready to go for summer camps and switch over the summer school building at the end of the semester. We changed over our summer school building PFT and had it ready for residents moving in.

Continuing our Hilltopper Hero program and Staples will provide a gift card to the employee selected. The Hilltopper hero for April is Tim Benton.

Check inspect buildings and include inspecting mechanical rooms using our new inspection form. This is ongoing. We will inspect every room for cleaning before camps move in.

We will be looking a new innovative equipment for our housekeepers and will demo some next year. We will look at maintenance items as well. We will ask our Sodexo ASM for any suggestions or ideas.

## 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 Tim Benton
- 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.



