



# WKU<sup>®</sup>

## Facilities Management

September 2020  
Monthly Report

Facilities Services executed by





# Staff



**Ken Branch**  
*Facilities Management Director*



**Angie Jackson**  
*Fiscal Services Manager*



**Dan Uhls**  
*Maintenance Services Manager*



**Kyle Davenport**  
*Campus Services Manager*



**Gerald Belcher**  
*Environmental Services Manager*



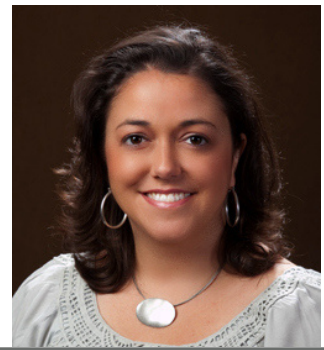
**Mark Allen**  
*Plant Operations Manager*



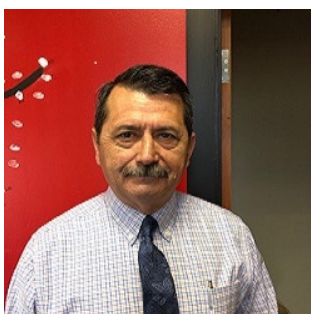
**Kenny Johnson**  
*Environmental Services Director*



**Randall Farris**  
*HRL Operations Manager*



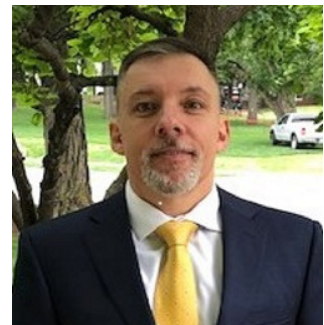
**Jennifer McLeod**  
*Human Resource Manager*



**Ray Murillo**  
*HRL Manager*



**Mark Updegraph**  
*Maintenance Superintendent*



**Tim Salloum**  
*Training Manager*

# Work Order Completion Statistics

*September*

| Historic Status of Work Orders Received |          |      |       |           |       | Work Orders Completed      |                 | All Work Orders in System |       |      |           |       |
|-----------------------------------------|----------|------|-------|-----------|-------|----------------------------|-----------------|---------------------------|-------|------|-----------|-------|
| Priority                                | Received | Open |       | Completed |       | Received Prior to 9/1/2020 | Total Completed | Received                  | Open  |      | Completed |       |
|                                         |          | #    | %     | #         | %     |                            |                 |                           | #     | %    | #         | %     |
| (All Other Priorities)                  | 68       | 0    | 0.0   | 68        | 100.0 | 51                         | 119             | 5726                      | 162   | 2.8  | 5564      | 97.2  |
| Deferred                                | 9        | 3    | 33.3  | 6         | 66.7  | 0                          | 6               | 239                       | 0     | 0.0  | 239       | 100.0 |
| Emergency                               | 0        | 0    | 0.0   | 0         | 0.0   | 0                          | 0               | 9                         | 0     | 0.0  | 9         | 100.0 |
| Low                                     | 72       | 2    | 2.8   | 70        | 97.2  | 0                          | 70              | 8318                      | 2     | 0.0  | 8316      | 100.0 |
| PM-Monthly                              | 2249     | 1096 | 48.7  | 1153      | 51.3  | 127                        | 1280            | 88570                     | 15079 | 17.0 | 73491     | 83.0  |
| PM-Weekly                               | 76       | 4    | 5.3   | 72        | 94.7  | 8                          | 80              | 4630                      | 10    | 0.2  | 4620      | 99.8  |
| Project                                 | 10       | 4    | 40.0  | 6         | 60.0  | 6                          | 12              | 2044                      | 12    | 0.6  | 2032      | 99.4  |
| Routine                                 | 2197     | 265  | 12.1  | 1932      | 87.9  | 245                        | 2177            | 208889                    | 550   | 0.3  | 208339    | 99.7  |
| Safety Issue                            | 2        | 0    | 0.0   | 2         | 100.0 | 0                          | 2               | 194                       | 0     | 0.0  | 194       | 100.0 |
| Special Event                           | 10       | 0    | 0.0   | 10        | 100.0 | 1                          | 11              | 2594                      | 3     | 0.1  | 2591      | 99.9  |
| Urgent                                  | 2        | 0    | 0.0   | 2         | 100.0 | 0                          | 2               | 137                       | 0     | 0.0  | 137       | 100.0 |
| Total:                                  | 4695     | 1374 | 29.3% | 3321      | 70.7% | 438                        | 3759            | 321350                    | 15818 | 4.9% | 305532    | 95.1% |

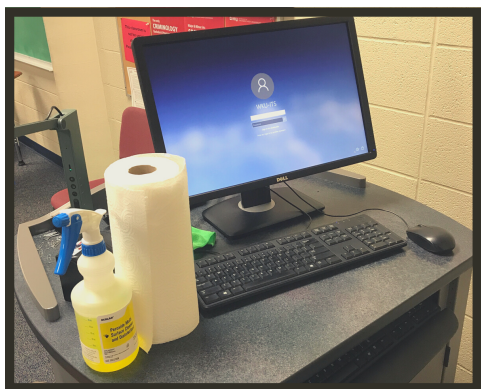
Routine work orders completion rate: **99.7%**

PMs completion rate: **95.1%**

# COVID-19 Response

## *Fulfilling Restock Requests*

Since the start of the fall semester, the COVID-19 response emphasis has shifted from distributing supplies to departments to maintaining supplies in public spaces. ESA's check disinfectant spray bottles and paper towel levels daily throughout their buildings. They refill and replace items as needed. In early September, Facilities Management performed building walkthroughs of AC, JRH, FAC, CH, EST and EBS to ensure all items were properly being restocked. All buildings were being well stocked and faculty & staff were satisfied with the level of service.



## *Reconciling Inventory*

In September, all COVID-19 inventory was shifted to DFM storage areas. Inventory was transitioned into the Maintenance Connection system where DFM can better track inventory withdrawals and the areas frequently requesting items be restocked. This has allow greater oversight of COVID materials. The reconciled inventory as of 9/30/20 is below.

| <b>Item</b>             | <b>DFM</b> | <b>SSB</b> | <b>Total</b> |
|-------------------------|------------|------------|--------------|
| Paper Towels            | 277        | 1000       | <b>1277</b>  |
| Hand Sanitizer (16oz)   | 2,262      | 0          | <b>2,262</b> |
| Hand Sanitizer (gallon) | 24         | 384        | <b>408</b>   |
| Disposable Masks        | 3800       | 0          | <b>3800</b>  |
| Logo Reusable Masks     | 2208       | 0          | <b>2208</b>  |
| Plain Black Masks       | 1499       | 0          | <b>1499</b>  |
| Gloves (MED)            | 50         | 108        | <b>158</b>   |
| Gloves (LRG)            | 55         | 291        | <b>346</b>   |
| Gloves (XL)             | 130        | 558        | <b>688</b>   |
| Face Shields            | 558        | 0          | <b>558</b>   |
| Wipes                   | 50         | 0          | <b>50</b>    |



# Campus Services

September is historically one of the driest months of the year. That trend continued for 2020; good news was the temperatures and humidity broke allowing for ideal work conditions for the crews.

**1.)** Instructional videos were developed by Campus Services personnel and sent to Housing and Residence Life staff to distribute to all students living within the residence halls. With “Master Plan” being more virtual during move-in, training on compactor operations were not a face-to-face activity. Many students are not familiar with operation of a compactor for their waste. Videos were create for each specific residence hall on how to safety operate each compactor in attempt to help keep litter off the ground.

**2.)** With any return of students to the university, graffiti increased across campus. Many of the sidewalks were “chalked” with messages around campus. As part of protocol, all areas were photographed and documented.



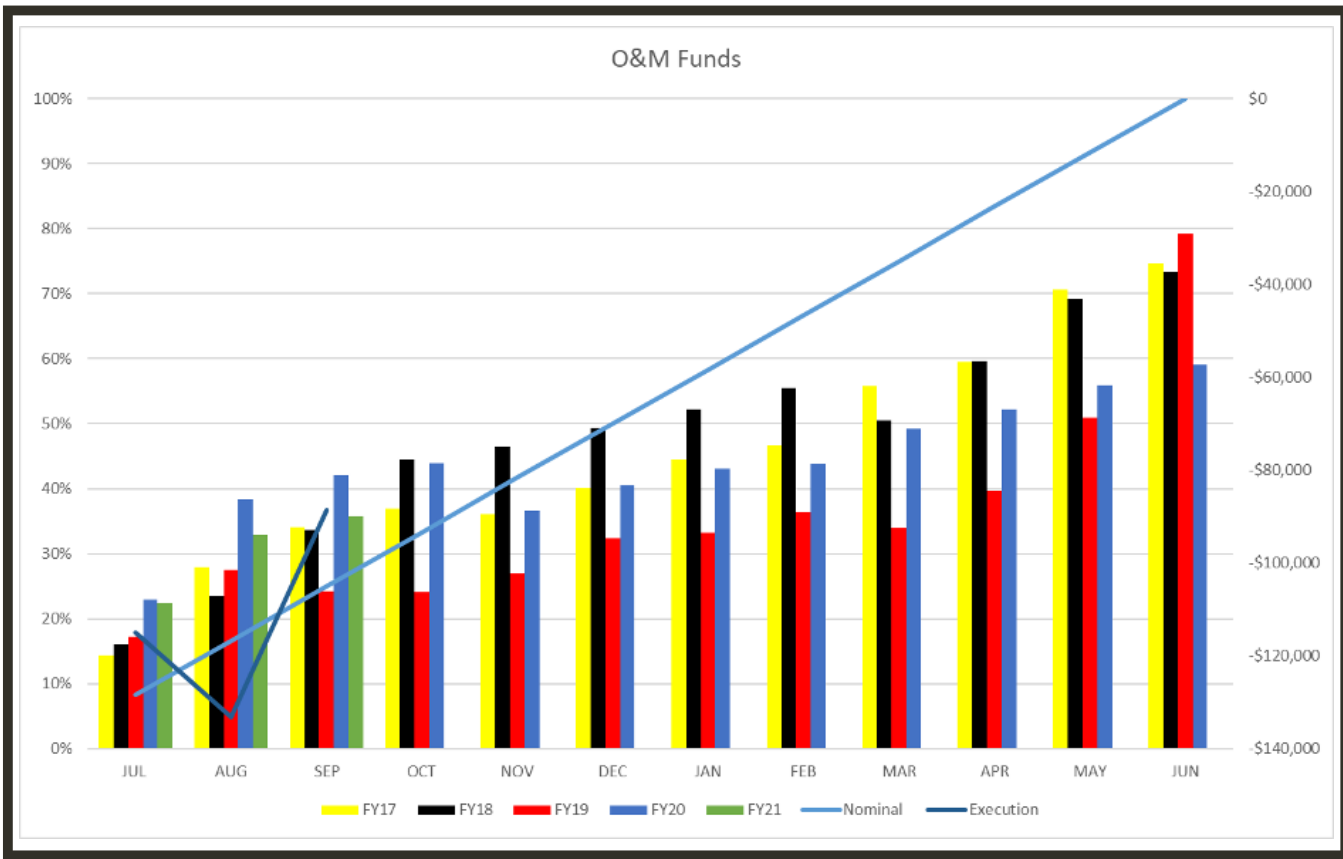
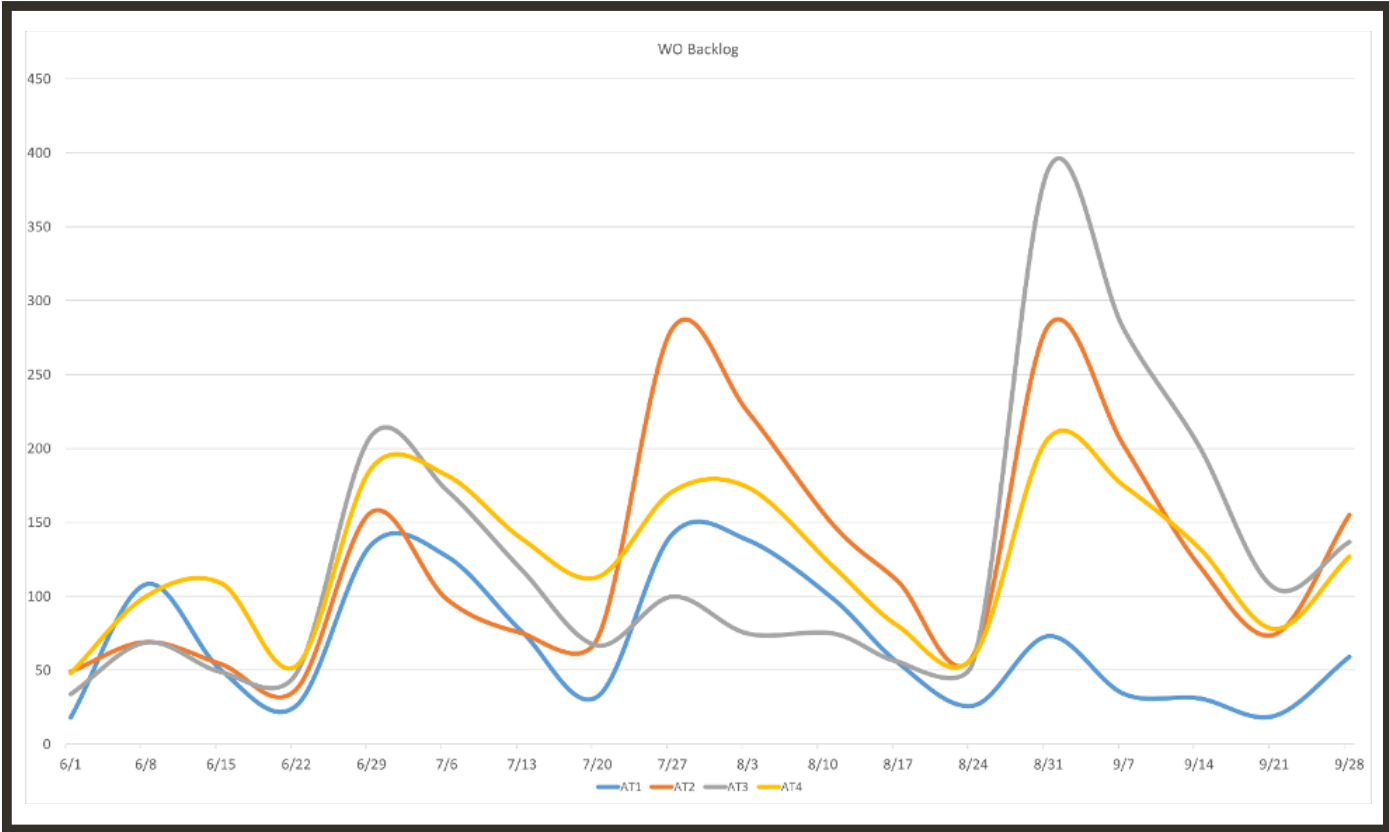
**3.)** The entrance to the “Directionals” were completed during the first week of September. Plants (Azaleas and Yewtopia Taxus) were installed. Azaleas like a more acidic soil, the department sprinkled epon salt in each hole before planting. The pH is still being monitored with current reading holding steady around 5.

**4.)** The 'Triangle Bed' was completed early in September. Harbor Belle Nandinas were installed, along with decorative rock.

**5.)** Round #3 of fertilization was completed during the month of September. This is a 13-25-10 mixture to help with seed growth and stimulate root/shoot growth for the transition from warm season “Bermuda” to cool season “turf type tall fescue”. All lawn areas and athletic fields were fertilized.

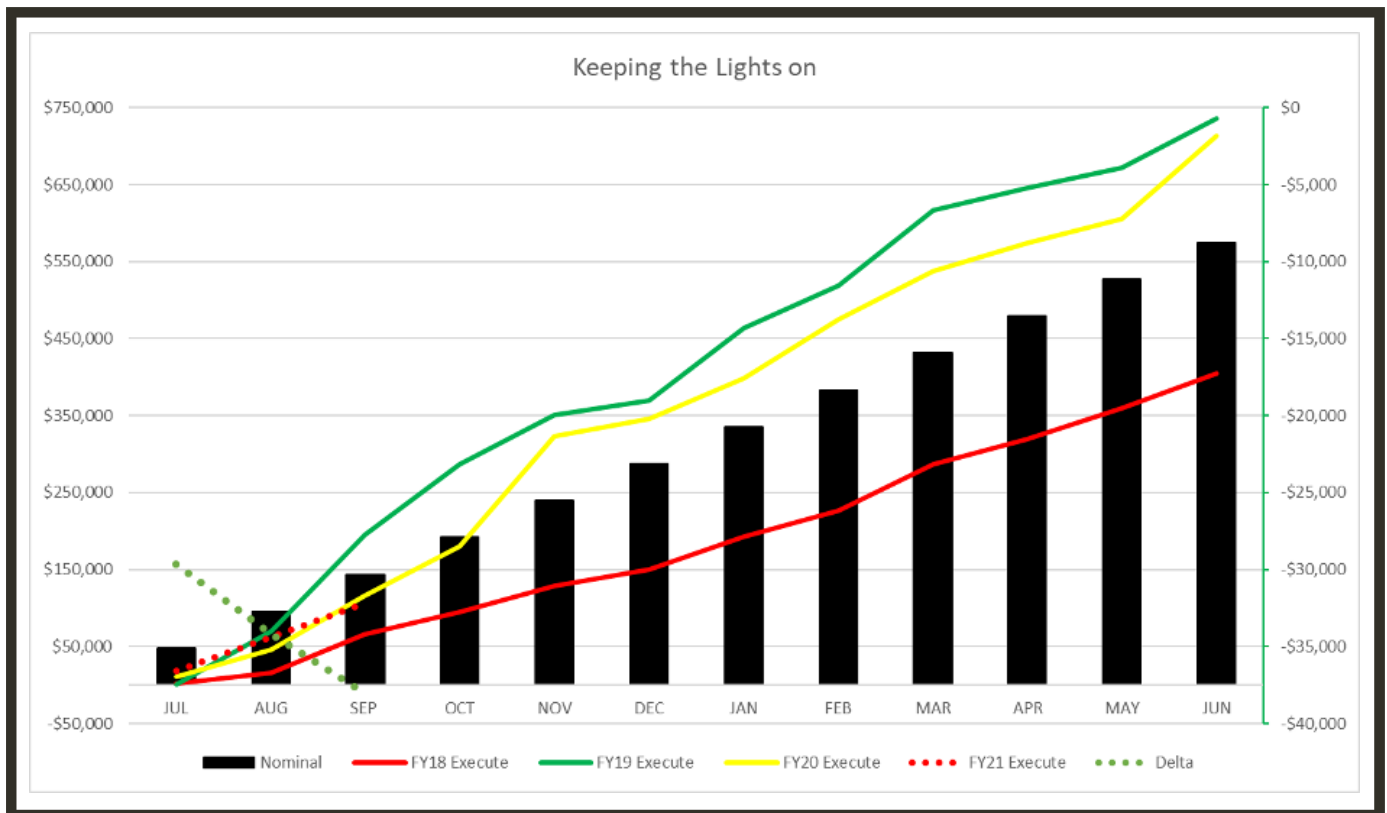
**6.)** Over seed of main campus and athletic fields was completed during September. “Turf type tall fescue” was applied at a rate of 8 lbs/1,000 ft<sup>2</sup> to areas on main campus. “Perennial ryegrass” was applied to all athletic fields and south lawn at a rate of 10lbs./1,000 ft<sup>2</sup>. A slit seeder was used to install seed.

# Maintenance Services





# Maintenance Services



## Area Team ONE:

### Completed Projects

- Ran sewer camera in main drain line at I.E.B. for area team 4.
- Assisted area team 4 on gas outage at G.C.C. Assisted area team 4 with Chilled Water pump at Kentucky Building.
- Repaired domestic hot water recirculation line at P.H.A.C.
- Installed egg crate style ceiling tiles on the 3rd floor short side of Academic Complex.
- Assisted HVAC shop and the insulation contractor on duct work/condensation repairs at different location at Academic Complex.
- Unstopped sewer line inside Gary Ransdell Hall, 1st floor men and women's restrooms 2 times.
- Installed new pressure gauges on the building heat make up water line at Jody Richards Hall.
- Raised the storm drain manhole at Knicely Center.
- Replaced coupler on domestic hot water recirculation pump at Academic Complex.
- Replaced all stained ceiling tiles in Academic Complex that had been damaged by Condensation from duct work.
- Assisted area team 3 on sewer at W.A.B. Assisted Atmos Energy on gas meter repairs in area 1 and area 4.
- Assisted with water main at EHS.

*Pending Projects:* Test more backflow preventers for 2020. Building check on Tate Page Hall shut down. Have water heaters inspected at E.S.&T and the Chapel.

*People Issues:* 1 position defunded. 1 position in a hiring freeze.

## Maintenance Services continued....

### **Area Team TWO:**

#### Completed Projects:

- Upgraded the fluorescent lighting in the Volleyball Locker Room to wafer LED lighting.
- Installed an auxiliary drain on the gutter at Smith East.
- Assisted D&M Electric with repairs to the Field Lights at NDF.
- Set up the Baldor generator at OCHH due to issue with existing Generac generator.

*Pending Projects:* Project for Diddle Annex relighting. LED upgrades in Lady Topper Basketball offices. LED upgrades to lighting in the tops of the stairwells at Smith West.

### **Area Team THREE:**

#### Completed Projects:

- FAC Compass fountain is back working, replaced all wire connectors in waterproof junction boxes.
- Wetherby Hall-Sewer backed up into basement all gender restroom, we unclogged pipe, and ran camera to inspect, and found plastic trash bags, in drain, we could not get out with the sewer machine, but toilets are flushing fine.
- VMH-Contactors replaced seal in fire pump.
- FAC-Replaced thermostats and elements in hot water heater in 4th floor mechanical room.
- FAC-Repaired leaking cast iron pipe in basement mechanical room.
- Potter Hall- Roofing project complete.
- AG Expo-Had some issues with men's restroom toilets backing up, after running the camera through the drain pipes, we found a Styrofoam cup that was blocking the pipe. Got the cup broken up into small pieces, and all is well.
- Wetherby Hall-Ground floor women's restroom sewer backed up through the floor drains. Worked on getting the drain clear for several hours, we had to call in a contractor. After running the camera through the pipes, we found several plastic bags and decaying cast iron pipe.

*Pending Projects:* FAC-Change out theater lights to LED. Cherry Hall-Continue work on hot water pump seal replacement. Wetherby-Cut out and replace leaking cast iron pipe in Ground floor men's restroom pipe chase. FAC-Replace all lights in hallways, restrooms, classrooms to LED

*People Issues:* Open position on hold due to hiring freeze. T.G Neville is on Military leave for one year.

### **Area Team FOUR:**

#### Completed Projects:

- Repaired electrical issue in ceiling of EBS Highbay with lift Rewired light for new entryway created at IEB
- Replaced four broken air regulators on air nozzles in EBS 1115
- Unstopped backed up floor drain in GCC Foodcourt kitchen

*Pending Projects:* Complete assigned PM's, Continue to relabel breaker panels with correct room numbers at KTH, Complete summer projects

*People Issues:* Ricky Coulter will be out on workers comp until at least 12/2/20. 1 vacant position due to hiring freeze.

### **CENTRAL SHOPS:**

#### Completed Projects:

Repaired Handicap ramp at TTAS. Completed athletics plexiglass orders. Opened ceiling for leak and repair at South campus. Multiple paint projects for football and soccer. Repaired and Painted football benches

*Pending Projects:* FAC Paint, FAC cove base etc., Gutters on football practice field



# Safety and Training

In September, Facilities Management's Safety Training occurred fully online to uphold social distancing guidelines.

Employees visited the 'Training and Professional' section of the Facilities Management Departmental Website. From there, they click on a link to the monthly safety training presentation. At the end of the presentation, employees completed a digital 'Learning Check' quiz to confirm understanding. With this new platform, management is better able to track training completion and safety understanding among employees.



**Safety training conducted throughout the month of September focused on Lock-out/tag-out, Ladder, and Slips, Trips, and Falls.**

Customer service training provided to employees on Greeting with a Smile. This training focused how the first interaction with someone could set a positive tone and smiling generally puts everyone in a good mood.

Training on damp mopping, water fountains, counter tops, and break areas was provided to our employees. This training is a refresher training that is provided by supervisors to ensure employees keep up with the high standards of cleaning. Below is the training participation for the month of September.

| Training Course                                | # of Participants | # of hours | Total Training hours |
|------------------------------------------------|-------------------|------------|----------------------|
| Monthly Safety Training (MGH, Fall Protection) | 220               | 1          | 220                  |
| HR Training (Focus)                            | 33                | .5         | 16.5                 |
| New Hire Orientation                           | 9                 | 4          | 36                   |
| Methods of the Week                            | 301               | .25        | 75.25                |
| Driver's Training                              | 9                 | .5         | 4.5                  |
| Total                                          |                   |            | 352                  |

## **Monthly Safety Training Winner (Jeremy Mosby)**

**Jeremy's guess of 430 was the closest to the actual amount of 429 Starburst Candies in the container. Jeremy won container of Starburst, 3 tokens, WKU cup, and a free pizza.**



# Workplace Culture

- ✓ Monthly Safety training is completed.
- ✓ Safety Committee meeting held
- ✓ Safety continues to be at the forefront in our operations.
- ✓ Safety Inspections completed each month by DFM managers.

*Safety is #1!*

## 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 strategic goals of **Western Kentucky University**.

