

January 2016

Facilities Management Monthly Report



Delivering The Experience



Western Kentucky University

JANUARY 2016 MONTHLY REPORT

THE DFM TEAM



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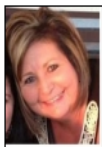
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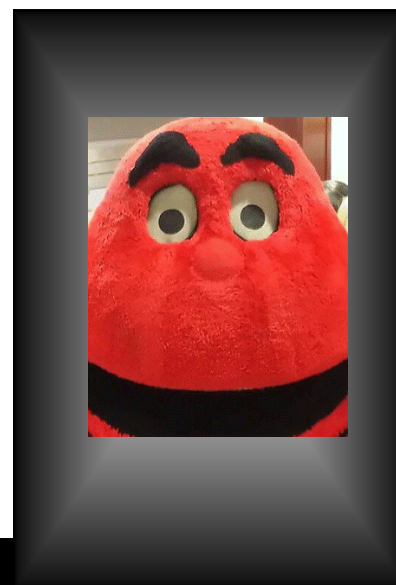



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Our Mission: Guided by our shared value, each one of us is fully empowered to consistently exceed the expectations of the university to insure a safe, clean and stimulating learning, working and living environment for all involved. To this end, we will provide the most efficient and effective routine and preventative maintenance services needed to support the educational goals of Western Kentucky University.





Safety, Training and Professional Development

After returning from a nice, long winter break, it was time to get everyone refocused on hitting the books and getting back into a mindset of continuous improvement. We got off to a great start with Career Path classes Cultural Enhancement, and safety training resumed with a full year preview and focus on Personal Protective Equipment. Then we got hit with a snowstorm that required all hands on deck, so training got put on the back burner until the snow was gone and staff were able to catch up on their normal work, resulting in a slow month for training.

January Safety training topics included: Accident Prevention Review and PPE. A combination of online presentations, YouTube videos and hand-outs were utilized to teach these topics to team members, as well as postings in our Safety board.

The Disney Cultural Enhancement series met one time this month. Our topic focused on consistency, reliability, and the importance of smiling.

The Advanced Custodial Tech class met once and they are working on their Final Project. We reviewed the requirements again, broke up into teams, and they spent their first day walking their building and gathering data for work loading.

Summary of Training Hours for January:

- Provided weekly safety training topics to all departments
- Provided monthly safety training to all departments
- One class in the Cultural Enhancement series
- One class for the Advanced Custodial Technicians
- One GED classes

Jan-16

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
GED Class	1	1	1
Cultural Enhancement	54	1	54
Advanced Custodial Tech	37	1.5	55.5
			807.5

December 2015 Work Order Statistics

Overall Routine Work Order Completion Rate

80.8%



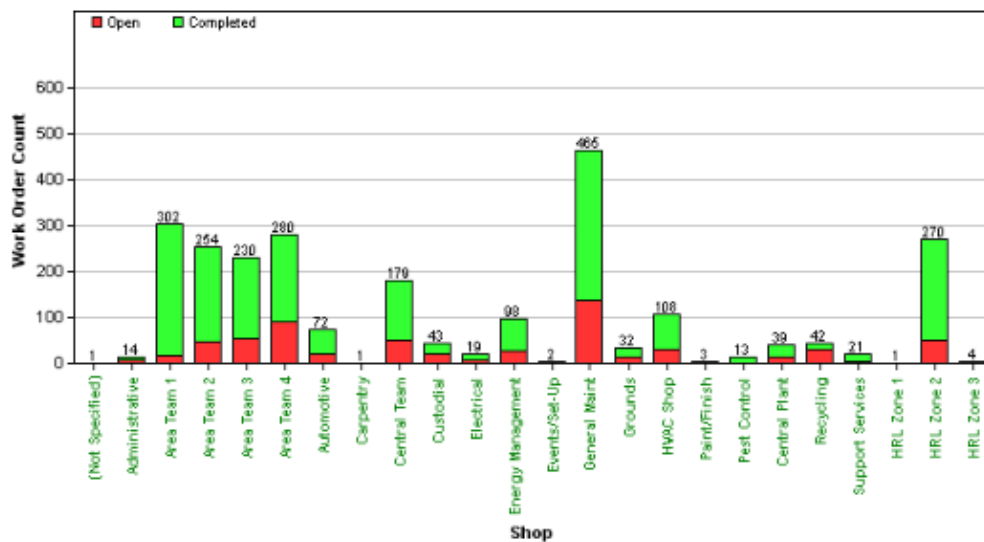
Report Criteria

Report Period is between '01/01/2016' AND '01/31/2016'

Historic Status of Work Orders Received

Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	63	18	28.6	45	71.4
Deferred	0	0	0.0	0	0.0
Emergency	0	0	0.0	0	0.0
Low	62	3	4.8	59	95.2
PM-Monthly	623	246	39.5	377	60.5
PM-Weekly	5	1	20.0	4	80.0
Project	31	13	41.9	18	58.1
Routine	1697	325	19.2	1372	80.8
Safety Issue	0	0	0.0	0	0.0
Special Event	11	2	18.2	9	81.8
Urgent	1	0	0.0	1	100.0
Total:	2493	608	24.4%	1885	75.6%

Historic Status of Work Orders Received



Driving Performance

- Director, Richard Cowan providing customer face to face communication visits on a “random per building” weekly schedule to discuss housekeeping concerns, idea and improve overall communication and satisfaction levels.
- Director, Richard Cowan continues the Area Team Building Coordinator Meetings 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.
- The Central Heating Plant continues to chug along with one unresolved issue. The condensate return has decreased to about 45%, meaning only this fraction of the steam sent out is being returned back to the plant as condensate. Until late in the season last spring the plant was operating with about 70% return which is excellent. Several leaks were repaired last summer but these have not had a significant improvement in condensate returned to the plant. Central Heating Plant staff have been searching manhole and mechanical rooms but have not found anything of significance. A small steam leak was repaired this month inside of Zacharias that was located on a steam trap connection. DFM has arranged to repeat an aerial infrared fly over in February that should help pinpoint the leak location. The last aerial survey was completed in November of 2013. Several roof leaks have appeared in recent months with the most notable being at Jones Jaggars. The IR thermography will show how widespread this roof leak is, as well as roof conditions for all buildings. Natural gas cost remains at a 10 year low for January so still seeing savings on gas cost.
- Electrical consumption decreased 6.3% in December of 2015 compared to the same period in 2014. Cost decreased as well by 4.6% or \$14,262. KW demand decreased by 8.2%. There were 436 heating degree days compared to 741 in 2014 and 2 cooling degree days compared to 0 in 2014. Natural gas consumption at the Central Heating Plant was down 37% from a year ago. Weather undoubtedly played a big part in the reduction this year establishing December 2015 as the lowest consumption ever. This will be very challenging to repeat or better in 2016 unless 70 degrees is the new December norm.
- We continue to receive positive feedback on the LED lighting installed at Diddle Arena. Several large video display boards were added by Athletics in 2015 enhancing the overall experience that added significant electrical demand during games. Power meter data for the 4th quarter of 2015 was reviewed and for the facility as a whole which showed about an \$8,000 net reduction in electrical consumption compared to the matching quarter for 2014.
- Final planning and project costs are being evaluated for a Mid-May air handler replacement project at Helm Library. Air handler and return fan submittals have been received from Johnson Controls as well as delivery schedules. Lyons Service Company will be submitting installation costs for the project. Since removal of the limestone gable ends will be required, a restoration contractor will be used for this part of the project. The air handlers have been in service since 1953.
- Energy Management implemented full scheduling at the newly completed Honors College & International Center building. Cold weather finally arrived late in the month allowing EM staff to finally shake out the control system and evaluate both controls and equipment under near design conditions. The usual challenges presented themselves with a few areas that refused to heat properly and 50% of the air handlers that would not stay online. Several settings were altered and a few air flow changes were implemented that show promise to resolving the issues found to date.

Driving Performance

SURPLUS & RECYCLING



Left: Grounds Area Team Leader, Brett Shain, talks with QRS Plant Manager.

While the students are away, campus services will play! Early in January, thirteen staff members went on a field trip to Louisville, KY in efforts to better understand WKU's waste stream and to learn about best practices in waste reduction and waste diversion from our peers at the University of Louisville and the KFC YUM Center.

Our trip began with a tour of QRS's Materials Recovery Facility (pictured), where we learned what happens to our recycling when it leaves campus: where does it go, how it is sorted, why reduce contamination, and what determines a material's value? After an informative visit with QRS, we headed to the University of Louisville to learn how they have achieved an impressive waste diversion rate of 55%--by composting! The University of Louisville does a great job recycling paper, plastics, metal, glass, and cardboard, but the majority of what they divert from the waste stream is food and landscape waste, which they turn into valuable compost that they re-use on campus.

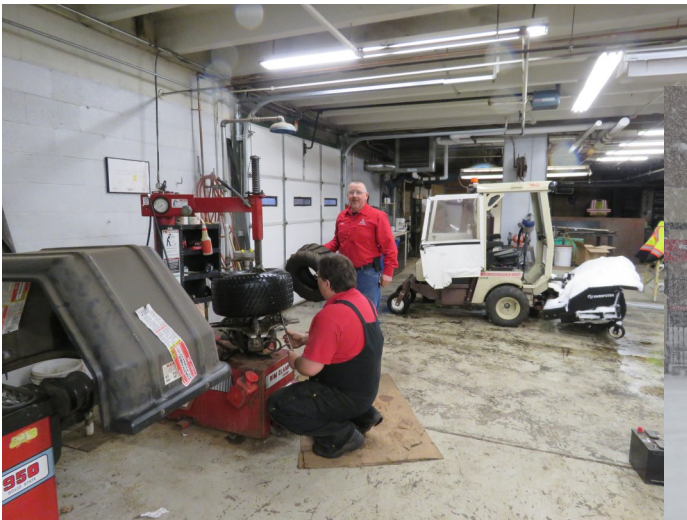
Finally, several of us continued on to tour the KFC YUM! Center, which has successfully integrated recycling and composting into stadium operations. Learning how they implemented these programs and navigated associated challenges will help WKU develop a successful recycling and composting program for Smith Stadium and Diddle Arena.



Right: Grounds Area Team Leader, Joey Taylor, in conversation with QRS Plant Manager.

Completed Projects

- Floors where polished in AC.
- Carpet where cleaned in the annex area at DSU.
- Carpets where cleaned in Smith Stadium club level.
- Completed Metasys Spring Term scheduling
- HRL emergency generator PM's were completed
- Completed monthly roof PM's
- Energy Management linked lighting controls to thermostats at DSU
- Commissioned building automation controls at Gordon Wilson
- Replaced heat exchanger control valve at Kentucky Building
- Completed monthly Safety Training for January
- Completed pipe insulation repairs at Potter Hall
- Completed pipe insulation repair at Tate Page
- Completed painting projects in the old Honors building, Kentucky Building, and International House
- Completed repair/re-lamp to several walkway and roadway acorn lights
- Completed VFD PM's at EBS
- Energy Management trained with JCI on new building automation at Honors College
- Completed leak test of Maxon gas shutoff valves on #1 boiler, documented for FM Global
- Completed a lengthy study of boiler tripping issues at South Campus
- Assisted with steam generator replacement in Biology at EBS
- Carpet was cleaned at Mass Media. Lab on first floor and also the carpets on 2nd floor.



Completed Projects cont.

ELECTRONIC SHOP

December	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	Hrs	%
Access Control	15	0.5	2	1			3	3.5	2.5	2				3	2																21	11.63%
ADA Doors	15																														1.5	0.83%
Athletic Events	6			10.5	11	1.5							5.5			9						6.5					6	5.5		61.5	34.07%	
Cameras																															0	0.00%
Carillon / Bells							0.5	0.5							0.25																1.25	0.69%
CH LED/Lighting							0.5	0.5				0.5			0.25																1.75	0.97%
Clock Systems																															0	0.00%
Crossing Signs																															0	0.00%
Ephones																															0	0.00%
Fire Systems		3	1.5					3	4.5		3.5			3	2.5	0.5															21.5	11.91%
Grnds Irrigation																															0	0.00%
Key Cabinets									1						0.5																1.5	0.83%
Score Boards																															0	0.00%
Security System																															0	0.00%
Sound Systems			0.5						1		2.5	11		1																	16	8.86%
Special Events	2	3.5	10		8	11	2	0.5		2.5	1									5											45.5	25.21%
Video Boards																															0	0.00%
Misc / Mtg's	2.5						1.5	1		2.5					1.5																9	4.99%
TOTAL	14	7	14	12	19	13	7.5	9	9	7	7	12	5.5	7	7	9.5	0	0	0	5	0	6.5	0	0	0	0	0	6	5.5	0	181	100.00%

Continued Support: Campus Wide Systems: Fire Alarm, Access Control, Handicap Operators, Ephone Lights, Sound Systems, Bell Towers, Special Events, Key Cabinets and Security Systems, as well as any other special requests

Monthly Concentration: High volume of Athletic Events and Special Events.

Projects In Progress: Smith Stadium weight room sound (ON HOLD WITH MFG),
Cherry Hall LED's are on back order and not expected to arrive some time in Jan. 2016
The Lutron lighting at Snell is in progress.....

Projects Completed: Eliminated "ground loop noise" in Diddle Arena

Upcoming Projects and Services: Van Meter Handicap Access Door; GCC wiring for t-tapped sig ckt on 1st floor (DELO area); Adjustments to Diddle Sound;
BLH - preventative relocation of fire alarm devices on the 3rd and 9th floor, Diddle video board vent & fan cleaning, and
Chestnut Street Crossing Signs Upgrade, Cherry Hall LED wall washers - waiting for fixtures

- Our January Snow event on the week of the 19th was a major event for our Facilities Department. The labor, time and material utilized to clean this up is currently being pulled together. Our staff did a great job trying to stay on top of this.





Housing and Residence Life

Maintenance Completed Projects

- Our team changed all filters in all housing dorm bedrooms.
- We cleaned all the coils in the fan coil units at Keen Hall.
- The water line at south was taken apart and rehung with proper hanger to support the weight of the pipe at the base of the stack. The previous hanger had detached from the concrete.
- We replaced the flexible connecting joints on both of the hydronic system pumps at Gilbert.
- Had to cut out and replace the recirculating line for the domestic hot water at Bates.
- We re-caulked all the shower stalls in Rodes.
- We traced and repaired a broken neutral to the outside lights at HRL offices.
- Cut out and replaced cold water valve that was leaking on the 3rd floor of Minton.
- Shut off water at 1355 Kentucky street and fixed leak on the backflow.

Housekeeping Completed Projects

- Scrubbed all grout in bathrooms at Poland, Barnes and Bemis.
- Cleaned all carpet in all buildings.
- Stripped and waxed all white tile in lobby of Keen.
- Stripped and waxed elevators in Barnes, Bemis, Keen, Meredith and Zach.
- Stripped and waxed 6 kitchens in Meredith and Zach.
- Detail cleaned all bathrooms in all my buildings.
- Rodes Harlin –Buffed all shower rooms, restrooms, and foyers
- McCormack – all carpet extracted (6 floors)
- KY St apartment list complete (approximately 30 apts)
- Southwest – stripped and waxed all kitchens, laundry rooms, and public restrooms
- Northeast - stripped and waxed all kitchens, laundry rooms, and public restrooms





Long-Term Expectations:

Monitoring our housekeeping budget to see if we experienced any savings using Staples. We will look at the surface pro tablet and see if would be cost effective to use with maintenance work orders. We will look ant new housekeeping equipment that may help us be more efficient.

Innovative Solutions:

Looking at the Lotus pro green cleaning system that cleans with water transformed oxygen to ozone. If we think this would be cost effective and would work in the residence halls we may set up a free trail. This has currently been set up at DSU and we are trying some of the product in the resident halls using spray bottles. We have been working with E&G test the Lotus Pro with an ATP meter and getting good results. We will continue to test the product.

Customer Focus:

Completed all our evaluations for our HRL staff and have completed reverse appraisals. All evaluations are turned in to HR. We will be looking at the Breeze custodial QA on line product in April.

Enhanced Wellbeing:

Planning an employee appreciation lunch and dessert contest in Feb.

Driving Performance:

We will start Q&A building inspections and making rounds in our buildings checking for any maintenance, cleaning and safety issues. We are also looking for ways to improve our weekend cleaning. This is ongoing.

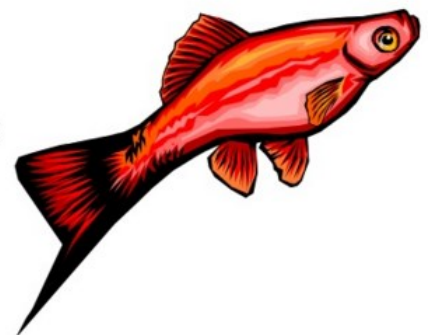


The Sodexo Experience.

- ◆ 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.
- ◆ Weekly Huddles held with staff
- ◆ Safety meeting held
- ◆ Monthly Department meetings held



- Choose Your Attitude
- Play
- Make Their Day
- Be Present/Be There





OUR DFM MISSION

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