

# THE FACILITIES FORUM

June 2022, VOLUME 45



## EMPLOYEE SPOTLIGHT

### John Tiffany Fleet & Large Engine Mechanic

John is from Savannah, MO. He has worked for Facility Services for 10 years.! John's favorite part about working at Northwest is the opportunity to work with various people. Prior to working for Northwest, John worked for Ideker Construction.



John enjoys spending time with his wife, four children, and seven grandchildren. In his spare time, he likes riding motorcycles. John's favorite travel destination is Colorado.

Thank you for your dedicated 10 years at Northwest and the Facility Services department!

## INSIDE THIS ISSUE

- ◆ Message from the AVP
- ◆ Facilities on the Go
- ◆ Employee Recognitions
- ◆ Facility Services Metric
- ◆ Project Updates
- ◆ EHS Safety Corner
- ◆ We're Hiring
- ◆ Kudos
- ◆ Contact Us

If you focus on **results**,  
*you will never* **change.**  
If you focus on **change**,  
*you will get* **results.**  
~Jack Dixon

## MESSAGE FROM THE AVP



*As I reflect on the challenges and accomplishments over the fiscal year ending in June, my mind shifts toward what I envision for Facility Services moving forward (below).*

***The vision for Facility Services is a highly skilled, knowledgeable, dedicated, ambitious, creative, collaborative, caring, and motivated team relentlessly focused, driven, and determined to provide service excellence for our campus customers and stewardship of the campus physical assets.***

*I'm confident this vision is attainable and well within our reach, but relies on a firm commitment from each and every one of us in order to make this happen. Let's overcome whatever obstacles get in our way from realizing this vision. We can do this!*

*With the utmost and continued respect, trust, and admiration for all you continue to do,*

*Dan*

## FACILITIES ON THE GO

### Ice Machine Preventative Maintenance



### Completed Work Orders June **Total 1,254**

Maintenance	917	Recycle Center	1
Custodial	65	Sign Shop	16
Landscape	19	Transportation	188
Health & Safety	41	Central Plant	7

### May Recycling Data

FY22	May-22
Recycling Revenue	\$ 38,884.09
Landfill lbs.	80,890
Compost	8,790
Cardboard	29,668
Paper	22,827
Plastic	2,522
Aluminum	623
Metal	24997
Glass	5860
<b>Total Monthly Recycled lbs.</b>	<b>86,497</b>
<b>Total Waste Generated</b>	<b>176,177</b>
<b>Total Waste Divereted</b>	<b>95,287</b>
<b>Waste Diversion Rate %</b>	<b>54.09</b>

## EMPLOYEE RECOGNITIONS

### HAPPY WORK ANNIVERSARY!!

Les Chesnut, Groundskeeper	27 years
Kenneth Dixon, Custodial Supervisor	8 years
Barb Fox, Maintenance Tech.	4 years
Mitch Gladman, Electrician	1 year
David Hilsabeck, Custodian	17 years
Kevin McMahon, Driver	23 years
Steve Redmond, Elevator Tech/Electrician	28 years
Jennifer Schieber, Custodian	22 years
Lawrence Schieber, Custodian	25 years
Rick Swaney, Waste Diversion Tech.	17 years
John Tiffany, Fleet & Lg Engine Mechanic	10 years

### *Welcome our new staff members!*

Michael Gasque, Custodian  
Craig Roberts, Maintenance Tech.

### *Congratulations!*

Derek Demott accepted the position of Capital  
Programs Engineer!

Rick Allen accepted the Assistant Director of Facility  
Services position!

### Suggestions?

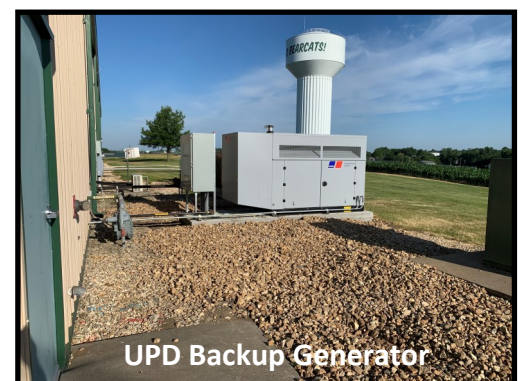
We want to hear your ideas on how to better serve our customers and improve your department's work environment.

If you have a suggestion please feel free to drop it in the "Comments" box located in the Facility Services Administration office area.

## FACILITY SERVICES METRIC

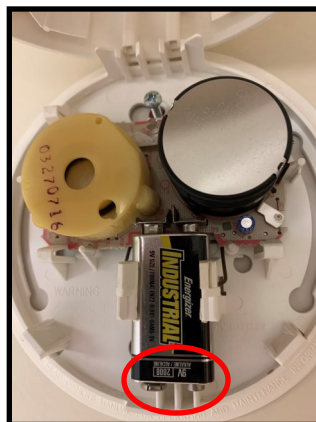
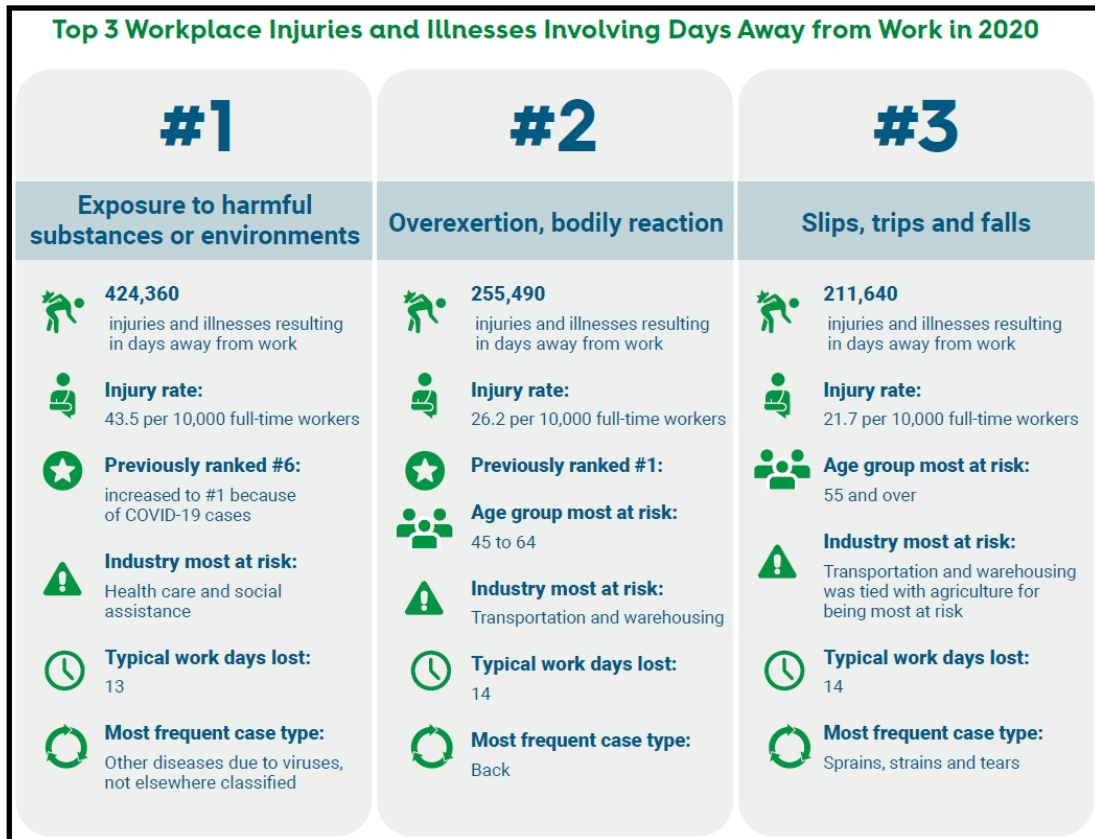
	Facility Services Metric	Description	FY21	FY22 YTD	Goal	Performance
1	Financial Performance					
2	Custodial Costs per Gross Sq Foot	Total Custodial Spend/Gross Square foot	\$ 1.230	\$ 1.116	\$ 1.54	
3	Maintenance Costs per Gross Sq Foot	Total Maintenance Spend/Gross Square feet	\$ 1.27	\$ 1.24	\$ 1.84	
4	Landscape Cost per Acre	Total Grounds Spend/maintainable Acres	\$ 2,705	\$ 2,536	\$ 6,082	
5	Energy Costs per GSF	Total Utility Spend/Gross Square feet	\$ 1.05	\$ 1.40	\$ 2.16	
6	Grants (SWMD, TRIM)	Dollar Amount of Grants Awarded/Received	\$ 29,311	\$ 59,595	\$ 30,000	
7	Recycling Revenue	Total Revenue	\$ 145,563	\$ 87,037	\$ 50,000	
8	Utility Revenue	Rebates/Refunds/Demand Response	\$ 60,077	\$ 40,641	\$ 40,000	
9	Capital Projects Within Budget	Percentage of total projects completed within budget	93%	TBD	90%	
	Functional Performance					
10	GSF per Custodian	Gross square footage/FTE's	41,608	41,425	36629 ft <sup>2</sup>	
11	GSF per Maintenance	Gross square footage/FTE's	90,646	88,564	79523 ft <sup>2</sup>	
12	Acres per Landscape	Maintainable acres/FTE's	31.20	31.68	18 acres	
	Corrective Maintenance Work Order Average Completion Days	TMA Report	4.94	7.50	14	
14	Capital Projects Completed On-Time	Percentage of projects in portfolio completed within initial target date	87%	TBD	90%	
	Physical Performance					
15	Facilities Condition Index	Deferred maintenance/Current Replacement Value	36%	36%	12.34%	
	Customer Focused Performance					
16	Skyfactor Survey	Annual Survey Results - Strategic Theme 1a Factor 4	78%	N/A	75%	
17	Work Order Survey	Satisfaction with work order completion	95%	89%	80%	
18	Noel Levitz SSI Survey	#23 Living conditions in Residence Halls are comfortable	51%	42%	46%	
19	Noel Levitz SSI Survey	#72 On the whole, the campus is well-maintained	81%	81%	74%	
20	Cleanliness Inspections	Quality Success	91%	92%	APPA3: 75% - 83.99%	
	Diversity & Inclusion					
21	Gender Diversity	Women in leadership/supervisory positions	N/A	36%	50%	
22	Gender Diversity	Women in Maintenance positions	N/A	11%	20%	

## PROJECT UPDATES



## EHS SAFETY CORNER

In 1996, the National Safety Council (NSC) established June as National Safety Month in the United States. The goal of Summer Safety Month is to increase public awareness of the leading safety and health risks that are increased in the summer months to decrease the number of injuries and deaths at homes and workplaces.



**How to guarantee your smoke alarm won't wake you.**

## WE'RE HIRING



- ◆ Several custodial positions (2<sup>nd</sup> and 3<sup>rd</sup> shifts)
- ◆ Maintenance Technician (evening shift)
- ◆ Painter (evening shift)

## KUDOS



*Thank you to Sonny Scadden and Tim Carlyle for supporting the UPD dispatch area during facility upgrades!*

*-Amanda Cullin*

*An ice cream social was held on June 29th to show our staff how much we appreciate everything that they do for Facility Services and Northwest!*

**Thank you!!**



*The winners of the ice cream social drawing are:*

- John Tiffany
- Derek Allen
- Matt Whittington
- Mary Welch
- David Roderick
- Mary Cline
- Linda Woodard
- Rex Welch
- Roger Stone
- Rod Taylor

*Contact your supervisor for your Kris and Kates' Ice Cream gift card.*

## CONTACT US

Dan Haslag, AVP Facility Services  
 Tina Frueh, Director of Facility Services  
 Amber Newham, Business Operations Coordinator  
 Nancy Ozanne, Transportation Supervisor  
 Students/Front Desk/Work Orders

660-562-1394  
 660-562-1648  
 660-562-1573  
 660-562-1679  
 660-562-1183