

Shop Talk

Facilities Management

Duke University

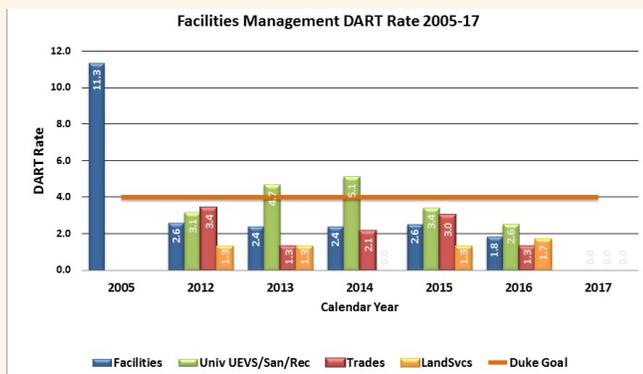
Creating Tomorrow's Duke Today

March 2017

Message from the VP

This issue of Shop Talk highlights the 2016 Employees of the Year which were awarded at the annual holiday party in December. I am honored to work with such dedicated and skilled colleagues and glad to have the opportunity to recognize them again.

2016 was full of many accomplishments across the department, many of which were highlighted in the annual report. However, one of the most notable achievements was not included in the report: FMD's DART Rate was the lowest it has ever been. This quantifies a tremendous effort by all of you, and it highlights the fact that FMD's safety culture is well entrenched across the units.



I also want to thank the Landscape Services crew for their efforts dealing with the winter storm in January. Over 9 tons of ice melt, 200 tons of sand, 70 tons of salt and 4,800 gallons of brine were spread. In spite of the fact that the campus was covered with more ice than snow, the crews were able to plow roads and parking lots and clear sidewalks. This allowed the men's basketball game in Cameron and two weddings in Duke Chapel to take place as scheduled when much of the Triangle was shut down. Your efforts are much appreciated, and I am glad your efforts were rewarded with the mild winter that followed.

John J. Noonan
Vice President for Facilities

SAFETY AWARDS

In 2016, 33 out of the 43 functional areas that make up Facilities maintained a DART rate of zero. Congratulations to the staff in the following areas:

Landscape Services:

- East Campus
- Management & Support
- Medical Center
- Research
- West Campus

Utilities & Engineering:

- Engineering and Planning
- Energy Management
- High Voltage
- Management & Support
- Operations
- Utility Distribution
- Utility Plant Maintenance

Facilities Operations:

- Customer Service Center
- Electrical Shop
- GMM Shop
- Key/Lock Shop
- Management & Support
- Marine Lab
- Structural Trades

University Environmental Services

- East 1
- East 2
- East Nights
- Events
- Management & Support
- Response
- Sanitation
- West 3
- West 4
- West Nights
- West Quad

Office of Project Management

Human Resources

Business Services

CONGRATULATIONS TO THE 2016 EMPLOYEES OF THE YEAR



Chris Bolduc, Plant Maintenance and Utility Distribution Supervisor, 4 years of service. Chris has the unique role as supervisor of two individual shops: the Utility Plant Mechanic shop and the Utility & Distribution shop. He is in charge of overseeing the daily maintenance of 5 utility plants, over 100 miles of distribution piping and numerous manholes. He has a wealth of knowledge and leads with trust and encouragement. He has the ability to find talents in his team members that

they themselves don't know that they possess. The men in his shops are safety conscience, are confident in their work, and have positive morale. These attributes can be directly linked to the leadership provided by Chris. Chris was not present to receive his award because his son Arthur was born the day before.



Emmet Dullahan, High Voltage Electrician, 30 years of service. Emmet's dedication and pride in workmanship are a tremendous asset to FMD and Duke University. He is a rare individual who works on several jobs, performing different tasks on each. His work ethic is reflected in the fact that his co-workers and customers nominated him for this award. This past year Emmet rebuilt the high voltage system in the Athletic Precinct. It was a complex job and was completed with no power interruptions.

Emmet helped build the high voltage wire-way, pulled cable, and spliced & terminated high voltage cables for construction projects across campus. His work involves hours of planning and preparation and dedication to maintaining a safe work environment. Even though his work is done behind the scenes, it is vital to the day-to-day campus life and makes Duke a better and safer place.



Helen Brantley, Customer Service Representative, 11 years of service. Helen answers phone calls, processes incoming work orders through FMD's web request system, sends out FMD Alert Notices for upcoming campus utility outages, and helps act as traffic control for the Facility Operations skilled trades staff. She also created the majority of the 18,000 preventive maintenance work orders last year.

Helen maintains the supply inventory of items such as air filters, eyewashes, and water filters so the work can be completed efficiently. She works with the City of Durham to submit monthly back-flow test reports and make sure that our back-flow equipment list matches the city's. This task is challenging due to the rate of campus growth. She has also added thousands of pieces of equipment into FMD's EAM system. Helen always looks for a way to keep Facilities Operations moving forward. She puts her energy and pride into every task that she performs, and is a wonderful representative to the customers she works with everyday.



Shelia McCrae, Housekeeper, 15 years of service. Shelia motivates her peers and brightens their moods when needed. She is proactive and always available to do any task. Shelia is dedicated to her job and open to receiving feedback so she can grow professionally. Before taking scheduled time off, she always takes it upon herself to make sure staff coverage is forecast efficiently. She also has an eye for detail when cleaning her area. She makes a point of reporting

maintenance requests as well as requests for supplies. She shares tips she has learned during her career with her co-workers and supervisors. When one of the buildings in Science Precinct is understaffed, Sheila volunteers to work so that the building is covered. She takes it upon herself to walk the French Family Science Building to be certain that it is well maintained for the students using the facilities over the weekend. Shelia has been compared to Buzz Lightyear by her supervisor because her work ethic goes to infinity and beyond.

FROM THE ARCHIVES:

This 1946 photo is of George Frank Wall, who was employed by Duke for 60 years. George Frank Wall moved from the old Trinity College in Randolph County to Durham in 1892 (note patch on sleeve inscribed "Duke University, 1892") because his father was also employed by Trinity and they moved with the school. The Walltown neighborhood is named after the elder Wall.

George Frank Wall's record of service made him one of longest serving members of the Duke community. When he died he left Duke \$100 (worth over \$1,300 today) and named President Flowers as the executor of his estate. Many members of the Wall family have graduated from Duke and some work for Duke, including General Maintenance Mechanic Kelvin Saunders.



CONGRATULATIONS TO THE 2016 EMPLOYEES OF THE YEAR



Bryan Taylor, Network Coordinator, 17 years of service. Bryan has a quiet humility that makes him approachable and teachable. He is never one to shy away from learning something new, or giving up his lunch hour to help someone in need. He takes his job seriously, and leaves nothing to chance.

Bryan also has a quiet, determined tenacity. When he is on the phone with a customer service representative on behalf of an FMD

employee, he doesn't raise his voice, is never rude, but he is persistent and is able to get what he needs from the person on the other end of the phone. He often works after hours and he makes every effort to respond immediately. There is no such thing as "going the extra-mile" to him. That extra mile is his normal route to work.



Brandon Tucker, Licensed Locksmith, 7 years of service. Brandon often receives letters of appreciation from customers, including from the Medical Center, where he was recognized with their "High Five Spotlight" for excellence, teamwork, and integrity. The Devil's Krafthouse, located in the basement of the West Union, opened last February, so that the senior class could enjoy the building before graduation.

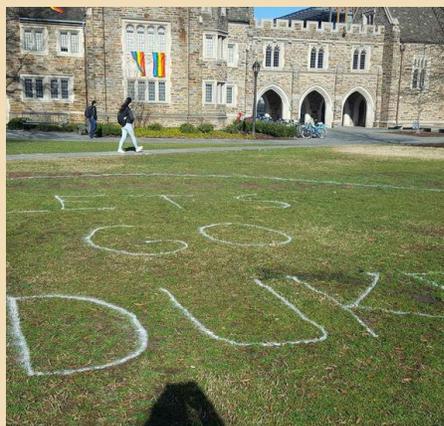
Since the rest of the building was still under construction, the only available bathroom was a mobile ADA unit sitting in the courtyard. The door broke on the Saturday prior to the opening and Brandon was called back to campus to make the repairs. The door hardware was non-standard and there were no repair parts on campus. Brandon took the initiative and went to a local hardware store, purchased the materials with his own money and made the repairs. Brandon's dedication to customer service allowed for the Pub to open as scheduled.



Terrence Williams, Landscape Specialist, 15 years of service. As a member of the horticulture crew, Terrence has contributed in multiple ways to the beauty of our campus. He has worked on many landscape installations as well as planing and caring for the annual flower beds at the entrances of campus.

Duke University has been awarded Tree Campus USA status for eight years in a row, in recognition of our commitment to preserving and planting trees. Terrence works with the

students who volunteer to plant trees at the annual Tree Campus USA recognition ceremony. Beyond his specific contributions to making Duke a more attractive place, Terrence's work ethic is his greatest attribute. He has a positive attitude and a willingness to contribute to the team to accomplish whatever task needs to be done. He works well with his co-workers and takes pride in his work. Terrence cares about how Duke's campus looks and strives in everything he does to have his work reflect his commitment to Duke's landscape.



Angelo Azevedo, Landscape Services Supervisor, marked the location of the student bonfire in the event Duke beat UNC on February 9th, and added a note of encouragement for the Craven Quad residents who overlook Abele Quad.

UEVS HEADS UP GIVING BACK INITIATIVE

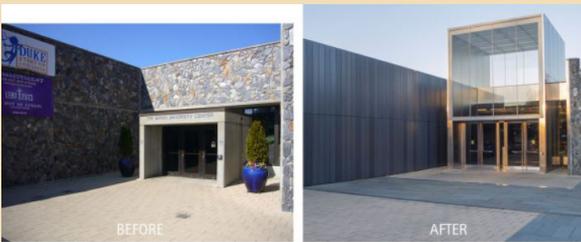
In November, staff from University Environmental Services suggested that the department give back to the community during the holiday season. That suggestion led to the "University Environmental Services Annual Give Back Initiative." Prior to Thanksgiving, a survey was created to allow staff in the department to nominate or select a charity they wanted to contribute to. The most popular charity among the department was the "United States Marines Toys for Tots Annual Toy Drive." The inaugural give back initiative was coordinated by Wayne Oatis, Senior Housekeeping Supervisor of the Science Precinct. The project rolled out on December 12, 2016. In just 4 short days, the department received 93 toys to donate towards toy drive. The staff is already looking forward to next year!



RECENT AWARDS AND RECOGNITION



Edens Quad received the Award for Excellence in Structural Engineering in the Best Project Retrofit/Alteration from the North Carolina chapter of the Structural Engineers Association. The award recognizing outstanding achievement in creative design, technical innovations, and best practices.



The Bryan Center Entrance and the West Union Walkway each received the 2016 AIA Honor Award for Design.



Duke Chapel's restoration won the 2016 Pinnacle Award from the Carolina chapter of the Associated General Contractors of America.

FMD EMPLOYEES SELECTED FOR LEADERSHIP ACADEMY

Adem Gusa, assistant director of planning and design, and Joe Stewart, capital budget director and facilities finance, are among the 34 hand-picked participants for the Duke Leadership Academy. The Duke Leadership Academy is a year long program designed to nurture and educate future leaders at Duke. Participation in the program is highly selective and its purpose is to give students more confidence, knowledge and understanding of what it takes to be a leader at Duke.

LEONIDAS NELSON, JR. HONORED

Leonidas Nelson, a housekeeper in Perkins library, was honored for his activism and community leadership by the Samuel Dubois Cook Society. The Society was founded in 1997 to honor Samuel Dubois Cook, the first African-American faculty member at Duke. The society celebrates and affirms the presence of African American students, faculty and staff at Duke. Maggie Nelson, Leonidas's supervisor nominated him for the award, saying:

"Leon has a wonderful personality and a great sense of humor, and goes 'above and beyond,' wrote housekeeping supervisor Maggie Nelson. "He does a fantastic job taking care of The Link. He is my go-to person for anything related to The Perkins Library."

Six other men received the award, including President Brodhead.



Cook Society honorees: David Malone, President Brodhead, Juan Ramirez, Jr., Henry Washington, Jr., Edward Gomes, Wahneema Lubiano, Leonidas Nelson Jr.

PATRICK DOUGHERTY SCULPTURE IN DUKE GARDENS



Visit the South Lawn in Duke Gardens to see the new work of internationally renowned sculpture Patrick Dougherty, who creates his work out of sticks and branches that he bends and weaves together.