Message from the VP

Our annual Holiday Luncheon was like no other – 385 employees together in one room was a sight to see. This was the first time since University Housekeeping became a part of FMD that the entire department was together in one place. I am grateful that Dr. Trask and John Pearce were available to present the history of Duke's architecture and planning to everyone.

This edition of Shop Talk highlights the award winners for 2012. This was the first awards since we revamped the program. It is a pleasure to work with such dedicated and hard working colleagues and I’m glad for the opportunity to recognize them at the holiday luncheon.

The same afternoon as the Holiday Luncheon a water main broke on East Campus in front of the Bishop’s House. The next day I received an email from a customer who took the time to write me to express her appreciation for the work done by FMD employees. She praised not only the work done to stop the water flow but the series of emails she received providing details of what was happening, projected work schedule and what to expect. Plus she reported that an FMD employee brought boxes of portable heaters to the staff that had to work without heat until the problem was fixed. It was the communication and the customer service provided by FMD that prompted her to write the thank you note.

Facilities Maintenance is a large group; with a wide array of responsibilities and job duties. But every Facilities employee has the job of providing good communication and customer service. It doesn’t go unnoticed. I am delighted to have 500+ customer service representatives working across campus on a daily basis. Keep up the good work!

John J. Noonan  
Vice President for Facilities

SAFETY AWARDS

Congratulations to the following units for maintaining a DART Rate of zero in 2012:

**Landscape Services:**
- Landscape Services Administration
- Shrubs & Grounds – Medical Center West (Guile)
- Shrubs & Grounds – West (Mangum)
- Turf Maintenance – Athletics (Thompson)
- Turf Maintenance – Medical Center West (Hackney)
- Turf Maintenance – East (Guile)

**Sanitation/Recycles:**
- Recycles (Buchholz)
- Sanitation (Bryant)

**Maintenance:**
- WCC/Staff
- Electrical Shop (Young)
- Key/Lock (Clark)

**University Housekeeping:**
- Fuqua (Wooten)
- Law, Gross Hall, Sanford and Rubinstein (Allen)
- French Science (Jones)
- Biology and Physics (Cherry)
- LSRC (McClamb)
- Allen, Social Science, Sociology-Psychology Building (Brown)
- Bryan Center (Leathers)

**DUES:**
- Engineering and Planning (Davidson)
- Engineering Management (Palumbo)
- Operations and Maintenance (Smith)
- High Voltage Shop (Selezeanu)
- Operations Team (Silcott)
- Utility Plant Maintenance Team (Bolduc)

**Office of Project Management**

**Human Resources**

**Business Services**
**EMPLOYEES OF THE YEAR**

**Keith Davis**, Licensed Locksmith, is the Employee of the Year for Building Maintenance. Keith has worked at Duke for 29 years and has had perfect attendance for the last 18 years. He is currently working on the Medical Center Pavilion which has over 800 doors and providing the departments with over 2000 keys. He is dependable and reliable and is able to get his work done on time and often under budget. Keith makes Duke a safer place for everyone on campus.

**Emmet Dullaghan**, High Voltage Electrician Specialist, is the Employee of the Year for Utilities & Engineering. Emmet has worked at Duke for 26 years. He works on several different high voltage jobs and does whatever it takes to keep Duke University up and running. He never complains about having to do more than their share of work or having to do something that isn’t his responsibility. He doesn’t give up on a problem no matter how much red tape he must go through. He is dedicated and takes pride in his workmanship and it was FMD customers who asked that Emmet be nominated.

**Ralph (Larry) Gill**, Utility Worker, is the Employee of the Year for University Housekeeping. Ralph has worked at Duke for 18 years. He works in the Law School, where the Associate Dean said “Larry Gill’s work ethic is awesome. He truly does care about the Law School building and its community. No request is too big or too small for Larry. He receives praise from everyone, including faculty, staff and students.”

**Elvis Holden**, Landscape Specialist, is the Employee of the Year for Grounds, Sanitation, Recycling, and the Marine Lab. Elvis has worked at Duke for 27 years. He is determined to keep the grounds as beautiful as he can, always with the customer in mind. He is eager to learn new and better ways of doing things for the department. He serves as a second pair of eyes for his supervisor by informing him when there is a need for better tools, safety issues, or other maintenance issues. It is in his heart to do excellent work.

**Linda Washington**, Clerk IV, is the Employee of the Year for Office Staff. Linda has worked at Duke for almost 12 years. Linda works as the administrator for the Grounds staff. Her warm smile and heartfelt greetings make all who enter the West Campus Grounds office feel welcome. She has taken on additional and varied duties with a positive attitude and a resolve that inspires all who work with her.

**Tim Young**, Electrical Shop Supervisor, is the Employee of the Year for Supervisors. Tim has worked at Duke for almost 4 years. Tim works to improve the productivity, safety, reputation and success of the Electric Shop. Tim and his shop employees are responsible for all the low voltage electrical systems at the University. In addition, Tim also manages the Arc Flash Assessments of the electrical systems and has been involved with the Electrical safety program for the department. He arrives early and doesn’t hesitate to stay late if he is needed, and he is available at all hours if there is an electrical issue that needs to be addressed.

**Fun Fact:**

Duke had only eighteen days to get ready to host the Rose Bowl game, held on campus January 1, 1942. The football team received the Rose Bowl invitation just two weeks before Pearl Harbor was bombed. Duke offered to host the game because the Rose Bowl would have been cancelled otherwise, since large gatherings on the west coast were not allowed for fear of more bombing.
CHINA UPDATE

In August 2012, Duke University, Wuhan University, the city of Kunshan, China agreed to create Duke Kunshan University, located in Kunshan, China. Kunshan is funding the construction of the campus, which will consist of 750,000 square feet of buildings on 200 acres when complete.

Paul Manning, Director of Project Management and Ron Djuren, Staff Architect and Project Management have been visiting China on a regular basis to make sure that the buildings under construction meet Duke’s quality standards. However in order to move the project along more quickly, the officials in Kunshan have asked that a Duke representative be on location on a permanent basis. Dudley Willis, Project Manager, has agreed to move to China to serve as a consultant for the construction of Duke Kunshan University for one year. Dudley relocates from his office in Smith Warehouse to Kunshan in February.

Dudley is excited about the upcoming year: “I’m looking forward to the opportunity to be the eyes and ears for Duke on the new Kunshan campus project. My goal is to help the project move along more efficiently wherever possible. I’ve never been to that part of the world so I’m also looking forward to seeing the sights and meeting new people. The year of 2013 is going to be very interesting!”

FMD GOING GREEN WITH STREET LIGHTS

Last summer FMD interns counted every street light and updated the information into our GIS computer software. There are over 2,300 street lights on campus, 1,460 of which are in the process of being retrofitted so that LED light bulbs can be used. Switching to LED lighting will reduce energy use by over 75%. Our carbon footprint will be reduced, which will help us reach the target set out in the Climate Action Plan (CAP).

Steve Sanford installs an LED fixture into a street light in the Smith Warehouse parking lot. It will take FMD a year to install LED lights in 1,460 street lights across campus.

CONGRATULATIONS TO THE DECEMBER EMPLOYEES OF THE MONTH

Steve Carrow, Project Manager, Steve stepped in and handled Audrey’s Frasca’s projects while she was on maternity leave. He always says yes when asked if he can take on another project and has a great rapport with his clients, peers, and the contractors who work on University buildings.

Dorothy Dunkins, Recycler, Sanitation & Recycling. Dorothy is responsible for emptying over 500 recycling bins each week and is still able to help with special projects and events. She knows that as a Recycling team member she is responsible for the appearance of campus and takes pride in her work.

Derrick Jeffries, Housekeeper, University Housekeeping. Derrick performs as a team leader when his supervisor is away on vacation. He goes to other areas and is a tremendous help. Derrick is well known in law school and he always greets and assists everyone in need. Derrick work is appreciated by our customers.

Boyd Pickard, Senior Controls Technician, Utilities & Engineering. Boyd has become the go to guy for any controls questions in the utility plants or around Campus. He is eager to learn new things and willing to help out wherever needed. Everyone has high praise for Boyd and the work he does.

Kelvin Sanders, General Maintenance Mechanic, Building Maintenance. Kelvin constantly works to not only meet his required work assignments but he also looks at the overall environment for possible problems and always works towards a solution.
Safety Zone

2012 DART REVIEW

Well, 2012 is now behind us and it’s time to take a look at FMD’s on-the-job injuries incurred over the last year. The good news is that the Days Away Restricted Time (DART) rate is the lowest it’s been in FMD since 2009 at 4.19. The Duke University goal of a DART rate is below 4. However, with a reduction in the rate from 2011 to 2012 of 1.59, we’re definitely heading in the right direction! The net result was also a significant increase in the number of recognition lunches that will be provided to those shops/areas that had zero DART incidents from December 1st 2011 through November 30th 2012. Congratulations to all for this progress, but most importantly for your increased awareness of safety on the job.

A summary of the twenty 2012 DART incidents are as follows:

Functional Areas:
8 - University Housekeeping
7 - Maintenance Services
3 - Landscape Services, Sanitation, Recycles
1 - DUES

Trends:
13 - Sprains/strains (65%)
3 - Contusions (15%)
3 - Burns (15%)

Our Mission: To provide excellence in planning, design, construction, operation and maintenance for facilities, grounds and utilities in a customer-focused, efficient and sustainable manner.