Message from the VP

Before this winter I’d never heard the phrase Polar Vortex and hope to never hear it again! Your extra efforts, especially from the Grounds staff, are appreciated not only by me but by the entire Duke community. Facilities Management was recognized and thanked by President Brodhead and the students who make up the editorial board for the Chronicle.

In spite of the severe weather Facilities Management achieved a lot this winter, including:

- Received a national Excellence in Construction Award from the Associated Builders and Contractors trade group for Baldwin Auditorium. This is the first national award of its kind given to Duke. Ray Walker, Project Manager, accepted the award in February.

- Was recognized by Kyle Cavanaugh, the vice president for Administration, for our 2013 DART rate.

- Began training employees and customers on the new Work Management Process software. This new way of tracking our work will improve customer service and make it easier for staff to receive work orders and find information quickly.

- Submitted the FY 15 capital and operational budgets.

- Relocated the Housekeeping offices from Hillsborough Road to Smith Warehouse.

- Hosted the facilities and environment committee of the Board of Trustees, who approved the site for a new Health and Wellness Center as well as the shape and location of the new glass wall for West Campus Union.

I am confident that Facilities management will continue to be productive and safe as we enter the busy months leading to commencement. Thank you for your good work!

John J. Noonan
Vice President for Facilities

Facilities Management Recognized for Safety

At the last quarterly Workers Comp Advisory Committee meeting held on March 17th, FMD and four Medical Center organizations at Duke were recognized by the vice president for Administration, Kyle Cavanaugh, for their consistent reduction of our DART rate.

The 2013 DART rate for Facilities Management was the lowest it’s been since 2009, and the Trades group (maintenance, utilities, grounds, recyclies, sanitation, office employees) was the lowest since we began monitoring this statistic in 2005. This quantifies the tremendous effort and progress FMD employees have made in recognizing and identifying safety issues in order to help make Duke a safe environment to work in. Congratulations to each of you for making this possible!

Let’s keep up the good work!

Safety Fair Update

The Safety Fair Takes a Break – Facilities Management will not host a safety fair this year. The decision was made after much consideration and discussion. A committee made up of FMD employees will work to determine better ways to spend our time and energy to advocate safety for all employees. If you have any ideas or suggestions or would like to volunteer for the committee, please let Mike Snyder know.
DUES EMPLOYEES WORK WITH CURTAILMENTS OF NATURAL GAS

During the coldest part of the year, PSNC requires customers like Duke, with a backup fuel source, to stop using natural gas so that it can meet the demand of its other customers. This winter, Duke was curtailed for 14 days. Due to careful planning and a dedicated staff, DUES was able to maintain a reliable steam supply during the coldest winter in recent memory, in spite of the curtailment.

When Duke is curtailed, oil is burned instead of natural gas. Using oil is almost five times more expensive than natural gas, but still much cheaper than the penalty that Duke would be fined if natural gas were used during a curtailment. That is why having reliable operation on fuel oil is so important.

Using fuel oil instead of gas also requires more manpower because of the additional maintenance required during fuel oil operation. This includes maintaining burner nozzles, receiving oil deliveries, and monitoring the quality of the fuel. The plant operator man-hours per week increased by 30% during the curtailments.

Chris Silcott, Operations Engineer created a model which predicted how much oil would be needed based on the predicted load. He also was able to predict how quickly the oil level inside the tank would drop, so that he could estimate how many deliveries of oil were required each day. Oil is delivered by truck, meaning snowy and/or icy roads can make oil deliveries uncertain. Duke averaged 7 deliveries per day. With careful planning, the tank had enough storage to ride through the period of icy conditions.

In January, 69 oil deliveries were made, and each delivery consisted of 7,500 gallons, so more than 500,000 gallons of fuel was burned. Fortunately, this winter’s curtailment should be Duke’s last. The pipeline that was installed along Duke University Road and Cameron Blvd last summer will carry natural gas. This provides us with a stable gas supply.

Chris notes that there are actually several positive aspects about the curtailment, “Overall the guys did a great job and worked together with common goals in mind. Although extreme situations like this year’s abnormal cold winter can be a pain in the neck, they also bring team members together to create outstanding results”.

FACILITIES STAFF VOLUNTEER THEIR TIME TO ‘DO GOOD IN THE NEIGHBORHOOD’

As part of the annual Doing Good in the Neighborhood campaign, Facilities Management staff had the opportunity to donate their time as a way to participate in the campaign. We were partnered with the Rutba House, a local non-profit, founded by Duke Divinity School graduates who work to build community with formally homeless members of the Durham community and also run an after school mentoring program for middle school students who live in the Walltown neighborhood.

Bob Horn and Claude Stubblefield spent a Saturday morning in February on the roof of one of homes used by the Rutba House, and provided a detailed report of what is needed to keep the aging structure sound. Lee Clayton repaired the locks on the same building and replaced the locks on the building that the mentoring program uses. Brian Williams refinshed some furniture that had been donated and made it look good as new. He and Chris Brooks delivered it after work on a Friday evening. Lisa Clayton provided the food for the landscape crew. Rodney Andrews, Jack Burgess, Reid Babinec, Lee Clayton (and his son Chase), Mark Crute (and his wife Beverly), Keith Guile, Bryan Hooks, Dianne Lawson, Katie Rose Levin, John Noonan, Helen Smith, Wayne Wagoner, Don Watt, and Tom Young (and his son Eli) prepared the yard and installed the landscaping. Bert Houser, Lee Clayton, and Reid Babinec provided the food for the landscape crew. Thankfully the weather cooperated and the landscape crew all reported back that the morning was a great success. What was a muddy empty lot is now a lovely landscaped yard.

Fun Fact:

The James B. Duke statue in front of Duke Chapel is being replicated so it can be displayed at the new office for the Duke Endowment, located in Charlotte. This photo shows the statue being covered with a rubber mold. Once the mold is complete, it will be filled with wax. The wax statue will be covered with liquid bronze and once cooled the new statue will be complete.
Environment Hall, home to the Nicholas School of the Environment, is nearing completion. It will be Duke’s second LEED Platinum building, the first being the Smart House, a dormitory located on Central Campus. The LEED platinum certification is the highest honor given by the United States Green Building Council.

Duke is committed to green building and the Leadership in Energy and Environmental Design (LEED) rating system. There are 22 buildings on campus with the LEED certification and another 9, including Environment Hall, which are being built to LEED standards and awaiting certification once they are complete. It is Duke’s goal to have all new construction and renovation LEED silver.

LEED credits are earned based on the construction and the design of the building. During construction, the project • recycled the construction waste • used regional materials • used certified wood from sustainable forests

The building features • a green roof • solar hot water and photovoltaic systems • greywater and rainwater recycling for toilets and irrigation, • natural lighting • chilled beam system for air conditioning • thermal corridor that provides natural insulation for offices and laboratories. • a computerized monitoring system providing live updates of the building’s water and energy consumption • environmental art gallery.

Environment Hall with new stone wall

CONGRATULATIONS TO THE MARCH EMPLOYEES OF THE MONTH

Ron Hurdle, Certified and Licensed Electrician, 13 years of service. Ron’s pride and joy is Duke Chapel; and every Friday he inspects the Chapel’s lights to be sure they are ready for weekend services. Ron works well with many different people, especially our customers, and he can always be counted on to get the work done.

Deborah Cherry, Housekeeping Supervisor, 11 years of service. Deborah goes the extra mile by lending a helping hand to her team mates. She keeps everyone informed of events in her buildings regardless of the shift, meets with her customers regularly, and is willing to work on any shift to help cover vacant positions. She also continues to work in other areas to assist management.

Jeannette Douglas, Recycler, 6 years of service. Jeannette is a key player in the single stream recycling pilot program. She has provided helpful feedback and solutions to operations issues. Her positive and enthusiastic energy is contagious. She is a hard worker, and willing to lend a hand wherever needed.

Kirk Oakley, Utility Mechanic, 10 years of service. Kirk is a steady and hard working member of the Utility Plant Maintenance Team. His flexibility and positive attitude during this winter’s inclement weather were instrumental to the utility plants success. Kirk works seamlessly with other Duke maintenance shops as well as outside contractors to achieve the safest and most efficient repair procedures.

Diane Zakos, Staff Assistant, 6 years of service. Diane is responsible for contract administration for Project Management. She writes and processes all professional agreements for over an average of 300 separate projects per year. She tracks and knows the status of each one from start to finish. She does it all professionally, courteously and with a great work ethic.
ELIAS MERCADO WINNER OF PRESIDENTIAL MERITORIOUS AWARD

Elias Mercado, Master Plaster Mason in the Structural Trades Shop, has been awarded the Presidential Meritorious Award. The award is given by the Office of the President and recognizes the outstanding job performance for 2013. Elias will be recognized at a luncheon with President Brodhead later in April.

FACILITIES MANAGEMENT LAUNCHES NEW ONLINE WORK ORDER REQUEST SYSTEM

Over the last several months a team of FMD employees has been working to upgrade the outdated 7i system with the newest version, called Enterprise Asset Management (EAM). The change will be dramatic; not only will it make it easier for staff to receive work orders and find information needed to get the job done, but also improve customer service. All FMD work, regardless of who is performing it will be tracked through the system. This means that a request to empty a dumpster, fix a broken light fixture and manage a small office renovation will all be tracked in the same way.

When the system goes live on April 8th, anyone with a Duke Net Id (staff, faculty and students) will be able to submit a work request. Also, everyone who submits a work request will be able to see the status of their work request simply by logging into the system. Each person that submits a work order can also opt to receive e-mails when the status of the work request changes.

The new system will also track the parts and supplies used on a job, and automatically reorder them. It is integrated with the financial database so that costs for each job can be better tracked.

Some Facilities staff will use ipads which will save time, and allow them to pull up the information they need in the field. They will also be able to use face time to talk with their supervisor and show him a live video of what is occurring in the field.

Everyone at FMD can report issues through the new web page: request.fmd.duke.edu

FMD EMPLOYEES SELECTED FOR LEADERSHIP ACADEMY

Michelle Carter-Jenkins, director of Human Resources, and Steve Palumbo, energy manager, are among the 23 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. The purpose of the class is to give students more confidence and knowledge and understanding of what it takes to be a leader at Duke.

DUKE DESIGNATED AS A TREE CAMPUS USA

For the sixth year in a row, Duke University was recognized by the Arbor Day Foundation as a “Tree Campus USA”. Tree Campus USA schools are selected for promoting healthy management of campus forests and engaging the community in environmental stewardship. To celebrate the designation, the Grounds staff assisted a student community service group and planted 17 trees on east campus.

Grounds staff worked 400 hours on Feb 14th clearing snow and ice from campus

Our Mission: To be stewards of Duke University by providing excellence in planning, design, construction, cleanliness, operations and maintenance for facilities, grounds and utilities in a customer-focused, efficient and sustainable manner.