Thank you to everyone who made Commencement weekend a special one for the class of 2014 and their families. Grounds, Housekeeping, Facility Operations, Sanitation and Recycling all worked long hours leading up to and during the weekend so that the campus looked its best for our visitors.

A group of utility professionals also visited in May as part of the ‘Big 10 and Friends’ conference. They were among the first visitors to tour the West Campus Steam Plant since the completion of its conversion and restoration. The transformation is amazing, especially considering the plant never shut down during the renovation. The West Campus Steam Plant is nationally recognized and the steady stream of utility professionals visiting campus to learn from us will only increase.

Facilities Management plays host to visitors every day, not just during special events like commencement and professional conferences. Guests include the patients and families in the gardens in front of the Cancer Center, prospective students touring campus, and people attending lectures, concerts and sporting events. One of our jobs is to make visitors to Duke enjoy an excellent experience while on campus. All of us have a role in making Duke a welcoming place, and I appreciate everyone’s work in making Duke a desirable destination.

John J. Noonan  
Vice President for Facilities

The Electrical Safety Program (ESP) is completed and being rolled out. The program is robust and took three years to develop. The ESP follows the requirements of NFPA 70E, Standard for Electrical Safety in the Workplace, and how these requirements apply to the work our mechanics and engineers perform. Training began in May for the operators at Chilled Water Plant #2, and continues through June for the remainder of the employees required to attend the training. Cash Davidson, an electrical engineer by trade and certified by the state of NC as a Professional Engineer, is teaching all of the classes. The training is broken down into three distinct sessions: Electrical Safety Awareness (one hour); Safe Electrical Operations (two hours); and Electrical Qualified (four hours). The Program becomes official on July 1, 2014.

In January 2013, Facilities Management strategic goals were reviewed and redefined. The goals pertaining to safety were:

1. Complete and roll-out the Electrical Safety Program (ESP) ;
2. Increase the University Housekeeping safety training compliance to > 95%; and
3. Reduce the sprains and strains injuries our employees were incurring on-the-job.

Housekeeping recently reached a 97.7% safety training compliance, surpassing its goal for the second month in a row. This is outstanding especially in light of the fact that the compliance rate was at 50% eighteen months ago. This compliance rate, along with the roll-out of the ESP this month, means that the first two safety goals have been reached.

Congratulations to those that played an important part of each of those successes! We are continuing our efforts to reduce the sprains and strains through education by the fitness and health experts from Duke’s Live for Life, as well as through actual stretching programs like those currently underway in our High Voltage and Utilities shops. Help us, help you, by staying fit and eating healthy!
SUMMER PROJECTS IN FULL SWING ACROSS CAMPUS

The orange barricades appeared on Campus Drive on Monday, May 12th, the day after commencement. They signaled the start of the summer construction season, and the amount of work to be completed this summer is long and impressive.

The barricades were put in place on Campus Drive from Swift Ave to Maxwell St so that work on the final phase of the East Campus Chilled Water Project could continue. A chilled water pipe is being buried under Campus Drive, so that buildings on East Campus can have air conditioning. Once the work is done Campus Drive will be repaved and striped.

Other work impacting traffic flow includes improvements to the Circle at the intersection of Flowers, Campus Drive, and Chapel Drive. This circle is being reduced in size, a Duke stone planter added, and pavers installed at the perimeter. These changes will make it easier for buses to maneuver and easier for Grounds to maintain. It will be similar in appearance to the traffic circle at Wanamaker and Towerview when completed in August.

Work on the last phase of the 10 year renovation of Perkins continues, including digging a 16 feet deep trench to expose the foundation so that the building can be waterproofed. The waterproofing work should be complete in November.

The main entrance to Perkins from the quad is closed for the duration of the project. Patrons to the library should use the side Bostock entrance. The main entrance is being relocated to face the quad and the entrance lobby is being renovated. The new entrance will reopen in the summer of 2015, when the renovation is complete. A smaller project is underway in Bostock library, where the space housing periodicals is being converted into the Research Commons, a space similar to the Link in the basement of Perkins.

The Reclamation pond is progressing and the hard-edge of the pond closest to Circuit Drive is under construction. The pond is expected to open to the public late next spring.

The track and field complex next to Koskinen stadium is taking shape and will be completed next February. This project allows for the track to be removed from Wallace Wade stadium so the field can be lowered. The digging starts in Wallace Wade as soon as the last home game is played this fall.

The Office of Project Management is busy with many other projects as well, classroom renovations, utility relocations, parking access improvement, roof and elevator replacements to name a few. By August 18th, the day before move-in day, the orange barricades will be down and the freshmen class will enjoy a smooth ride along Campus Drive.

PAINTING AND STRIPING GREEN

The Paint Shop recently switched to paint stripper made from soybeans. The switch was made because soy-based paint remover is non-flammable, non-toxic and 100% biodegradable. The paint used during last year’s football season is the first EPA recognized field marking paint. This is just one more example of how Facilities Management bleeds blue and lives green.

Fun Fact:
The Power House, a building built in 1926 as the power plant for Leggett and Myers Tobacco Company in downtown, has been transformed into the home of the Duke University Talent Identification Program (TIP). Sally Curtis served as the project manager. Duke bought the building from Blue Devil Ventures, owned by former Duke basketball players Christian Laettner and Brian Davis. A full-size basketball court was removed as part of the restoration, and the center-court logo now hangs in TIP’s meeting area.
FACILITY MANAGEMENT GOES MOBILE

As part of the switch from 7i to the new EAM system, over 60 iPads have been introduced to 10 shops in Facility Operations and DUES. Plant Mechanics, Utilities Distribution Mechanics, Plant Operators, High Voltage Mechanics, Electricians, Plumbers, Locksmiths, General Maintenance Mechanics, and Preventative Maintenance Mechanics began using the iPads in May as a high-tech tool to make work order requests easier to access.

Employees save time because they are able to receive and close out work orders in the field without driving back to the shop to do so. The face time app on the iPad also makes it possible to discuss a situation live in the field with a colleague or supervisor back in the shop.

Kelvin Sanders, says “The switch to the iPad is great because it decreases the amount of paperwork I have to do and even keeps my time automatically. I’m now able to create a work order on the go, for example, if I show up to fix a clogged sink and a housekeeper mentions that a light is out in the next room, I can submit the work order on the spot and take care of both issues in one trip.”

In the first two months since request.fmd.duke.edu was introduced, over 2,000 work orders were entered using the new web-based service. Anyone with a Duke net-id can submit a work order for any division of Facilities Management.

WEST CAMPUS PLAZA PRECINCT RECEIVES NATIONAL AWARD

The Society for College and University Planning (SCUP) selected Duke University and Reed Hilderbrand Landscape Architects to receive an Honor Award for SCUP Excellence in Landscape Architecture - Open Space Planning and Design. The award recognizes the planning work for the West Campus Plaza Precinct, which includes the restoration of the historic West Quad landscape. Since Penn Pavilion and the renovation work for the Bryan Center, Page Auditorium, and West Campus Union all have different architects, Reed Hilderbrand has worked with Duke to ensure that the outdoor spaces in the precinct, including the new spaces that will be created as part of the West Campus Union project, are unified in appearance and support Duke’s commitment to creating memorable places and being a walkable campus.

CONGRATULATIONS TO THE MAY EMPLOYEES OF THE MONTH

Christina Guthrie, Housekeeper at the Marine Lab, 18 months of service. Tina always does her best and never wastes time. When she sees a problem she solves it without being asked. Tina ensures her customers are happy by asking if they need any additional cleaning. She has a positive attitude and is pleasant to be around.

Bill Jordan, Electrical Engineer, 1 year of service. Bill has played an important role in developing the electrical safety program. He manages the arc flash studies, which determine the potential hazards of electrical equipment. He works hard to minimize the hazards and gets warning labels on the tens of thousands pieces of equipment that FMD employees work on every day.

Alicia Palacio, Housekeeper, 5 years of service. Alicia was nominated by a customer who had her wallet stolen from her office. Alicia discovered it a week later at the bottom of a trashcan and held onto it until she could deliver it in person. The customer praised her thoughtfulness, integrity, and attentiveness. She said “Alicia deserves some major kudos.”

Roger Rose, General Maintenance Mechanic, 2.5 years of service. Roger had a positive attitude while cleaning out the LSRC Mechanical Room. He worked independently and stuck with it until the job was done.

Myron Taschuk, Project Manager, 16 years of service. Myron was the project manager for the recently opened Environment Hall. The building is on target to be the University’s second LEED Platinum building. Myron also is the project manager for Gross Hall, which had been mothballed and slated for demolition and will be fully occupied once the basement renovation is complete.
THE ARCHITECT IN HOUSEKEEPING: HEIDY JARAMILLO

Heidy Jaramillo is responsible for one of University Housekeeping’s newest and most valuable asset: information.

Last summer, architect Heidy Jaramillo was hired as a project manager to oversee a comprehensive inventory of all University Buildings. This inventory was accomplished by 4 summer interns, the team collected data of universities buildings serviced by housekeeping, the audit identified area types, square footage, and space configuration and accounted for all items found in each space.

Heidy played a major role in ensuring data for over 120 university buildings was submitted to the housekeeping software management company for uploading in only 3 months. She set and achieved her goal of submitting over 300,000 sq. ft. of data to the software company per week.

This process has enabled University Housekeeping to obtain valuable data to aid in its quest to have space cleaning metrics. The data obtained is used to determine daily management of housekeeping operations, enabling housekeeping management to track the status of work assignments and associated staffing requirements for over 5.0 million gross square feet of cleanable space.

Heidy takes complete ownership of the software program and was hired as a full time Housekeeping Space Manager in September 2013. Since the importation of the inventory data, Heidy’s primary responsibility is to manage the Facilities Management Housekeeping software system and ensuring its ongoing integrity.

Heidy oversees the maintenance and accuracy of existing as-built drawings, integrating changes to existing floor plan drawings and importing new buildings and related space information into software. She performs necessary space data validation and updates by conducting space audits or by coordinating with building Operational Managers and Supervisors on reporting changes within their assigned work area.

In the software program, she’s able to link: current building drawings, space square footage, housekeeping operations and maintenance standards with floor types, fixture counts and tasks and frequencies. This provides housekeeping managers the tools to track and report facilities work status and improve facilities organization.

Heidy was born in Colombia and immigrated to the United States at age 13, and became a United States citizen as an adult. She attended SUNY-Buffalo where she earned a Bachelor degree and a Master’s degree in Architecture. She worked for a Commercial architectural firm in Cary clients included: Dick’s Sporting Goods, Jared’s– The Galleria of Jewelry, Designer Show Warehouse (DSW), and Pier One. Outside of work, she stays busy with her family and has volunteered her time and expertise by working with Mike Snyder on the Veterans Memorial in Morrisville.

Although she has spent her career working as an architect and traditionally architectural design is the process of space planning to fulfill one or more functions to meet the client’s needs, it wasn’t till she began working with housekeeping that she become aware of the importance of evaluating the physical environment by coordinating the physical space with administrative functions to achieve organizational goals and objectives.

She enjoys her new job as a Space Manager for Housekeeping because she finds it fascinating to think about the function of the space once it is used. A building’s performance is linked to its cleanliness, and determining how to clean a building is linked to space management. Having a full time Space Manager for Housekeeping allows the Housekeeping management team to make practical schedules, work assignments, and make sure the right equipment, supplies and staff are allocated to each building.

AUREL SELEZEANU RECOGNIZED BY INTERNATIONAL DISTRICT ENERGY ASSOCIATION

Aurel Selezeanu was recently awarded the Chairman’s Award from the International District Energy Association (IDEA), the trade association for district energy professionals. He was recognized for creating the microgrid section of the organization and for his six years of service as a board member. Aurel is a national advocate on the development of electric microgrids, which are modern, small-scale versions of a power grid that provide better reliability, reduced carbon emission, and at a lower cost.

MARK HOUGH NAMED TO THE ASLA COUNCIL OF FELLOWS

The American Society of Landscape Architects (ASLA) has named Mark Hough as one of 32 members to the ASLA Council of Fellows for 2014. Fellowship is among the highest honors the ASLA bestows on its members. Fellows are recognized for their exceptional accomplishments over a sustained period of time. “Mark is a prolific writer and is one of the strongest and most influential voices for the profession.” Congratulations Mark!