



Shop Talk

Facilities Management

Duke University

Creating Tomorrow's Duke Today

January 2015

Message from the VP

This issue of Shop Talk highlights the 2014 Employees of the Year. I am honored to work with such dedicated and skilled colleagues and glad to have the opportunity to recognize them. The department accomplished a lot this year worthy of recognition, including:

- Opened 146,800 square feet of new space and received national awards for 5 buildings.
- Completed the West Campus Steam Plant, a major feat since it never shut down during the construction.
- Introduced iPads and a new website to better handle work requests.
- Reached our goal for safety training compliance rate for all functional areas.
- Planted 1,800 trees on campus and received the Arbor Day Tree Campus USA designation for the 6th year in a row.
- Became the first NCAA division one school with a LED lit stadium: Williams Field at Jack Katz Stadium on East Campus, home to Women's Field Hockey.
- Completed the Reclamation Pond which will save 100 million gallons of drinkable water each year.
- Worked to make Duke Football games zero waste events.
- Met the University DART rate goal for the 2nd year in a row.
- Accounted for \$348 spent in FY 14 on capital projects and operations across all divisions of the department.
- Celebrated the anniversaries of 65 employees for a total of 1,075 years of service.

This list is just a sampling of the achievements of 2014. Every one of them involved a lot of teamwork, skill, and persistence. Thank you for all you did to make 2014 successful. I look forward to a productive year ahead.

John J. Noonan
Vice President for Facilities



SAFETY AWARDS

In 2014, 32 out of the 41 functional areas that make up Facilities maintained a DART rate of zero. Congratulations to:

Landscape Services:

- Management & Support Team (Bryan Hooks)
- Athletics (Ian Christie)
- Central Campus: (Cheryl Mangum)
- East Campus: (Cheryl Mangum)
- Horticultural Crew (Mark Carpenter)
- Medical Center (Keith Guile)
- Research: (Charles Hackney)
- West Campus: (Charles Hackney)

Sanitation/Recycling:

- Recycles (Arwen Buchholz)
- Sanitation (David Bryant)

Utilities & Engineering:

- Management & Support Team (Russell Thompson)
- High Voltage Shop (Aurel Selezeanu)
- Engineering and Planning (Cash Davidson)
- Energy Management (Steve Palumbo)
- Operations and Maintenance (Darin Smith)
- Operations Team (Chris Silcott)
- Utility Plant Maintenance Team (Chris Bolduc)

Facilities Operations:

- Customer Service Center Team (Jack Burgess)
- Management & Support Team (Tom Trabert)
- Key/Lock Shop (Barry Clark)
- Electrical Shop (Tim Young)
- PM Shop (Joe Miller)
- Structural Trades Shop (Chris Brooks)

University Housekeeping:

- Management & Support Team (Albert Scott)
- Events Team (Michelle Vaughan)
- Response Team (Helen Smith)
- West 4 (Lessie McClamb)
- West Nights Team (Kathi Young)

Duke Marine Lab

(Donald Lane)

Office of Project Management

(Paul Manning)

Human Resources

(Michelle Carter-Jenkins)

Business Services

(Joe Stewart)

CONGRATULATIONS TO THE 2014 EMPLOYEES OF THE YEAR



Tim Duggan, Senior Steamfitter, 3 years of service. As the primary meter reader in the Utilities Shop, Tim has almost single-handedly eliminated all of the water and condensate meter reading issues that have plagued us for years. Tim collects information from several hundred meters every month, and he has done it in less time and with greater accuracy than previous efforts. This greatly improves the accuracy of our information, ensures

proper revenue collection, increases our level of trust with University and Med Center departments, improves the accuracy of DUES' budget reporting and forecasting, and generally makes us all look better when we present this data to our customers. The entire university has benefited from Tim's work and dedication.



Robin Jones, Housekeeping Supervisor, 14 years of service. When Robin took over as supervisor for the Fuqua Business and Law School, the customer compliments began to flow in. She is responsible for making sure both schools are clean and ready for 8:00 a.m. classes. The Director of the Consequential Leadership program thanked her for her 'suburb support working behind the scenes as part of an effective team to make

the program a success'. The Director of Events at the Law School credits Robin for the successful week of events held at the school during the commencement. Fuqua would not have been named the #1 business school by Bloomberg Businessweek if its facilities were substandard. Robin Jones is responsible for making sure that her customers at Law and Fuqua are happy and that the buildings are clean and welcoming to students and faculty.



Leroy Kithcart, Housekeeping Utility Worker, 6 years of service. Leroy works in Smith Warehouse in an area with many public events. His customers know they can count on him in any situation. He steps in and helps without being asked if a co-worker is absent. He always has a smile which he shares with everyone he meets. He did such an outstanding job that throughout the year every customer in his area sent in letters of appreciation.

"Leroy is the type of employee who is an asset to Facilities Management, a five star, five diamond employee. His professionalism is not unnoticed", noted one customer.



Steve Palumbo, Energy Manager, 7 years of service. Steve was responsible for bringing Granger in and getting the materials into EAM so that parts and supplies are now automatically ordered. He had a large role in replacing the 7i system with EAM. He was the champion for three different Strategic Initiatives teams, more than any other employee. Steve is also responsible for reducing our carbon footprint. He developed and rolled

out the new LEED+ policy which provides architects with modeling standards so our buildings will be as efficient as possible. He came up with the idea of the Reclamation Pond, which will save the University 100 million gallons of potable water per year and provides significant storm water benefit to campus. Also, under his supervision, the plumbing fixtures in several University Buildings have been retrofitted, saving over 12 million gallons of water every year, and we have replaced the street lights with LED lights which has also reduced energy use by 75% in the campus lighting system. Other examples are the upgrade and replacement of steam, water, and electric meters, the installation of solar panels on the Bryan Center, and the Time/Temperature policy. Steve is the reason that we can claim that we Bleed Blue Live Green (and save money).

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The Edge in Bostock Library opened January 14, 2015.

Fun Fact:

On January 9th, a member of the French Chasseurs Alpins "Les Diables Bleu" visited Duke for the first time in Duke's history. The Chasseurs Alpins are the elite mountain infantry of the French Army, and the Duke Blue Devils are named after this brigade. Major JF Lakomy visited Duke to help celebrate the 2014 National Championship with the Duke Men's Lacrosse team. The celebration included the dedication of Kennedy Tower, which provides press and hospitality facilities to both Koskinen Stadium and the Williams Track & Field complex.



CONGRATULATIONS TO THE 2014 EMPLOYEES OF THE YEAR CONTINUED



Kelvin Sanders, Senior General Maintenance Mechanic, 23 years of service. Because Kelvin is a shift employee who works 12 hours at a time, often on weekends, he is required to have a good working knowledge of all the buildings that Facilities services as well as the housing buildings. Kelvin is one of the top mechanics in the shop in terms of number of work requests responded to, serviced and completed. Regardless of how busy he might be, Kelvin is

always volunteering to assist his coworkers when they have a task that requires additional help. He is professional and polite with students, faculty and staff and constantly receives positive feedback and compliments. Kelvin is thorough and well organized when responding to an emergency such as a fire, flood or some other unforeseen problem. Kelvin takes the time to communicate with his supervisor for anything out of ordinary. He has embraced the use of the iPad and has found he can add one or two work orders to his shift now that he is no longer filling out paperwork. He is a constant example of dedication and unquestionable work ethic.



Rodney Terrell, Senior Sanitation Equipment Operator, 6 years of service. Rodney was able to save years of anti-cancer drug research when he went beyond the call of duty and helped Professor Robert Mook retrieve his vials from the dump. Mook accidentally left the vials out on the floor and they were thrown away. Rodney drove Mook to the dump and in the 90 degree heat, with the sun beating down on him, he waded into the trash pile and began helping Mook in the

search. Rodney was able to tell based on how much trash was emptied and when the work went missing, where to look in the pile. "He ended up finding every major spot in the trash that contained my samples, and the whole time in the heat and trash and stink Rodney just kept saying 'no problem', when I told him he did not need to dig through the trash with me " said Mook. David Bryant commented that while he's proud of Rod's dedication, he's not at all surprised. It is just one example of why Rodney deserves to be the employee of the year.



Morris Williams Track & Field Stadium
Opened January 19th, 2015.

EMPLOYEES IN CHILLER PLANT ACT AS ANGELS

Before Christmas Facilities Employees at the Chiller Plant volunteered for the Salvation Army's Angel Tree Program. The program provides new clothing or toys to children of needy families. Angel trees are decorated with paper angel tags with the name, age and gender of the child in need of presents. Contributors remove a tag from the tree and purchase a gift for the child described on the tag. The chiller plant staff received 12 request cards and every child received a gift, including four requests for bicycles. Darin Smith, Utilities Operations & Maintenance Manager said participating in the program brought his staff together as a team and made him proud to be a part of it.



WELCOME BACK DUDLEY!

On January 5th Dudley Willis returned to his desk at Smith Warehouse, after an almost two year assignment in Kunshan China managing the design and construction of Duke Kunshan University. Five of the 7 buildings in phase 1 are now open and being enjoyed by DKU students, faculty and staff. Dudley was among a small group of construction team leaders who were honored by Kunshan Mayor Lu Jun and DKU Chancellor Liu Jingnan for their achievement in building the DKU campus.

POWER HOUSE RENOVATION WINS AWARD



The Power House, was built in 1926 as the steam plant for Liggett and Myers Tobacco Company. Duke purchased the building in 2013 and it is now the home for Duke TIP. The renovation won for "Outstanding Design" in the

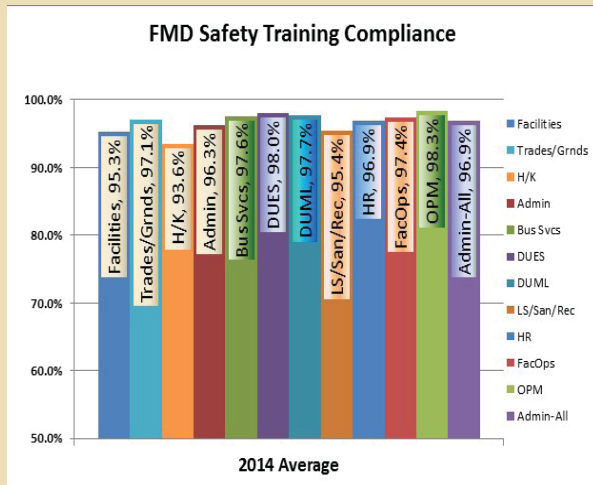
post-secondary category of the Architectural Portfolio by American School & University Magazine.

NOTE OF THANKS

While preparing to host the ACC Field Hockey championship on East Campus at Jack Katz Stadium, three major facility issues arose in the middle of team practices. All three issues could have been devastating to the Championship. The Utilities team led by Ed and Darin did an unbelievable job immediately responding to the issues, scheduling maintenance work and developing back-up plans to get the job done. The repairs were seamless and scheduled around our needs to limit any impact on the Championship. Besides the people who were involved, no one associated with the Championship realized what occurred, which is a testament to the responsiveness and quality of job done by the Facilities team. I only get complaint emails, so I just wanted to applaud your staff who have been unbelievable for Athletics over the past couple weeks. Please pass on my sincere thanks!

Bob Weiseman, Assistant AD/Athletic Facilities, Game Operations, and Championships

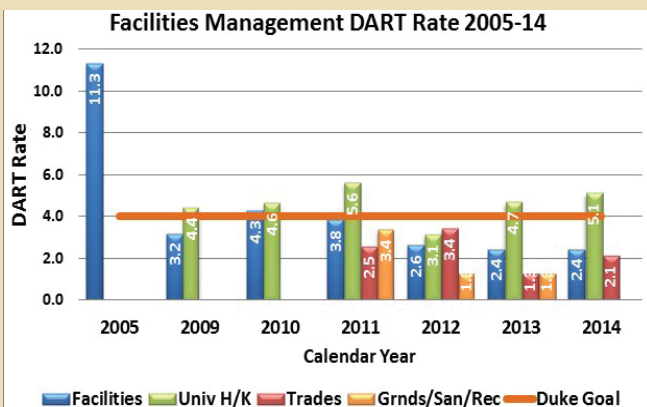
Safety Zone



This chart represents the 2014 Safety Training Compliance average for the department. It is noteworthy to point out that all but one functional area was above 95% compliance for the year, while the department as a whole, all 500 employees, were above 95% compliance at 95.3%.



Of note....Housekeeping has come a LONG way! Great Job!



DART Rate for 2014: DART Rate for 2014: For the fourth year in a row, Facilities Management was below the University DART goal of 4. We tied the all-time FMD low of 2.4 first established in 2013. Keep up the SAFE work!"

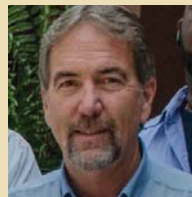
CONGRATULATIONS TO THE DECEMBER EMPLOYEES OF THE MONTH



Alphonso Alonzo, Project Manager, 1.5 years of service. Alphonso successfully managed the renovation of the Parking Garage across from Duke Hospital. This was a complicated project because the garage remained open to the public throughout its renovation. He is also managing the PARKS parking access system upgrades as well as the installation of high efficiency LED fixtures and security systems in all the parking garages.



James Brogdon, Housekeeping Utility Worker, 7 years of service. James takes ownership of Gross Hall and makes sure everything is done at the highest level. He receives accolades from customers and his teammates value him as a coworker. Although he has a large area to cover, he gladly pitches in when others are out because he knows his work is not just a reflection on him or Gross Hall, but on Duke University. He's proud to be a part of the Duke Blue Devil team.



Mark Carpenter, Horticultural Supervisor, 10 years of service. Mark led the Horticulture Crew as they installed multiple landscape projects efficiently while also maintaining his routine maintenance assignments. He managed the new landscape installation at Coombs Baseball field, Undergraduate Admissions, and the East Campus Entrance. Mark also rearranged his holiday vacation schedule to be the supervisor present so that we would have full coverage while other staff were on vacation.



Dennis Kennedy, Plumber, 13 years of service. Dennis was enjoying Christmas with his family when his on-call pager went off. Due to a water main break near Trent Hall, Dennis spent 24 hours on campus, starting at 11 AM on Christmas Day. While DUES worked to shut off and repair the water main, Dennis kept a close eye on the affected buildings. He shut down building systems that could be damaged by lack of water and checked each fixture and building system for proper operation when the water was turned back on.



Keith Stewart, Utility Operator, 32 years of service. Not only has Keith taken on more duties since his co-worker retired, he has excelled in learning the new EAM system. He is a reliable and competent operator who has adapted to the major changes Duke has had since Duke switched from coal to natural gas. His positive attitude, work ethic, and communication skills make him an ideal employee.