

Shop Talk

Facilities Management

Duke University

Creating Tomorrow's Duke Today

May 2015

Message from the VP

Our department's work has been noted by our peers and they often look to us for advice. We've hosted groups from industry and academics at our steam plants and chiller plants. This spring, senior staff from Emory University, in Atlanta Georgia, spent a day visiting Facilities Management. The staff from Emory came to learn about the Water Reclamation Pond, our utility distribution system, the work request process, the LEED+ policy, and our design review for construction. They were impressed by the beauty and complexity of our campus and the amount of work involved to keep it operational and attractive.

We also welcomed thousands of other guests to campus this spring - accepted high school students and their families attended Blue Devil Days, alums flocked to Duke Reunions Weekend, and fans attended the first round of the women's NCAA tournament in Cameron. Soon we will have another 13,000 guests on campus for commencement. Due to the construction at Wallace Wade Stadium, this year's commencement will take place in downtown Durham at the Durham Bulls Athletic Park. Although the ceremony is off campus, departmental ceremonies and celebrations will be on campus.

The graduates are proud to show off the campus that has been their home over the past four years. That would not be the case if the campus was not well run and attractive. Thank you for the work you do. Commencement is an important milestone for the graduates and your efforts play an important role in their positive memories of their time at Duke.



John J. Noonan
Vice President for Facilities



Commencement will take place Sunday, May 10th at the Durham Bulls Athletic Park

BALDWIN AUDITORIUM WINS NATIONAL ARCHITECTURE AWARD



Baldwin has won 9 awards to date

Baldwin Auditorium is an Honor Recipient for the 2015 Excellence in Architecture Award for Building Addition, Renovation, or Adaptive Reuse. This national award is the highest award presented by the Society of College and University Planning

(SCUP) and the American Institute of Architects Committee on Architecture for Education (AIA CAE). Acoustics are better understood than they were when the building opened 85 years ago, so the renovation included adding new interior walls to reshape the auditorium from a square to a rectangle. Other improvements are the capability to 'tune' the room depending on what type of music is to be performed. There are also 75,000 small holes drilled through the floor of the stage so that air conditioning can flow up from underneath the floor without making any sound.

DUKE DESIGNATED A TREE CAMPUS USA FOR THE 7TH YEAR IN A ROW

Duke was named a Tree Campus USA for the 7th year in a row. Tree Campus USA schools are selected for promoting healthy management of campus forests and engaging in the community in environmental stewardship. To celebrate the designation, Landscape Services helped students plant 11 Eastern Redbud trees on East Campus.



Gary Atkins, Mark Carpenter, Parker Hoffman, Bryan Hooks, Katie Rose Levin, Calin Scripa, Terrance Williams, and Orlando Watson worked with undergraduate students to plant trees on East Campus.



GENERAL MAINTENANCE SHOP: READY ANY TIME, FOR ANYTHING

At Duke University, anything can happen at any time. The FMD General Maintenance Mechanic shop, led by Bob Horn, is ready to respond to anything, day or night. Jeff Connolly, Heath Hall, Roosevelt Hall, Jay Harris, La’Vell Jenkins, Lester Matte, Chip Meade, Roger Rose, Kelvin Saunders, Don Watt and Bill Wheless respond to hundreds of work requests every week and also serve the vital role as the University’s emergency first responders.

Presidential Award Winners:
Lester Matte 2007
Chip Meade 2008

Meritorious Award Winners:
Jeff Connolly 2005
Roosevelt Hall 2008
Kelvin Saunders 2012

In order to cover campus 24/7, Kelvin Saunders and Heath Hall work from 8:00 am to 8:00 pm, splitting the seven day week between them. La’Vell Jenkins and Roosevelt Hall also cover a

seven day span between the two of them, working from 8:00 pm to 8:00 am. These shift workers are responsible for residence halls as well as the rest of campus once the Residential Life GMMs leave for the day. The remaining mechanics work from 8:00 am to 4:30 pm and each of them has their own territory on campus where they focus their attention and develop relationships with their customers.

The GMM shop plays a vital role as the University’s emergency first responders. This means that there is always a GMM on campus to respond to broken pipes, fires and other emergencies like a deer crashing through the glass at the Phytotron building. Bob Horn’s truck is always equipped with soaker pads, sump pumps, blowers, and sand bags in case of an emergency. The mechanics work through snow storms and hurricanes to keep the campus operating.

As first responders, the shop is assigned to a majority of the of the work orders that are submitted into EAM. Each mechanic is responsible for assessing the problem and either taking care of it himself or calling back to the Customer Service Center, - so that a core shop can be assigned to the work order. The majority of calls are plumbing, lighting, and some carpentry, but anything can happen. The GMM shop has recovered jewel-

ry from sinks, keys from elevator shafts, and phones from storm drains. They work during football and basketball games, ready to do what is needed, whether it be to unclog a sink or change a broken light.

The mechanics have to be innovative thinkers, since they often respond to unusual requests. Lester Matte once tried to use a magnet to retrieve a set of keys that a child had thrown behind a statue above the doors of Duke Chapel, and ended up having to get a 24-foot ladder. Don Watt smeared the statues across campus with Vaseline, to prevent any Carolina Blue spray-paint from sticking after a Tarheel win. Kelvin Saunders has had to wait for lemurs to drop stolen tools from trees. These unusual requests guarantee that the mechanics are never bored and never without a good story to tell.

The shop responded to more than 9,200 service calls last year. Each mechanic receives his task list on his iPad. Having an iPad allows them to submit work orders while in the field, which saves a lot of time. The iPad also helps with communication – they can mail photos to other FMD staff for input and make sure that all the parts they need for a job are available.

FMD’s General Maintenance Mechanics keep University buildings running and are the first responders for over 6 million square feet on campus. Their job is never boring, their task list is never ending, and their customers are always appreciative.



Fun Fact:

The model of Duke Chapel, located on the 2nd floor of Smith, was built in 1985 by Page Murray, an undergraduate student. Ray Walker provided Page with copies of the original Chapel drawings so that the model could be constructed. Page visited FMD over Alumni Weekend to see his work 30 years later. He fixed the interior lights and visited with Ray, now serving as the project manager for the Chapel Restoration.





DUKE CHAPEL TO CLOSE MAY 11, 2015



Beginning May 11, Duke Chapel will close for a year. Besides the 1976 addition of the Flentrop organ, with its wall of pipes, and the 1985 installation of air conditioning, this will be the first renovation since the building's dedication.

The restoration is necessary because over the last 80 years the clay tile in the ceiling has absorbed moisture and expanded, shifting the pressure in the ceiling's arches. Also, the original mortar used has become brittle and is beginning to be reduced to powder.

The work involves grinding away the mortar in the ceiling and replacing it with a modern, more flexible material. The Chapel must be closed because the work requires scaffolding to fill the entire sanctuary and it will create a lot of mortar dust.

Because of the dust, everything that can be removed from the Chapel will be removed, such as the pews and podiums. The organ pipes that are permanently installed will be protected by building boxes around the pipes and then shrink-wrapping the boxes.

The project also includes replacing the original lead-coated copper roof, removing and repairing the lead in 9 stained glass windows, and cleaning and restoring all the interior woodwork.

Sunday services will take place in Baldwin Auditorium and move to Page Auditorium once Page reopens. Christmas Eve and Easter services will be held in Cameron Indoor Stadium.

Ray Walker, project manager for the Chapel Restoration notes that the restoration will be a success if once the scaffolding is removed and the Chapel reopened, nobody can tell it has taken place.

WATER RECLAMATION POND OPENING SOON

The water reclamation pond, located on West Campus between Erwin Road and Circuit Drive will open to the public in early May. The pond will save 100 million gallons of drinking water every year by pumping water from it and



using it in the water towers at Chiller Plant #2. This includes a mile long walking trail. The lumber used for the structures, decking, and handrails as well as the mulch, came from trees which were removed from the site.

CONGRATULATIONS TO THE APRIL EMPLOYEES OF THE MONTH



Eddie Broadie, Senior Grounds Equipment Operator for Landscape Services, 8 years of service. Eddie is on the Research Team and does the mowing for the Law School, Fuqua, CIEMAS, and LSRC. Eddie makes sure the lawn is neat and looks as good as possible. His customers in the Law School, LSRC and Fuqua have complimented him for the appearance of the lawn. He does a wonderful job and is an asset to the team.



Tom Eatmon, Locksmith, 8 years of service. Tom was nominated by a customer in the Radiology department of Duke North. She wrote in to say that when a doctor's key broke off in his door, the office staff were amazed with how quickly Tom responded, and with a smile on his face. His excellent skills and customer service meant their busy office could focus on its work.



Dawn Haughton, Housekeeping, 24 years of service. Dawn is an outstanding housekeeper and a hard worker. She does not hesitate to do whatever is asked and always offers a helping hand. Whenever there is a shortage of staff she is willing to go the extra mile without any complaints. Dawn has a good relationship with our customers and students. She is an awesome team player.



Irene Watkins, Staff Assistant, 13 years of service. Irene has kept up with her day to day duties while at the same time handling the payroll for the department. She does this double duty with a positive attitude. She provides great customer service for FMD employees.



Dennis Woody, Control Systems Engineering Analyst, 32 years of service. Dennis oversaw the rebuilding of the server that runs the electrical metering and system monitoring platform, which allowed for the upgrade of our monitoring software. His coordination between OIT, software system contractors, and FMD staff allows for easier access to the electrical meter data. Billing, energy reporting, troubleshooting, and planning efforts are now easier to perform thanks to Dennis.

Safety Zone

EMPLOYEE BEHAVIORAL ASSESSMENT TEAM WORKS TO KEEP WORKPLACE SAFE

If you feel a co-worker may be confronted while at work by a significant other, or witness a situation that may pose a threat, you should contact Staff and Labor Relations at (919) 684-2808 or Duke Police at (919) 684-2444.

If needed, the issue will be brought to the attention of the Employee Behavioral Assessment Team, which assesses such reports to help mitigate potential risks and help provide a safe work environment. Duke's Employee Behavioral Assessment Team, created in 2009, is a group of 10 campus representatives from Human Resources, Duke Police, Employee Occupational Health and Wellness, the Provost Office and other areas. They meet monthly and on an as-needed basis to assess reported incidents to help mitigate potential risks and help provide a safe work environment. Most of the time the group deals with concerns involving the potential for domestic violence, threats from coworkers or ongoing verbal harassment.

"Our 35,000 employees are the ones most likely to see or experience concerning behaviors, so if they're addressed early, we're able to prevent something bad happening in the future," said John Dailey, chief of Duke Police. "Working with employees confidentially and having a team that looks after the best interest of employees fits into Duke's concept of shared campus safety."

DUKE EMPLOYEE APPRECIATION EVENTS 2015

May 13 & 29: 20% off final bill (alcohol excluded) at **Moe's Southwest Grill** with Duke ID. 18% gratuity added to the check with parties of 6 or more guests. Available at 3 Durham locations:

- 5332 McFarland Drive / 919-493-6637
- 359 Blackwell Street / 919-973-4797
- 6807 Fayetteville Road / 919-544-6637

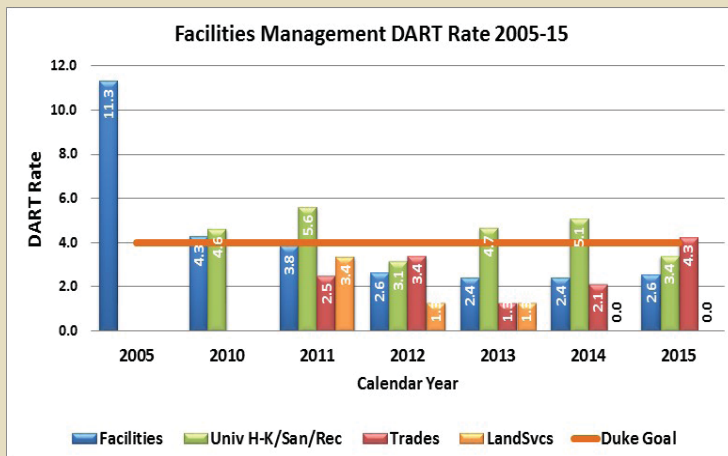
May 9, 16, 23, and 30th: 20% off final bill (alcohol excluded) at **James Joyce Irish Pub**, 912 W. Main Street with Duke ID. 18% gratuity added to the check with parties of 6 or more guests.

May 15th: (rain date May 22nd), 8:00 PM Movie Night - East Campus Lawn

Bring your chairs, blankets and favorite movie snacks and join us on the East Campus Lawn for a movie, Disney's **Big Hero 6**. Hot dogs, popcorn and drinks will be provided while supplies last (Food provided for up to 4 per Duke ID badge). Valid Duke ID IS REQUIRED. Pets prohibited.

May 17th & 29th: Duke Family Night at the Durham Bulls Park. Tickets can be purchased at the Durham Bulls Box Office with valid Duke ID. Tickets to the May 17th game are \$13 for a terrace reserved ticket and include \$5 in Bulls Bucks. Tickets for the May 29th game are \$13 for a terrace reserved ticket and include a Bulls cap.

May 23, 24, 25, 30, & 31st: Carowinds and Kings Dominion are offering \$36 general admission tickets. Visit <http://www.hr.duke.edu/benefits/appreciation/da2015/>.



So far in 2015 there have been 29 reported injuries, nine of which were DART (Days Away or Restricted Time) injuries. At this rate, there will be over 20 DART injuries in 2015, surpassing the 17 DART injuries reported in each of the two previous years. The majority, if not all, of these incidents WERE preventable. Wear gloves, ask for help with heavy or awkward loads, and PAY ATTENTION to where you walk, what you lift/carry, how you lift/carry it, and how you use our equipment. Pause to think about what you're doing and how you're doing it BEFORE tackling the job.



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.