On the cover, some scenes from 2002-2003:

Top: left to right Robbie Campbell and Gary Shifflett were among the carpenters who moved two 100-year old cabinets found stored in the now demolished Miller Hall.

Health Science Physical Plant staffers Doug Rush, Scott Acree and John Trainum cleared the hospital entrance during one of several snowstorms this year.

New apprentices signed their contracts during a formal induction ceremony in July 2003. They were recruited during the 2002-2003 fiscal year.

The official groundbreaking for the John Paul Jones Arena took place May 30, 2003.

Housekeepers were among the many Facilities Management employees who enjoyed a picnic at Carr’s Hill on a beautiful June day. The event was in appreciation for their dedication, work and resourcefulness that made Graduation 2003 memorable and pleasant, despite the torrential rains which created much additional work for them.

Masons Glen Hall, Dale Newton and Tommy Benson worked on the Scott Stadium at the Carl Smith Center wall replacement during the spring/summer and all extremes of weather.

On the sunny days before the rainy graduation day, Facilities Management trades people assembled and placed new ADA ramps for a smoother, safer procession down the Lawn.

On the annual Day of Caring, volunteers Gordon Jones, Alton Morris and Roger Henry were among the teams helping at Innisfree Village.
Facilities Management’s mission is to provide timely, cost effective, quality facilities management for the University of Virginia.

For service, visit us at http://fmweb.virginia.edu/ or email us at fm-service-call@virginia.edu or

For service in the Health System
Contact
Health System Physical Plant
Tel 434-924-2267
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Room G031
Ground Floor
Multistory Hospital
Jefferson Park Avenue
PO Box 800388
Charlottesville, VA 22908-0388

For service in the Academic Division
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Work Management & Reception
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Charlottesville, VA 22904-4726

Robert P. Dillman, P.E.
Chief Facilities Officer
575 Alderman Road
PO Box 400726
Charlottesville, VA 22903
rpd2n@virginia.edu
434-982-5834
Congratulations for Our Colleagues on Their Years of Service!

The 35+ Year Club

William Johnson 38
Richard Stulting 37
Bobby Schafer 37
Walter Rogers 36
John Rae 36
Betsy Daniel 35

Facilities Management’s 30 Year Club 2003
Fletcher Freeman, Marcellus Dent, Jay Coleman, E.R. Deane, Connie Thurston, James Thurston, Joey Fitzgerald, Chuck Pugh, Steve Marrs and Joe Ragland.

Facilities Management’s 25 Year Club 2003
David Reed, Frank Hill, Everett Simmons, Mike Flowers, Evelyn Watkins, Jannie Fincham, Charles Garland, Donald Watson, Gene Bellomy, Sidney Taylor and Richard Critzer.

25 Years
Jeanne Warfield Steppe
Gloria M. Warren
Dale Conley
Ed Denby
Bernard Farish
Thomas Benson III
Tony Thomas
Kelly Branch
Sherwood Gibson
Scott Buck
Brad Wood

30 Years
Eugene Lawson
Clyde Catlett
Wallace Wells

35 Years
John A. Briggs

20 Years
Florence Buchholz
Barbara Warner
Gordon T. Durham
John D. Falwell
David W. Booth
Timothy M. Gilmer
Richard Holmes
“Top” Reuschling
Donnie A. Hackney
Victor L. Brown
Charles E. Durrer

15 Years
Ronald Herfurth
Mary L. McCauley
Catherine M. Miles
Mary F. Williams
Bonnie J. Hurtt
Peter R. Thorsen
William H. Blodgett
David R. Villiot
Sophaal Enn
William B. Seymour
Kennedy F. West
Bruce C. Beale
Christopher C. Greene
Harry F. Pontious
David E. Morris
Timothy J. Spencer
David M. Starkes
Mack T. Shifflett
Robert M. Thompson
Julian A. McCrosky

10 Years
William M. Anderson
William D. Eubanks
Barbara M. Morris
D. Mark Webb
Jacqueline D. Darnell
Richard L. Lilly
E. Scott Acree
Gary E. Allen
Velida H. Tyree
Michael L. Dillard
Emmett C. Dudley
Vincent R. Turner
William M. Davis
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Foreword
from the Chief Facilities Officer

January 2004

Fiscal year 2002-2003 set records for drought conditions, snowfall and construction, and Facilities Management employees again proved that they were capable of meeting any challenge. Their resourcefulness and dedication to the University were demonstrated repeatedly.

During the drought throughout the summer and early fall, then extremely cold temperatures and frequent heavy snows in winter, followed by rain in spring, the maintenance and management of the University’s facilities and grounds were in experienced, competent hands.

During the drought, zone maintenance master mechanic Bill Farish’s practical recommendation to recycle water run-off from air conditioners saved many delicate and valuable plantings which otherwise could not have been watered.

When two Heat Plant boilers went out of service within 24 hours of each other, many of our employees Utilities, Facilities Operations and Health System Physical Plant rallied to keep the hospital heated and in full operation. The teamwork was remarkable, but typical of what the University has learned to expect from Facilities Management.

New construction is taking place throughout Grounds. In June, our Contract Administrator Patricia Mathews reported that Facilities Management had just topped $100,000,000 for the first time ever in one fiscal year.

These and other accomplishments described in this report, and more in the individual departments’ and offices’ reports, were achieved through your confidence, involvement and support, as well as the dedication of our people. They believe in the importance of their jobs, the mission of Facilities Management and the mission of the University of Virginia. We have two primary goals: to be your choice for all your facilities management needs, and to be the very best and most effective provider of those services.

We appreciate the suggestions, comments and ideas you have shared throughout the year. Please continue to let us know how we’re doing.

Robert P. Dillman, P.E.
Chief Facilities Officer
rpd2n@virginia.edu
Accomplishments

*Determine never to be idle...It is wonderful how much may be done if we are always doing.* – Thomas Jefferson

- The Office of the Curator & Architect for the Academical Village oversaw the fourth and final year of work to rebuild stone decks and attendant marblework at the Rotunda which resumed immediately after commencement exercises. By the end of calendar year 2003, the four-year project to resolve chronic problems of decay and water intrusion at the decks will be completed.

- Renovation to East Lawn student rooms 10 through 22 continues. This program to restore features that had been altered over 180 years and to make the rooms more livable began in 1998 and should be completed within the decade, including all Lawn and Range rooms.

- The University has received a $170,000 grant from the J. Paul Getty Foundation in Los Angeles, and a matching grant of $80,000 from the University to hire a consultant team to produce a Historic Preservation Master Plan, which will address present and future preservation, use, and reuse issues for buildings 40 years old and older. The grants will allow the Office of the Curator & Architect for the Academical Village to inventory historic buildings on the Grounds, assess their condition, and catalog contributing features.

- The Office of the Curator & Architect for the Academical Village has completed a first UNESCO World Heritage Site Periodic Report for the University of Virginia and Monticello which will be submitted in October 2003 to the World Heritage Committee at UNESCO in Paris. This report will serve as a baseline document describing any changes that have taken place since the Academical Village was placed on the World Heritage List in 1987.

- When the 2002 Commonwealth of Virginia Campaign concluded in Fall 2002, 55 percent of Facilities Management’s employees had contributed a total of more over $13,800. Their participation helped the Office of Management and Budget earn the UVA Volunteer Service Award for greatest rate of participation among vice presidential units in the Day of Caring, the Platinum Award for 100 percent department participation, and for the sixth straight year, the Campaign Spirit Award for
demonstrating the true spirit of service gifts of time and talent as well as money.

- Chris Willis, Facilities Operations director, was awarded one of only two Celebrating Community Service Spirit awards.

- Joyce Chewning, administrative and program specialist III, who has served as Facilities Management’s Area Volunteer in the Commonwealth of Virginia Campaign for 12 years, was presented a Certificate of Appreciation for her generous service to the 2002 campaign.

- The Utilities Department achieved savings (through avoiding costs) and income this year from energy conservation work and by using central plants to produce energy as follows:
  - Estimated savings achieved through halting the rapid growth of electricity of the 1980’s of over $4.8 million this year.
  - Calculated savings associated with burning 80% coal instead of gas to produce steam at the Main Heating Plant of almost $2.9 million.
  - Estimated savings from using central chiller plants to produce chilled water instead of stand-alone building chillers and direct expansion units of over $2.7 million.
  - Calculated savings achieved through aggregating our power supply through substations rather than having direct drops from Dominion Virginia Power of almost $2.6 million.
  - Anticipated savings from lighting upgrades this year of $30,304, bringing the total annual savings from lighting upgrades to more than $818,000.
  - Estimated savings from the installation of occupancy sensors this year of almost $15,000, bringing the total annual savings from the use of occupancy sensors to almost $77,000.
  - Calculated savings of almost $126,000 achieved at the Main Heat Plant by exceeding the plant efficiency goal by 3%.
  - Sewer credit refunds from the City of Charlottesville of more than $186,000.

- The University exceeded the state’s 25% mandate by recycling over 38% of all the disposable materials generated by the University, thanks to the dedication, commitment, and efforts of UVA faculty, staff, and students, and the Facilities Management Recycling team.

- The Division of Recoverable and Disposable Resources (DRDR) won the Virginia Recycling Associations’ award for “best state institutional recycling program” for the third consecutive year.

- Total water usage at the University declined this year by 56 million gallons, more than 10 percent from the previous year. For the fourth straight year, total water usage
for the fiscal year was down—this year almost 25% from the average of the previous six years.

- UVa Procurement Services encourages the purchase of Energy Star labeled equipment whenever available. That effort was recognized on U.S. Environmental Protection Agency’s web site in May 2003 in an article titled *Efficient Purchasing at the University of Virginia*.

- The Utilities Department divisions completed installation and replacements of various equipment, resulting in further savings for the University. Examples include:
  - The installation of 992 motion sensors with an estimated annual savings of $15,228. To-date 5,015 motion sensors have been installed yielding an overall estimated annual savings of almost $77,000.
  - Obtaining $18,200 in energy grant funds from the Department of Mines, Minerals, and Energy to retrofit lights in the North Grounds Heat Plant, Shelbourne Hall, and the Central and Suhling Wings of the West Complex.
  - The replacement of thirty-eight electric motors with high performance, energy-efficient motors. For the chiller plant motors alone, the annual savings are more than $11,400.
  - The replacement of six electric condensate-return pumps with steam driven pumps that are 25% less expensive to operate per gallon of condensate.

- The Electrical Distribution Division has worked throughout the year on a $1.3 million capital project in the Davis Transformer Vault which includes the replacement of an existing 208-volt switchgear and transformers with new double-ended 4000-amp, 208 volt switchgear containing a fully automated transfer scheme and, and two 1500 kVA transformers. Their other work included transformer replacements, light improvement projects, and emergency telephone installations.

- The Piping Distribution Division installed a new fire protection line and check valves at the Law School to interconnect water systems for fire protection as required by the State Fire Marshal. Other work included water service installation at various locations; chilled water projects, sanitary sewer projects, storm water projects and heating systems valve replacements.

- Utilities’ GIS team used AutoDesk Mapguide to implement an intranet system to transmit utility drawings, maps, and related tabular data electronically, or to link the information to data-centric web pages. The long-term goal is to provide maps and data on a user-friendly, secure web site for consultants and Facilities Management staff to use in building site selections, utility planning, utility location, and system inspection and analysis. It will also assist utility superintendents in more effectively managing their systems.

- There were several organizational changes for Facilities Operations, this year: the new S.W.
McCormick Zone successfully completed its first year. A second major change was the permanent disestablishment of the Specialty Trades Division and reassignment of those work centers.

- New ramps with ADA code-compliant slopes and handrails were assembled and set in place by Operations trades people for graduation’s Lawn procession.
- Operations staff received extensive praise for their admirable service for the University’s graduation ceremonies during which heavy rain fell all day. The Lawn procession and keynote speech were done as always, but most of the diploma ceremonies were relocated to the rain sites. The University Alumni Weekend was impacted by many days of heavy rain. The Madison Bowl site was only used for the opening reception and all other events were moved inside.

- Operations was again a key participant in the Spring 2003 for the City of Charlottesville/County of Albemarle/University of Virginia’s joint emergency operations plan. Using web-based coordination software for the first time, the group was able to improve communications significantly. A major boiler failure in January required the University to use its emergency response plan to maintain heat and hot water to the hospital while the boilers were restored to use; lessons were learned to refine the system.

- Facilities Operations took the lead in selecting projects, planning the work and providing the team leaders for the Day of Caring again this year. With 40 volunteers, Facilities Management was one of the largest participants from the University.

- Facilities Operations technicians provided temporary power, sound systems and other logistical support when the Walk for Life was held, for the first time, at the UVA track and field complex.

- The Renovations Division was involved in several important projects during the past year. Note worthy examples:
  - Scott Stadium Field Wall replacement. Begun in January, completed July 23. Cost $560K
  - Office renovation at JAG School for the incoming General and his staff
  - Alteration and conversion of the Lady Astor squash courts to tennis support facility
• Renovation of the sales area at the University Bookstore
• Duct work on the Hospital Pharmacy relocation
• Renovation of another phase of student rooms in the Academic Village.

• The Green Lights energy conservation program continued with $150K in construction costs and the completion of two hospital wings and six other buildings.

• The past year had three distinct phases for the Landscaping Division.
  • In the summer and fall of 2002 severe drought conditions required curbing water use. The division deferred all grounds projects that installed new plants and discontinued irrigation using treated water. Although certain trees did receive water from storm water collection basins and collected HVAC condensation, the trees were weakened and will reflect the impact of the drought over the next several years.
  • The Charlottesville area had the most severe winter in the last decade with almost 35 inches of snow falling during ten storms. Clearing operations consumed 300 tons of salt, 22 tons of sand, and 5 tons of calcium chloride. And to the Landscape division’s credit, they accomplished all this without incident even though they had a smaller staff and an older fleet of vehicles.
  • The third phase presented a lush and rapid turf growth after the snow changed to frequent rains that became a constant challenge to the lawn mowing staff. The rain continued through the summer and mowing efforts that ordinarily slow down in July and August continued at peak levels through September.

• The Elevator Shop assumed responsibility for new elevators installed in six new facilities and Pavilion VII. Upgrades and replacements have been completed in five buildings.

• All elevator inspections are up to date at this time and elevators are in good operating condition. The certifications for this year are complete.

• Elevator specification reviews have been a priority to make sure new installations are correct. This involvement has saved much time and prevented costly problems.
• The Fire Protection Division installed new alarm systems in nine facilities including the newly renovated Multistory Hospital Pharmacy.

• The Fire Protection Group also supported University Housing for fire alarm installations and inspections, supports all code compliances and inspections at HSPP, inspected more than 300 fire systems quarterly and, in conjunction with Facilities Planning and Construction, designed fire systems and assisted the State Fire Marshal’s office.

• The Heating, Ventilation and Air Conditioning Division completed many projects during the year, including installation of new heat pumps, chilled water coils and controls, a chiller for Pavilion VIII, and air conditioning upgrades.

• The division also began working closely with the Environmental Health and Safety Department to improve indoor air quality particularly in regard to mold and fungus concerns.

• HVAC is also responsible for training and inspections for the new building commissioning guidelines. Mechanics review construction drawings, assist construction managers with outages and inspection and make initial warranty determinations.

• State budget cutbacks impacted the Building Services Division with an anticipated ten percent budget cut. Building Services proved that they could do more with less: two of the three custodial contractors were terminated and the remaining contractor’s services were reduced by fifty percent to help offset the state budget cut. With no additional hiring, the housekeepers maintained average-cleaning standards for the more than 30 buildings previously maintained by contractors.

• The North Grounds Zone Maintenance Team continued its commitment to this high profile area of the University with typical support for annual events like the Darden Alumni Weekend and special requests. For example, move-in and commissioning of the Darden Faculty Building Addition required extensive personnel relocations for six weeks.

• Other North Grounds projects included installation of an electric sub-panel to accommodate special electrical power needs for Law School Alumni Events and reinforcement of a wall in the Law School Reading Room to support the relocation of a large portrait. The latter was an extremely important project for the Law School.
• Maintenance Services for Mountain Lake included a complete overhaul of the sewage plant and replacement of motors on the well water mixer.

• The Roofing Shop had extensive work due to roof leak issues during a year with heavier than normal rain and snow. Projects included major repairs on Newcomb Hall and Monroe Hall after snow and ice damage and repairs to damaged snow guards on Pavilion II and VI roofs following ice damage.

• Electrical Maintenance Shop installed raceways and junctions, conduit, power and panel work in support of fire alarm installations and security systems in many facilities.

• Other projects included removal of unneeded electrical material from Gilmer Hall in support of an upcoming capital project, the second annual “lighting of the Lawn” in December and electrical installations for a renovation at Carr’s Hill.

• The Lock Shop’s numerous projects included keying new or newly renovated facilities (i.e., Miller Center Addition, Aurbach Clinical and Clark Hall and 1222 Jefferson Park Avenue) and re-keyed two major existing facilities.

• The Carpentry Shop also contributed extensively to the Carr’s Hill renovation project and built new porches for Pavilion III and at Hotel E. Other projects included building forms and hanging doors for the far-reaching Davis Vault renovation.

• The Service Call shop completed numerous electrical projects including new lighting in the Drama Building, replacement of electrical panels in Madison Hall and installation of power poles in Campbell Hall. The shop also installed new 400-amp service in the baseball stadium for media vehicles.

• The Plumbing Shop accomplished annual certification of all back-flow prevention valves and completed projects including replacement of a six-inch water main at University Hall and replacement of all shower valves at Memorial Gym.

• The new Southwest McCormick zone began operating in July and, although the state budget cuts at the start of the fiscal year required a freeze on hiring forcing the zone to operate shorthanded for most of the year, they accomplished many significant projects. The zone covers Olsen, Small, Thornton, and Gilmer halls, and Chemistry, Chemical Engineering, Aquatic and Fitness, Mechanical Engineering, and
Material Science buildings.

- Facilities Planning and Construction, with assistance from Business Management Services and Operations, hosted the April 3 annual meeting of Virginia APPA: The Association of Higher Education Facilities Officers. Approximately 200 participants attended the one-day event held at the University.

- Fiscal 2002-2003 was another challenging year for Fiscal Operations. In time, the anxious queries from our fellow employees lessened, and we began to gain confidence-building proficiency.

- Business Management Services' Fiscal Operations Division faced a second major system change in as many years; our staff demonstrated once again that they are dedicated and caring individuals. Phase II of the Integrated System, Oracle Time Management, brought considerable challenges from September onward. Fortunately, our staff was able to handle those challenges with good humor, patience, and a genuine desire to alleviate anxiety by assuring employees that all reported errors would be corrected.

- The Information Systems (IS) Division kept the Facilities Management network and applications operating 24/7/365 with a high degree of availability and reliability.

- Each year information technology and information systems affect more and more Facilities Management business functions. Current applications' tasks include the following:
  - FP&C’s schedules, budget data, actual cost data, and scanned images of documents are kept with PIMS (Project Information Management System).
  - The fiscal year’s approximately 48,000 service calls were entered and tracked with a work order interface application tailored to recognize special building and funding conditions.
  - Billing results are available in several forms including Customer eStatements and Building Services YTD Reporting.
  - Human Resources & Training and Accounting use the Personnel & Position application that also includes an Oracle download to synchronize personnel information.
  - The Space Information System provides access to SCHEV Facility, Room, and Floor Plan drawings.

- Materials Division managed approximately 185 annual “standing orders”, 835 purchase orders, 3,800 limited purchase orders, and 8,300 releases against established “just in time” supply orders that were placed in fiscal year 2002-2003, for a total dollar volume of $21,179,559. Major procurements included the renewal and expansion of a major housekeeping contract with a local, family-owned minority firm and
establishment of a long-term contract to furnish and install laboratory casework, fume hoods, and accessories.

- During the 2002-2003 fiscal year, Work Management processed over 47,000 work orders.

- To enhance customer service, Work Management continued to host fall and spring facility coordinator meetings. The customer service representative and other staff make frequent site visits to maintain communications with customers and familiarity with facilities’ conditions and usage.

- Materials Division buyers represented the University and hosted forums designed to enhance communications with small, women-owned, and minority business enterprises.

- Health System Physical Plant (HSPP) completed a JCAHO accreditation inspection in December 2002 with high ratings. The department also continued to improve on the Statement of Conditions (SOC) requirements. In response to mandated requirements, HSPP developed a Utility Management Plan (UMP), a Life Safety Building Maintenance Program and maintains a Safety and Security Subcommittee, supported by several subcommittees.

- HSPP replaced the medical air system, saving 20K gallons of domestic water daily while greatly improving the quantity and quality of the air.

- The HSPP Labor and Landscape crew was recognized on several occasions for their professionalism and outstanding efforts. The team was nominated for Health System Landscape Crew of the Year and is currently competing on a national level through the Professional Grounds Management Society.

- HSPP’s Minor Projects Group completed the $499,000 Pharmacy Project on schedule and within 1% of the original budget. This was the largest in-house project to date that the group has done. Other projects included renovation of the former dentistry clinic to house the cardiac care unit, and the renovation of Multistory 6th floor for the Cancer Center.

- The Minor Projects Group completed $3,196,410 of work. Of that, 259 projects were estimated or fixed price projects with a cost of $857,876. With the increasing work load, the Minor Projects Unit is looking to expand its staffing over the next year.
• During the fiscal year, HSPP Work Management processed 63,975 work orders, of which 28,673 were emergency and service calls and 27,419 were preventive maintenance work orders.

• The HSPP Engineering Resource Center continued to maintain all documents, reports, and other project-related documentation for all Health System facilities. One particularly important task involved updating Health System SCHEV (State Council for Higher Education for Virginia) drawings of all current Health System spaces for determining for space assignment and lease costs.

• HSPP provides on-site continuous fire inspection services to assure compliance with life safety/fire safety codes.

• Now in its twelfth year, HSPP zone maintenance continued to respond promptly to customers’ needs and, in turn, received positive ratings for that work.

• The Human Resources and Training Office has provided full support and management of the Employee Reward and Recognition Program initiated in March 2002. The HR&T staff receives, processes, and documents all nominations, as well as provides full utilization reporting on a monthly basis. During the fiscal year, 229 rewards were granted under this program.

• Human Resources and Training staff expanded last year’s extensive efforts for apprentice program recruiting by working with high school and career center counselors throughout the region. Program informational packets were developed and widely distributed to schools, both locally and in surrounding counties.

• Recruitment efforts in general were expanded when staff attend job fairs and jobs were posted on the new local website Cvillehelpwanted.com, in addition to the normal practice of departmental and University posting.

• For the sixth consecutive year, Human Resources and Training (HR&T) offered the very successful Supervisory Development Series to departmental supervisors and prospective supervisors. Approximately 30 students were scheduled to graduate and be recognized, along with the instructors, at the
Training Recognition Ceremony to be held in the Dome Room of the Rotunda on July 23, 2003.

- The HR&T Office continues to promote the availability of educational assistance through the newsletter, bulletin board posting and emphasis at New Employee Orientation. During this fiscal year, a total of 30 requests from 15 different employees were processed. These numbers show a slight increase in utilization from 2001-02 when 12 employees made 23 requests for tuition reimbursement.

- The second annual Apprentice Program Luncheon was held April 22, 2003 to promote apprentice positions available this year and to bring current apprentices and past graduates together to share experiences and plans to enhance the University of Virginia Apprentice Program. Approximately 35 current apprentices and graduates attended the event, along with 16 guests who were interested in learning more about apprenticeship with Facilities Management.

- As the fiscal year closed, the HR&T Office made plans to recognize three apprentices for completion of training and to induct five new apprentices were to be inducted at the July 23 Training Recognition Ceremony. A sixth apprentice was to be hired early in the next fiscal year.

- Facilities Management’s Employee Council, now completing its fifteenth year, continued to foster communication among departments, senior management and employees. (See membership and information section of Council’s brochure on the next page.) Recent speakers included representatives from human resources and training, career services and the Women’s Center. Council’s work to establish a defibrillator program succeeded: an automated external defibrillator was delivered in Spring 2003. Wanda Hedges, a member of Facilities Operations support staff and a certified AED and CPR instructor, began teaching classes in June.
Facilities Management Employee Council

Employee Council is Communication

Communication is essential to the success of all organizations, especially one as large and diverse as Facilities Management. As employees, our challenge is to identify strategies that promote and enhance communication at all levels. Your Employee Council is an essential forum that fosters communication. The Council Chair and Vice-Chair are also representatives to the Executive Vice President and Chief Financial Officer's Employee Communications Council.

The Employee Council is a channel for receiving and discussing employee ideas for improving relations and generally enhancing the University work environment.

The monthly meeting usually includes a guest speaker from the University community describing programs/resources impacting Facilities Management employees.

Recent guests have included representatives from the Women's Center, Intramural-Recreational Sports, and Career Services. In-house representatives for recycling, human resources and training, and emergency medical treatment have also spoken to the council.

You Elect the Representatives

Employee Council representatives are elected for two-year terms and represent 13 major areas within Facilities Management. Please see the photos and names on this brochure. Employees are encouraged to bring work-related problems or questions to their representatives for discussion at monthly meetings.

The resolution of specific personal concerns is not the responsibility of the Council.

Council Meets Monthly

Employee Council meets the last Thursday of each month in the upstairs conference room at the Leake Building, Facilities Management, 575 Alderman Road. If you have questions Council should address, talk with your area representative or any representative or the chairperson.

Minutes are Public Information

Minutes of the Employee Council meetings are posted on Facilities Management bulletin boards and the website at http://fmweb.virginia.edu/FMIHome/
The Aquatic and Fitness Center Addition/AFC Chiller Basement

Start date: August 2002   Finish date: April 2004
Total project cost $10.4 million   57,300 sq. ft.
Project Manager  Mashal Afredi   Construction Manager  Richard Sergei
Ground-breaking for the $129,800,000 John Paul Jones Arena Project was held May 30, 2003. Major donor Paul Tudor Jones (second from left), a UVA alumnus, gave the arena its official name in honor of his father, John Paul Jones (top right), who also participated in the ceremony. Major elements of the project are the one-half mile long North Grounds Connector Road, 1,500 parking spaces in a parking garage and surface parking, and the arena itself with 15,000 seats, coaches’ offices, training rooms, premium seating, 2-1/2 practice courts, with a Jeffersonian exterior. Onsite work began April 15 at each of the projects three sites:

- The Dell area which is a storm water management project located remote from the Arena site, and will mitigate the storm water management issues in the eastern end of the Arena.
- The Arena/Parking Garage site which included the earth removal work in preparation for the foundations, installation of various foundations for the retaining walls, establishing a service road to the Arena, and installing a soil and erosion system for the entire site.
- The new electrical duct bank coming from the north ground substation through Massie Road to Copeley Road and onto the Arena site.

Start date: April 15, 2003 Finish date: May 31, 2006 Total project cost $ 129,800,000 619,397 sq. ft. Project Director Richard Laurance
Special Collections Library

Start date: February 14, 2002  
Finish date: April, 2004  
Total project cost $26 million 
72,700 sq. ft. 
Project Manager Don Riggin  
Construction Manager Steve Ratliff
Emmet Street Parking Structure (now called Emmet / Ivy Parking Garage)
Start date: (Construction) September 2002    Finish date: November 2003
371,000 square feet (1,200 parking spaces)
Project Manager: David Sweet    Construction Manager: Richard Sergi
University of Virginia Hospital Expansion Project
Start date: Jan 2003  Finish date: May 2006
Total project cost: $63.2 M  Approximately 280,000 square feet (130,000 new and 150,000 renovation)
Project Manager: Wendy A. Steesy, AIA  Construction Manager: Christopher J. Hoy
The project website www.healthsystem.virginia.edu/ hep has more information.
Observatory Hill Dining Hall

Start date: February 2003
Finish date: New Dining Hall, Summer 2004
Site completion, Fall 2004
Total project cost $22 million
62,000 sq. ft.
Project Manager Libba Bowling
Construction Manager Jackie Darnell
Organization of University of Virginia Facilities Management

Chief Facilities Officer
Assistant State Building Official
Robert P. Dillman, P.E.
434-982-5834 or rpd2n*

Deputy Chief Facilities Officer
Richard H. Rice, P.E.
454-982-586 or rhr64

Curator & Architect for the Academical Village
Anna K. Towns (acting)
243-8590 or ak2m

Senior Review Architect
Charles J. Callaghan, Jr. AIA
982-4662 or cjc4m

Customer Service Representative
Bonnie J. Hunt
982-4669 or bjhh3c

Human Resources & Training Manager
Donna M. Barnes
982-5896 or dbnbla

Facilities Operations
Chris M. Willis, P.E.
982-5075 or cmw2n

Health System Phys. Pltt
Peter M. Am, P.E.
974-8593 or pafm

Fac. Planning/Construct.
C.A. Johannesmeyer, P.E.
982-8371 or caj3m

Utilities
Cheryl L. Gomez, P.E.
982-5414 or clgy7

Maintenance Services
Walter Rogers
982-4665 or wr2r

Landscape & Grounds
Richard Hopkins
982-4668 or rmh3f

Renovations
Joe Lane
982-4660 or jll2b

HVAC
Steve Derrier
982-4661 or wsd

Building Services
Bob Carman
982-4870 or rsc

North Grounds Zone
Gary Wood
924-3752, 982-3546 or grw

5W McCormick Zone
Clarence Wells
924-4044 or cww5c

Service Desk
924-2267
Maintenance
Will Shaw
982-3246 or wfs2c

Zone Maintenance 1
Mike Lynch
924-1971 or mlv2

Zone Maintenance 2
Larry Shackleford
982-3690 or lsr8g

Zone Maintenance 3
David Tyree
924-8095 or dlt7k

Renovations
Jim Offield
982-3245 or jbo

Engineering & Design
John Davis, P.E.
982-5411 or jdd

Real Estate & Space
William H. Bohn
982-5914 or whb-f

Academic Division
Richard Muntford, AIA
982-4723 or rmf8fr

Health System
George Southwell
924-7783 or gss6d

Contract Administration
Patricia Mathews, VCO, C.P.M., VCCO
982-5472 or pcm8h

Construction Services
vacant

Design Services
Jo Larson, FAIA
982-5910 or ewl2m

Administration
Kimberly B. Morris
982-4615 or kbm4n

Business Management Services
Jay W. Klugel
982-5883 or jwk8w

Assoc. Dir. Work Mgmt.
Mark Webb
982-5814 or dww3e

Information Systems
Fred Rembold
982-5860 or frr4x

Administration
Joyce Chevey
982-5854 or jcb6s

Materials Division
Bill Martin
982-5869 or whm2j

Fiscal Operations
Florence Buchholz
982-4630 or fs

*followed by @virginia.edu if outside the University

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Performance

We appreciate the response to tree trimming requests after windstorms and assistance in procuring mulch for minor grounds projects. ...personnel are friendly and customer-service oriented both in the field and in the offices. – Customer comment

UVA Housekeeping provides excellent service .... Our building looks spectacular and the housekeeping staff are professional and courteous. – Customer comment

The chart below illustrates the dollar value of the facilities we have built for students, patients, faculty, staff and researchers over the past years and what we expect to build in the coming fiscal year, 2003-2004.

![Construction Work-in-Place 1993-2004](chart.png)
Facilities Management  
Financial Operating Summary 2002-2003

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating and Chiller Plant Activities</td>
<td>$ 9,415,032</td>
</tr>
<tr>
<td>Purchase of Utilities</td>
<td>$ 24,637,737</td>
</tr>
<tr>
<td>Personal Services</td>
<td>$ 30,233,416</td>
</tr>
<tr>
<td>Planning and Construction</td>
<td></td>
</tr>
<tr>
<td>New Construction</td>
<td>$ 73,089,398</td>
</tr>
<tr>
<td>Architectural and Engineering Consulting</td>
<td>$ 18,060,171</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$ 91,149,569</strong></td>
</tr>
<tr>
<td>Maintenance and Operations</td>
<td></td>
</tr>
<tr>
<td>Contractual Services</td>
<td>$ 7,934,331</td>
</tr>
<tr>
<td>Equipment Purchased</td>
<td>$ 2,318,768</td>
</tr>
<tr>
<td>Materials and Supplies</td>
<td>$ 5,449,000</td>
</tr>
<tr>
<td>Administrative Expense</td>
<td>$ 997,187</td>
</tr>
<tr>
<td>Rental, Buildings and Equipment</td>
<td>$ 631,292</td>
</tr>
<tr>
<td>Travel and Training</td>
<td>$ 119,748</td>
</tr>
<tr>
<td>Information Systems</td>
<td>$ 62,274</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$ 17,512,600</strong></td>
</tr>
<tr>
<td><strong>Total Facilities Management Activities</strong></td>
<td><strong>$172,948,354</strong></td>
</tr>
</tbody>
</table>
E&G MAINTENANCE EXPENDITURES AND GROSS SQUARE FOOTAGE HISTORY

The relationship of Educational and General gross square feet maintained to maintenance operating and reserve expenditures.

PREVENTIVE MAINTENANCE EFFORT COMPARED TO CORRECTIVE MAINTENANCE

PREVENTIVE MAINTENANCE
CORRECTIVE MAINTENANCE
PREVENTIVE MAINTENANCE PERCENTAGE

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COMPARISON OF E & G FACILITY MAINTENANCE COSTS - 1993-2003

ROUTINE MAINTENANCE CHARGES
Per Gross Square Foot
FISCAL 2002/2003
A "Zone" Manager who makes you feel like he is your Building Manager - personal/caring and timely service. – Customer comment

The moving services people are always great. – Customer comment
Facilities Management expended a total of $12,374,639 for maintenance and repair of the University’s Academic Division educational and general (E&G) buildings and grounds during the 2002-2003 fiscal year. A comparison of expenditures in 2002-2003 with expenditures for prior fiscal years follows. Note that funds for 2002-2003 expenditures fell to 1997-1998 levels with maintenance reserve funds accounting for the largest reduction.

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Capital Budget</td>
<td>$1,546,196</td>
<td>$3,275,947</td>
<td>$6,919,851</td>
<td>$5,949,832</td>
<td>$4,821,378</td>
<td>$3,901,548</td>
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<tr>
<td>Maintenance Reserve</td>
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<tr>
<td>Maintenance Operating</td>
<td>$7,695,920</td>
<td>$8,034,985</td>
<td>$7,528,505</td>
<td>$7,510,745</td>
<td>$6,858,404</td>
<td>$6,017,086</td>
</tr>
<tr>
<td>Budget</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Utilities Chiller</td>
<td>$1,512,159</td>
<td>$1,794,446</td>
<td>$1,410,101</td>
<td>$1,488,082</td>
<td>$1,285,289</td>
<td>$1,353,800</td>
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<tr>
<td>Distribution System</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grounds</td>
<td>$1,620,364</td>
<td>$1,549,275</td>
<td>$1,688,081</td>
<td>$1,407,154</td>
<td>$1,398,812</td>
<td>$1,094,969</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$12,374,639</td>
<td>$14,654,653</td>
<td>$17,546,538</td>
<td>$16,355,813</td>
<td>$14,363,883</td>
<td>$12,367,403</td>
</tr>
</tbody>
</table>

The people I have dealt with (lock shop, sign shop, recycling, electricians, plumbers and especially HVAC) have done an excellent job. – Customer comment

For more data on performance measures, please see individual departments’ and offices’ annual reports on line.
Visit our website at http://fmweb.virginia.edu/FMHome/
Nothing can stop the man with the right mental attitude from achieving his goal; nothing on earth can help the man with the wrong mental attitude. - Thomas Jefferson

This year, three of our Facilities Management colleagues were nominated for Distinguished Service Awards to the University of Virginia. To be nominated is an honor in itself since only five award recipients are selected from the Academic side and five others from the Health System side. Right photo: Chief Facilities Officer Bob Dillman (right) congratulates Felix Crawford, Roger Conner and Bill Parrott. Below, please read what their customers wrote about the outstanding men.

Felix Crawford has been employed at UVa for 24 years, and 23 of those years he has worked for Facilities Management’s heating, ventilation and air condition (HVAC) division. He started here as an assistant mechanic and quickly developed into a well-rounded HVAC mechanic with an excellent attitude who gives 100% to his work. Some of Felix’s major accomplishments are: renovation of the heating and air conditioning systems at Gilmer Hall, investigating HVAC systems in the newly renovated Peabody Hall, intensive research of the entire mechanical system at 2400 Ivy Road complex, ITC problems at Carruthers Hall and Ivy Road locations, and the HVAC system for Pavilion VII. He was extremely responsive to ITC’s needs at a new satellite location where equipment required a constant watch to assure the HVAC stayed within a normal operating parameter. He worked to improve cooling and air flow, installed equipment to monitor the temperature and humidity, gave good feedback and took the time to discuss options. When he worked at Peabody Hall because of much difficulty with the HVAC system, the staff there said he clearly identified their issues, came up with thoughtful and creative solutions to temperature and air flow issues. They are grateful for his intelligent approach, his can-do attitude and his sense of humor. Another source noted that Felix single handedly completes all the HVAC air-flow commissioning for University buildings. “Felix’s tenacity cannot be matched. He sticks with a problem until it is solved, reports back to project managers and always follows-up to be sure the completed work has solved the problem.” He also works well with the balancing and control contractors and coordinates required shutdowns without being asked.

continued next page....
Roger Conner was selected as Health System Physical Plant’s landscape and labor services supervisor in July 2000. Shortly thereafter, staff, students and visitors took notice of improving grounds’ conditions. Roger’s artistic ability, horticultural knowledge and amazing budgetary management have had a significant impact on beautification projects there. He has created unique, functional, and easily maintainable garden and recreational spaces for public, staff and patients. His numerous accomplishments include redesign of the Emergency Room entrance, the addition of flowerbeds along Lee Street, the McKim Hall picnic area, and his assistance in the redesign of the Multistory entrance which incorporates a healing garden in the plans design. His artistic aptitude and dedication are surpassed only by his ability to motivate the employees he supervises. The winter of 2002-03 was difficult weather-wise. Snow, sleet and ice hit the area repeatedly. Roger’s crews worked all hours to keep the roads, sidewalks, entrances and steps clear of snow/ice so patients and visitors could get to the entrances. His crews worked extra hours to do this work yet maintained a cheerful disposition in difficult situations.

William F. (Bill) Parrott, a master electrician who has worked with Facilities Management for 23 years and the last 13 years at the heating plant, skillfully managed the 2002 annual fuel allotments for the main heat plant boilers and was able to maintain fuel usage within limits set by the Department of Environmental Quality. Several of his initiatives resulted in improved efficiencies and reliability and reduced environmental impact. For example, the work he programmed for Boiler #4 resulted in increased efficiency of almost 12%, a potential savings of over $100,000 in fuel energy. Work completed on the baghouses ensured that pollution from particles was controlled to within the required 99% efficiency. It also resulted in a better method for replacing the bags that will save at least one man-week in labor. As a direct result of Bill’s efforts, the Main Heat Plant consistently meets or exceeds its plant-wide thermal efficiency goal – every percent above goal yields a cost avoidance of over $36,000 in fuel costs. This past January when outside temperatures dipped into the teens, the Main Heat Plant suffered major mechanical failures in its two largest boilers. As a result, heating energy to University buildings was significantly reduced and we were at risk of losing steam service to the hospital and total heat energy producing capacity which could have resulted in frozen pipes causing millions of dollars in building damage. Because of Bill’s quick decision making and action, the hospital was kept operational and damage was minimal. Bill’s performance is consistently exceptional. He is a highly valued, essential member of the Heat Plant team, the Utilities Department and the Facilities Management organization.

The following pages show some of the individuals and teams who build, maintain and support the University of Virginia’s facilities...
The Faces of Facilities Management