Doing More with Less: Successfully

Building Services Takes on New Responsibilities

When Facilities Management was faced with the potential of an approximate one million dollar budget cut this fall, Building Services was given an especially tough challenge: already working with only 88 percent of a full workforce due to the hiring freeze, a significant budget reduction, and essential custodial services had to be maintained.

Immediately, Superintendent Bob Carman and Division Manager Jim Williams met with supervisors to realign all work areas to be cleaned by in-house staff. Contracts with two companies and 50 percent of the services from a third contractor were ended October 18. As a result, 30 buildings totaling almost 400,000 square feet, previously cleaned by contract staff, would have to be maintained by existing Building Services staff.

Ates Dagli helped supervisors define work schedules to focus on cleaning classrooms, restrooms and shared public spaces. Perhaps the most immediate difference customers noticed was that their individual trash baskets were emptied monthly instead of bi-weekly. For more frequent collection, trash containers had to be left in hallways. Several customer areas asked to assist by having central interior trash containers.

Communication with customers has been essential to the success of this transition. Joyce Johnson, inspector for contracted services, and all supervisors met with the facilities coordinators in each area to explain the changes and maintain the service oriented approach customers have come to expect from their Building Services staff.

“We are cleaning 30 additional buildings,” Chris Willis, director of Facilities Operations, explained, “but we realize customers may still have special cleaning requests which, with adequate notice, we will try to meet.”

The recent Facilities Management Blood Drives were successes, thanks our generous donors. The next drive is March 26. Please help if you can. Thank you!

Earl Smith and David Starkes were among the landscape team loading snowplows onto trucks, tuning up the snowblowers and sharpening the equipment that was put into use for our first snow December 5. As always, the snow control detail was done flawlessly. See compliments on pages 4 & 8.
Recycling Wins

UVA’s award winning recycling division presented their two latest awards to Chief Facilities Officer Robert P. Dillman, P.E., in front of their “Mount UBC” (unsorted beverage containers), a nine-ton mountain of commingled beverage containers that will be sorted by recycling staff. The WasteWise Award from the U.S. Environmental Protection Agency in Washington was presented October 10 to the University of Virginia, which was one of only five educational institutions to receive an award. The Virginia Recycling Award for Colleges and Universities was presented October 22 by the Virginia Recycling Association recognizing UVA’s recycling program for being outstanding in amount of materials recycled, amount diverted from the landfill, income degenerated from sale of recyclables, and overall organization and operation. “The faculty, staff and students of UVA make it possible for us to have an award winning program because they get the idea: they recycle,” Dennis Clark, Division of Recoverable and Disposable Resources manager. Pictured above are (L-R) Cheryl Gomez, director of utilities; recycling crew members Alex Harlow, Ron McCutcheon, Nikola Dmic, Greg Wood, Goran Andelic (holding VRA award), Mr. Dillman; Mr. Clark, Al Fioretti, recycling office manager; Richard H. Rice, Jr., deputy chief facilities officer; Sonny Beale, recycling operations manager; recycling team member Clyde Anderson; and Bruce Frazer, operations supervisor. Others unavailable for this photo are Melton Vaughan, Corey Jones, Emmet Mosley.

Important Safety Training

Fire-safety training is available to all Facilities Management shops at the supervisor’s request. To schedule the one-hour training at your shop’s convenience, contact Gerald Drumheller, fire marshal and safety specialist, or Tim Ritchey, both in the Office of Environmental Health & Safety, 982-4911 or email them at fire-safety@virginia.edu. Training can be designed to address shops’ specific concerns or risks.

Two Colleagues Serving with Homeland Security Effort

Earl Ward, capital outlay program manager, has been recalled to active duty with the Coast Guard. He will serve as the Director of Planning for the Pacific Area. He will be located in Oakland, CA and will be responsible for planning facilities construction and repair work at Coast Guard units on the west coast and in Alaska and Hawaii. We look for him to return to FP&C in September 2003. Brion C. Stoner, who had begun his apprenticeship as an electronics technician in August with the fire protection systems team, was called to active duty by the Army for a year effective November 1. As a member of the 2nd Battalion 116th Infantry, he trained for a month at Fort Bragg and, according to his commanding officer, is now at Guantanamo Bay, Cuba. Their service is in support of the Homeland Security effort.
Thank You, Facilities Management

I would like to thank each employee who supported this year’s Commonwealth of Virginia Campaign (CVC). Each year I am truly inspired to see the enthusiastic support given by employees of Facilities Management. Our organization always makes me proud to be the CVC Coordinator.

We finished the year with an astounding overall 54% participation and a total of $13,636.12 pledged. The Day of Caring held on September 25 was another example of how employees showed their support. The photos here show only a few of your 60 Facilities Management colleagues who volunteered hands-on help for several community agencies.

Thank you again for such a great year! Your support makes a difference in to many people…thanks for opening up your hearts! —Joyce Chewning, CVC Coordinator, Facilities Management

Day of Caring 2002

At the Prospect Avenue Community Center (above), Facilities Management’s Paul Rood, Gene Baugher, Anthony Whindleton, Jerry Morris, Fletcher Freeman, Jim Regn, Robert Marks and Shirley Davis made improvements and repairs for the facility which provides afterschool care and other family resources.

Paint shop professionals William Johnson, Hollis Lawson, Butch Catlett and Frankie Payne worked with Brenda Buttner, Joyce Chewning and Sandy Lambert to give ARC of the Piedmont fresh coats of paint inside.

Carpenters Wayne Harlow (left) and Page Fox (right) worked with FP&C’s Sally Field and Kristine Vey to build picnic tables at Stone-Robinson School.

Left: Sandra Payne and Mary McCauley were on ‘cobweb detail’ at Innisfree Village, a life sharing community in Crozet for 50 people with handicaps. Mary Garrison and Wyarnette Fraizer and are hardly visible here as they clean the outside windows that present a spectacular view of the Blue Ridge Mountains. Meanwhile, Diane Rush and Michael Johnson prepared the floor cleaning equipment for duty. More than 20 housekeepers and supervisors contributed, for the second consecutive year, to the morning cleanup at Innisfree. Great job, folks! Thanks for caring.

Robbie Campbell and Martha Creasy clowned for a minute before joining the team to work carefully repairing the driveway at the Church of Incarnation. Ricky Morris (right) repaired furniture for the church. Others helping were Carl Shifflett, Frank Hill, Alton Morris, Anna Towns and Wendy Steesy.
Compliments from Customers and Supervisors to...

Jay Klingel and the Staff of Facilities Management- I am so grateful to your team at Facilities and to you for the invaluable help at Zehmer and Sunnyside. Best wishes for a wonderful holiday season. – Sondra Stallard, Dean, School of Continuing & Professional Studies

Linda Deeds assumed responsibility for housekeeping this spring in MR-4 (where I have had an office and laboratory over the last 15 years). She has trained new persons, communicated expectations and needs, and personally followed up on her employee’s work, redoing tasks herself if necessary. She has performed superbly. The floors and offices have never looked so clean. Her skill in communicating with faculty-investigators in the building is especially appreciated. We hope that Ms. Deeds will continue as supervisor in MR-4…she has our highest recommendation. I have always appreciated and marveled at what you all do. I am now old enough that I really respect and appreciate the efforts of each and every one you. Thank you. - D.N. Damon, Research Assistant, Brian R. Duling Lab, Cardiovascular Research Center

Please extend my gratitude to all the fine people at Facilities Management for all that they do whenever we have inclement weather. During my 20 years here I have always appreciated and marveled at what you all do. I am now old enough that I really respect and appreciate the efforts of each and every one you. Thank you. - Doug Hurd, Director, Interlibrary Services, Alderman Library

More inclement weather compliments on page 8.

On behalf of the faculty, staff and students of the School of Engineering and Applied Science (SEAS), I would like to commend William (Ike) Simpson and Shelby Hawkins for their exemplary performance of their housekeeping duties. They obviously take great pride in performing their jobs, and it shows…they go to extraordinary lengths… Because of Ike’s hard work and attention to detail, the front hallway and main entrance to the School is always in excellent shape. The sparkling clean appearance makes a favorable impression upon visitors such as prospective students and donors…and makes for a better place for all of us to work and study. Ike and Shelby are always pleasant. They are a credit to the University and School. – William Thurneck, Professor & Assistant Dean for Administrative & Academic Affairs, SEAS

Jim Hewitt, Judy Gentry, Judy Kingrea and Abdalla Mohamed of the MR4 housekeeping team: What a fantastic job the team, headed by Jim Hewitt, did over the last month helping prepare for the annul Carter Foundation rededication ceremony. Special thanks to James and Helen. We are always grateful for your professionalism and hard work. Even though we have come to expect it, we never take it for granted. – Robin Kuzen, Chief of Staff, Miller Ctr of Public Affairs

Mike Gibson, project manager/contract administrator: Thanks so much for efficient way you coordinated our move. Also, John Toney, Gary Shifflett and Page Fox who installed shelves and other things we needed were just great. Thanks again for having everything we needed when we needed it and the interest you had in our move.— Darlene McLaughlin, Summer Session

On behalf of everyone at the Miller Center, I want to express our appreciation to Vivian Walls and the cleaning crew James Thomas, Helen Durrer, Joyce Brown, Mary Burton, Florine Early, Calvin Harris and Margaret Jackson for the magnificent job you did over the weekend. I know how difficult this was to accomplish with the construction work still going on – it was close to miraculous that the Miller Center complex looked so spectacular for the rededication ceremony. Special thanks to James and Helen. We are always grateful for your professionalism and hard work. Even though we have come to expect it, we never take it for granted. – Robin Kuzen, Chief of Staff, Miller Ctr of Public Affairs

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Hoo are the New Apprentices...

David Dillon, electronics technician apprentice, with mentor David Reed, systems control center superintendent.

Robert Watson, plumber steamfitter apprentice, with mentor Sandy Gardner, plumber steamfitter leadman.

and Congratulations ... to Richard Minturn, AIA, who was selected to head FP&C’s Academic Division.

Hoo’s Else is New?

In addition to the two additional apprentices hired in September, please welcome these new employees hired since September 15: In Utilities, Emmet Mosley and Moses Bright are new trades/utilities workers. Don Byers joined the team as plumber/steamfitter.

At Health System Physical Plant, Peter Swiderski and Brian Dovel are the new painters and Scott Carter is the new elevator mechanic. Robert Knott joined the team as electrician senior and William Martin as HVAC mechanic. William McAnany joined Facilities Operations as grounds worker senior.

Dear Facilities Management

During a rare rain shower this fall, resourceful landscapers Don Goebel and Scott Burns collected water from a downsputs to use on crucial plantings around the University during the severe drought and water restrictions. The “not tap water” sign on the collection tank was added after some observers questioned the source. Master mechanic Bill Farish also developed a resourceful arrangementcollecting air conditioner condensate to be used for watering. His award winning idea is noted on page 6.

We wanted to share with you these two handwritten note from students:

Dear Facilities Management

This is just a note of gratitude for all that y’all do to keep this place so spectacularly gorgeous. Even through the drought, it’s impossible not to walk across campus and behold beauty @ every turn. We are incredibly lucky to spend time in the presence of such natural grace, and for this we can only thank and praise y’all. Sincerely yours, Nick Rubin, Graduate Student 11/04/02

I want to thank all of you who helped with the Ring Ceremony at University Hall this year. I really mean it when I say we couldn’t have done it without you folks – the event was a success and ran smoothly because of your work. Thank you for being so patient and accommodating with us, the Third Year Council. It has been a pleasure working with you, first through reunions and now class council events. I look forward to working with you again. Sincerely, Alicia Corbin, Ring Ceremony Chair 11/12/02

Drought 2002: Water Resourcefulness

During a rare rain shower this fall, resourceful landscapers Don Goebel and Scott Burns collected water from a downsputs to use on crucial plantings around the University during the severe drought and water restrictions. The “not tap water” sign on the collection tank was added after some observers questioned the source. Master mechanic Bill Farish also developed a resourceful arrangementcollecting air conditioner condensate to be used for watering. His award winning idea is noted on page 6.

Cheryl Gomez, director of Utilities, and her staff provided leadership to the University Drought Task Force throughout the recent drought and severe water shortage. As a result, UVA set good conservation examples for the community. In September, the University’s water usage was down over 27% from the typical 65,268,000 gallons used in previous Septembers.In October, usage was down over 35% from the typical October use of 56,133,000 gallons.

Some of the projects that contributed to this success were:

• Launching a massive water conservation education campaign
• Replacing more than 1500 shower heads and 2000 sink aerators with low-flow models
• Stopping all irrigation
• Turning off water in restroom sinks and providing alcohol-based hand cleaner.
• Distributing buckets in dormitories for students to collect shower water to “Shower with a Tree”
Employee Recognition Awards

The Facilities Management Rewards and Recognition Program issued 63 citations to our co-workers between April and August. Recipients and their accomplishments are listed below by department. Not all recipients were available for photos. The program is outlined in Directive 135B which is available from your supervisor or on line at http://fmweb.virginia.edu/FMHome/.

UTILITIES

Roland Taylor, Paul Campbell, Al Fioretti, Nikola Dimic, John Koch, William Jones, Greg Wood, Melton Vaughan, Goram Andelic, Corey Jones and Scott Jarrell devoted extraordinary effort to achieve high levels of customer satisfaction and to complete work which earned “gold medal” status when they won the SWANA Technical Achievement Awards in October 2001. (This mention was carried over from last quarter.)

Dennis Clark, recycling manager, for his exceptional leadership that has resulted in the recycling team’s winning national and regional recognition and awards from EPA, WasteWise and the Virginia Recycling Association.

Pat LeFloch, heat plant maintenance technician, for taking the initiative to obtain his NIULPE 4th class engineering license.

Bruce (Sonny) Beale, recycling operations manager, for organizing and supervising recycling activities during a home game and student move-the same weekend that he had a death in the family. His efforts collected over 15 tons of cardboard that diverted waste and higher landfill costs.

Paul Sullivan, welder senior, and Bill Siebert, plumber steamfitter, built and installed a ladder and grate for an area that presented a safety issue. They did this on short notice, in a professional manner and in less time than expected.

HEALTH SYSTEM PHYSICAL PLANT

Mike Meade, Mike Taylor, Jim Carlson, Steve Pease, Martin Rush, Tam Nguyen, Craig Diggs, Otis Hackett, Pete Swiderski, My Vu and David Maupin for their extra efforts and time spent to ensure that the hospital meets or exceeds JCAHO standards.

Sherwood Gibson, Mike Taylor, Jim Carlson, Clay Agee, Martin Rush, Carroll Simpson and Art Penzal for their contributions to the expedient and successful renovation of the Division of Personality Studies Project; their professionalism and expertise were key to customer satisfaction.

Richard Burgess, project manager, was instrumental in meeting the time frame within budget for the Nursing School’s new space in Blake Center.

Larry Shackleford, Mike Taylor, Mike Meade, Otis Hackett, My Vu, Craig Buckhanan Will Shaw and Jim Offield for fast response to repair damage in hospital; work was assessed and performed in a professional manner and in a safe environment for workers, patients and visitors while also working on other deadlines.

Melissa Berry, executive secretary senior, for exceptional efforts to successfully respond to short notice document and report writing.

Warren Britts for exceptional efforts to modify and improve compactor loading which he accomplished with minimal disruption and down time and with the hospital’s appreciation.

Keith Tyler and Mark Conner for outstanding work in the commissioning of the Fontaine Research Building.

Dallas Clayton and Robert Siira for their tireless efforts to identify and resolve challenging problems with the pneumatic tube system.
OPERATIONS

Gregory A. Clements and Tripp Marshal dropped other priority jobs to respond to the air conditioning problem in the University Hospital. Their rapid response had HSPP’s customers very happy and also saved the University money and down time.

William F. Farish devised a plan to collect condensate water – 5 gallons every 20 minutes - from air conditioning units in the Architecture School. He worked with the landscape crew to collect and use this water to keep crucial plants and shrubs alive during the drought and water shortage.

Ronnie Spencer worked from start to completion on the replacement of pump #5 radiation water lines in Slaughter Hall, which involved working in a hot environment. Besides finding and correcting another problem, he drew up a new piping plan to improve the system.

BUSINESS MANAGEMENT SERVICES

Mike Gibson for successfully passing the exam for certification as a Virginia Contracting Officer, and for an exceptional job in establishing new and more efficient methods of administering and documenting contracts, resulting in lower costs for the University.

Chris Smeds for developing PenDragon forms for the Utilities Dept. meter readings and ‘hot synching’ purposes. The development results in great savings for Utilities.

Bill Martin for taking the initiative to contact our stoker coal supplier and negotiate a lower rate for coal, resulting in substantial future savings for the University.

FACILITIES PLANNING & CONSTRUCTION

Mashal Afredi, project manager, and Stephen Ratliff, construction administration manager for the $6.7 million Student & Faculty Center at the Law School, an architecturally demanding capital project. From the first months of build-out, the general contractor fell behind schedule and presented major problems. Mashal and Steve never lost control of the project … For more than 10 months, they were an effective negotiating team, working effectively... contributing significantly to the success, quality and final completion of the project.

William R. Bond III, GIS & Mapping Administrator, and Nicholas W. Bartley, worked extraordinary hours to meet mapping requirements for the University’s Executive Vice President and Chief Operating Office, Architect for the University and the UVA Foundation. Maps included the Master Plan for the development of the University for the next 50 years and were reviewed and modified frequently to meet everyone’s purpose.

Christine Eppard, fiscal technician senior, and Nancy D. Rush, contract and fiscal technician senior, for their work under extraordinary circumstances, including the manual conversion of over 900 purchase orders while maintaining on-time payment performance. Their work with the University Accounts Payable (A/P) Office to bring FP&C’s invoice payment process in-house resulted in better control of payment dates and improved invoice payment efficiency, and their work with year end close exceeded the A/P Office’s expectations.

Timothy Roland, construction manager for a several million-dollar project to renovate three Intensive Care Units, led efforts making many detailed implementation decisions during construction. … The third phase of renovation did not allow an area where contractor operations were isolated. Tim Roland’s knowledge of hospital activities, foresight and communication skills created an environment for this project to be performed beyond the customer’s expectations.

Richard S. Minturn, architect consultant, for exceptional performance of duties as acting manager of capital programs while instituting several major initiatives and performing project management responsibilities, including the very complex pre-design study of the Arts and Sciences project. He quickly established himself as a proactive and supportive supervisor; assisted in establishing a new training program and the update and use of PIMS; and established a workload projection and staffing determination mechanism.

William H. Bohn, real estate and space manager, for exceptional performance of managerial duties while completing several major initiatives, including successful execution of a workload in support of critical and time sensitive Emmet St. Parking Garage and the Health Sciences Parking Garage Expansion, and management of records research and permitting for archeological excavations at a needed construction site. continued on page 8...
Mashal Afredi, project manager, and Richard Sergi, senior construction manager, for the $5.6 M Monroe Lane project. The contractor fell behind schedule and presented major problems. Richard and Mashal never lost control of the project … both acted as a constructive, effective team … for more than 10 months, they worked tenaciously, … resolved difficult issues and worked collaboratively and tirelessly through a demanding final inspection and delivery process.

N. Earl Ward, capital outlay program manager, for successful and adroit management of over 24 concurrent utility projects (the largest project assignments of any project manager) essential to maintaining steam, chilled water, sewer, potable water and storm water services and ensuring sufficient capacities to the entire community. His ability to think ahead, creatively solve problems, negotiate fairly and communicate well with customers, consultants and contracts has resulted in substantial management and project efficiencies saving time and money for the utilities program.

Don Riggin, senior project manager for the Special Collections Library and NRAO projects, two of the larger and more complex projects in the Academic Division’s portfolio. His excellent work managing these is a full time job in itself but he has also taken on many additional responsibilities, and bringing with his good experience, his good humor and wisdom.

Kimberly Morris, program support technician, for exceptional performance of several major tasks including Design Inforum and the upcoming APPA conference while maintaining very competent administrative support in a time of increasing work.

Randall E. Porter, capital outlay project engineer, for special support to the Architecture School, presenting with an impressive reference package a case study of the Clark Hall project to the Professional Practice Class, an in part on his own time.

The annual Housekeepers Appreciation Picnic in September presented the traditional fine fare and well-deserved recognition for our housekeepers. Among those enjoying the day were (left) Tammy Agee and Fannie Gregory, (right) the MR-4 team L-R from front Linda Brown, Abdalla Mohamed, PeeWee Randolph, Mohammed Eisa, James Briggs, Martha Clark, Mike Fitzgerald, Linda Walker, Jim Hewitt, Judy Gentry, Robert Tinnell, Judy Kingrea and Marija Matic. Below: Clemmie Lewis and her daughter Hattie Agee, Chris Willis and Jim Hewitt. - Thanks, folks, for all that you do!

Let it Snow- HSPP is in charge!

When UVA had its first (and significant, by Virginia standards) snow of the season December 5, the Health System Physical Plant folks were right on top of the situation. They are the backbone — literally and physically — behind the promise that patient care services will be provided regardless of weather. The sidewalks were clear, the roadways were clear, walking was safe: impressive. And in the background, trucks were sanding and more snow removal machinery was running, crews were working. It was a perfectly orchestrated scene. But then, I shouldn’t have been surprised because that’s how the HSPP just seems to work, whether it’s landscaping, renovating, or maintenance or emergency repairs for electrical or HVAC. Every hospital should be so fortunate as to have a facilities team like UVA’s. Thanks, folks. Your work is appreciated. – Kenn Cady, MSW, Social Work, Neurology