

Perspective



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1st Quarter 2004



Mark Christian, (second from right) a heating, ventilation and air conditioning journeyman at the Central Chiller Plant and a 2003 graduate of the University's Apprentice Program, received one of only four awards for Outstanding Apprentice for 2003 presented by Department of Labor and Industry's (DOLI) Apprentice Council at the Fifth Annual Outstanding Apprentice Awards Program's December meeting in Highland Springs. The award was presented by (pictured here L-R) DOLI Commissioner Ray C. Davenport,



The 2003 Apprentice Program inductees signed their contracts at the annual ceremony held in the Rotunda Dome Room. They are (L-R) Robert Bishop, Dustin Buck, Brian Craig, Travis Henderson and Jonathan Ragland. Steven Ackerman, not pictured, joined later.



HSP Landscapers Win National Award

Roger Conner and the University of Virginia Health System grounds management team were awarded a 2003 PGMS Green Star Honor Award in the Hospital or Institution Category by Professional Grounds Management Society (PGMS). Roger accepted the award on behalf of the team at the 31st Annual Awards Ceremony in St. Louis, Mo., during PGMS' Professional Grounds Management School in November. The Green Star Awards program brings national recognition to grounds maintained with a high degree of excellence. Conducted in cooperation with Landscape Management magazine, this year's award program acknowledged the nation's top grounds in settings ranging from shopping areas to apartment complexes to universities. For further information on PGMS, go to www.PGMS.org.

Secretary of Commerce and Trade Michael J. Schewel, Virginia Apprentice Council (VAC) Chair Barry W. Baker and VAC Vice Chair Dr. Steven R. Staples. Mark, the first UVA apprentice to receive this award, was selected for his excellent ratings in areas including craftsmanship, accuracy, cooperation, leadership, decision-making and consideration for UVA and his co-workers. The UVA Apprentice Program, established in 1982, was the first of its kind to be sponsored by a state institution. The annual recruitment for open apprentice positions is April 15-May15. Information will be available during that time at <http://fmweb.virginia.edu/FMHome/departments/human/ApprenticeshipProgram.htm> Apprentice positions are supported by UVA Facilities Management.

The 3rd Annual Apprentice Reunion & Recruitment Luncheon is April 29. Know someone interested in our 4-Year Apprentice Program? Call 982-5895.

7th Annual Housekeepers' Appreciation Picnic



The 7th Annual Housekeepers Appreciation Picnic honored the more than 125 housekeepers who have continued to earn praise from customers throughout the University and Health Systems even after budget cuts last fall caused most to take on the extra work previous handled by contractors. Our housekeepers have demonstrated that they are up to any challenge, and they succeeded. Enjoying the event were William Clifton Anita Agee and Johnny Bratcher, and (right photo) Latisha Irving, Wanda Cousins, Evelyn Watkins, Maura Diazon and Mary Dofflemeyer.



Among the door prize winners was Charlotte Anderson who won tickets to sold out Florida State game; the 50 yard-line tickets were donated by Vice President for Management and Budget Colette Sheehy.

Customer Profile

Customer Profile is a new feature for Perspective written by Bonnie Hurtt, customer relations representative. The purpose of these articles is to help us, as Facilities Management staff, learn more about our customers and how they view our roles in their environments.



Rick Marshall, Director of Laboratories, Physics Dept.

- Rick's association with UVa's Department of Physics began 23 years ago (1981) as a Graduate Student. After earning his PhD in experimental nuclear physics in 1985, he began work as a post doctoral student. In the late 80s he joined UVa's Institute for Nuclear and Particle Physics as a research scientist. In early 1990s, the birth of his first child caused him to reconsider the wisdom of raising a family on "soft money". A major change in his career occurred when he then took what is now the Director of Laboratories with the Physics Department.
- Rick's primary responsibilities are technical and academic support of the department's research and instructional needs as well as the oversight of the physical infrastructure ("bricks and mortar") of the Physics and High Energy buildings. Physics' technical support includes machine shop, electronics and information technology as well as purchasing and a "hardware store" type stock room. Physics, as an academic subject, lends itself to direct demonstration and hands

on experience and so support of classrooms and teaching labs entails ensuring that the rooms are outfitted with appropriate equipment. One thing that has kept him happily busy over recent years is teaching lab courses for budding engineers.

- An amateur audio electronics buff, Rick has a well-equipped electronics shop (complete with two oscilloscopes!). He is an avid reader and likes listen to music (he fancies himself a "high-end audiophile") while he reads.
- Rick has a good rapport with Facilities Management. He knows whom to contact for information but admits it's getting harder to keep up with our staff at the rate of retirements. Rick made a couple suggestions that would benefit his department and FM staff:
 - Make sure the housekeeping staff gets included on facility activity, such as shutdowns notices. They don't seem to be in the loop and often do not get the word unless he tells them.
 - The change to the new cell phones makes it harder and more time consuming to communicate with the FM staff because they are not allowed to give their cell phone numbers to customers. Where a phone call would normally satisfy his inquiry, he now has to go through the service desk. Although he always gets good service, it's not as efficient for him.
- The Physics Department continues work in its important role of generating new knowledge in research and training of future scientists in undergraduate and graduate programs, as well as teaching physics to future engineers, physicians, and others.

Hurricane Isabel

Hurricane Isabel hit the Charlottesville area the evening of September 18 but Facilities Management had UVa well-prepared. Todd Romanac and Bobby Herold (right), like many landscapers, were busy that morning placing sandbags as fast as Bert Critzer, Mike Dillard and Travis Mawyer could fill them. Nikola Dimic and the recycling team made sure that the recyclables were battened down against the anticipated high winds. Good thing that Arborist Jerry

Brown got the chainsaws ready Thursday because Friday, he and Don Goebel, Cyrus Toliver and Kevin Lawrence put them to use. North Grounds' landscape team



were also on tree removal duty: Tim Spencer (foreground) was assisted by Jake Sawyer, Matt Linkswiler and Kenny Felton at the Miller Center. And where there's rain, there's flooding but no problem: Angelita Gison, Mark Fitzgerald, Joyce Johnson and PeeWee Randolph have it under control. Mary Johnson and James Wright had debris under control. Many other people not pictured here worked all night and into the next day to keep the University running. (See compliments on page 5.) Their good work earned praise from throughout the University. Later, they were presented "I Survived Isabel" T-shirts (shown here by Jessie McGann and Charlotte Kidd) and treated to a festive pizza lunch. Operations Director Chris Willis congratulated the work of many people including (L-R) Claude Shifflett, Joe Jackson, James Watson, Shannon Wood and Sidney Taylor.



Hoo Received Employee Recognition Rewards

Business Mgmt. Svs
 Brenda Buttner
 Karen Fischer
 Richard Maupin
 Christopher Smeds
 Mark Webb
 Jdavyd Williams

FP&C
 Juanita Purvis

HSP
 James Clay Agee, Jr.
 Neal Aldridge
 Fred Averill
 Melissa Berry
 Robert Bishop
 Kelly Branch, Jr.
 Zachary Brown
 Richard Burgess
 James Carlson
 D. Scheffel Carpenter
 Roger Conner
 Walter M. Craig
 Barry Crawford
 Bernard Curry
 Jerry Deane
 Gary Flint
 Dennis Fortune
 Hugh Garrison
 Larry Garton
 Jeffery Gibson
 Sherwood Gibson
 George Goff
 David Hamill
 Kevin Jackson
 Caleb Johnson
 Ronald Kenney
 Jason Kent
 Kevin Kidd
 Robert Knott
 Kenneth Kurpik
 Daniel Lindsey
 Michael Lynch
 Larry Martin
 Glen McCain
 David Mike Meade
 David Morgan
 Jeffery Morgan
 Ronald Morgan
 Coleman Randy Morris
 Raymond Moton
 Alan Dale Mullins

Gregory Musco
 James Offield
 Arthur Panzer
 Carl Powell
 John Rainey
 John Rea
 Michael Rose
 Douglas Rush
 Martin Rush
 Larry Shackelford
 William Shaw
 Stanley Shifflett
 Freddie Snoddy
 Leslie Staton
 Michael Taylor
 James Kemper Tomlin
 John W. Trainum
 David Tyree
 Judy Wood
 Phillip Woodson

Operations
 Steven Ackerman
 Edward Matt Acree
 Edward Scott Acree
 Tammy Agee
 Roderic Amos
 William Anderson
 Alan Aukeman
 Thomas Benson
 Mario Biazon
 Maurice Blair
 Mark Breeden
 Jerome Brown
 Evern Bunion
 Scott Burns
 Paul Campbell
 Angelia Carter
 Clyde Catlett
 Gregory Clements
 Michael Clements
 William Clifton
 Dale Anthony Conley
 Richard Critzer
 William Dansey
 Shirley Davis
 William Davis
 Marcellus Dent
 Claudia Diaz
 Michael Dillard
 Valerie Hurst Dudding
 Kenneth Dudley
 Mohamed Eisa

William Eubanks
 Thomas Evatt
 Bernard Farish
 William Farish
 Mary Ellen Fewell
 Jannie Fincham
 Joey Fitzgerald
 Mark Fitzgerald
 Michael Fitzgerald
 Henry Garrison
 Richard Gibson
 Timothy Gilmer
 Donald Goebel
 James Goode
 Reginald Gough
 William Griffin
 Glenn Hall
 Lawrence Harlow
 Franklin Hill
 Richard Holmes
 Justin Huddleston
 Joseph Jackson
 Russell Jackson
 Peggy Jarino
 Joseph Jefferson
 Mary Johnson
 George E. (Eddie) Kidd
 Robert S. Marks
 Harry Marshall
 Troy Miller
 Abdalla Mohamed
 Alton Morris
 Dale Newton
 Deborah Palmer
 Franklin Payne
 Sandra Payne
 Charles Rappold
 Gregory Rogers
 Jackie Roark
 Paul Rood
 Rufus Rush
 John Sauer
 William Searcy
 Claude Shifflett
 Jason Simmons
 Ronald Spencer
 Timothy Spencer
 Roland Taylor
 Thomas Sidney Taylor
 Robert Thompson
 Benjamin Trail
 Linda Walker
 Timothy Walton

John Ware
 Darrell Wood
 James Wright
 Utilities
 Robert Adcock
 John Agee
 Goran Anđelic
 Ramon Balangue
 Joseph Banawoe
 Barry Brock
 N. Edward Brooks
 Don Byers
 Westley Chesser
 Mark Christian
 Mikel Clements
 V. Jay Coleman
 Kenneth Collins
 Alanson Coss
 Brian Craig
 Bucky Crickenberger
 Michael Daddezio
 Michael Dalton
 Russell Deshong
 David Dillon
 Nikola Dimic
 Gordon Durham
 Sophal Enn
 Bruce Frazer
 Clinton Thomas Frazer
 Sanford Gardner
 Clarence Gormus
 Christopher Greene
 Earl Hinds
 James Jackson
 James Jefferson
 William Kirby
 Vern Lamb
 Richard Lilly
 Bruce Lovelace
 Scott Martin
 Thomas McRay
 Scott Messer
 Mark Miller
 Gary Moon
 James Morris
 Emmett Mosley
 Harry Pontious
 Clayton Roberts
 Marvin Roche
 William Seymour
 Lawrence Shiflett

continued on page 5
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Hoo's New

Utilities - continued

Michael Shumaker
 William Siebert
 William Smith
 Michael Stephenson
 Paul Sullivan
 Robert Vincel
 James Watts
 Kennedy West
 Chester Wood
 George Wood
 Stephen Wood

Thanks for your
 good work!

Operations
 Steven Ackerman
 Darren Banks
 Randolph Carr
 Bernard Carroll
 Sally Carter
 Ronald Clark
 Wilbert Critzer
 Cindy Drumheller
 Virginia Gatewood
 James Hawkins
 Travis Henderson

John Hicks
 Nellie Hill
 Christopher Hudson
 Jennifer Hughes
 Michael Jackson
 Katherine Meyer
 Troy Miller
 Lawrence Morris
 Sandra Morris
 Ljeposava Novakovic
 Ronnie Palmore
 Brian Tinnell

HSPP
 Garnett Adams
 Robert Bishop
 Keith Chambers
 Franklin Chapman
 Barry Crawford
 Alexander Digiacom
 David Morgan
 Jeffery Morgan
 Jeremy Rexrode
 Rodney Spencer
 Robert Wilmuth

Utilities
 Barry Brock
 Dustin Buck
 Brain Craig
 Jonathan Ragland
 Michael Stephenson
 FP&C
 David Fiero
 Karoline Kemp
 Business Mgmt. Svs
 Nicole Lawrence

Nurses Thank HSPP

Highlighting National Healthcare Facilities and Engineering Week, the Professional Nursing Staff Organization [PNSO] recognized Health System Physical Plant (HSPP) employees as part of the "Say Thanks And Recognize," STAR, campaign. Beth Dierdorf, PNSO President Elect, presented each employee with a ribbon in appreciation of their contribution and dedication to facilities maintenance. "The contributions that facilities management and clinical engineering bring to the University of Virginia Health System are essential to the delivery of high quality patient and family care." HSPP also received a certificate of appreciation that will be displayed outside the Service Desk area. - Melissa Berry, HSPP

... Hoo's Promoted

Richard Covington to Help Desk Supervisor
 Frank Messina to Planner/Estimator
 Patricia Mathews to Contract Administration
 Manager
 Michael Fitzgerald to Housekeeping Supervisor
 Earl Ward to Construction Services Manager
 Congratulations, folks!

Customer Compliments to

"The effects of Hurricane Isabel brought extraordinary challenges to the University. On behalf of the Board of Visitors, I wanted to tell you how proud we are of the University's response to these additional burdens and to commend your outstanding performance in you respective areas of responsibility. We are blessed with a great team. Thanks for getting us through another crisis." - Gordon F. Rainey, Jr., Rector, UVA Board of Visitors

William Layne & Bob Siira: I wanted to share my excitement over facilities electricians getting my equipment up and running in record time. We recently moved into a new lab, and this morning was the first time I had run my centrifuge since the move. Halfway through a spin, the power went out, and my samples were stuck inside. I thought the rest of the day would be a bust, but William and Bob appeared within fifteen minutes of my making the call. The breaker was repaired soon thereafter, without the dreaded delay of ordering parts, and I was back in business without losing my experiment. - Linda Hosticka, Dept. of Cell Biology, UVA Medical School

I write to commend Tim Walton for his recent excellent work and for his long term service to classroom improvement. Tim used an existing lighting and electrical plan from an analogous room to produce a plan for Clark 107 and listened to faculty input and researched current products. His efficient approach and thorough effort resulted in a ceiling plan that suits the current needs and considers long term possible changes envisioned by classroom planning. Tim cares passionately about creating his best product. Having Tim on a job means I can always depend on an excellent result, and I look forward to our future collaboration. - Wynne Stuart, Associate Provost for Academic Support and Classroom Management

I would like to express our great appreciation to Mark Webb and his colleagues in Facilities Management for their professional, expedient handling of the flood in 419 Cabell and its aftermath. In particular, I want to single out Jerry Moore for his hard work, quick thinking and commitment to getting us back into our offices as quickly as humanly possible. Thanks are in order, too, to Spike Weeks, Charlotte Philen and the Bull Gang - Tim Gilmer, Bernie Farish and Paul Campbell- who pitched in to help us out of a tight spot. We are always grateful for everything that you all do, but never more so than in times like this. - Edward L. Ayers, Hugh P. Kelly Professor of History, Dean of the College & Graduate School of Arts & Sciences

Important News for Hoos:

In-house Computer Classes to Return May 25-June 22
 Beginner computer classes in Word, Outlook, PowerPoint, ClipArt and Access are returning to the Facilities Management Training Room at 575 Alderman Rd. May 25-June 22. Class descriptions and the schedule will be available by late April. If there is sufficient interest, these classes as well as others will be offered again in the Fall. Questions? Please call the HR&T Office at 982-5898.

Change of Address?
 Have you moved since you began work at Facilities Management? If so, please let the HR&T Office have your current home phone and address. This is necessary in order for you to receive important mailings such as tax forms or information from Human Resources.

Read Any Good Boards Lately?
 HR&T reminds all employees that bulletin boards are updated weekly. Please check them for information that may be important to you.

Final results of the 2003 Combined Virginia Campaign set a new record for Facilities Management, according to Joyce Chewning (right), who has served as Facilities Management's Area Volunteer for the last 12 years. "We had 435 participants for 60% overall participation and a total \$15,948 pledged."



Facilities Management celebrated that accomplishment at our annual BBQ with a drawing for door prizes which Joyce and her committee (including Darlene Webb above) collected from area businesses. Rain moved the event to the interior of the Carl Smith Expansion at Scott Stadium, but spirits were not dampened. Craftsmen Lenny Ayers and Kenny Graham (right) were dwarfed by the murals but still enjoyed lunch.



Information Systems manager Fred Rembold, new helpdesk technician Terrence Banks and newly promoted helpdesk supervisor Richard Covington rated the fare as "just fine."



The first event of the CVC season is the annual Day of Caring in September. More than 50 Facilities Management staffers volunteered to work on community projects to help non-profit organizations. (Above) Josa Perry, Fletcher and Margie Freeman, Wayne Harlow and Joann Im built sandboxes for the playground at Westminster Child Care.



Two groups volunteered at Innisfree Village: Roger Henry, Alton Morris, Gordon Jones, Jo Lawson, David Paley and Steve Clark scraped and repainted a well-worn outbuilding. (Left) The Village community center was spotless by noon, thanks to the good work of Bob Carman, Fannie Gregory, Wanda Cousins, Anita Agee (kneeling), Wanda Shifflett, Sandy Payne, Pauline Cobbs and (in back) Cheryl Jackson, Hattie Agee, Linda Woods, Jannie Fincham and Mary McCauley.



Hoo's Retired...



Joyce Johnson (center right) retired in February after 30 years of service to the University. She began as a housekeeper in Barringer, Cobb and Campbell and steadily moved to positions of greater responsibility. "Your high standards and pleasant approach to various challenges make you an ambassador for Facilities Management," Bob Dillman said at a retirement luncheon attended by more than 100 colleagues, family and friends.



Chris Willis (right) presented Ed Denby with his 25 Years of Service certificate in September and colleagues joined in to wish him well in his retirement. Ed began as an electrician in the maintenance shop; in 1988 he was promoted to foreman. In 1990, Ed was again promoted and tasked with establishing the Fire Protection crew. Ed and his crew completed extensive training and certification to stay in step with the new technology in the industry. He was one of the key participants for FP&C in the inspection and commissioning fire protection systems.



Danny Mawyer (right) retired February 24 after 30 years at UVA in positions from hourly carpenter in 1973 to supervisor. Danny has been one of the most important players in providing access to handicapped students and faculty through the ADA program and installation of access ramps. He has been involved with many important and high visibility project including the Hospital Donor Wall at Jordan Hall, rebuilding the Pavilion balcony, Astronomy Renovations and the Hospital Outpatient renovations.

Bill Bibb, agency management analyst for Health System Physical Plant retired February 24 after 32 ½ years of services with Facilities Management. Bill managed preventive maintenance for Health Systems and was well-respected for his computer skills and commitment to efficient monitoring of systems supporting academic, administrative, research and patient care. HSPP appreciates the fact that Bill has agreed to come back to assist part time.



William Clark of landscape retired in December after 25 years playing a "key role in maintaining one of the country's most historic universities," Bob Dillman wrote. He was an expert equipment operator, maneuvering mowers on difficult slopes and clearing ranges and sidewalks with his small plow. William's co-workers enthusiastically congratulated him and commended his always upbeat and pleasant demeanor.

Noted with Regret

Phillip Krauth, a buyer specialist with Materials Division, passed away on January 2, 2004. He began his duties at the Health System Physical Plant in July. He will be remembered as a dedicated and generous employee who performed his duties with care and integrity. – Bill Martin, Materials Division Superintendent.

Carroll E. Lamb, Jr. died in October after a very long battle with cancer. Carroll was the Supervisor for Zone Two plumbing team at Health System Physical Plant where he had worked for over 25 years. He is remembered for his sense of humor and calm manner – he never panicked about anything. He'd just repeat his famous witty saying, "Whatever!" and get right to work. Regardless of how dirty the job was, no matter what the problem was, Carroll would dig in. He never failed to report to work for a Call Back on a flood or building problem, said friend and colleague David Tyree. Carroll's expertise and years of knowledge will be missed, and we will miss him as a friend and employee we could always count on.

Other Events of the Season-- Lots of Snow



The first snow of the season was December 4, 2003 — Facilities Management crews worked throughout the night and into the next day. By 5 p.m. Friday afternoon, almost everyone had gone home, except some like dedicated landscaper Mike Dillard (left), who stayed late clearing the parking lots for Facilities Management. More snow came 12 different days until a total 20.4 inches had been recorded at McCormick Observatory as of February 11. University students, faculty and staff who appreciated cleared walkways and roads can thank many people like Kenny Felton (left, driving snow blower); (right, with shovels) Ron Clark and Paul Axley; David Starkes driving the sand truck; and Melvin Marshall and Randy Spencer. After a day of "snow control", snow tractors are covered and made ready to go for the next round – lower right Glen Hall, Lenny Ayers, Bobby Shafer and Kenny Graham have the task covered. Part of the North Grounds team (below) – Mark Fitzgerald, Forrest Wood and Supervisor Gary Wood - call it a day after seeing that everything is in order for their customers.

Chris Willis, Operations director; Pete Arn HSPD director; Will Shaw, assistant director; Landscape Superintendent Rich Hopkins and Landscape Supervisor Kate Meyer, and all those on the working end of getting the snow and ice handling done and done well: Congratulations and thanks. - Bob Dillman, CFO



Then, the Utilities team is called to repair a broken waterline – mud poured over the snow and the temperature was 24 degrees - Vern Lamb, Sandy Gardner, Frank Hill (in the backhoe) and Robert Watson took it all in stride. Later, Bo Robertson (below) put the repair clamp in place.




Perspective
 is published by University of Virginia Facilities Management
 Office of Human Resources and Training
 225 Albanian Road • P.O. Box 400765
 Charlottesville, VA 22904-4765
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