

FM KUDOS

March 2019

Faces of FM



FPDC Staff—Adam Witkowski, Ron Russell, Tim Russell



FM Staff showing support of Homecoming!



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HAPPY SPRING!!



Spring is officially here! Sunshine and longer days! Get out and enjoy a lunchtime walk to Colonial Williamsburg or sit at one of the picnic tables along Jamestown Road.

WANTED: If you haven't stopped by Room 115 in the FM Admin. Bldg. and had your picture taken, yet, please do! We would love to see your face in "Faces of FM"! This month, we are featuring a few FM group pictures from the last couple of months! Please e-mail any work pictures to rbzrakovi@wm.edu for possible future postings.

Did you know??



You can have money applied to your Tribe Card each month directly through payroll! W&M Express allows you to load funds on your W&M ID card to use on campus and at certain locations off campus. You can use this as your campus lunch money to be used at Campus dining facilities, Chipotle, Which Wich, etc. Or use it to purchase items at the W&M bookstore! Call Tribe Card Services at 221-2105 for further information.



BZ to John Grober for continued exceptional service to Miller Hall. We regularly hear praise about him from students, faculty, and staff of the School of Business. Thank you for your strong display of Service to the university.

BZ to Mike Terrell for leading the project to update the university Technical Standards. Integration of inputs from dozens of stakeholders was no simple task. Thank you for your willingness to take on this special project and for displaying Teamwork.

BZ to Mike Marrs and Paul Morie for their efforts in relocating the light poles in the Wren Yard to better illuminate college corner. Thank you for your commitment to Safety of the campus.

BZ to John Mattie and the landscape crew on the new Zen Garden at the Wellness Center. Thank you for demonstrating service to the campus community.

KUDOS to you!!!



Teresa Belback & EH&S Staff — "I am so thankful for the pre and day of work that you and your team did (regarding Presidential Inauguration activities) and that mostly goes unnoticed unless it is put into action. You ensured the safety and security of our guests. Your team did a great job."

~ Steve Tewksbury, Exec. Director of University Events

Charles Jackson & Team— "The solar panels are installed and they look great! One of the sunny days last week I was in the atrium and I wasn't blinded; exactly what we were hoping for! And, our housekeeper moved the furniture back, much to our surprise."

~ Kathleen Powell, AVP for Career Development

Ben Walker, Althea Taylor, Jamie Taliaferro, Curtis Parker—"I wanted to pass along my appreciation for the excellent work, above and beyond the call of duty, performed by our Housekeeping staff during this flooding. Ben Walker was the first to inform the relevant faculty member who is in charge of facilities in the building of the flood—he did so promptly and correctly. I am convinced that Ben's prompt reaction greatly helped minimize the water damage. During the cleanup, our Small Hall Housekeeping staff (Ms. Althea, Ms. Jamie, Mr. Curtis) were super helpful, and went well beyond their normal duties, in helping us to remove the floodwaters. They really are excellent, and should be commended for their great work."

~ David Armstrong, Chancellor Professor, Physics

Customer Comments



Thanks for the speedy response

Thank you so much.

Excellent Service

Thank you so much for being so quick! It made all the difference in the world. Now I can see in my room again. :)

Garland reacted quickly and solved the immediate problem. His annotation on the work request provides helpful information.

Great, consistent work!

Melissa responding SUPER FAST

Work was completed in a timely fashion. Thank you!

Chris was super nice! Thanks for getting on this so quickly!

Best experience I have ever had with facilities. Done in less than a day and he started the dishwasher for me, which was unnecessary, but kind! I expected it to get done in April! I liked that he left a note so I knew he had been there. Thank you so much! - Ludwell
Maintenance

WINNING!

Congrats to all Facilities Management Supervisors for participating in the first ever Building Stronger Leaders Training! This was a year long, monthly training given to all FM Supervisors as part of an FM Strategic Initiative. HR thought the program was so successful, they will now be offering this training to campus staff.

Congrats to the following staff members who won prizes from Tribe Card Services in February:

Jasmine Singleton, Valerie Brooks, Jacquelyn Saunders

Yvonne Griffith-Jones, Derek Singer

FM Awards

Richard Dye received a monetary award for "...commended for your actions in the execution of wood repairs and exterior painting of the Wren Building and the interior painting of the President's house. Your expert technical knowledge of painting and wood repairs, contracts and your understanding of the sensitive nature of these historic structures ensured that the Wren building and President's house received a superb quality repair and repainting at a fair price. Your assistance during the procurement process of wood repairs and painting was invaluable in the selection of the best contractor for the job. Your continued daily support and coordination of the contractor with the high profile events of the buildings and surrounding area ensured a successful project."

David Milby received a monetary award for "...commended for your actions in response to the pool leak at Adair Hall. You were instrumental in locating and coordinating the repair of failed piping and malfunctioning valves causing the leak. Your efforts were particularly notable because of the required iterations troubleshooting the system and the need to do so in unison with three consultants. Troubleshooting proved challenging because it turned out there were multiple problems contributing to the leak. Repairing the leak as quickly as possible ensured any disruption to campus activities was relatively minor. Your dedication and professionalism are greatly appreciated. Facilities Management remains thankful for your continued service to our mission and William and Mary as a whole."

Darrell Payne received a monetary award for "...commended for your actions in response to the pool leak at Adair Hall. You were instrumental in monitoring the water levels, identifying the leak, and conveying the seriousness of the problem to senior leadership. You also played a key role in coordinating the repairs. Your efforts were particularly notable because of the time invested troubleshooting the system. By recognizing the problem early you ensured things didn't worsen and cause additional damage. As a result, the leak was repaired quickly and disruption to campus activities was relatively minor. Your dedication and professionalism are greatly appreciated. Facilities Management remains thankful for your continued service to our mission and William and Mary as a whole."

Mack Whitehead received a monetary award for "...commended for your performance as Mechanical Contract Coordinator in diagnosing, repairing, servicing or replacing multiple chiller units throughout campus. Your work included cooling tower repairs and multiple insulation repairs (with asbestos abatement) campus wide. Through your personal involvement, investigation and persistence working with contractors you enabled repairs to four chiller units at the

Law School, a large chiller at Kaplan Arena, coordination of rental chiller and replacement of the Rec Center Chiller, and resolution of complex repairs to the Make Up Air units on the roof of Yates Hall. You accomplished this work while managing multiple smaller mechanical repair contracts campus wide."

Scott Brittle received a monetary award for "...commended for your swift action in rectifying major door hardware deficiencies faced during the very late stages of the Landrum Hall renovation project. You were instrumental in replacing over 100 cylinders and re-keying another 58 cylinders. You did this under a very tight time line without any room for delay. Your efforts were particularly important as it ensured the building would be secure and ready for occupancy upon the students return from semester break. This could not have happened without working in a very cohesive team environment. Facilities Management remains thankful for your continued dedication to our mission and the William & Mary community as a whole."

Larry Clark received a monetary award for "be commended for your swift action in rectifying major door hardware deficiencies faced during the very late stages of the Landrum Hall renovation project. You were instrumental in replacing over 100 cylinders and re-keying another 58 cylinders. You did this under a very tight time line without any room for delay. Your efforts were particularly important as it ensured the building would be secure and ready for occupancy upon the students return from semester break. This could not have happened without working in a very cohesive team environment. Facilities Management remains thankful for your continued dedication to our mission and the William & Mary community as a whole."

Lynette Fleming received a monetary award "Due to a staffing shortage in Business Services. Lynette has accepted the labor intensive challenge and full responsibility of processing all the College utility bills and prepared them for payment by the due date. She also worked with the Associate Director of Utilities to assist in the consolidation effort of the Ludwell Hall electric bills to only one bill. In addition, she assumed the responsibility of preparing and processing the campus fuel usage charges for upload to Banner, all of which was completed while maintaining her current work load. I would like to recommend Lynette Fleming be given a bonus."

Avery Vaughan received a monetary award for "...commended for your swift action in rectifying major door hardware deficiencies faced during the very late stages of the Landrum Hall renovation project. You were instrumental in replacing over 100 cylinders and re-keying another 58 cylinders. You did this under a very tight time line without any room for delay. Your efforts were particularly important as it ensured the building would be secure and ready for occupancy upon the students return from semester break. This could not have happened without working in a very cohesive team environment. Facilities Management remains thankful for your continued dedication to our mission and the William & Mary community as a whole."

Welcome to our team!

Hello

PJ Wilhite—Building Services

Farewell!



Matthew Lennox—Building Services

Jordan Neighbors—Building Services

Gill Minor—Building Services

Service—Integrity—Professionalism—Teamwork—Safety