

FM KUDOS

November 2018

Faces of FM



Barbara Wright
Custodial Worker



Jeremy Smith
Trades/Utilities Master
Mechanic



Cierra Owens
Custodial Worker



Beulah Smith
Custodial Worker

Happy Thanksgiving!



REMINDER: We encourage you to take the time to do the Campus Climate Survey. This is your time to express your opinion regarding difference functions of the University and FM Dept. If you should need access to a computer to take the survey or need assistance, please contact Rena at 221-2281.

Did you know??



The Annual FM Festive Fun Holiday Party is planned for December 14th from 11 am —1 pm. The event is held at Trinkle Hall at the Campus Center. For those who have never attended, we will have sign-ups for food items, etc. that will be needed for the party. Please look for e-mails regarding this after the Thanksgiving Break. If you are interested in joining the planning committee, please contact Rena. Food, fun, friends, activities...great time to see your FM teammates and enjoy some laughs together. We hope to see you there.



BZ to the many leaders in Building Services who put together an outstanding cookout to show their appreciation for their team members. Thank you for going the extra mile to do this for your staff and for your strong display of Teamwork

BZ to Gregg Shipp (group leaders), John McFarlane, Ron Russell, Teresa Belback, John Mattie, and Jeff Brancheau on a successful annual MS4 report and receipt of the new permit. This report to the Virginia Dept. of Environmental Quality documents the good work the FM team does in preserving the quality of the campus and surrounding environments. Thank you all for your display of Service.

BA to Ben Mulherin (group leaders), the FPDC team, Pauline Richardson, and Sharon Mikanowicz for their great work in implementing the e-Builder Construction Management System. Thank you all for your dedication to Professionalism

BZ to Craig Beasley, Darrell Payne, Harold Mitchell, David Milby, Josh Smith, Bob Johnson, and John Buck. You were instrumental in repairing a steam leak at Zable Stadium. This was especially noteworthy because of the number of trades and contractors that were involved and how smoothly the repairs went. The efforts consisted of excavating and replacing a bad section of pipe as well as addressing damage to an

adjacent room where countertops, insulation, lighting and sensitive electrical circuitry were damaged. You ensured that repairs were completed with limited time prior to an upcoming football game. This was an excellent example of the Professionalism and Teamwork that is demonstrated day in and day out by the many folks in Facilities Management. Thank you for your dedication.

BZ to David Milby, Darrell Payne, Marcus Whiting, and Kevin Beamon. You were instrumental in locating and coordinating the repair of failed piping and malfunctioning valves causing a leak in the Adair pool. Your efforts were particularly notable because of the required iterations troubleshooting the system and the need to do so in unison with multiple contractors. 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. Thank you for your professionalism and teamwork.

BZ to the electrical Shop for your efforts installing the necessary lighting needed for the bleachers in Zable Stadium. This was done under a tight time line ahead of an upcoming home football game. Thank you for your teamwork.

KUDOS to you!!!



Angela Boykins— "I just wanted to take a few minutes of your time to express my gratitude to all the housekeeping staff on campus! I truly have had a great time thus far at the University not only feeling comfortable with my surroundings/accommodation but also interacting with the housekeeping staff on campus. I just wanted to name a member whom had especially touched me personally: Angela Boykins. Her attentiveness to details along with her bright personality resonated with me. More personally, I had an opportunity to learn more about her and family's background. Her story really touched me personally because it is part of the research I perform on campus."

~ Undergraduate Student

John Buck and Kevin Dye— "Thank you both for your work getting the Great Hall repaired last week. The repaired, painted plaster looks great and we managed the mess and disruption well."

~ Susan Kern, Executive Director, Historic Campus

Jeff Harris and Landscape Crew— "I wanted to send out a hearty THANK YOU! To your team for cleaning up the Jones Hall loading dock parking lot and the generator area. The leaves had built up quite a lot over the years. I met a fellow, (Jeff Harris) over there just last week and he told me he was thinking of cleaning the area up. He's a man of his word. It's not the most scenic area of campus but seeing it tidied up just now really made my day!"

~ John Drummond, Academic Technology Manager

Bonita Lee— "I just wanted to send a quick note letting you know what a great job our custodian, Bonita, does. The bathrooms are always so clean and smell so nice. Plus she is a delight to talk to. You should be proud to have her on your staff. Please feel free to pass along my comments to her direct supervisor."

~ Philip Waggoner, Visiting Asst. Professor, Dept. of Government

Lonnie Peace, Nano Villarin, Moving Crew — "Just wanted to extend a quick thank you to your crew for getting the Great Hall reset this morning. The moving crew did a really nice job getting the long tables, benches, carpets, and chairs back in place. Please extend my thank you to everyone involved."

~ Jennifer Fox, Asst. Director of Historic Campus

Matt Trowbridge— "Superb job getting remnants of the tree out of my backyard. You left the backyard looking great. I am grateful for the effort. I am proud to be a W&M Alumnus. The Building Services and FPDC Departments worked collaboratively this summer to overcome multiple scope and schedule challenges to deliver a critical HVAC project in DuPont Hall in time for student arrival. Ben Mulherin, Andrew Gilstrap, Dwight Ivy, Beverly Gaither, Nina Lyttle, Annis Hicks, Sherri Kelly, and Pam Jordan displayed exceptional teamwork to get this done, often improvising and adapting their teams' responses to unexpected construction delays. Even when the turn-around time grew increasingly tight and it looked like we might miss the deadline, their actions continued to reflect our FM Values, and their collective efforts are most noteworthy."

~Bob Morman, Director, Bldg. Services & Jeff Brancheau, Director, FPDC

Melissa Wilson— "On behalf of Jim Heller and all of our Law Library Staff, we want to thank you for all of the electrical work you have been doing for us. You certainly help to make the law library an inviting place to work and study. Jim Heller is very pleased with the new lighting you just put up. It will show off the history display nicely when it is installed. We know you are very busy working all over campus. All of the Law Library Staff greatly appreciates your pleasantness, patience, recommendations, and promptness in always helping us with our electrical issues. Again, thank you very, very much!"

~ Betta Labanish, Administrative Asst.

Multiple FM Staff Assisted with the Fire Marshal Inspection:

"I am managing the Fire Marshal inspections while Chris is out and while it has been going fairly well overall, we ran into a few kinks that required immediate attention. I want to let you know about a few people that really went above and beyond VERY QUICKLY to help me resolve the issues. Like—dropped everything—quickly.

Mike Bristow—I have him on speed dial, poor guy. And he was ill. Still very helpful

Rodney Dudley & Andy Eller—For responding within minutes and repairing a railing.

Jeremy Smith—HVAC/circuit issue in Reves

Nano Villarin & Crew—for dealing with a bunch of craziness in Sorority Court. AWESOME! Nano literally walked from Dawson to Sorority Court to help and brainstormed some ideas to help solve the issues. Crew in tow later were also very nice, despite having lunch interrupted.

Robert Smith & Steve White—Sorority Court again...they were AMAZING! Like super duper amazing

Jeff Beattie—Had to call him in a pinch. Very helpful. So darn smart that guy.

Mike Marrs—Fast response and extremely willing to help in OTP and talking with the Fire Marshal

Larry Clark—Had to call him for a Detex alarm door issue. Pleasant as always.

Eric Taylor—Came to Sorority Court for a different thing, and still wound up being really helpful.

Other Notables

Bob Johnson—all around awesome

John Applewhite—he is just killin' it. Great guy

Teresa Belback—superb!

Andrew Gilstrap—great in a pinch! Soooo ridiculously helpful

Jamel and Kevin—from Richmond and Ludwell also helped a lot....and quickly"

Customer Comments

Excellent Service!

Mr. Clark is always helpful, informative and courteous. Thank you.



Great work, thanks so much for the beautiful plants!

Special thanks to our AWESOME Facilities Management Team!

Responded with excellent timing.

Thanks for taking care of this! I know it came up after almost everyone was off shift, so I appreciate you guys finding someone who was able to address it.

Great people, always a pleasure working with W&M facilities staff.

The father of a student called and reported musty smell in basement. Teamwork to remedy the situation was excellent.

Mike was very polite and patiently explained the problem. As to what has caused the heat to be sporadic throughout the building. He asked everyone he could see if they were more comfortable and went out of his way to be sure all the vents were uniformly dispersing.

FM Awards

Nano Villarin received this year's Building Services One Brick Higher Award. The One Brick Higher Award is a special honor within Building Services given to one staff member, nominated and selected by his or her peers, who goes beyond the requirements of their role and through their individual efforts, improves the lives of those around them, increases the effectiveness of the workplace, and serves as a role model for others. During the department's annual cookout at Matoaka Amphitheater on October 5th, Nano was recognized for undertaking his work with extra vitality, extra care, extra creativity and extraordinary effort. Nano, **Thank you** for your devotion, dedication and hard work. You are an important part of Facilities Management's success.

Yates Custodial Staff—"Congratulations, Yates Custodial Staff! You were selected as the winner of the "Supporting Staff Of The Month" (OTM) by the William & Mary Chapter of the National Residence Hall Honorary (NRHH) for the month of September. Here's' what your nomination said about you: They worked tirelessly to make sure the building was ready for opening. They worked, cooperatively to make sure the needs of the building were being met. They are always a friendly face who have helped create a welcoming

community. OTMs are awarded to leaders on campus nominated by members of the William & Mary community. NRHH exists to recognize people like you who have committed time and effort to make their college experiences and the experiences of those around them more meaningful. Congratulations again on your nomination. Your efforts in the William & Mary community are being noticed. Thank you for making William & Mary a better place to call home!"

Ron Russell—Received a cash award for "Mr. Russell's dedication and commitment to the University is unmatched. His construction expertise and boundless energy have allowed the FPDC Dept. to deliver the \$19M IWC on time and at budget, a state of the art facility that will have lasting impact on the W&M community. Ron has also provided sage guidance and oversight of nearly \$10M in construction support delivered to the campus this summer. Highlights include the DuPont HVAC, Campus Accessibility, Stormwater, and Preston Hall Structural Improvement projects. His ability to resolve issues and forecast problems before they occur has provided the key way for the execution of these challenging projects that had to be delivered prior to student's arrival in late August. Ron is a valued member of the FM team, and his efforts this summer have been most noteworthy and deserving of this recognition"

Ben Mulherin - Received a cash award for "Mr. Mulherin has been a catalyst in several improvements and initiatives in the Facilities Planning, Design and Construction Division, all of which have had a significant positive impact on the delivery of our services to the institution. Ben has volunteered to lead the transition to an automated project management system, e-Builder. His expertise and diligence have led the FM team through kickoff, discovery, design and configuration in route to full implementation this fall. He also willingly volunteered to spearhead standardizing our project manager's checklist which is now used by the entire department and has fostered standardization and efficiency in project delivery. His project management prowess has served him well in delivering the DuPont HVAC project on time and at budget despite multiple system challenges that could have derailed the project. Mr. Mulherin has also used sound engineering judgment to save the University nearly \$3M on the Lake Matoaka Dam project by finding alternate construction methods and material that would be suitable for the construction of this important campus infrastructure next year. Ben's flexibility and expertise have also been instrumental in program development and design on the very important Reveley Garden and Busch Field Team Projects that were postured for successful execution later this fall. Ben's a cornerstone in the FPDC Division and his actions are most deserving of this recognition."

Please take the time to congratulate these FM Team members on their recognition!!

Welcome to our team!

A stylized, handwritten word "Hello" in red ink, with a cursive, friendly feel.

Jordan Neighbors—Building Services

Snezana Kelly—Building Services

Farewell!



Brian Simpson— Building Services
Caldonia Williams—Building Services
Latoya Braxton—Building Services
Priscilla Phillips—Building Services
Christopher Benbow—Building Services
James Snyder—Fire Protection Maintenance
Ernest Kirby—Carpenter Shop
Terri Drake—Business Services

Service—Integrity—Professionalism—Teamwork—Safety