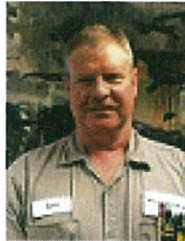


# FM KUDOS

September 2018

## Faces of FM



Epes Elmore  
Lab Facility Systems  
Tech.



Ruby Holmes  
Custodial Lead Worker



Ardette Smith  
Custodial Worker



Mayra Ayala  
Bldg. Support Worker

## Happy Fall—September 22nd



Football, apple picking, changing leaves....all things you can look for in September! Here is an upcoming event to mark on your calendar:

**American Red Cross Blood Drive** Sept. 24th 10:00 am—4:00 pm  
Alan B. Miller Hall (Business School)

## Did you know??



"In September 1931, William & Mary established a Department of Aeronautics. The department was started by President Julian A.C. Chandler, in conjunction with the Riordan School in New York City. To support the Department, William & Mary, in cooperation with the City of Williamsburg, operated the Williamsburg Municipal Airport. Almost all of the flight activity centered around the Department's instruction, however, the field was open to some commercial and private use. According to the 1933 Colonial Echo yearbook and a 1934 issue of the Alumni Gazette, the flight school was the first ever to be incorporated into the curriculum of an institution of higher learning."

To read more about this interesting historical department of William & Mary, please go to <https://libraries.wm.edu/blog/post/wm-flight-school-college-airport>.

Dear FM Team,

In this new part of the Kudos newsletter, I'd like to extend my personal Bravo Zulu (BZ - a navy term for congratulations) for the following significant accomplishments!



BZ to the whole FM Team for supporting another successful move in day. I met with Maggie Evans, head of Residence Life, a few days after, and she gave glowing praise about how well you did in helping our newest students get into their new homes. Thank you for your Service.

BZ to Kevin Dye for his management of the Wren Building wood repairs and painting. Over the past two years he has been critical to the process of developing the scope, developing and evaluating cost estimates, evaluating proposed work methods, evaluating contractor submissions and finally managing the wood repair and painting contracts from start to finish. His thorough understanding of surface preparation, painting techniques and contract management enabled our contractors to succeed and provide a beautiful finished product. Thank you for your Professionalism.

BZ to the team who contributed to the successful refurbishment and preparation of the president's house. The house received extensive repairs and upgrades throughout, and the project required constant cooperation and planning among members of the FM staff, the president's house staff and the executive director of the historic campus. Because of this teamwork and commitment, the work was completed and the house fully prepared for President Rowe within six weeks after the departure of President Reveley. Mike Bristow, Kevin Dye, Mike Marrs, Mac Whitehead, John Buck, Bob Johnson, Melissa Wilson, Rodney Dudley, Andy Eller, Derrick Light, Darrell Payne, Terry Mayo, Lonnie Peace, Nano Villarin, David Nichols, Dwayne Williams, Kadeem Allen, Jim Seawell, Tyrone Seaborne, and Gregg Shipp were all members of this team. Equally important are the other team members who stepped up to complete the normal summer work in addition to the president's house work. Thank you for your Teamwork.

BZ to Catherine Parker, Ron Russell, Whiting Turner, and EYP for completion of the McLeod Tyler Wellness Center on time, within budget, and with happy customers. This multi-year design and construction project involved many members of the FM team and by all reports, the occupants love their new building. Thank you for your Professionalism.

BZ to Farley Hunter, Craig Beasley, Mike Marrs, Chris Ashworth, Jeremy Condron, Larry Jackson, Gregg Shipp, and Jason Kremer for development and successful testing of a Demand Response plan which will allow the university to reduce electrical load when called on, and bring in a few dollars to invest in energy conservation projects. Thank you for your Professionalism.

BZ to Rena Zrakovi for recommending and putting together a wonderful Ice Cream Social for us all to enjoy. It gave us a nice break on a hot day. Thank you for your Service.

BZ to the EH&S staff for provided training for about 120 new laboratory staff that work throughout the summer months and about 180 Residence Life staff coming onboard in August to prepare for the upcoming school year. EH&S collaborated with the Williamsburg Fire Department to bring their "Safety House" on campus for training to demonstrate household safety relevant to Residence Life. These efforts significantly reduce the rates of incidents, equip students with the knowledge to safely work in a hazardous environment, and teach them how to respond appropriately should an event occur. Thank you for promoting Safety.

BZ to the Building Services and FPDC Departments for working 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. Thank you for your Teamwork

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KUDOS to you!!!



**Electrical Shop**— "My husband and I wish to express our appreciation for the team of men who restored the electricity in my daughter's dormitory room (Eagle J) this afternoon. My daughter, a freshman, had no electricity on her side of the room for two days and did not know who to contact or what she should do about it. While I was in her room delivering a new power strip and trying to figure out why nothing was working, the facilities men arrived. I expressed my concern to them about the situation. They were extremely responsive and polite towards both me and my daughter. After extensive



troubleshooting in my daughter's and the neighboring room, they found the problem and fixed it. They also explained to my daughter who to call if something like this should happen again. This is an incredible team of men! They are highly professional and inspire great confidence. Thank you for all that you are doing for the well-being of the students. My husband and I appreciate it very much!"

~Parent, '17, '18, '22

"Kudos to the Electrical Shop"

~Van Dobson, AVP of Facilities Mgmt

**FM Teams**— "Thank you for expediting the air conditioner installation. My son texted me that it was installed this evening and hopes to feel better soon. We are grateful to you, the SAS office and Facilities Management for both the efficiency and quick action."

~Parent, Lion M

"Thanks for all you do!"

~Harriet Kandell, Assoc. Director for Administration

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"Thanks for all you do!"

~Harriet Kandell, Assoc. Director for Administration

**HVAC Shop**— "Thank you, thank you for having the air conditioning investigated. I'm happy to report that after sitting in an 81 degree office all morning, I am now comfortable sitting at 75!"

~Kathleen Powell, AVP for Career Development

**Work Control**— "Thank you to the Work Control Staff for all their hard work this past weekend and by staying late Monday and Tuesday evening to assist students and their families with their needs during move-in day. Each of you is a valued member of our FM Team, and we truly appreciate your contributions!"

~Sharon Mikanowicz, Director of Business Services

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## Customer Comments

Thanks so much for helping us!



Thank you guys so much for fixing my showerhead!!! You guys are lifesavers!!!

Moved a lot of tables and chairs for us and was very professional about it.

Every time I submit a work order, the Facilities Management staff are so friendly, helpful, and punctual. I really appreciate it!

Excellent job, and very fast!!

Thanks so much for your assistance!

Terry was so friendly and helpful. I had put the wrong room number in the request and he still found my room. We had a lovely conversation and he fixed my problem in a short amount of time. I cannot stress how lovely our interaction was. Terry is wonderful and Facilities Management is so lucky to have someone with his character and disposition. Thank you Terry, I really appreciated your work."

Thank you for being fast especially among the thousands of other things needed to be done at this time of year!

Very friendly!

Thank you kindly for being so prompt in this repair. There is now no noise associated and the professor is already here and I am please the office is acceptable. Thanks Chris!

Avery Vaughan and Lee Paixao were fantastic. They were very helpful and worked extremely fast to correct a key number issue for one of the key copies I requested.

Nano & Crew were extremely communicative, helpful, quick, and courteous. They even pointed out missing items about the furniture that we hadn't noticed. They were wonderful to offer where to place furniture and assembled things. We were very pleased with their service; thank you!

It took a little over an hour from when I filed the work order for someone to show up and take care of the issue! Awesome job!

I put a rather quick turnaround time for a contractor to gain access to facility exteriors. Bobbie did a great job.

Management staff was very friendly and was able to give a concise explanation of the problem and planned fix. Overall very good service. :)

Fixed it the day after I sent the request, I loved that. I can sleep in peace now. Thank you.

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### Welcome to our team!

Jamal Dillard— Building Services



### Farewell!!



Pam Jordan—Building Services

Lisa Harris— Building Services

**Service—Integrity—Professionalism—Teamwork—Safety**