Facilities Grounds Services
Submitted by: Mike Loftus

UD Grounds - Four Seasons of Service

The University Grounds Services Division is a team of 42 working year round to maintain the 500 acres of the Newark and Wilmington Campuses. The list of tasks required to maintain all University grounds, gardens, and athletic fields are numerous and change with the season. The campus landscape is diverse and that is reflected in the diverse range of positions within the group. Approximately half of the department staff is comprised of Caretakers and Groundskeepers. These positions makeup the area crews responsible for the general grounds maintenance of the campus. They perform daily and seasonal maintenance and monitor their sites for potential problems and relay information to specialty crews for action. Their regular duties are varied and include campus litter collection, lawn mowing, shrub and planting/shrub bed maintenance (edging, mulching, weeding, watering). In addition to the standing duties performed, the Caretakers and Groundskeepers participate in planting projects, landscape construction and snow removal operations on campus.

Area crews have responsibility for the ongoing maintenance and care of a particular campus zone. The crews have a wide range of talents and different skills. The role is a generalist; however, their skill, expertise and training cover a broad range of disciplines including horticulture, golf course, and landscape construction which benefit the group. Collaboration and the willingness to crossover between area crews is important in providing an attractive campus while creating teamwork within the group.

In addition to the area crews, the division is staffed with several specialty trades such as a Grounds Equipment Mechanic, an Arborist crew, including a Certified Arborist, Sports Turf Technicians, Grounds Technicians and a crew of Excavators/Equipment Operators.
Grounds Equipment Mechanic
As the title implies, the Grounds Mechanic, Tom Griffin, maintains the fleet of grounds equipment including all of our tractors, trucks, snow removal equipment, sprayers, mowers and specialty equipment. The mechanic performs and oversees the adjustment, maintenance and repair of our fleet as well as keeping the inventory of repair parts stocked.

Grounds Technicians
Grounds Technicians perform many tasks and are responsible for things such as turf maintenance and renovation, fertilization, application of horticultural chemicals to turf, shrubs and planting beds. They calibrate the specialized equipment used in these applications. During this time of year, they begin applying chemicals to prevent weeds in beds and turf while also making applications of fertilizer. The irrigation system is inspected and repairs made to ensure the system is in working order for start up on April 15th.

During the summer and fall, much of their time is spent in the maintenance and repair of campus irrigations systems. In addition, they monitor plants for disease and insect infestations and perform flower bed mulching, pruning and numerous landscape projects.

Sports Turf Technicians
The Sports Turf Technicians work in the specialized area of athletic fields/sports turf; they are versed in current techniques for the establishment and maintenance of high performance turf fields. Throughout the season, their workload includes mowing, field monitoring, chemical applications, irrigation system maintenance and repairs, renovation and over-seeding fields, prepping and painting the fields and baseball diamonds for game days. Their off-season activities center around prepping goals and equipment for the upcoming season.

Excavators
In addition to their primary responsibility which is performing excavation for underground utility line digs and emergency repairs, the Excavator crew, Randy Paisley and John Crampton, are invaluable support for other specialties within Grounds. Their expertise with heavy equipment make them an important resource for the department. They often support the Arborists on large tree removal projects and campus snow removal operations.

Arborists
The University’s 3-person Arborist crew monitors campus trees for safety and signs of potential insect and disease problems. When removals are warranted for safety or other reasons, our Arborists are equipped and trained to handle the work.
Waste Management & Recycling

The management and removal of campus solid waste and recycling operations is handled by the waste management group. A crew consisting of 5 full-time staff and student recyclers handle the flow of all campus trash, solid waste, scrap and recycling. This will be an area of change and growth as the University looks toward increasing the amount of material that is recycled and removed from the waste stream; keeping waste from reaching the landfill unnecessarily is becoming more important as the awareness increases.

Pictured right are the Groundskeepers and Caretakers.

Facilities “Spotlight” On You
Implementing Quality Customer Service

Krista Murray and Jeff Work

I wanted to let you know that yesterday when my secretary Wendy passed out and we called 911, having Krista Murray and Jeff Work from DOHS appear instantly here in our office suite was amazing. They handled the situation until the ambulance arrived and greatly assisted the ambulance staff the entire time they were here as well. The doctors believe that it was the quick action of Wendy’s coworkers that helped her have a better outcome. Krista and Jeff are definitely two people I want next to me in a crisis situation. I wanted to let you know how grateful we all were to have their help.

Margot Carroll, Director
Supporting Services

Bill Wilson and Brenda Olmo

On behalf of the entire Chemical Engineering Department we would like to call your attention to the extraordinary service to our Department in Colburn Laboratory by two of your dedicated line workers, Brenda Olmo and Bill Wilson. Bill is a senior leader in the central campus HVAC service, especially skilled in maintaining our Phoenix Control HVAC systems. He processed a backlog of deferred maintenance trouble tickets upon his recent return from an 18-month assignment at the digital control center, efficiently diagnosing and repairing a long-standing air balance problem in our undergrad labs 043 and 146. Bill consistently maintains high standards of craftsmanship in his daily work and responds quickly to resolve our HVAC issues. Brenda is a master plumber, diagnosing and resolving plumbing problems in Colburn Lab. Recently she responded immediately to a Saturday morning pipe break at a mechanical room floor drain, preventing more serious water damage to adjacent offices. Brenda also surveyed this piping to determine the extent of repairs needed to prevent reoccurrence.

Please extend our thanks to Brenda and Bill for their focus, dedication and skill in maintaining and improving the mechanical systems in Colburn Laboratory.

Cordially,
George Whitmyre, Laboratory Manager
Chemical Engineering

Roger Bowman

I want to take a moment to recognize the valiant effort by Roger Bowman during a recent UD bus fire on Laird Campus by the Marriott.

On Tuesday, February 5th, one of our UD buses began to experience a smoke condition by the engine in the passenger compartment of the vehicle. The driver was able to secure the vehicle and escort the passengers safely off the bus. It is my understanding that Roger came upon the scene and recognized that a small fire had developed in the engine area. He quickly took the vehicle fire extinguisher and successfully extinguished the fire before it got out of hand. It is without a doubt that Roger Bowman’s alertness and desire to act in this emergency prevented a much larger and costly fire from occurring. It is unselfish acts like this that often go unnoticed but make a big difference overall to the University.

Kevin T. McSweeney, CFPS, CFI-II
UD Fire Protection Engineer

Joe Howell

I run the infant lab here on campus in Wolf Hall. We bring in new moms with their 3.5 month old babies and use the parking spot behind one of the dumpsters. During the year, the dumpster inches up closer and closer to our parking spot. It seems that mothers are not driving minivans anymore, but more like large SUVs such as Suburbans. They were having a difficult time backing out of our spot. I called Joe Howell last week to see if he could help me since he used to service that area. He said he would see what he could do to help me. This morning he came with a truck and moved the dumpster back to its original spot. Not only was he very kind, but very professional and understanding. From now on, every time I see a UD garbage trunk, I will be looking for that very good man who goes above and beyond to help out.

Respectfully,
Laurie A. Yarzab, Infant Lab Coordinator
Psychology
Facilities “Spotlight” On You

Implementing Quality Customer Service

Doug Isakoff and Mark Warren

I wanted to take a moment to thank you and your staff for their assistance during the floods at Rodney Halls A & B on Monday morning. What I experienced was TEAM WORK from everyone who was involved in this effort to serve our customers. I especially want to lift up Doug and Mark. Throughout the morning while trying to fix the units, more pipes were bursting; Mark and Doug would drop what they were doing to get to that area to turn the water off. They were always professional in their mannerisms with the custodial staff and students. What impressed me was while all of this was happening, students who had their heat off were asking should they turn their heat on. Mark and Doug were able to make an important decision not to turn them on until someone could check the unit first. This turned out to be an excellent decision because when Mark went to turn a unit on in 100 Rodney B, the pipe burst. He was there to turn off the water with little water escaping from the unit. That means the customer was not flooded out of their room and we, the custodial staff, only had to mop up a puddle of water. These floods seem to happen every year and Facilities turns it up another level to support our customers. If I can make a suggestion, can we look into placing stickers on the units to let the students know not to turn the units off when the temperature drops below freezing? These stickers could be put on by the guys that change the filters. Thank you for considering my suggestion. Thank you and your staff again!

Warmest regards,
Michael W. Nichols
Custodial Services

Paul Glenn, Bob Jackson, Wayne Johnson, Paul Lyons, Diane Muckle and Bruce Shorter

Buddy & I have been plugging away at Dickenson addressing Liriope cutting. We began to move into the aforementioned area and Buddy indicated Bob Jackson was available to assist us for a short period of time after lunch. Bob & Diane did come over and we, with their assistance, continued to make great progress in cutting and blowing the beds out amassing a tremendous amount of debris. Bob suggested we coordinate the picking up of the aforementioned debris using the Bobcat and Cat loader and available dump trucks. Paul Glen allowed us to utilize truck #12. Wayne Johnson, Paul and Bruce responded to our location with truck #12 and utilizing the two machines & dump trucks, as per Bob’s suggestion, we were able to clear the entire bed/walkway area. This was accomplished in about one hour. This would have taken just two of us the rest of today as well as a large part of tomorrow.

I would like to thank and acknowledge Buddy for his valuable assistance these last few days and also thank Bob, Wayne, Diane, Paul L, Bruce & Paul Glen for their help as well. This was truly an example of team work and the positive effect said efforts have on accomplishing goals.

Again, thanks to all for their much appreciated assistance.

Respectfully submitted,
Joe Bennett, Grounds Services

Yvonne Daniels, Yolanda Fuentes and Patricia Barlow

I am the laboratory coordinator at Student Health. I wanted to tell you want a SUPERIOR job all of the custodians are doing at Student Health. The two new ladies, Patty and Yvonne, have become a part of our team and Yolanda has always been great. They are pleasant and cooperative and a sheer joy to have in the building. It is also wonderful to have a member of the custodial staff here until 5. Our building is VERY busy in the afternoon and it is great to have the support. I always like to give praise when it is warranted. Hope this helps you to know what a good crew we have here.

Sheryl
Sheryl Whitlock, MA,MT(ASCP)BB
Laboratory Coordinator
Employee Highlights
Getting to Know YOU!
Facilities HR Services - Caryn Miller

Caryn Miller of Facilities HR Services attended Delaware Valley College where she received her Bachelors degree in Business Administration. She has lived in Phoenix, Arizona and Pittsburgh Pennsylvania. She has worked mostly in the accounting field, from Accounts Payable Manager to Investment Accounting. She has been with the University of Delaware since February 2007 where her primary responsibility is administering Family Medical Leave for the Facilities employees.

Caryn's hours of operation are:
Monday—Friday, 8:00 am—12:00 noon. She is located in the General Services Building, Room 118 and her telephone number is 831-1732.

Facilities CITA

Over the past ten years the Facilities' IT infrastructure has evolved with new technologies and systems. We currently support approximately 300 employees using over 200 workstations and 30 servers. Over the past couple of years we have expanded our support to include primary support for several IT systems in Maintenance and Operations including three BAS systems, ION Enterprise and Prowatch. There is also an upward trend of maintenance mechanics expanding technology use to aid their daily activities including laptops/tablet pc’s and web services for data collection and review. Due to these new technologies and systems, new and reassigned roles have been designated within the CITA unit.

Terri Lineback’s role:
Provides daily first-line support to over 300 customers within Facilities surrounding PC installs, upgrades and problem solving. Assists Greg Aluise with Facilities’ web site maintenance, creates new pages and edits existing pages. Creates user training documents on the Facilities CITA support page.

Chris Bakowski’s role:
Maintains servers uptime including preventive maintenance, security configuration and auditing. Installs and configures new and upgraded servers. Maintains firewall and spam protection configurations. Tests and prepares new technologies, I.E., Vista and Office 2007 prior to deployment via Terri Lineback. Does not provide daily maintenance support, however does provide second level technical support to the 300 facilities customers.

Greg Aluise’s role:
Design and write custom complex programs and databases. Database administration and support of commercial products including Building Automation Systems, ION Enterprise Power Management System, Prowatch Access Control System. Responsible for database and interface programming for the Maximo implementation. Overall layout/graphical design and programming of Facilities web site including database connectivity. Greg’s current backlog of programming projects is approximately one to one and a half years. Greg does not provide daily maintenance support to the Facilities organization except for databases and programs he has written.

Although each CITA has a specific role, we all work together as a team. Please continue to use the CITA work request system for requesting service so we can assign the appropriate staff member to help you with your technology needs. The CITA Work Request system is our best tool to be able to efficiently manage our work with the limited resources we have. It is also your fastest way to notify all of us of your problem since each request is routed to the database, our email and our cell phones. Our goal is to address standard priority CITA Work Requests within 3 to 4 business days and address urgent requests within one business day. You may check the status of your request including the CITA that is assigned to it by visiting our CITA support page.
Employee Highlights
Getting to Know YOU!

Maintenance & Operations - Albert Delpizzo and Kevin McLaughlin

Reaching out to the Community - DID YOU KNOW…?

Two of Facilities’ mechanics, Albert Delpizzo and Kevin McLaughlin recently participated in the show, EX-TREME MAKEOVER/HOME EDITION, hosted in the city of Wilmington, Delaware.

In their full-time craft positions, Albert is employed as a Certified HVAC Technician and Kevin is a Plumber. When they participated in the twelve (12) hour venture of EX-TREME MAKEOVER/HOME EDITION, Albert’s role was called “trim package,” which means he was responsible for setting doors, installing baseboard, window trim, crown moldings, and decorative trim in two houses.

Albert volunteered his time, working a Saturday shift, 12:00 noon – 9:00pm, and returned that Sunday, working an additional eight-hour shift, then resumed his normal schedule that Monday at the University of Delaware.

Albert’s brother, a contractor, was the one who asked him to help. Albert said, “I was very interested because I thought it would be great as a parent to take time out to help others and that it was an important lesson in life to share with my daughters.”

Kevin took a vacation day from his normal work schedule at the University of Delaware and worked a twelve (12) hour shift one Thursday night through Friday morning, shift assignment was 8:00pm – 10:00am, working in his craft as a Plumber. He used his plumbing and piping skills to “rough in” the designated areas of the two houses. His team had an 11:00am deadline Saturday morning because the City of Wilmington had to inspect and pass the utility areas. One hour of labor equaled one day of work in order to meet the established deadline.

This was Kevin’s first experience participating in this type of an event. “It was a great once-in-a-lifetime opportunity to talk about it and to see the reaction from others (whom you are helping), makes you feel good about yourself.”

Both Albert and Kevin commented that this experience was a lot of fun and would do it again in a second. The builder has so much respect for the many volunteers who give up their weekend and/or regular job to participate in this event. They demonstrated their appreciation over and over again through making sure The Food Court (tent) was always stocked with a bountiful amount of food (no expenses spared, T-Bone Steak and hot side dishes along with many beverages) were available twenty-four hours a day.

The builder always went out of their way to say “thank you” and “please” even during the most hectic times.

Albert and Kevin indicated that working on both houses was a big production because of their location; space was a premium, especially when loading and unloading materials in a timely manner. The total experience was an exhilarating, “organized chaos.”
What’s Happening

Please Welcome…

New Hires……

Eniel Alicea, Custodial Services
Nai’a Keiser, Custodial Services
Mark Lenhoff, Custodial Services
Kerry Powell, Custodial Services
Brenda Ramos, Custodial Services
JoAnn Rucker, Custodial Services
Winfred Tsyokplo, Custodial Services
Leslie Warner, Custodial Services

UD’s Annual Benefits Fair

Tuesday, May 13, 2008 from 9:30 a.m.—3:00 p.m.,
in Multipurpose Rooms A, B and C of the
Trabant University Center.

Benefits Open Enrollment is scheduled for May 5th—23rd

During the open enrollment period, employees can confirm/change their benefits and check on costs for July 1st by logging on to: [http://www.udel.edu/flexnet].

A brochure detailing flexible benefit options and rates for the new fiscal year will be sent to employees through campus mail next month.

Safety Corner

The Department of Occupational Health and Safety
website: www.udel.edu/ohs
The Safety Beakon—Newsletter published by DOHS: www.udel.edu/ohs/newsletter

UD’s Alert System

For more information please visit:
http://www.udel.edu/PR/UDaily/2008/oct/AlertFAQ100807.html

Support Staff Helpful Hints


Please see the Facilities Share all Directory at:
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Our next issue — June 2008

If you have any information that you would like to have published in the next edition, please contact us. Deadline is: Monday, May 19, 2008.

Facilities HR Services, GSB Room 112, Attention E-News
Michele Jones, telephone 831-1522, mjones@udel.edu
Patty Fogg, telephone 831-1102, pfogg@udel.edu
Leslie York-Hubbard of OH&S, telephone 831-6366, lesliyh@udel.edu

We’re on the Web!
www.facilities.udel.edu