Twice each year, management meets with the Buildings and Grounds sub-committee of the Trustees to review completed and current projects and request approval for upcoming projects. Below is a summary of the fall 2007 meeting. In total, the projects completed and currently underway this year exceed $100,000,000 in capital work.

I. CONSTRUCTION PROJECTS COMPLETED

A. MCKINLY LAB PLAZA

The nearly 40,000 square feet of the plaza has suffered multiple leaks since its inception. The design included a new waterproof layer and brick pavers to enhance the appearance of the plaza.

B. EWING HALL AIR HANDLING UNIT AND WINDOW REPLACEMENT

The 30-year-old make-up air system in Ewing Hall was beyond its service life and did not supply sufficient air volume to meet current fresh air requirements. This project also included installation of new windows, select masonry repairs and a long-term solution to deterioration of cast stone sills.

C. EQUINE ADDITION

A 4,500 square foot addition was constructed at the Equine Center for the breeding of horses and students studying in the field. The addition included lab space, an instructional area and six stalls for horses.

D. MANURE STORAGE FACILITY

In response to the Delaware General Assembly's passing of a nutrient management law, a nutrient management plan has been developed for the University. A building with specialized equipment was needed to separate dairy manure into re-usable sand, organic solids and liquids.

E. OTHER SMALLER PROJECTS COMPLETED INCLUDE:

Harrington/Russell – E2 to E7 Condensate Line Replacement
Ewing Hall – W1 to W5 Condensate Line Replacement
Mitchell Hall Roof and Dome Replacement

II. CONSTRUCTION PROJECTS IN PROGRESS

A. LAIRD RESIDENTIAL HALL—PHASE III & CHILLER PLANT

A 600-bed residence hall is being constructed as part of the new Laird Campus Complex. The building will feature rooms with semi-private baths, floor lounges, and resident assistant rooms, similar to the George Read, McKean, and Smith Halls. This project also includes a 4,000 square foot fitness center and an artificial turf recreation field.
B. BROWN LABORATORY—RENOVATIONS

The goal of the project is to modernize the facility’s north and west wing teaching and research laboratories, support spaces and address the building’s envelope, infrastructure, systems and code deficiencies.

C. RUSSELL COMPLEX RENOVATION

The renovations to Russell Residence Hall Complex will consist of upgrades to the mechanical, electrical, and plumbing systems. Site drainage improvements, alterations to the bathrooms for ADA compliance and other life safety improvements to ensure compliance with the current building codes, as well as improvements to the building envelope are included.

D. ENROLLMENT SERVICES CENTER

A new two-story building of approximately 25,000 square feet is being constructed on South College Avenue at the corner of Winslow Road to house Undergraduate Admissions, Financial Aid and the Registrar’s Office.

E. CONOVER HALL BATHROOM & WINDOW RENOVATION

Phase I of the Conover Hall bathroom and window renovation involved replacement of all domestic water piping, water heaters and plumbing fixtures. Architectural improvements to the bathrooms include new floors, walls, ceilings, lighting and accessories.

F. CENTRAL UTILITY PLANT - REPLACE BOILER 4

This project involves the demolition of the existing water tube boiler and the installation of a new fire tube boiler. The scope also includes design revisions to the safety valve discharge piping for all boilers in the plant.

G. NEW MILK PARLOR

The College of Agriculture and Natural Resources built a new milking parlor on the Newark Farm. The new parlor consists of a holding area, new automated milking system, and milk storage area. The objective is to modernize the facility to improve efficiency and to better support dairy research.

III. PROJECTS IN PLANNING AND/OR DESIGN

A. ALISON HALL RENOVATIONS

The existing HVAC system in Alison Hall requires increasing maintenance and no longer meets the current codes for ventilation air and needs to be replaced. The installation of a new fire protection system and architectural upgrades are also included in this project.

B. ALISON HALL - LAB PRESCHOOL

The Lab Preschool space will be reconfigured to accommodate a third classroom within the existing footprint. This design is being performed in parallel with the design of the Alison Hall Renovation project.

C. HARRINGTON FITNESS RENOVATION

The current fitness center requires major upgrades and improved function of the aerobic room. This project includes removing the facade of the building and creating a new updated profile encompassing the study area. All new fitness equipment, improved HVAC, and finishes are also proposed for this project.
D. SMITH HALL HVAC

This project consists of the replacement of the entire HVAC system in Smith Hall. Construction is scheduled to begin in June 2008 and be phased over the next two years to be complete by August 2010.

E. CONDENSATE LINE REPLACEMENT

The steam and condensate replacement lines under Main Street were installed during the 1960’s and are in poor condition. New installation would improve system reliability.

IV. RECOMMENDED FOR CONSTRUCTION

A. HARRINGTON COMPLEX

The renovations to Harrington Residence Hall Complex will consist of upgrades to mechanical, electrical and plumbing systems. Construction is to begin June 2008 and to be complete in August 2009.

B. RUSSELL DINING HALL

This project includes removing the façade of the building to expand the Dining Hall area. The new façade will be similar to the proposed Harrington Fitness Center. Improvements to the mechanical systems serving the dining and kitchen area will also be included.

C. ACADEMY HVAC

Originally constructed in 1842 for the Academy of Newark, the Academy Building is an 11,500 square foot wooden structure with brick façade currently occupied by Public Relations. The current HVAC system is beyond its service life. This project is anticipated to begin in March 2008 and be complete by August 2008.

D. EAST CAMPUS ARTIFICAL TURF FIELD

This project consists of the installation of a synthetic turf field approximately 140’ x 170’. New lighting would be installed to provide adequate illumination for recreational purposes. This project is anticipated to begin in June 2008 and be complete by August 2008.

E. FOOTBALL PRACTICE FIELD UPGRADES

The Department of Athletics’ practice field #11 located to the north end of Raymond Field is in need of upgrades. This project includes the installation of a new synthetic turf field with a sub-surface drainage system. Construction is anticipated to begin in March 2008 and be complete by August 2008.

F. RULLO FIELD UPGRADES

This project consists of replacing the existing synthetic turf with a new Astroturf product. Some repairs may be needed to the E-layer directly below the existing turf. This project is anticipated to begin in May 2008 and be complete by July 2008.
Facilities “Spotlight” On You
Implementing Quality Customer Service

Amy Darron and Sandra Flood

I would like to compliment the McKinly Lab Custodial Technicians, Amy and Sandy. They recognized that water had spread over a radioactive workbench and this could be a problem. Due to their call, we were able to immediately respond and assess the situation.

As it turned out, the water leak caused no radioactive contamination to occur. Had it been otherwise, however, their prompt notification may have prevented the spread of contamination throughout the lab room and perhaps to other sections of the building.

On behalf of myself, the research lab involved, and the entire UD community, I thank the Custodial Technicians for promptly reporting potentially unsafe conditions.

Bill Fendt, Radiation Safety Officer
University of Delaware

Jessie Coppedge, Neil Sobocinski and James Vargo

I just wanted to let you know that the custodial staff did a terrific job for the UR Symposium. It’s such a busy weekend, but the Student Center looked great when we arrived at 7:30 am. I also appreciate their flexibility — with an event this large, something always needs to be changed and they took care of it quickly. It’s because of their dedication that the event runs so smoothly.

Susan Serra, Coordinator
Office of Service Learning

Joe Bennett, Roger Bowman, Sam Jones, Felix Lopez and Ben Toole

Thanks very much for your invaluable assistance during the last week before student arrival, especially Friday night. You have my gratitude and that of the FP&C Staff.

Tom Taylor
FP&C

Bill Wilson

As a member of the dispatch team, I would like to extend a Thank-You to Bill from the HVAC Shop. We often get calls at twilight hours for a HVAC mechanic and Bill is so reliable. When he gets here, he never asks for assistance and lets us know when the job is wrapped up. It really makes your job easier when there is someone that steps up.

Thank you,
Joel Dickerson
Facilities

Mike Baldwin

About a week or so ago, Mike stopped by our building to check the utilities. The Women’s Studies Office is housed in a lovely Victorian House on Delaware Avenue. I mentioned we have a damp basement, and when it rains for more than several hours, water trickles in and makes the area very damp. Mike checked the basement very carefully and said he would try to make our living quarters more comfortable. He left shortly after but returned with a dehumidifier and outfitted it with a hose to drain so we would not have to worry about emptying it or having it overflow. I also mentioned that several metal floor heat covers could not be regulated to open or close as they were rusted shut. He again came to our rescue with two new heating covers that we could adjust. He took the time to check all the vents and readily answered my questions. I was very impressed.

I asked if I could write a note of appreciation to a supervisor to let them know that it was a pleasure to have Mike in our residence.

He was knowledgeable, courteous and professional. He was quick completing his job but friendly enough to answer my continuous questions.

I would like it known that Mike Baldwin was very much appreciated for his service to Women’s Studies.

Thank you,
Emily Hayworth
Office Coordinator
Facilities “Spotlight” On You
Implementing Quality Customer Service

Tyra Webster

I wanted you to know that Tyra is an outstanding worker. She is very conscientious and keeps our area cleaner than it has ever been. She is always very prompt and responsive when we ask for something or when we tell her about a problem - for example, some minor flooding due to rain. She is also a pleasure to work around as she has a very cheerful and friendly personality. We are extremely glad she is assigned to our unit.

Gail Armstrong, Manager
Publications

Just wanted to let you know at my staff meeting this morning, Gail Armstrong shared that they are loving Tyra, their Custodial Technician. Everyone agreed that our areas have not received this level of care and attention and we wanted to let you know.

Margot Carroll, Director
Supporting Services

Ron McGhee, Eugene Zormelo and Dwayne Griffin

I spent a significant amount of time in the Ewing Room of the Perkins Student Center yesterday, and it was a great experience due to some of the Custodial staff members that I call the “A-Team”. Ron, Eugene and Dwayne helped first thing in the morning to rearrange the Ewing room and reset it in order to accommodate our 9:30 meeting. Ron, Eugene and Dwayne went out of their way to breakdown and reset the room and they responded so patiently and graciously to numerous requests that I made. The meeting kicked off without anyone in attendance knowing that “behind the scenes,” many early morning changes had previously taken place and the customers had no idea. They demonstrated once again what real customer service is and what it means to have dedicated responsive staff who are our “A-Team” of Perkins.

I sincerely thank each one of them again for a job well done. Facilities is very fortunate to have them in our organization.

Thank you,
Patty Fogg, Administrator
Facilities

Valarie Phillips

Valarie has put a lot of work in our labs in Drake Hall getting ready for the Fall Semester. The floors are great. What can I say? When you go in, it really looks nice. When the kids walk into these labs, they will know it is a clean lab.

Thank you for your time.
Linda Bostwick
Lab Service in Drake Hall

Michael Mundy, Kevin McLaughlin, Joe Williams, David Kalb, Erick Kalb, Tom Craig, Mike LeVasseur, Dan Anderson, Edward Jenkot and Richard Shepherd

I spoke with Patricia Wilson last week and she is very pleased with the bathroom renovations. She thought the effort and quality of work was first class and I wanted to pass this along with my appreciation for the work completed. Everyone did an exceptional job coordinating their work and meeting the scheduled completion date.

Thank you,
Dave McNamara, Assistant Director
FP&C
Facilities—Focus On Custodial & Pest Control Services

Cleaning Is Just The Beginning (a brief look into Custodial & Pest Control Services at the University of Delaware)

Webster defines Custodian as “one that guards and protects or maintains”. This sums up rather succinctly what Custodial and Pest Control Services provides at the University of Delaware. If one looks at the value of the University’s property, it is valued in the billions of dollars. We see ourselves as the guardians of the University’s investment, not only in its facilities, but also in its students, staff and the community it serves. Sure, we clean. A lot! If you count the entire Academic, Sports and Residential facilities on campus, there is over four million square feet of cleanable space here at the University and we clean it all. Very effectively. Over the years we’ve received many compliments from visitors who compare the appearance of our facilities quite favorably with other universities and colleges around the country. This is a great source of pride for our staff, which totals 260 dedicated employees. But there is so much more to the functions we carry out. Let’s look at the rest of the definition and see what those additional functions are.

We are protectors. So what exactly are we protecting? It begins with the facilities themselves. The act of regular cleaning and application of protective finishes to various surfaces not only creates a desirable appearance, but also extends the life of the surfaces, thus creating cost savings due to less frequent replacement. We’re also on the front lines in protecting the health of the University Community. It seems that every week there is some new virus or strain of bacteria in the news. Our daily cleaning of public areas, restrooms, locker rooms and shower rooms using the appropriate germicidal chemicals plays a major role in keeping these “bugs” at bay. Speaking of bugs, our Pest Control Specialists perform over 120 preventive maintenance inspections/treatments each and every month in addition to the daily service requests they receive. Indoor Air Quality is another major challenge we face on a daily basis. To better control the quality of the air within the University’s buildings, our entire inventory of vacuums has been upgraded to provide optimum filtration of contaminants and irritants. All of our vacuums are certified by the CRI (Carpet and Rug Institute – the major testing organization for the industry). Mold is another threat to the health and well being of the occupants of our facilities. We perform over 250 flood/water clean-ups annually. The prompt removal of this water is critical in preventing the growth of mold in our buildings and subsequent health issues. When mold is discovered, we’re responsible for its removal. We also are an integral part of the University’s overall snow and ice removal effort. BBRRRHHH!

We are also protectors of the environment. The overwhelming majority of our cleaning chemicals meet Green Seal standards, an industry rating system which recognizes environmentally friendly products. Our staff uses the RTD dispensing system for the chemicals we use on a daily basis which minimizes the amount of chemical used and the subsequent need for treatment before being released into our waterways. All of our paper products meet the EPA standards for Post Consumer material usage, thus reducing the amount of waste that goes to the landfill.
Facilities—Focus on Custodial & Pest Control Services

Recycling is another area in which Custodial and Pest Control Services plays a major role. Over the years we have been responsible for the collection of tons of recyclable paper and cardboard from campus buildings. This program will continue to grow as the University of Delaware goes to greater lengths to recycle. Since 1997, Custodial Services has recycled nearly 180,000 fluorescent lamps that previously would have been disposed of in our local landfills. Each individual lamp contains a minute amount of mercury which, when combined with the vast quantity of these types of lamps in use today, can have a significant environmental impact. We are proud that the University of Delaware has taken the lead in our state to voluntarily limit the amount of toxins that are being disposed of in our landfills. Did I mention that we are responsible for relamping most of the light fixtures on campus? We are. We replace over 10,000 lamps annually.

So, cleaning really is just the beginning when it comes to the work of Custodial and Pest Control Services. All these functions add up to constant challenges throughout the year. As Sylvester Johnson, Assistant Director for Residential and Conferences Custodial Services puts it: “...after spring break, time really starts to fly towards the end of the school year, then we have the summer where we have to clean all 7,600 resident hall rooms in less than three months. This keeps you interested because of all of the changes that we have to deal with on a daily basis...” Marty Quirk, Assistant Director for Academic Custodial Services, adds: “Our services affect the entire campus community and it becomes a challenge to coordinate the needs of a diverse work force with the resources we have available.”

Another area in which we protect the environment and save substantial amounts of money for the University is by the very nature of our operation. The vast majority of our cleaning takes place during the day and has done so for the past twenty-seven years. This has resulted in a number of positive outcomes: energy costs for the University have been reduced; customer relations have become much more positive; absenteeism has been greatly reduced and productivity has risen. It is interesting to note that quite a few universities are switching their cleaning programs to daytime hours. We must have been on to something all those years ago!

Let’s take a look at some of the ways we “maintain” things around here. Our staff is responsible for reporting over 1,200 maintenance deficiencies annually. This helps to keep our facilities in tip-top condition. We inspect over 500 fire extinguishers every month to make sure that they’re ready to go in the event of an emergency. In support of University programs and activities, our staff works in excess of 16,000 hours over and above their regular schedules. Our staff performs over 800 furniture and equipment setups in support of programs in our Student Centers and the Wilmington Campus.

But the challenges are not without their rewards. John Warren Jr., Director of Custodial and Pest Control Services, sums it up best: “The bottom line is we’re able to achieve and accomplish all of this because of our outstanding team of employees. We truly care about what we do and we’re dedicated and committed to doing the best job we can for the University of Delaware.”
Employee Highlights
Getting to Know YOU!

Employee Appreciation Luncheon December 2007

On December 11, 2007, Facilities held its Employee Appreciation Luncheon at “The Bob” with over 440 employees and guests in attendance. The luncheon provided all attendees an opportunity to see old friends, make new ones, laugh and celebrate the holiday season together. Speakers included President Pat Harker, Dave Hollowell, Scott Douglass and Bob Stozek. Their favorable comments about the positive spirit of the Facilities employees and the great job done by our employees throughout the year was greatly appreciated.

For more Pictures see the
It Out - on page #9
Please Welcome...

**New Hires……**
- **Larry Bangerter**, M&O
- **Patricia Barlow**, Custodial Services
- **Helen Bickelman**, Custodial Services
- **Lois Browning**, Custodial Services
- **Chong Carpenter**, Custodial Services
- **James Kennedy**, Custodial Services
- **Myong Mallard**, Custodial Services
- **Luz Mercado**, Custodial Services
- **Benjamin Morgan**, M&O

**Congratulations...**

**Retirees……**
- **Trenda Conner**, Custodial Services
- **Les Ekland**, Custodial Services
- **Linda Holmes**, Custodial Services

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**Windows Vista and Office 2007**

Computer Based Training Modules are available for use for both Vista and Office. Open “My Computer” and double click on the “T” drive.

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**Safety Corner**

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

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**Our next issue — February 2008**

If you have any information that you would like to have published in the next edition, please contact us. Deadline is: **Monday, January 28, 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, leslieyh@udel.edu

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**It OUT!**

**Appreciation Luncheon Photos**
Go to the: Facilities Shareall Drive
Open Photos Folder
Click on
ApprecLunch_11DEC07

**Elder Online**—your connection to elder care information
[http://www.familyandworkplace.org](http://www.familyandworkplace.org)

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**Happy New Year!**

We’ll see you in 2008!

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**We’re on the Web!**
[www.facilities.udel.edu](http://www.facilities.udel.edu)