We are a small maintenance department of 15 and we maintain all the buildings for the College of Marine and Earth Studies, The Virden Conference Center & Residence Buildings, and the Paradee Center in Dover. We also manage and maintain the Daiber Housing Complex, which consists of 30 homes and is used by graduate students, post-docs, and visiting scholars. Although we may not face the same challenges and number of people as Newark, we are a diverse and busy group. We are able to respond to emergency issues or last-minute requests from faculty and staff within 24 hours. Our maintenance requests are usually handled within days.

Our three Utility Workers keep the academic buildings and labs clean; they are a conscientious group who work well together and take pride in their jobs. Our Utilities Technicians (one HVAC and one Electrician) are off in many directions every day; they also "cover" for each other when the other is away. The six Maintenance Technicians each have their own strengths. Between them, they perform vehicle/equipment maintenance, carpentry, plumbing, welding, painting, and grounds work. We also have two CDL drivers responsible for driving the Sea Water truck, which provides sea water to our closed loop sea water systems in Smith and Cannon labs. The monthly safety equipment inspections are also carried out by one of our Maintenance Technicians. Our Senior Maintenance Technician is assigned to the Daiber Housing Complex, performing renovations, daily maintenance and grounds work; he is supported by Maintenance Technicians as needed. The Shop Supervisor keeps a daily log and monitors all projects, reporting to the office of the Assistant Director and his Staff Assistant.

Working together to achieve our department goals and provide quality service is what makes our team a success.
**Crab Cake Cook-off**

**Cornmeal Crab Cakes**
Darla Koff, Frederica, DE

1 large onion diced       1/2 cup mayonnaise
1 green pepper diced     1 egg
2 garlic cloves minced    2 pounds lump blue crab meat
1/8 teaspoon ground black pepper 1 package prepared cornbread mix
1 tablespoon Old Bay Seasoning 3 tablespoons olive oil
1 tablespoon hot sauce    1 tablespoon butter
1 tablespoon Worcestershire Sauce

Sauté onions in small saucepan over medium heat for 5 minutes, stirring occasionally. Add green peppers and cook for 5 more minutes. Add garlic, pepper, Old Bay, hot sauce and Worcestershire Sauce. Cook while stirring for 3 minutes. Remove from heat and cool to room temperature.

In large bowl, mix mayonnaise and egg until smooth. Stir in onion mixture completely. Gently fold in crab meat. Sprinkle large rimmed baking sheet with 1/4 cup cornbread mix. Pour the remaining cornbread mix onto a plate. Gently form crab cakes and coat with the cornbread mix on plate. Place crab cakes onto baking sheet. Chill for at least 30 minutes.

Heat oil and butter in large skillet over medium-high heat. Sauté crab cakes for 3 minutes each side. (Do not crowd pan. Cook in batches.) Enjoy!!

**JJ’s Crab Cakes**

2 tablespoons parsley       1 teaspoon salt
1/2 teaspoon nutmeg        1/2 teaspoon pepper
1/2 teaspoon paprika       2 tablespoons mustard
1 1/2 tablespoons mayonnaise 16 saltines, crushed
2 eggs                      2 pounds lump blue crab meat
1 teaspoon Worcestershire Sauce 4 tablespoons butter
1 cup cream

Mix above ingredients together except crabmeat and butter. Fold in crab meat. Form into 2-3 inch, round crab cakes. Broil butter until golden brown. Place crab cakes in butter and broil until golden brown on both sides. Serve hot.
Crab Cake Cook-off (Continued)

Crab Cakes with Lemon Dill Sauce
Terri Carr, Lewes, DE

- 2 pounds jumbo lump blue crab meat
- 1 1/2 cups cubed bread
- 1/2 cup green pepper, finely chopped
- 1/2 cup onion, finely chopped
- 4 eggs, lightly beaten
- 6 tablespoons mayonnaise
- 6 tablespoons half & half
- 2 tablespoons lemon juice
- 2 tablespoons butter, melted
- 1 teaspoon Horseradish
- 3 teaspoons Old Bay Seasoning
- 2 teaspoons Worcestershire Sauce
- 1 1/2 teaspoon salt
- 3/4 teaspoon fresh ground pepper
- Dash hot sauce
- 1/2 cup parsley, chopped
- 1 cup Panko crumbs (Japanese bread crumbs)
- Shortening

Combine crabmeat and cubed bread, then add green pepper and onion. In a separate bowl, whisk together next 11 ingredients. Gently fold in crab mixture. Mix parsley and crumbs. Shape crab into patties, coat with crumb mixture, chill. Heat shortening in skillet, add patties, cook until brown; turn, cook other side until brown. Serve with Lemon Dill Sauce.

Lemon Dill Sauce

- 1 cup mayonnaise
- 1 teaspoon lemon rind, finely grated
- 1 teaspoon lemon verbena, finely chopped
- 1/2 teaspoon dill weed
- 1 garlic clove, crushed

Mix all sauce ingredients, cover and chill.
The Great Seafood Chowder Challenge Winner

ACF First State Chefs Association - Heather Tambone

Heather's New England Clam Chowder

1 ½ pounds of bacon, chopped   2 tablespoons Minors chicken base
2 5” links of chorizo sausage   1 teaspoon white pepper
Dry vermouth to deglaze   3 ounce packet of Cajun shrimp seasoning
1 stick butter     1 51-ounce can chopped clams
½ cup green pepper, chopped   2 quarts heavy cream
1 cup onion, chopped    1 ½ quarts half and half
1 ½ cups celery, chopped   7 medium Yukon Gold potatoes, cubed (parboiled)
2 cloves garlic, chopped   1 stick butter and 8 tablespoons flour for Roux
8 ounces clam juice

METHOD: (Preparation Time: 1 hour)

• Chop and sauté bacon, remove from pan and drain, discard grease
• Remove skin from chorizo sausage, crumble and brown in same pan, remove, drain and discard remaining grease
• Deglaze pan with dry vermouth
• Add 1 stick of butter and sauté peppers, onions, celery and garlic until tender
• Add clam juice, chicken base, white pepper and seasoning packet
• Add bacon, sausage and clams
• Simmer on medium heat
• Add heavy cream and half and half
• Make roux (melt butter and add flour, stir until thoroughly mixed and cook for a few minutes). Add some of the hot liquid to the roux to thin
• Add roux to the soup until thick
• Add potatoes and cook until tender

YIELD: 7 Quarts
Facilities “Spotlight” On You

Implementing Quality Customer Service

Kathleen Schmidt—OHS

Thank you, Thank you, Thank you!
You made the 7/16 BBP Training enjoyable and entertaining. Keep up the good work!
Thanks again,
Maggie Surowiec, Custodial Services

Bill Wright

I wanted to express our appreciation for Bill Wright’s contribution to our fire safety training last night for the Resident Assistants. He was helpful in providing the conditions in the residence hall that were needed to provide a safe and realistic event for the RAs in training. He was also helpful in setting up the fire extinguisher training area assisting with trouble shooting power problems until we were all set. He demonstrated excellent teamwork by being accessible when we needed him, and we are very appreciative for his involvement. It might have gone very differently without this level of support, and it is important to us that you know we recognize this fact.

Robin L. Elliott, Director
Occupational Health & Safety

Kathy Michael

I want to thank you sincerely for your helpfulness as I tried to return my ID. It truly would have been easy for you to just send me off across campus, or to have ignored me to begin with. I greatly appreciate your compassion—it is such kindness that makes this University special.

Thank you.
Lauren Woglom—“the little girl in your office”
(UD Student)

Ann Birney

Ann,
You must truly have a green thumb because the flowers outside the house are just stunning! Thank you for tending them so often especially since I couldn’t be there consistently do this myself.
I wanted to ask you what the name of the tall purple flowers off the back patio is? They attract such a huge number of bees and butterflies like I’ve never seen before.
Thanks again for all you do!

Best,
Emily Harker
The Harker Family

Wayne Burke

Mike,
I spoke to you yesterday on behalf of my daughter in Squire Hall about the hot water situation. I wanted to let you know that I received a call from her last night and she indicated the hot water was operating. Thanks to you and your staff for the quick response, and I am sure you made the residents feel better about those showers in the morning.
Thanks again for your assistance,
Larry A. Fry
Accounting Operations Manager
Fulton Financial Corporation

Chris Bakowski

Thank you so much for getting my 2nd monitor hooked up for me this afternoon! You made it look so easy and you were so nice about it!! If it weren’t for you, I would have thought it was not possible. Facilities is lucky to have you – talented technically with a great attitude.

You’re the best!
Ellen Lepine
Facilities “Spotlight” On You

Implementing Quality Customer Service

Nai’a Keiser

Just wanted to let you know how much all of us from Smith Hall have enjoyed having Nai’a take care of us during our stay in the IEC. She’s been uniformly courteous and gracious to us -- and a very effective custodian. For example, we’re not used to having the custodian knock on our doors to alert us that she’s about to mop our hallway. She’s cheerful, hard-working, and gracious to the building residents. Can’t ask for better than that!

So, just a note of praise and thanks for Nai’a’s service to us--the latest set of visitors to the IEC.

Best wishes,
Richard Gordon  IT User Services

Thank you for taking such good care of us! We really appreciate all your efforts.

Thanks so much for everything. I’ve really enjoyed talking with you.

Ann

You did a terrific job. Truly appreciated your work ethic!

Thanks,
Anita, Room 130

Thanks much! We are going to miss you.

Carol

Thank you so much for all your good work — we’ll miss you.

Evelyn

It’s been great getting to know you and having such a homey place to stay while we’ve been “displaced.” Good Luck!

Suzanne

Thanks very much for everything!

Jean

Thanks for making us feel so comfortable in our summer quarters. We’ll miss you!

Dick

Come visit us in Smith Hall!

Thanks,
Deanna

Thank you very much for your assistance last week for Parents & Family Weekend, especially in regards to the President’s Reception at the CFA. I realize that the last 36 hours leading up to the event were hectic - first we were outside, then inside, then back outside again - and this can cause disruption to the work day and your very busy schedules.

I was very impressed on Friday at everyone’s willingness to work together to successfully move the event back outside, especially with only 4 hour notice. I realize you had other plans for the day, but everyone worked together to get the job done.

None of this would have been possible without your support. As a team, you worked efficiently, quickly, and with a positive attitude. When I stopped by on Friday afternoon to check on the progress, I was thrilled with the setup and the tent! I know you worked equally hard to prepare the other venues for the weekend’s festivities and I have heard nothing but compliments from everyone - thank you!

Again, many thanks and I look forward to working with you on future events!

Cindy Campanella
Director, Alumni Relations
Facilities Grounds Services

Move-In 2008 Recycling and Single Stream Recycling
Submitted by: Mike Loftus

From all reports, Move-In 2008 was a great success, thanks in large part to a Facilities' initiative to reduce the amount of move-in trash annually collected and discarded in landfills. The initiative began in early summer 2008 with the development of a recycling brochure for incoming and returning students with the message to Reduce, Reuse and Recycle. This was truly a collaborative effort by a team consisting of Terri Henderson, Anne-Marie Crossan and Roger Bowman. The group created a publication that was produced in house and distributed to incoming students in July at Delaworld. Judging on the cooperation and positive responses by both students and parents, the publication was a success.

For Move-In, roll off dumpsters were deployed around Residence Halls to facilitate collection of cardboard / single stream recyclables, as well as the standard collection of trash. Also as a first this year, separate containers were supplied for the collection of Styrofoam, water bottles and cans. Grounds staff monitored the sites and assisted with loading and compacting the containers.

Sylvester Johnson, Assistant Director, Residential Custodial, reports a great reduction in the volume of cardboard normally found inside the buildings after move-in as a result of the program. Sylvester noted, “There was a lot of cooperation going on between Custodial and Grounds staffs to make this happen.”

How successful was the endeavor? According to the tonnages reported by Roger Bowman, 22 1/2 tons of material was collected during move-in. Of that, more than 16 tons was cardboard/recyclables. We also collected more than 600 pounds of Styrofoam. Definitely a success!

Single – Stream Phase 1
Following the successful handling of the move-in recyclables, we launched Phase 1 of Single-Stream Recycling on campus during the first week in September. Single-Stream allows for the co-mingling of cans, bottles, cardboard, office paper, etc. into one container for collection and delivery to DSWA. Now that DSWA accepts co-mingled materials, we have the opportunity to increase the amount recyclables we divert from the landfill. Transforming the University’s method
Move-In 2008 Recycling and Single-Stream Recycling - Continued

Hitting our goals and target dates required a lot of cooperation and hard work. Residential Custodial staff, having recently cleaned and prepared 3500 rooms for returning students, prepared and distributed desk-side containers to student rooms; Academic Custodial staff prepared and distributed containers for use in the College of Agriculture, Bob Carpenter Center and other buildings on South Campus. Grounds Manager, Roger Bowman was charged with design, procurement and deployment of new recycling dumpsters for all locations. (Roger made this phase happen so fast that paint was still tacky when the dumpsters arrived from the vendor. Nice job, Roger!)

Styrofoam collection was very successful - more than 600 pounds was collected during move-in 2008.

The Recycling student crew, led by Jim Jianniney, has been a great asset during the transition period and has provided insight into improvements and adjustments for future phases of the program. Locations included in Phase 1 include collection of Residence Halls on Laird Campus and The College of Agriculture and Athletics Departments (including Game Day Recycling during Blue Hen Football home games) on South Campus.
Did you know…that the headsets worn by the University of Delaware’s Football coaches are serviced by the Electronics Repairers?

The Electronics Repairers arrive three hours ahead of “game time” in order to set up and test the electronic headsets. If everything is not working, they must shut off the equipment and troubleshoot it in order to get it properly working.

The headsets are stowed away through the Athletics Department’s Sports Management staff; the Electronics Repairers pick up the equipment and test it initially. Procedurally, the equipment is then retested 20 minutes before the football game is scheduled to begin, just to make sure it’s working properly. The next scheduled equipment testing takes place during halftime; equipment is turned off and turned on as the technicians do everything possible just to make sure it’s in good working condition. At the end of the game, all equipment is removed, boxed up, and returned to the Sports Equipment Room. When the team travels, the Equipment Managers take over the responsibility ensuring that the coaches’ headsets are working.

Does the typical fan see the technician working on the headset? The equipment is set up and available on the football turf’s sideline, normally behind and adjacent to the 50-yard line area. The typical fan seated does not see what transpires behind the scenes with this process.
A few external vendors such as Comcast and ESPN work with Facilities staff due to the satellite frequency issues impacting the wireless headsets. Their service technicians interface significantly during the games with the Electronics Repairers due to frequencies overlapping. Customer service skills are especially important with the many different individuals they interact with along with patience and professionalism.

“We can’t get in there with personal attitudes,” says Jerry Buchanan. If the equipment is breaking down and the coaches are yelling, not at the Electronics Repairers but because they cannot switch the equipment from offense to defensive mode due to equipment failure, as a service technician, you must understand it’s not you; it’s the coach’s focus on using the equipment and (winning) the game.

When did Facilities get involved with this type of service? The wired headsets are older technology, introduced by Ron Beaver, Sr. Electronics Repairer, approximately 15-20 years ago; they continue to be utilized and serviced by all Electronics Repairers who work the football and/or basketball games.

The Electronics Repairers rotate amongst themselves when working the weekend and/or scheduled nightly events of basketball and football games. Other related areas serviced by the Electronics Repairers for game events include the electronic scoreboards and the water stations used during practice times by the football players.

Jon Basner and Jerry Buchanan comment that they “really enjoy it,” you get to see football games and yet you are always thinking about what happens if the wireless headset goes down. You must be ready with the wired headsets in order to keep the coaches (our customers) satisfied and quickly shift the wired equipment into play without missing a beat.

The Facilities staff of Electronics Repairers reflects that they are a full service team—everybody brings something. “Some (of us) know more about different facets of the trade than others, we synthesize of talent and draw from different people’s strengths determining which one is the best one to get the job done. Together, we are a full service organization,” says Jon Basner and Jerry Buchanan; a team to know who takes pride in their work.
Please Welcome...

New Hires......

James Crowe, Custodial Services
Kathleen DeRocili, Custodial Services
Caleb Gilley, M&O
James Mackereth, M&O
Cheyenne Nost, Custodial Services
Brenda Ward, Custodial Services
David Yancey, Custodial Services

AccuWeather—Fact
Did you know you can tell if your home is well-insulated by looking at your roof on a frosty morning? If the grass is covered, but there is no frost on your shingles, that is a sure sign that heat is escaping through the roof. A frost-covered roof, on the other hand, indicates that the attic space is well-insulated.

Energy Usage on Campus

During the UD Campus sustainability day, October 22, 2008, Anne-Marie Crossan informed the audience about the current energy usage, especially through the campus’ consumption of energy during heating and cooling times of the year.

Many visual graphs were displaced with user-friendly data that highlighted peak and low energy times, even during times when the majority of the student population in not on campus.

Thank you for a very well presented and informative information session on this subject!

Anne-Marie Crossan, P.E.
Electrical Engineer, Facilities Building Maintenance and Operations Department

Our next issue — December 2008
If you have any information that you would like to have published in the next edition, please contact us. Deadline is: Monday, November 17, 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