

From the Associate Vice Chancellor of Facilities Management

The past three months have been an exciting and busy time for our entire Facilities Management Team. UNC Charlotte's progress toward becoming a major research university is everywhere in evidence. Construction cranes dot the campus as physical evidence of our growth. In February, the University received high marks on its reaccreditation review by the Southern Association of Colleges and Schools. Also in February, the Board of Governors approved establishment of the Charlotte Institute for Technology Innovation. Grading and earthwork for the Charlotte Institute campus will start this spring. Our Facilities Management Team continues to do good work in all areas. Did you know that Maintenance and Operation Section completed 3,584 work requests in the past three months? This is typical of the amount of work our organization accomplishes every quarter. The Shops also completed a first class renovation of new offices for the University Registrar in the King Building. At present, the Shops are working on a program to improve our Preventive Maintenance programs – a key to operating more efficiently in the future. We need everyone's support in this effort.

Our own Engineering Services Team designed the King Registrar offices and completed a number of other many high priority design projects during the quarter. They are putting the finishing touches on an important renovation of the 2nd Floor of Reese for Finance, Student Accounts and Public Relations.

We continue to receive numerous customer compliments about the excellent work our Housekeepers and Grounds personnel do, day in and day out, to keep the campus looking good. Please help the Grounds Shop by not parking on the grass and by NOT cutting corners in the EZ-GO's. Our Management Information (MIS) Section continues to do great work in developing web pages for the Department. These web pages help get our story out to customers and the University community. I'm told we had over 240,000 visitors to our web pages in just a two-month period! If you haven't checked out the Facilities Management web pages lately, the next time you have access to a computer visit: <http://facilities.uncc.edu/>

In January, thanks to the hard work of our Administration Section, in coordination with all sections in Facilities Management, we started a New Employee Orientation Program. The program is designed to make new employees feel welcome and to quickly integrate them into the Facilities Management family. The first three orientations were well received, and we will continue this program on a monthly basis. The Administration Section, with the help of an employee committee consisting of representatives from all areas, also put the finishing touches on our Facilities Management Awards Program. You can read more about the specifics of that program inside this issue of *Facilities Focus*.

Recycling Section continues to excel. They initiated a can and bottle recycle program at UNC Charlotte basketball games. Telecom continues to provide first-class phone service to the campus and kicked off an upgrade of the wiring in Colvard Building last month.

Capital Planning and Construction Section has its hands full managing the design and construction of over 30 major projects to include ten new buildings, two regional utility plants and infrastructure enhancements to support all of this growth.

Overall, our Facilities Management Department is getting the job done through great **Teamwork** and **Customer Service**. Let's keep up the good work and remember to **communicate** with your customers – it is the key to successful customer service.

**“Creating a Campus of Distinction”
at UNC Charlotte**

Phil Jones

Associate Vice Chancellor for Facilities Management



AAAAGGGGHH! GUM!



Gum comes in many colors, sizes and shapes. You can chew it and blow bubbles with it. You can alleviate stress by chewing and after a meal it can also freshen your breath. Hmm! All those flavors too! Who would ever think that something so neat is not so “neat” after all?

Have you ever noticed all those black spots on sidewalks? Believe it or not, this is gum! It is not tar spread here and there. It is aged gum that has been discarded out on the walkways.

Facilities Management has had the task of cleaning up gum around campus. The Housekeeping staff has found the sticky stuff on carpets, desks, stairs, and inside elevators. The Grounds Department is also finding the goo on sidewalks, brick pavers, and outside walls all around campus. Between **Brian Guns** and **Penny Franki’s staff**, approximately 500 hours have been put into finding a solution to clean this up. Believe it or not, this has not been an easy task. Penny Franki, with the help of **Frank Milone**, has tried ice scrapers, Muriatic Acid and Goof Off. This was labor intensive and none of these came out with good results. Brian Guns, with the help of **Gracie Caldwell**, tried a gel on the gum, and also an aerosol, which would freeze it. Results turned out to be just a lot of labor used to get one little piece of gum cleaned up. Different vendors were brought in, but no one seemed to have the correct solution.

Brian Guns was not about to give up on this. There had to be a way to clean this up that would not take so much labor and the cost would be reasonable for the University. “Whatcha gonna do?” “Who’s gonna help?” “Who you gonna call?” There it was: “Gumbusters”! Finally Brian stumbled upon an ad in a cleaning magazine one day. This ad was for a company called “Gumbusters North America Inc.” This sounded like the vendor they had all been looking for! After talking to the company, Brian was pretty confident this was our solution. He asked the company to come in and demonstrate their equipment. Duane Cummins of Gumbusters Inc. agreed to this and met with Facilities Management staff and the Vice Chancellor for Facilities Management. A tape was brought in to show everyone what the company was about and how the equipment worked. Once that was viewed, everyone stepped outside to actually see the work in progress. When everyone saw the ease in using this equipment, the decision was made. Not only will it alleviate numerous hours of labor, it uses an environmentally friendly solution, with a harmless chemical, non flammable, non toxic and a 9.8 PH. It uses 8 gallons of water per day thus creating a 270 degree low-pressure steam, which is used to clean up the gum. The equipment consists of a cart with the solution and a hose with small bronze brushes for walkways and nylon brushes for carpets. The operator exerts only minimum pressure. The gum can be on a surface for 2 days to 5 years and this method will still dissolve it. It must stay on contact for only 5-10 seconds per piece of gum. Now this is much quicker than the time it took to scrub with an ice scraper or waiting for the aerosol to freeze and then trying to scrape it off. Another neat thing about this cleaning method is that instead of having smelly solutions, you have a pleasant scent that comes off from the flavor of gum you are cleaning up. While you are cleaning it up you will get fragrances like spearmint, wintergreen and cinnamon. The list can go on and on. This could make an unpleasant task a little more pleasant! While inside cleaning carpets, the noise level is very low and will not bother anyone near by. Outside a generator is used to prevent the use of long cords, which could create a tripping hazard.

Gumbusters started out in the Netherlands. Their reputation has spread quickly around cities in Europe and is now popular in the United States. Many facilities use the company, from universities to sports arenas and restaurants. The company is a patented franchise, and Facilities Management will be leasing their equipment on a trial basis for 3 years. After that, if all goes well it will become a yearly rental.

Let us applaud all the people involved on their hard work and efforts to come up with what sounds like a great solution. Lets keep our fingers crossed! (and our gum in our mouth!!)

Noella Paquette, Administration



Staff Notes:

TRAINING:

At least 44 Facilities Management employees completed some type of additional training during the first quarter of this year.

RECOGNITION OF EXCEPTIONAL EMPLOYEES:

Congratulations to **Lisa Casey**, with the Grounds Shop, who received her NCDA Ornamental Turf Pesticide License.

Congratulations to the following employees, in the Grounds Shop, for successful completion of calibration and calculation training: **Dan Barrier, Penny Franki, Dale Freeman, Steve Knuth, Frank Milone, Lisa Casey, Brian Gray, James McQuage, Richard Owens and Stacey Rawls.**

Congratulations to our **UNC Charlotte Recycling Program** for receiving the Carolina Recycling Association 2001 Award of Excellence for outstanding college or university program that promotes sustainable resource use through waste reduction, reuse and recycling on a college campus. This award is presented to the best collegiate waste reduction and recycling program in the Carolinas.

31 employees were recognized for exceptional work at the Facilities Management Quarterly Staff Meeting held on March 7, 2002. In the future, recognition of employees will be based on the new **Facilities Management Awards Program** which will be implemented on April 1, 2002. Quarterly staff meetings and the publication of the *Facilities Focus Newsletter* will be scheduled to coordinate with the presentation of awards. Please see the Awards Program insert for details. You'll like the incentives!

Housekeepers Help the Black Student Union Raise Funds

During the past three years, Facilities Management and Residence Life housekeepers have collaborated to host a fund raiser and luncheon for the Black Student Union to show their support and appreciation for all the hard work that the BSU does on the UNC Charlotte campus. This year's luncheon and fund raiser was organized in part by **Essie Spears, Novella Townsend, Gracie Caldwell, Marie Walley, Joy Drovin and Janie McClure.** All of the housekeepers gave a tremendous amount of help to pull this year's luncheon off by selling raffle tickets for \$1 which gave the winner a chance to win \$50. They also were instrumental in providing the BSU students with a superb meal. The UNC Charlotte housekeepers had set their fund raising goal at \$1,000.00 but managed to exceed that goal by \$289.00 for a grand total of \$1,289.00! They presented this amount to Brenda Tindal, BSU President, and Donyell Hearts, Vice President, and both officers expressed their gratitude for the money as well as for the hard work that the housekeeping staff consistently provides for UNC Charlotte students. While the attendees ate the wonderful home-made meal provided by the housekeepers, the Rev. Dr. Gregory Davis said a few remarks thanking both the BSU and the UNC Charlotte housekeepers for all their hard work over the years.

-- Terra Perkins, Housekeeping

CONTEST WINNER

Congratulations to **Brian Guns** for submitting the winning entry for a name for our newsletter. Brian's suggestion, *Facilities Focus*, is an excellent one, and he even provided additional suggestions for specific columns using the F alliteration. Hopefully, with your help, we can build on his ideas in future issues. Brian is now eligible for a free lunch compliments of Phil Jones. Thanks, Brian, for the great suggestion!

Did you know?



The first year of a new coin design seems to be black and white either they are as common as any coin of the type, or they are scarce and expensive. There seems to be very little middle ground. In recent years we have seen the Susan B. Anthony dollar with a first-year mintage at three facilities far in excess of the mintages that followed. The first Eisenhower dollar mintages were also on high side. The factor that keeps many first-year new-design coins from having astronomical prices is that many times more people save them. We see it with the new 50-states quarters and Sacagawea dollar, and it has been that way for most of our history. The 1948 Franklin half dollar was a reflection of its times. The United States has heavy coin production of all denominations, except silver dollars, during the World War II. There was a natural mintage decrease when the war ended. The case can be made that the Philadelphia 1948 Franklin half dollar was a below average mintage. It ranks as the fourth lowest mintage half dollar from Philadelphia since 1948. In fact, there are any number of half

dollars of the past 40 years which have a proof mintage close to the entire mintage of 1948 Franklin half dollars. It is also worth remembering that the 1948 was not viewed as scarce, and it's possible that a number were melted along the way, especially when silver prices reached \$50 an ounce. At the time, an uncirculated 1948 might have been saved, but circulated examples were definitely bullion cube. While the 1948 might be scarcer than many would suspect, its price today still reflects the normal pattern of the first year of a new design being saved by many people. The 1948 is currently priced at \$90 in MS-65 and an MS-65 1948 with full bell lines will cost you approximately \$170. It's possible that full bell lines are a result of the quality of strikes and because of that sometimes do not reflect mintages. The same might be applied to a MS-65 but even an MS-63, where the 1948 is higher priced at \$20 than many, it is still safely below many dates from the 1940's and '50's, so it may have good potential.

-Ed Seamon, Electrical Shop

FOCUS ON THE FUTURE:

Monday, April 22:

Earth Day 2002

UNC Charlotte 10th Annual Environmental Festival
10:00 a.m.-2:30 p.m.
At the Belk Tower Quad (center of campus)
Rain Site - the Colvard Breezeway



The Earth Day Celebration is free and open to the public.

School groups are encouraged to attend.

Website for additional information: <http://facilities.uncc.edu/recycling.htm>

This Earth Day event is sponsored by UNC Charlotte Recycling Office

******Please recycle your bottles and cans at the festival******

Saturday, May 11:

Spring Graduation

Morning Ceremony held at 10:00 a.m.
Afternoon Ceremony held at 3:00 p.m.
Barnhardt Student Activity Center (SAC)

Thursday, May 16:

1st Annual Facilities Management Picnic

12:00p.m.-2:00 p.m.
Intramural Playing Fields

FOCUS FACTS:

Facilities Management is the largest SPA staffed department at UNC Charlotte. We currently have 252 positions, and we will continue to grow in size as the new buildings come on-line and are ready for occupancy. At the time of this publication, we have fewer vacancies (11) than we've had at any one time over the past five years.

Number of positions by shop:

Housekeeping - 74	Administration - 36	Grounds -36	HVAC - 33
General Services - 25	Electrical - 20	Telecommunications - 12	Preventive Maintenance - 8
Recycling - 5	Automotive - 3		

-Gwen Sasser, Administration

WANTED: WRITERS WITH GOOD IDEAS

If you would be interested in contributing to the next *Facilities Focus*, please submit your entries to Kelly Nash or Pat Sinclair by Friday, July 26th. We are especially looking for articles/ideas that would fit into any of the categories below:

- FOCUS FACTS
- FOCUS FEATURE (information about an employee, shop, building)
- FOCUS FAVORITES (information about favorite restaurants, things to do, places to vacation, recipes, etc.)
- FOCUS ON THE FUTURE
- FOCUS FORECAST

WHY IS THIS NEWSLETTER LATER THAN ORIGINALLY PLANNED?

In our first newsletter, we stated that the second issue would be published on March 4, 2002. To coordinate with our Awards Program, this schedule has been changed. Future issues will be published in the month following our Quarterly Staff Meetings so that award recipients from the previous quarter can be recognized in print.

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