

From the Associate Vice Chancellor of Facilities Management

The Management Team of the Department recently attended a leadership workshop in which several dynamic leadership experts described leadership principles. The model presented by Steven Covey describes perfectly what we are trying to achieve here in Facilities Management as we pursue our vision of becoming “**a proficient, responsive and adaptable Team of Teams.**” Let me describe this model briefly. Mr. Covey’s model indicates that people have four basic needs: Mind - mental development, Body – doing, Heart – feeling, and Spirit – spiritual meaning. He believes that 21st Century employers and employees (those operating in the information age as we are today) must change their way of thinking and acting to address and cultivate these four needs in the workplace. For leaders and followers (supervisors and employees), this means we must cultivate an organizational climate where people at all levels of the organization engage their Minds (they are encouraged to be creative), their Bodies (we pay them fairly for a days work), their Hearts (they are treated fairly and with respect), and their Spirit (the organization serves society with integrity). I think this model is exactly in line with the organizational goal we established two years ago to “promote personal excellence, teamwork, innovation and continuous improvement”. Steven Covey goes on to say that, for this model to work, it must be built on **Trust**. Our organization still has a ways to go in establishing that **Trust**. In order to establish **Trust**, we will have to let go of some of the old ways and ideas. Here is my Rx (prescription) to correct this lack of trust:

- End competition between sections and shops and realize we are all in this together.
- End the perception that employees need constant supervision or they will goof off.
- End the perception that management is out to get employees.
- Start finding people doing something right and complimenting them on the spot.
- Start communicating with a synergistic win-win attitude.
- Start allowing people to find their voice in the organization.
- Start thinking of people as whole people – body, mind, heart and spirit.
- Start living up to our values of **Respect, Honesty and Dependability!**
- Bring a positive attitude to work everyday!

If we do these things, I guarantee Facilities Management will be a fun and productive place to work. We will also become a high performing organization – one we can all be proud of.

Think about the possibilities. Change starts one person at a time. Will you be that person?

Philip M. Jones, P.E.

Associate Vice Chancellor for Facilities



EMPLOYEE OF THE QUARTER

The “Employee of the Quarter” Award for July – September 2003 could not have gone to anyone more deserving. A General Services supervisor accepted the award on behalf of **William “Dub” Poplin**, a Maintenance Mechanic IV who passed away just five days prior.

Dub, who had recently celebrated twenty years of service to Facilities Management, gave his all to the University, even through the bout with cancer that eventually took his life. “Even during his illness, he never let on how sick he was,” said Beverly Imes, an Administrative Assistant for Maintenance & Operations. “That was an encouraging reminder to others with only minor issues.”

A carpenter by trade, Dub made a career of working with his hands, and many campus projects must give credit to his workmanship. In the August 18th issue of the *Facilities Focus Newsletter*, General Services supervisor David Hillard recognized Dub as “...the man everyone consults concerning the design, construction, or installation of cabinets, counters, bookcases, etc.” His abilities never went unnoticed.

Dub was a member of the U.S. Air Force for ten years, and he and his family lived in both Charleston and Myrtle Beach before settling down in Concord, N.C.

According to his wife, Peggy, Dub was more or less a homebody and enjoyed fishing, woodworking, and collecting coins. Had Dub lived through November 12th, he and Peggy would have celebrated 48 years of marriage. He had two sons, Randy and Ricky, and five grandchildren. Dub was a member of Flatcreek Primitive Baptist Church in Richfield, N.C., where he was born and spent his early years.

Dub was highly regarded by his peers, and he will not be forgotten. He was a role model and an inspiration to those in his shop, and in Facilities Management as a whole. According to James Williams of General Services, if he could say one thing to Dub, he would say “Come back.”

Zacch Estrada-Petersen, Admin

William “Dub” Poplin, a 20 year employee of Facilities Management, passed away October 19, 2003 at the age of 62. “Dub” inspired many employees on UNC Charlotte’s campus as well as in Facilities Management. He devoted much of his time teaching and mentoring junior carpenters who work in the General Services/Carpentry Shop. Dub’s reputation for excellence in carpentry work can be seen throughout the campus. Dub was a motivator and could always bring a smile to anyone’s face even when he wasn’t feeling well. William “Dub” Poplin will be missed by all in Facilities Management.

Pat Patrick, General Services



Dub Poplin

TEAM OF THE QUARTER



Lewis Jackson, Pete Altman, Pete Crainshaw, Mark Neel, Joey Johnson, and Walter Wild

Congratulations to the Facilities Management Server Repair Team for receiving the Team of the Quarter Award for July-September 2003. The team, comprised of **Pete Altman, Thomas “Pete” Crainshaw, Joey Johnson, Mark Neel, and Walter Wild, all of HVAC, and Lewis Jackson of Electrical,** was nominated in the Award for Excellence category.

The group was commended for “immediately jumping into action to bring temporary HVAC services which allowed Facilities Management personnel to continue with all computer related activities after failure of the Facilities Management

Server Farm HVAC.”

According to Ray Dinello of Facilities Information Systems (FIS), the problem which the repair team helped to fix was a critical one. The air conditioner which supplies A/C to the server room suddenly went down, and the part that needed to be replaced was not readily available. The server is extremely dependent on the air conditioning system, and something needed to be done fast. “The equipment in there generates so much heat,” said Dinello, “that the temperature can go from 69° to 85° in a matter of 15 minutes.”

The Server Repair Team rushed to install a temporary unit until the part arrived; otherwise the server would have to be shut down to avoid damage to the equipment. The team quickly ordered the necessary part, and once it was received, they not only fixed the current unit, but proactively installed a back-up unit to avoid a similar disaster in the future.

Facilities Management, like most other departments, depends highly on a readily-functioning computer system to use in everyday activities. “If the equipment had to be shut down,” added Dinello, “it would have put everyone behind on their work.” The Server Repair Team helped to prove that no matter how big or small the problem, help is always on the way.

Zacch Estrada-Petersen, Admin

Announcements

Farewell Party for Kelly Nash on November 14th at Noon in Shop 14 - Bring a Covered Dish

Retirement Party for Gracie Caldwell on December 12th from 12:00- 2:00 PM —SAC Salons A-E

Holiday Party—Details to be announced soon!

FOCUS ON STAFF

William “Dub” Poplin received the Associate Vice Chancellor for Facilities Management Employee of the Quarter Award for the July – September 2003 quarter.

Dub was nominated for four Awards for Excellence for his 20 years of dedicated service and for his strong work ethic and positive attitude while dealing with serious health problems.

Congratulations to the FM Server Repair Team consisting of **Pete Altman, Pete Crainshaw, Lewis Jackson, Joey Johson, Mark Neel, and Walter Wild** who were recipients of the Team of the Quarter Award. This team was nominated for an Award for Excellence for bringing temporary HVAC services to the server farm which allowed FM personnel to continue with all computer related activities.

Other recipients for the July – October 2003 quarter were:

Customer Service Awards – Individual (nominated by campus customers):

- **Tracy Bevins**
- **Mae Harris**
- **Beverly Starcher**

Award for Excellence – Individual (nominated internally):

- **Tracy Bevins**
- **Robert Braun**
- **Dub Poplin**
- **Lacy Williams**



Phil Jones and Tracy Bevins



Phil Jones and Robert Braun



Phil Jones and Lacy Williams

FOCUS ON STAFF

Customer Service Awards – Team (nominated by campus customers):

- Lee Arnold, Bridget Herring, and Gail Thomas
- Jerry Brindle and Fred King
- Penny Franki, Joey Cochran, Gary Edwards, Robert Murray, Phil Kincaid, Rob Angle, Gail Thomas and Shannon-Caveny Cox
- Penny Franki, Frank Milone, Phil Kincaid, Rick Mancini, Grady McKee, Gary Edwards, and Steve Knuth
- Recycling Team: Gail Thomas, Lee Arnold, Shannon Caveny-Cox, Kelly Freshcorn, and Dot Munson



Penny Franki, Phil Kincaid, Phil Jones, Frank Milone, Gary Edwards, Rick Mancini, and Grady McKee



Phil Jones, Shannon Caveny-Cox, Gail Thomas, Lee Arnold, Dot Munson, and Kelly Freshcorn

Award for Excellence – Team (nominated internally):

Pete Altman, Pete Crainshaw, Lewis Jackson, Joey Johnson, Mark Neel and Walter Wild

Safe Teams of the Quarter:

Automotive

Electrical

Recycling

Preventive Maintenance



Phil Jones and John Carpino

Maintenance and Operations –Quarterly News



Beverly Imes and Charles Puckett

The administrative office of Maintenance and Operations provides management in the daily operation of the M & O section of Facilities Management and is the link between the shops, other sections within Facilities Management and campus wide.

The administrative work that takes place in the offices of **Charles Puckett** and **Beverly Imes** is a critical part of making sure the Maintenance and Operations team as a whole runs smoothly and sets the standards for maintenance and renovation work. Major projects, training and especially emergencies are directed to the office to be assigned and carried out by the shop personnel. M&O coordinates emergency repairs, recommends solutions, and approves procurement of material to complete repairs and renovations. The department usually provides direction and input on providing customer service--especially in emergency and sensitive situations.

At least two months prior to the end of the fiscal year, M&O began the process of soliciting the shop supervisors and processing assistants in preparing blanket requisitions and sending contracts out for bid. We prepared and/or updated 25 maintenance and material contracts.

A total of 85 maintenance and operations employees have completed some type of training during the past quarter. Most of the training was through our office.

The M & O Section completed 2,642 service work orders and 2,919 preventative maintenance work orders. A few of the noteworthy projects completed was a major effort to repair or replace defective condensate lines and associated equipment.

Friday – Steam / Condensate Line Repairs



This slide shows the finished product of the repairs to the Steam and Condensate lines after the repairs were completed. The repairs went the length of the front of the building to the front doors. Repairs were made to the lawn, drains and brickwork. This area now drains better than before the work started. It also has a much better finished appearance than before the repairs began in this area.

Also, we partially completed the landscaping on the north side of Atkins library, replaced the fire alarm panel at Hawthorn, installed a hot water heater at Colvard, replaced the cooling tower at Kennedy, replaced the chilled water coil at Smith to solve a major cooling problem and installed lights along the Friday/SAC walkway as well as installed a new air conditioning system at CAB.



Atkins /Smith Electrical Manhole Drainage

This slide shows the finished product after Ken Earl spent many hours correcting the drainage at this location. The site originally had more than a foot of soil over the base of the transformer boxes. All of the drainage was collecting sediment to this location. There have been no further problems with the drainage in this area after this work was completed. The Grounds Department has dubbed this location as the “Ken Earl Gardens”.

The new vehicle identification program was completed by installing the new green and white Facilities Management decals. The high contrast of these decals should make it easier to identify us while we are out serving the campus community.

Thirty-eight (38) renovation jobs were completed during the quarter. Each week Charles Puckett serves as project manager for the renovation projects, schedules the start and complete dates, works with the supervisor in charge on problems encountered during the construction phase, works out differences encountered during projects meeting, and recommends resolutions to problems.



Other major projects that took place over the quarter included:

Preventative Maintenance Project for the Office of the President

Business Continuity Disaster Plan for Facilities Management

Inclement Weather Plan for fiscal year 2004

Gasoline Modifications – stage on vapor recovery system.

Researching F.C.A.P. (Facility Condition Assessment Program) List and prioritizing the major maintenance items.

While this is not a complete listing, it does highlight a few of the major efforts and contributions. The supervisors and employees of all shops worked very well together to make the success of the past quarter possible.

Charlie Puckett, Beverly Imes, and Supervisors
Maintenance and Operations

Physical Plant and Campus Public Safety Facility Ground Breaking Ceremony

The Facilities Management and Police Departments celebrated the “kick-off” of the construction for the Physical Plant and Campus Public Safety Facility on October 16. The ceremony began with an introduction by Associate Vice Chancellor Phil Jones followed by remarks by Major Harper and Mr. Graham Adams of Adams Group Architects. Chancellor Woodward addressed the audience and commented how nice it was to have the two departments, seen as the backbone of our campus, finally be provided the facilities they deserve.

Completion of the current construction is anticipated for Spring 2005 and will be home to the Police and Facilities Management Departments. When all phases of construction are complete, it will consist of approximately 70,000 square feet of office/shop space on a 20 acre site. The current construction will not provide the entire project and future construction will happen when funding is provided.



There is one remaining question – What’s going to become of the Capital trailer?

Casi Shepardson, Capital

Major Harper, Graham Adams, Bo Turner, Charles Puckett, Olen Smith, Chancellor Woodward, Phil Jones, James Manley, Jim Barrier, Gracie Caldwell, Art Sutherland, Sam Bolick, and Gail Thomas

KELLY NASH WILL BE MISSED BY ALL!



Kelly Nash, administrative assistant to Phil Jones and an editor of the *Facilities Focus Newsletter*, has accepted a position with CT Communications in Concord and will be leaving the University on Friday, November 14th. When asked about Kelly’s contributions, Phil Jones said, “Kelly leaving Facilities Management is a great loss to the organization. She has been a key to all of our success in the past two years and will be greatly missed. Kelly has been a champion for all of our employees.”

Kelly is well-known and much loved and respected by all and will be missed more than she could ever imagine! Kelly, we wish you the very best of everything!

Pat Sinclair, Admin

Please bring a covered dish and join us on Friday, Nov. 14th, to show appreciation to Kelly for all she has done.

(See Announcements on page 3 for further details).

THANKS FOR ALL THE GREAT YEARS MISS GRACIE!

Congratulations to **Gracie Caldwell** on her retirement with over 31 years of dedicated service to UNCC. Her last official day on the job will be 12/19/03. Gracie came to work for UNCC on April 1, 1972 as a Housekeeper in the Physical Plant. By the fall of 1972, she was promoted to Housekeeping Foreman (a title which later changed to Housekeeping Supervisor I), and in 2000 she was promoted into her current role as the Facilities Management Housekeeping Coordinator. Gracie is one of the most well-known people in Facilities Management. She can not go out on campus without talking to several people she has known and worked with for many years. Gracie is Housekeeping's Ambassador of Good Will to the campus community and will be deeply missed in 2004.



Gracie has experienced almost every situation imaginable during her time in the Housekeeping Section. Once in her early years of supervision, her boss pointed out that it was great of her to pitch in and help the housekeepers with their work; however, he wondered if she knew that while she was busy cleaning, one of her employees was enjoying a nap in another area! Another time she had to respond to an unhappy customer who came in one morning to find a half smoked cigar on her desk. The cigar turned out to be the same brand smoked by one of her subordinates... hmmm ... interesting! Gracie has even had job applicants show up for interviews with the whole family in tow. Let's hope she hired the right one and didn't break any child labor laws.

Many changes have occurred in the cleaning business and at UNCC since 1972. Some notable examples are: the use of cleaning specialists instead of zone cleaners, microfiber cleaning cloths with 6 miles of fiber in each cloth instead of cotton rags, automatic scrubbing machines to clean tile floors instead of a mop and a bucket, and riding scrubbers instead of walk behinds. The campus itself has gone from only 5 or 6 buildings in a semi-rural setting to its current size in the heart of University City.

Gracie plans to travel, read, shop and spend more time with her family, especially her mother, Ms. Martha Barringer, who lives just down the street from Gracie and her husband of 42 years, Levon. The rest of her family (4 children, 2 grandchildren, 1 great grandchild, 1 daughter in-law, and 1 son in-law) will also be glad to see more of Gracie. In addition to family life, Gracie is an active member of Bellefonte Presbyterian Church where she is an Usher and member of the Deacon Board.

When asked what she will miss most about UNCC, Gracie replied quickly "the people". Gracie, I think I speak for the majority of the people in Facilities Management when I say "the feeling is mutual." We will miss you in more ways than we can even imagine at the moment.

You are hereby granted a lifetime pass to come back and visit any time the spirit moves you. We will be looking forward to your visits when you can tell us all about your latest shopping spree or the cruise you just returned from. Bottom line is, you are and always will be a part of Facilities Management so don't be a stranger. THANKS FOR ALL THE GREAT YEARS!

Don't miss Gracie's retirement reception on December 12th from Noon to 2:00 p.m. in the SAC Salons. The Housekeeping Retirement Reception Committee is in charge of the food and room preparations so there will be plenty of great food and nice decorations to help us thank Gracie for all she has done to make Facilities Management a better place.

Brian Guns, Housekeeping

High Hopes on the High Ropes

In honor of Staff Recognition Week some members of Capital Construction participated in the High Ropes Course. September 30, 2003 was a beautiful day for the event – blue skies and birds all around. John Neilson, Al McCool, Mike Barnes and I decided to challenge ourselves at the Venture High Ropes Course. Melanie Witherspoon went along as our ‘coach’ and team photographer.

It all started off with paperwork. We were asked to ‘sign our lives away.’ They had us fill out a brief physical questionnaire and some liability concerns - the only thing I had a concern about was the statement about snake bites. Finally, we were set up with the safety harnesses and went through some quick safety rules.

None of us knew what we were getting into or what was ahead. The course is broken up into different stages among 3 levels with the 3rd level being the most difficult and the highest – about 35 feet in the air. To a lot of people 35 feet in the air doesn’t seem like a big deal until you’re up there walking on a cable with a ‘life line’ above you as your only safety measure. Once you get up there, the goal is to let go of the life line (you’re still tied off) and trust yourself and teammates to get through the stages. Accomplishing this goal was the most rewarding part of the course for us. I should mention the only way down is to ride a zip line – that was the best part!



Al McCool, Casi Shepardson, John Neilson, and Mike Barnes

Al McCool learned that “it’s ok to laugh at yourself” and that “some things are a lot harder than they look” (especially when standing on the ground looking up). John Neilson jokingly stated that “tight rope walking isn’t all that hard.”

I’d like to thank our coach, Melanie, because without her comments like “you guys are hilarious” and “you’re half way there,” we never would have made it. Of course it was hard to hear her over Al and me laughing at each other so much.

Our goals were to ‘just do it’, build trust in ourselves and each other, and to have fun. Oh, and of course not to fall. We met all of our goals. I think I can speak for the team in saying that it was a very rewarding experience, individually and as a team. We all intend to hit the ropes again next year and try the other stages we didn’t have time to conquer.

Casi Shepardson, Capital Projects

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