



From the Associate Vice Chancellor of Facilities Management

We have much to celebrate as an organization. In December, an Operational Assessment Team from the UNC Office of the President was here to review our maintenance programs. While the final report has not been published, all indications are that we received a very positive rating. During the exit briefing for this assessment, the Team Chief noted that "you have one of the best maintenance programs in the UNC System!" This speaks well for our entire organization. Everyone in our organization contributes in one way or another to maintaining and operating the campus. I commend you and thank you for a job well done. I am proud of the job we are doing and our efforts to continually improve in this, our primary mission task.

Last week we responded to a snow storm and the need to reopen the campus as soon as possible. I commend all those individuals who responded to the call of duty and did such an outstanding job of cleaning up the ice and snow. We received numerous "thank you" notes and appreciative emails from the campus community for our efforts. This "exercise" also provided us an opportunity to test our emergency procedures in a disaster recovery scenario. 9/11 made us all realize that we must be better prepared to respond in an emergency. It may surprise some of you to learn that Facilities Management has an important role in homeland defense. That role is to recover the University from natural disaster or terrorist attack. This is why many of us in the organization are designated "essential" personnel. Recovery from disaster can be something as simple as snow and ice removal or as dramatic as recovery from power outages or terrorist action. This is why we must refine our procedures in this area and get better at responding. If we can't respond well in a simple snow event, then we will have a hard time reacting to a more serious "happening". This is something we all need to think about and take to heart.

I am also proud of the effort we are making in improving our safety program. In 2001, our organization had 65 reportable accidents. Last year (2003), we had 30 reportable accidents. While one accident is one too many, these statistics show a marked improvement. I attribute this improvement to our conscious efforts and constant vigilance. The Safety Representatives in each shop are doing a great job. Let's continue this positive trend. Watch out for your teammates and fellow employees on the job!!

Looking ahead, it is time to begin planning in earnest for the new buildings that will be occupied starting next summer. In July or August, the Arts Department will move into the new Humanities Building, Robinson Hall. Next December or January, the College of Education Building will be occupied. Next spring, the Science and Technology Building will be ready for occupancy. These three new buildings will bring new people and new missions to Facilities Management. That will necessitate new ways of operating. Let's use the next three months to think about and plan for these changes.

Starting in February, we will conduct a series of Teamwork Orientation sessions. Each section will provide a briefing to the other shops and sections of Facilities Management in order to tell them who they are, what they do, and how we can work together better. These sessions will be a great opportunity to share ideas on how we can help each other do our jobs and improve our cooperation. Let's use these briefings to good effect.

As I reflect back on 2003, I see successes and improvements everywhere in our organization. We achieved many of the short term objectives we set for ourselves when we developed our Strategic Plan two years ago. While much work remains to be done on the road to our vision, all in all, 2003 was a very successful year for our organization. Let's capitalize on our successes and make 2004 an even better year!!!

Philip M. Jones, P.E.

Associate Vice Chancellor for Facilities

Facilities Management Vision

A Leader of Excellence in Facilities Management

A proficient, responsive and adaptable Team of teams

Providing high quality services and facilities

Creating a Campus of Distinction

EMPLOYEE OF THE QUARTER

Congratulations to Mary Harris, a Facilities Management 2nd shift Housekeeper, who has been honored with the Employee of the Quarter Award for October – December 2003. Mary's service to the UNC Charlotte community began in 1976, and she worked as a housekeeper under Gracie Caldwell for more than fourteen years. She credits Gracie as being a great inspiration to her throughout that time. After leaving the University in 1990, Mary returned again in 1999 and has worked here ever since.

Mary, who received eight nominations from her campus customers, was commended for "going above and beyond her normal duties, for consistently being friendly, and for adding extra touches to help everybody." Much of her personality she owes to her parents and her warm Southern upbringing. "It was instilled in me at an early age," said the Charlotte native, "that no matter what you do, you give it your all." The self-proclaimed 'people person' enjoys working for Facilities Management and finds that the people she works with everyday always have kind attitudes.

Mary is the mother of one son, Bobby Kirkpatrick, and has five grandchildren and 2 great-grandchildren. She has been a member of St. Luke Baptist Church in Charlotte all her life. In her spare time, she enjoys caring for plants as well as exploring her love of arts and crafts and interior design. Mary Harris is small in stature, but grand in character, and is truly worthy of this award for Employee of the Quarter.



Mary Harris

— Zacch Estrada-Petersen, Admin

TEAM OF THE QUARTER

Congratulations to Andre King, Mike Cao, and Ray Dinello of FIS (Facilities Information Systems) for receiving the Team of the Quarter award for October-December 2003. These three were nominated for an Award for Excellence by John Faison, Director of FIS, for "consistently working together to get the task at hand accomplished and for keeping all Information Systems within Facilities Management purring."

Andre King, a Wilmington native, worked part-time as an Engineering Aide for Facilities Management during his time as a student here at UNCC. After graduating in May 2003, he returned to work at FM as a CAFM Assistant.

Mike Cao, who came to work for FM in July 2002, supports Facilities Information Systems as a Computer Systems Administrator. He is a loyal Panthers fan who enjoys reading, exercising, and doing community service and church work.

Ray Dinello, a Senior Systems Administrator, is a former ski instructor who considers himself a "geek" and enjoys many sports, including hockey, golf, and college basketball. The Patriots fan from Philadelphia gives much credit to his FIS team saying "you're only as good as the people around you."

On a daily basis, the members of this team work to update old blueprints of campus buildings, support Facilities Focus, the CAFM database and the CAFM Archibus system, and aid in customer support. They do all this and more while still finding time to thank Facilities Management for giving them this honor. "It is very much appreciated," said Ray Dinello. "It's good to see that Facilities Management notices how hard we work."



Mike Cao, Ray Dinello, Andre King

— Zacch Estrada-Petersen, Admin

FM REPRESENTATIVES ON THE UNC CHARLOTTE STAFF ORGANIZATION



Six Facilities Management personnel are elected representatives of the UNC Charlotte Staff Organization and serve on the Executive Committee. They are **Lora Aricco** (Administration), **John Carpino** (Shop 16/18), **Dorothy Knotts** (Housekeeping) and **Terra Perkins** (Housekeeping). Alternates are **Chris Shores** (Shop 18) and **Helen Mulcahey** (Housekeeping).

Beverly Imes was elected the new secretary. Her role is to keep minutes and other records of the meetings and conduct all correspondence of the Staff Organization.

The Executive Committee for the UNC Charlotte Staff Organization provides a way through which the organization's members can express their views and discuss issues involving the University and the University community. The main purpose of the Executive Committee is to provide for staff awareness and encourage involvement.

The committee meets once each month to discuss matters at hand that affect the staff. Therefore, when there are concerns relating to the staff or the University, please see one of the representatives above so it may be presented to the committee.

You can find more information on the University website at <http://www.stafforg.uncc.edu/>

— Lora Aricco, Admin and Beverly Imes, Assistant to AVCFM, with excerpts from the UNC Charlotte Staff Organization homepage.



Front Row: Lora Aricco, Helen Mulcahey, Dorothy Knotts, Terra Perkins

Back Row: Chris Shores, Beverly Imes, John Carpino

Facilities Management 2003 Holiday Party

People do not realize what goes on behind the scenes to plan the near perfect event so that most everyone is pleased. With the obstacles of the academic calendar, trying to find an appropriate place to hold the event and last minute planning, the Christmas Party of 2003 was one of the best yet. **Outstanding job by the Planning Committee!**

Chartwells catered a delicious lunch for 124 people. Catering the event freed up the committee's time so everyone could enjoy the event without cooking, serving or cleaning up afterwards. Thanks to everyone who brought desserts. Thanks also to everyone who secured door prizes. Almost everyone received one!

The entertainment was excellent! Okay, most of it. The highlights included the soulful renditions by **Sylvester Steele** (Housekeeping) followed by the dance interpretation to Now Behold the Lamb by **Kanesha Chambers, Jessi'anna and Keisha Reed**. These young ladies eagerly volunteered when the committee did not receive many volunteers from the staff. Those who usually participate were on vacation. **Lee Arnold** (Recycling) amazed the audience with his talents on his Christmas Improvisational Electric Stratocaster Guitar and newcomer **Orlando De Leon** (Housekeeping) beautifully sang White Christmas. Everyone joined in singing the Twelve Daze of Christmas!

The committee made the following suggestions to help the next committee in planning for December 2004: Plan earlier; encourage more to participate in entertainment; Chartwell's offered to cater again; Lee Arnold is encouraged to play his fiddle instead of the guitar; and have someone to take pictures for the newsletter.

Holiday Planning Committee:

Al McCool, Capital; **Barry Andersen**, Grounds; **Beverly Imes**, M&O; **Helen Mulcahey** and **Terra Perkins**, Housekeeping; **Jodi Case**, Administration; **Ken Cranford**, Preventive Maintenance/Automotive; **Lee Arnold**, Recycling; **Margaret Sawyer**, HVAC; **Marisa Elston** and **T. L. Smith**, Engineering Services; **Pat Patrick**, General Services; **Ray Dinello**, Facilities Information Systems; and **Tracy Bevins**, Electrical.

— Beverly Imes, Holiday Committee Chairperson

FOCUS ON STAFF

Congratulations to **Mary Harris**, of Housekeeping, who received the Associate Vice Chancellor for Facilities Management Employee of the Quarter Award and to **Ray Dinello, Mike Cao, and Andre King**, of Facilities Information Systems, who received the Team of the Quarter Award.

Mary received eight nominations from faculty and staff in Chemistry. Several of these nominations indicated that Mary always has a good attitude and that she consistently goes above and beyond the call of duty. She was also acknowledged for being hard-working reliable, helpful, friendly, and professional.

The three members of the FIS Support Team were nominated for the role they play in going above and beyond the call of duty to maintain our computer systems, to work with all areas to resolve FME problems, and for their work on CAFM.

Other recipients for the October - December 2003 quarter were:

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

Mary Harris (8 nominations)

Noella Paquette

Bonnie Peoples (2 nominations)



Tracy Bevins and Phil Jones

Award for Excellence – Individual (nominated internally):

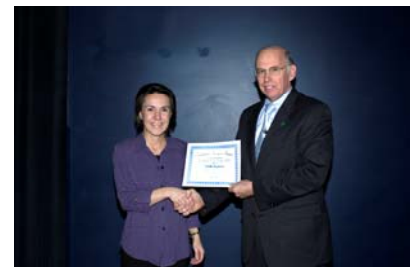
Tracy Bevins

Ray Dinello

Noella Paquette

Mike Cao

Andre King



Noella Paquette and Phil Jones

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

- **James Elliott and Mark Neel**

Award for Excellence – Team (nominated internally):

- **William Adams and Ronnie Bell**
- **Robert Braun, Sam Feedback, and Ron Hobson**
- **Facilities Information Systems: Mike Cao, Ray Dinello, Andre King**
- **Admin Accounting Section: Lora Aricco, Jessica Deal, Jodi Case, Teri Weaver and Noella Paquette**



Phil Jones, Sam Feedback, Ron Hobson, and Robert Braun

To view photos and read detailed descriptions of nominations,
visit our web site at <http://facilities.uncc.edu/awards>

SAFE TEAMS OF THE QUARTER

Automotive

Preventive Maintenance



Howard Jaecks and Phil Jones

HVAC and Steam Plant

Recycling

Preventive Maintenance



Front Row: John Tarlton, Keith Lewis, Chris Shores Back Row: John Carpino, Ken Cranford, Reggie Cunningham, and John Morris

SAFE TEAMS OF THE YEAR

Recycling



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



CONGRATULATIONS TO MARGARET SAWYER!

Margaret Sawyer, of HVAC, earned an Associate Degree in Business Administration from Rowan-Cabarrus Community College in December, 2003. She now plans to attend Catawba College to complete her Bachelor's Degree.

Excellent work Margaret — Congratulations!



PROGRESS REPORT ON PHYSICAL PLANT AND CAMPUS PUBLIC SAFETY BUILDING

The Pre-Construction Conference for our new building took place on January 5, 2004, and construction started the following day. To date, the building corners have been staked out and approximately 75% of the exterior concrete footings have been poured. Within the next



couple of months, the concrete slabs, underground utilities and footings will be completed. Structural steel will be erected and masonry brick will start this spring. The target date for building dry-in is mid-May. The project is on schedule to be completed in April 2005. (See FIS door for countdown!).

-Casi Shepardson, Capital

Why Your Input in the Design Manual is Important!

There is an old fable about a frog and a scorpion. A frog agrees to take a scorpion across a river if the scorpion agrees not to sting him. The scorpion agrees, gets on the frog's back, and they proceed to swim. Half way across the river, the scorpion stings the frog. As they go under the frog screams: "Why did you do that? Now we will both die." The scorpion replies: "It's in my nature." Organizations can be like the scorpion - unchangeable or at least, hesitant to change.



Most organizations in our system have a design manual in one form or another. These are separate from state requirements, ordinances, zoning, etc. They convey to the consultant and contractor what that particular organization's preferences are in practices, materials, programming, and design. Design manuals create consistency from project to project and continuity when project managers and administrators change. In practice, they save time and money on the part of the owner and consultant.

UNC Charlotte Facilities Management has recognized the need for such a document for some time. Mr. Jones sent an e-mail a couple of weeks ago requesting input on the first draft of the design manual by the **13th of February**. With a first draft proposal on the computer network, your input is vital. We have a wealth of experience in Facilities from grounds to housekeeping to recycling to general construction to plumbing, electrical, and mechanical, to project management and design. The more "experts" reviewing and providing input on their perspective sections, the better the final product will become.

The best design manual, however, is worthless if it is not used and updated. New consultants must be referred to the manual for it to be effective. Further, changes that arise have to be communicated to the Planning Department for discussion and updating of the document. The result will be a baseline for consultants to understand our requirements.

Like the analogy of the scorpion, it may be more difficult to change through the use of this new tool than to go along "business as usual." It is generally agreed that this work will make our jobs easier and our final products better overall. Your current and future input are critical to the Design Manual and our vigilance in its use is critical to the improvement of the design process.

--- Chris Gilbert, Planning



ANNOUNCEMENTS

TEAMWORK ORIENTATION SESSIONS

Tuesday, February 17

Wednesday, February 18

Thursday, March 4

Thursday, March 11



CPR CERTIFICATION

8:30 a.m.—Noon in Cone 110

February 25

March 17



Noella Paquette

Thank you everyone for giving us the opportunity to continue Ann Lander's legacy of "Valentines for Vets." This program is very much appreciated by our hospitalized veterans. Your response on bringing in valentines for delivery by **February 11th** will help brighten a veterans' day.



“Auld Lang Syne”

This is known as the song that nobody knows. What it means exactly is “old long ago” or “times gone by”. This all came about in the 1700’s and was a Scotch phrase. It was displaced by a century old saying: “goodnight and joy be with you.” The Scottish poet Robert Burns took the phrase and wrote the poem which is now a popular New Years Eve celebration song.

“Should auld acquaintance be forgot and never brought to mind?” I don’t think at Facilities Management we want to forget our friends or our accomplishments from times past so lets take a moment to reminisce and look at these photographs from our past. After our reflection from “Auld Lang Syne” let us also look forward to 2004 with our great friendships and accomplishments yet to come.

— Noella Paquette, Admin



Hannah Elizabeth Elston 6/03/03
Abigail Lee Shepardson 4/10/03
Brandon Taylor Nash 9/08/03
Kayleigh Ann Gay 9/15/03

CONGRATULATIONS TO BEVERLY IMES

When Phil Jones announced that he had selected **Beverly Imes** to be his Administrative Assistant, he said he was confident that she would make significant contributions in our quest to create a high performing organization. Phil further stated, “There were outstanding candidates for this position, and all of those interviewed were well-qualified. It was a tough decision for me. I felt Beverly was the best candidate for the position because her experience, education, people skills, customer service, and knowledge of Facilities Management operations are exceptional.”



Since Beverly’s new role is very important to every employee within Facilities, I posed this question to her: Exactly who is Beverly Imes? Her immediate response was “a work in progress.” This familiar cliché may be true, but it doesn’t quite capture the total, true essence of Beverly so I asked a few more questions. This is what I learned:

PS: Phil mentioned that your experience and education made you the best candidate for this position. What can you tell us about your background?

BI: I earned a secretarial science diploma from King’s College and quickly realized I needed to further my education. I couldn’t afford to quit work so I continued working full time while completing an Associate Degree in Business Administration and Accounting at Mitchell Community College. I earned my Bachelor’s Degree in Business Administration from Gardner-Webb University in 1997. In addition, I have close to 20 years of secretarial/office management experience and have worked for the state for almost 13 of those years.

PS: What will you miss most about your position in Maintenance and Operations?

BI: My office with two doors and a personal refrigerator that Charles brought in for us.

PS: What are you most looking forward to in your new position?

BI: A chance to display my true talents—especially my creativity. This position will be more challenging and will allow me to use qualities I have not tapped yet. I also look forward to working with a diverse group of people including outside campus contacts.

PS: Is there anything you would like to see changed in Facilities Management?

BI: Two things: I think the overall operation is good. I commend the effort placed on training. However, some of it doesn’t seem to be implemented afterwards. Just like in basketball, follow through is important. Also, we need to be aware of how our actions and words affect others instead of thinking about what’s in it for me. We’re here to help other people. Without us the campus wouldn’t run, but without the campus, we wouldn’t be here.

PS: You’ve been recognized as always displaying a good attitude. What is your secret?

BI: Everything in life is a choice. If there is a choice between excellence and average why settle? “Choose Excellence. Never settle” is my original quote to remind me I always have a choice—especially about my attitude.

There is one more thing I now know about Beverly Imes The best is yet to come!

Congratulations Beverly — We all look forward to working with you!

— Pat Sinclair, Admin

Writers: Lora Aricco, Zaach Estrada-Petersen, Chris Gilbert, Beverly Imes, Phil Jones, Noella Paquette, Casi Shepardson, Pat Sinclair

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