The University of North Carolina at Charlotte
Facilities Management
...Creating a Campus of Distinction

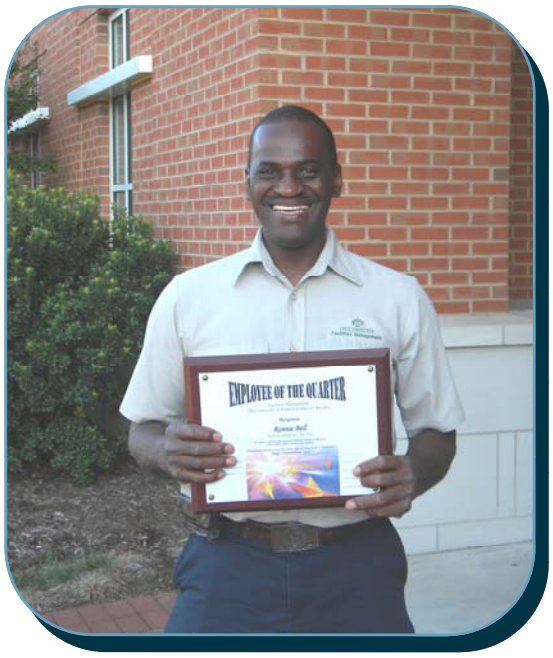
Issue 39

Facilities Focus

November 14, 2011

November, December, 2011 and January 2012

Employee of the Quarter
Ronnie Bell



Congratulations to **Ronnie Bell** Facilities Operations Key Shop, who was honored with the Associate Vice Chancellor's Employee of the Quarter award for July - September 2011.

The Employee of the Quarter award is presented to an individual with exceptional performance above and beyond expected duties who exhibits outstanding customer service, demonstrates creativity, and initiative resulting in outstanding measurable outcomes during the quarter.

Ronnie Bell is a campus hero after taking action to help a student in distress on September 9, 2011.

Ronnie was in the Storrs building conducting regular door lock inspections, when he observed architecture student, Jake Coltrane, choking. According to Ken Lambla, Dean of the College of Arts & Architecture, a number of students were present in the main lobby where Coltrane was eating his lunch. Apparently, a piece of Coltrane's sandwich became lodged in his throat, and he began jumping around to dislodge it.

Bell immediately came to his aid and performed the Heimlich Maneuver. "I could tell he was choking, so I just did what we've been trained to do. I was glad to be able to help out," said Bell. Dean Lambla, who came upon the scene as Coltrane was sitting to regain his breath, said the student "looked up at Ronnie and tried to extend his hand to thank him, and said, 'You just saved my life. I thank you.' Ronnie was nonplussed; he didn't say it, but you could tell it was 'just doing my job." Dean Lambla added his appreciation for Bell's efforts and noted, "It is good to know one student will be able to continue his college education."

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FOCUS ON STAFF

Congratulations **to Mary Chavez, Sam Coleman, Lisa Miller, David Adams, Darrell Steele, Bonnie Peoples, and Greg Kish,** Housekeeping, who were honored with the Associate Vice Chancellor's Team of the Quarter award. Pictured above from left to right are Mary, Lisa, Bonnie and Greg.

This award is presented to a team with exceptional performance above and beyond expected duties; exhibits outstanding customer service with fellow workers, and the university staff; and demonstrates creativity and initiative that results in outstanding measurable outcomes during the quarter.

On Monday, August 22, 2011, Jerry Coughter, Executive Director of the Center City Building, wrote the following to Brian Guns, Director of Housekeeping and Recycling:

"Hi Brian, Thanks to you and your staff for pulling off something close to a miracle. The difference in the building since I left Thursday evening as compared to this morning is nothing short of amazing." Gratefully, Jerry

On the previous Friday, August 19, 2011, the new Center City Building, pictured below, hosted its first ever social event for the College of Business. The guest list numbered around 300 attendees. Having the building ready for guests on Friday evening and classes on Monday morning was extremely challenging because the contractors were all over the place finishing up last minute punch list items. As soon as an area was swept and mopped, a contractor would walk out of a mechanical room and track white dust on the clean floor.

The event set up and tear down was equally challenging because the permanent furniture for the first and second floor lobbies had not arrived and furniture had to be moved from other floors on Thursday and Friday and returned to its proper location for classes on Monday. The first through eleventh floor hallway and lobby floors had to be scrubbed and the carpets from fourth floor down had to be vacuumed between the Friday evening event and Monday morning classes.

All members of this team were completely focused on the mission at hand and worked extremely hard to get the job done for the customer. I am very proud of how each one of them handled the added workload while delivering exceptional customer service.

Brian Guns, Housekeeping and Recycling

FOCUS ON STAFF

(***Statistical Information provided by UNC Charlotte Safety Office***)

THE FOLLOWING TEAMS HAD NO ACCIDENTS JULY - SEPTEMBER 2011

Facilities Operations

Automotive, High Voltage/Fire Alarms, Steam Plant, Zone 1, Zone 2, Zone 4, and Zone 7

Housekeeping & Recycling

Recycling, Charlotte Research Institute, Colvard, East, Friday, Kennedy, Library, North, South, West, and Woodward

FIRST SHIFT - Pictured above left to right are: Joyce Parks (South), Katherine Humphries (North), Lacy Brumley (Zone 2), Dot Munson (Recycling), Rocky Germani (Zone 1), Bobby Robinson (Automotive), Donald Henry (Steam Plant), Lewis Jackson (High Voltage/Fire Alarms), Steve Reis (Zone 4), and Mary Smith (Zone 7).

SECOND and THIRD SHIFT - Pictured above left to right are: James Crump (East), Danica Pauler (Woodward), Mario Moore (Library), Jonathan Bell (Kennedy), Subhash Pandya (Colvard), Tomasa Bonilla (Charlotte Research Institute), Tony Menton (Friday), and Loretta Cooley (West)

FOCUS ON STAFF

INDIVIDUAL AWARD FOR EXCELLENCE

- **Pamela Duff** (Facilities Information Systems) pictured below
- **John Garst** (Zone 1)
- **Dan Mullins** (Zone 1)

TEAM AWARD FOR EXCELLENCE

- **Kathy Brown, Lacy Brumley, Anthony Cresenzi, Edward Diaz, Neal Eudy, John Garst, Joseph Gibbs, Dennis Herr, Tommy Pressley, Wade Ward** (Zone 2)
- **Sonia Perez and Noella Paquette** (Facilities Business Office)

APPLAUSE CARD

Teams

- **Dan Mullins, Dennis Campbell, Dee McFadden, Tom Guenther, Tim Smith, Joey Johnson, Greg Barnes, John Lattin, Joe Coleman** (Zone 1)
- **Kathy Brown, Lacy Brumley, Anthony Cresenzi, Edward Diaz, Neal Eudy, John Garst, Joseph Gibbs, Dennis Herr, Tommy Pressley, Wade Ward, Robert Smith,** (Zone 2)

PROMOTIONS

Zone 3 - Mike Harris, Supervisor Center City Building Custodial Services

NEW HIRES

Grounds - Renatto Cevallos

Zone 1- Darrel Morgan

Zone 3 - Mathew Smith

Zone 5 - Quentin Pickett

To view awards photos and read detailed descriptions of nominations, please visit our website at:
http://facilities.uncc.edu/award_recipients.asp

****FRIENDLY REMINDER****

Compensatory time earned for the quarterly Employee Awards Program must be used within 90 days of receipt (***by January 31, 2012***). **If you do not use it, you will lose it!**

Capital Projects

Celebrations!

Brian Kugler, his wife Leigh, and their daughter Payton, welcomed the birth of son Griffin Miles Kugler on August 9, 2011. Born one day after his parents' wedding anniversary, Griffin weighed in at 9 pounds 2 ounces. It appears he is already thinking about his future!

Motorsports II

The newest addition to the CRI campus, the Motorsports II building (pictured below), was completed October 27. This building is located directly across from the Alan D. Kulwicki Motorsports Laboratory (Motorsports I) and provides new lab spaces and faculty and staff offices which will enable program expansion. The air pump has been relocated and installed in the parking lot next to the building – just in case your tire air pressure is low!

Tennis

Everyone is sure to have noticed the building under construction next to our new, regulation size tennis courts. This 3,200sf building will have court lighting, bleacher seating as well as a conference area, coaches' offices, restrooms and storage, locker rooms, and a jacuzzi for the players. The completion date is January 2012.

New Recreational Fields

The construction of our new Football Complex has impacted Recreation Fields 8 & 9 which have been taken off line. To replace the lost fields, Recreation Fields 3 and 5 have been re-graded with natural sod and renamed Recreation Fields 11 and 12 respectively. Recreation Field 6, located on the hill behind the Wachovia Field House, is now a multi-purpose field for intramural sports, complete with artificial turf, lights, and a restroom facility. It has been renamed Recreation Field 13 (pictured above).

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Facilities Management Website Transition to Drupal

The Facilities Management Website will soon transition to the new campus content management system (CMS) standard, Drupal. The University's decision to transition all its websites to Drupal was in an effort to implement consistent standards for branding, accessibility, and communications across the colleges and departments.

The Facilities Website (http://facilities.uncc.edu) is scheduled to be converted to the new campus standard by November 18. All Facilities website administrators that currently access the website will be provided the training, tools, and resources as needed to continue to update their departmental information.

Training will be conducted in Atkins 121 for three scheduled sessions.

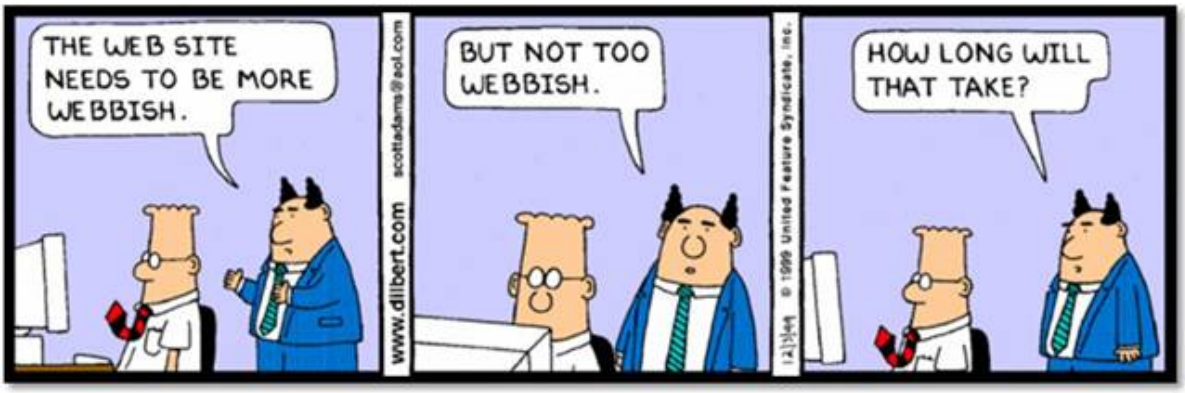
Session 1: November 10, 2:00 PM – 3:30 PM

Session 2: November 14, 3:00 PM – 4:40 PM

Session 3: November 15, 1:00 PM – 2:30 PM

Although there will be some overall changes to the current Facilities webpage layout and new features, the goal will be to provide Facilities Management customers information in a more consistent and easier-to-access format. The use of the campus standard, Drupal, will enable us to provide the functionality to accomplish this goal while still enabling our department personnel the access to maintain their own web content.

Pamela Duff, Facilities Information Systems



Farewell

...to Essa Dossary

On December 14, Design Services will be losing a valued member of its team; Essa Dossary will be retiring.

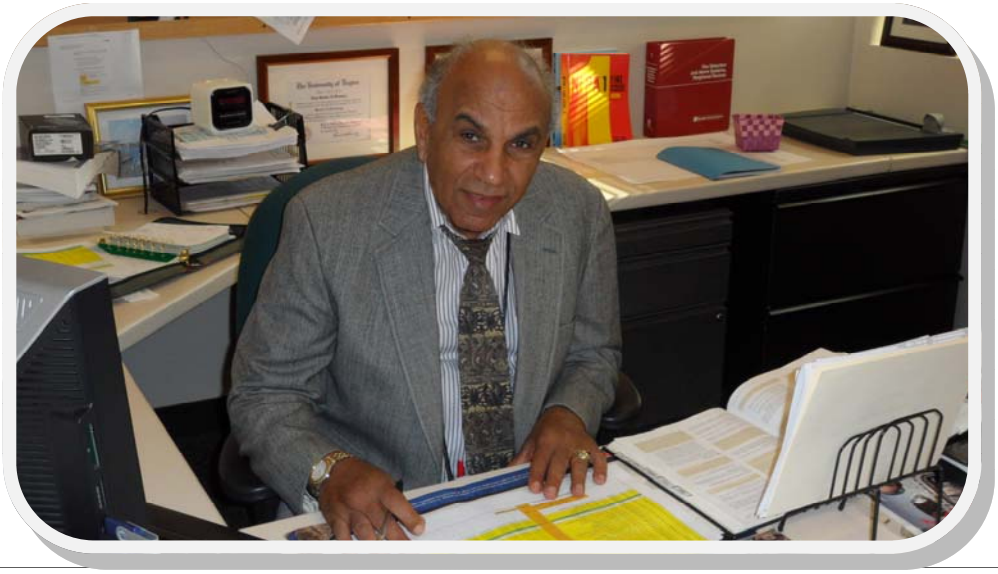
Essa was born in Dammam, Saudi Arabia which is located on the Persian Gulf. Riyadh is the capital of Saudi Arabia. Damman is in the Eastern Province of Saudi Arabia which is the most oil-rich region in the world. His journey to America began on June 22, 1968 where he and 35 other scholarship winners landed at John F. Kennedy International Airport to begin their senior year in high school in Pennsylvania. He also attended the University of Cincinnati on a full Engineering scholarship sponsored by the Arabian American Oil Company (Aramco) in Dhahran, Saudi Arabia which is now Saudi Aramco. He then decided to stay in America to finish up college at the University of Dayton, Ohio and received his engineering degree.

Essa started with Design Services on December 6, 2004 as Facilities Electrical Engineer. He recalls one of his first projects was the Prospector Gold Room power and lighting upgrade. He replaced a series of recessed can lights with decorative, gold pendants. His favorite project over the years was in Atkins, L36 computer center power upgrades and emergency backup generator. He spent almost two years on this project taking it all the way from planning, design, construction, and commissioning. He estimates that he saved the University almost $100 million dollars by designing and overseeing the construction of all assigned project (totaling almost 160 in number) by himself.

Essa and his wife of almost 20 years, Brenda, will enjoy retirement by visiting their four children and three (plus one on the way in December 2011) grandchildren in Florida and Raleigh. He also plans on writing a book about his life growing up in Arabia and coming to America.

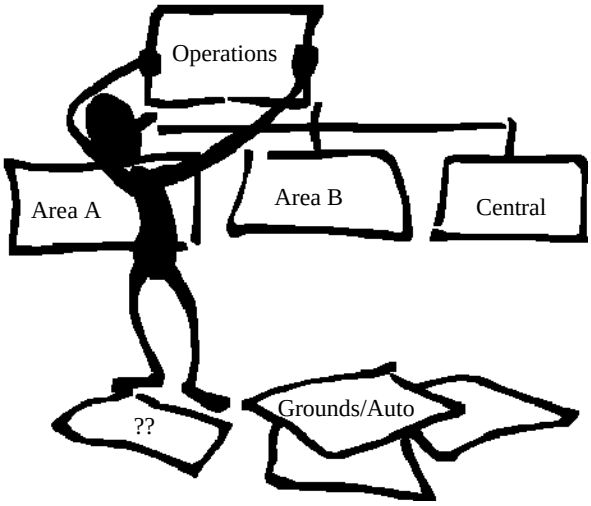
Please stop by Design Services room 138 to wish him well!

Amanda Caudle, Design Services



Facilities Operations Reorganizes

Lee Snodgrass, Director of Facilities Operations



I would like to take a few moments to describe to you some changes that have taken place, as of October 5, 2011, in Facilities Operations (FO).

Before I begin, I would like to thank all employees within FO for their candid opinions, patience, and willingness to change. A lot of thought went into making these decisions and there will be a lot of hard work required to make these changes happen. The goal is to make our operation more efficient and effective to both our customers and fellow team members within Facilities Management (FM).

I would also like to thank several people within FM, too many to mention, who have been supportive in making these changes happen.

In October, I emailed the following documents to all FM staff 1) building to Zone locator and 2) FO Organizational Chart. FIS is updating the color coded Zones Maps, which will be available on our website soon. http://facilities.uncc.edu/MaintOps/

FO still has six main areas: Area A, Area B, Central Operations, Grounds and Transportation, Preventive Maintenance and the administration team.

There will not be much change in **Area A** as it will continue to serve facilities for Zone 1, Zone 2, Zone 3 (Center City Building), and Zone 7 (Kannapolis). The only change is that we added the Student Union to Zone 1.

Area B changes are as follows:
David Smith is the Zone 5 Supervisor. There are no changes to buildings served by Zone 5; however, David maintain all elevator responsibilities.

Stanley Trulove remains the Zone 6 Supervisor and Jessica "Rusti" Deal who formerly served as FO's customer service representative, will now be the Processing Assistant. The following buildings will be added to Zone 6: Greenhouse, FO/Parking, Auxiliary Services, and Prospector.

Bob Frias will head up the Renovation Shop and it will initially serve Housing Residence Life and maintain the parking deck lighting. This shop will also take on renovation projects throughout the campus.

Changes to the **Central Operations** will include adding Zone 4 (the Food Service Team) and we will begin ramping up the Controls Team. Paul Taylor will be the interim Zone 4 Supervisor and his team will focus specifically on food service equipment and the CAB and RDH buildings. Chris Moose will continue to head up the controls team. Becca Hefti will be the processing assistant for Central Operations and the Renovation Shop.

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Ronnie attributes his quick thinking and knowledge to the CPR and First Aid program in Facilities Management. Since this incident, staff members in another department on campus inquired about CPR training so they will be prepared in case of an emergency.

~ ~ ~

CPR AND FIRST AID TRAINING

January 26, 2012
8:00am – 12 noon - CPR
12:30pm – 3:30pm - First Aid

Contact Jessica Deal @ 7-0562 to enroll

(Continued from page 5)

Smurf Village

Long time employees on our campus may remember when the Phase III apartments, located across from Hawthorne Hall on Cameron Boulevard, were new to Residence Life. The complex, which was constructed in 1980 and housed 200 students, was affectionately called "Smurf Village" – due to the blue exterior color. Phase III is in the final stages of demolition as it is no longer cost effective to continue renovating the complex. Construction on a new apartment complex is expected to begin between late 2012 and early 2013 for completion by fall 2014.

Dorothy Vick, Capital Projects

(Continued from page 8)

Grounds and Automotive will remain primarily the same. We are adding another automotive mechanic to the team and will continue to add labor services positions to grounds as the customer needs change.

Our **Preventive Maintenance and Administrative Team** will continue to work with all areas. We will be developing a Facilities Condition Assessment Program (FCAP) Team. This team will help us identify building conditions and needs in an effort to prioritize future work and hopefully help allocate critically needed funding. This team will be working very closely with several departments within FM standardizing PM's and other processes within FO. We will also be adding a University Program Associate (UPA). This position is critical in identifying invoicing and work order problems and will also work closely with several sections within FM as well as all other FO customers. They will also be working closely with the warehouse operation.

We will continue to evolve over the next several years to meet the demands of the customer. These demands will only be tougher as technology changes building systems, automotive equipment and the turf that our athletes compete on. Our focus in FO continues to be on the customer; getting out there and understanding their needs. By understanding these needs, we can better develop predictive and preventive maintenance standards that will reduce reactive maintenance and potential equipment downtime.

Thanks again for your continued support!

~ ~ ~

"IF YOU WANT TO CHANGE THE ULTURE, YOU WILL HAVE TO START BY CHANGING THE ORGANIZATION"

Mary Douglas

Facilities Management Annual Holiday Party

Theme: CHRISTMAS AROUND THE WORLD

(Celebrating Winter Holiday Traditions)

Monday, December 5, 2011

11:00 a.m. - 1:30 p.m.

Student Activity Center (SAC) Salons - Third Floor

Catered meal by Chartwells

$3.00 per person

Holiday Buffet with iced tea, lemonade, water, and desserts

Deadline to pay is Monday, November 21, 2011

Featuring ...

"Facilities Management's Ugly Sweater Contest"

Rules:

- ⇒ **The sweater must be ugly to qualify.**
- ⇒ **Participants must register at the table on the day of event wearing the sweater. (Arrive 15 minutes early)**
- ⇒ **Participant must wear a label with their name and assigned number on it.**
- ⇒ **Prize must be claimed by the participant only. (Two cash prizes given)**
- ⇒ **Participant must come to stage for voting and prize distribution.**

To reflect our theme, attendees may dress to express other cultures in Holiday attire. (This is not a contest)

Music, Entertainment, Games, Door Prizes,

A Visit from Santa Claus and Other Winter Holiday Surprises!

Fun, Food, and Fellowship!!

Don't Miss It!

Happy Birthday

11/1	Robert Kennedy	Grounds
11/2	Jose' Palacios	Grounds
11/3	Crystal Mason	Housekeeping
11/3	Dan Reichert	Z-6
11/4	Carlota Mieles	Housekeeping
11/4	Hamp Brown	Housekeeping
11/4	Rosilyn Douglas	Housekeeping
11/4	Art Sutherland	Area B—Fac Ops
11/6	Luz Gomez	Housekeeping
11/7	Willard Brown	Housekeeping
11/7	Gary Edwards	Grounds
11/8	Phillip Meacham	Fire Alarms
11/10	Esther Varney	Housekeeping
11/10	Ron Hobson	Z-6
11/10	Mario Moore	Housekeeping
11/12	Sarah Duncan	Housekeeping
11/12	Wes Wright	Steam Plant
11/15	Tony Schallert	Capital
11/16	Rhonda Renwick	Recycling
11/16	Eric Walcott	Z-6
11/17	Fred Brillante	FIS
11/19	Johnnie Doyle	Housekeeping
11/19	Elzy Neely	Housekeeping
11/19	John Surace	Grounds
11/20	Renatto Cevallos	Grounds
11/22	Clara Crawford	Housekeeping
11/22	Mike Harris	Housekeeping
11/24	Thomas Guenther	Z-1
11/26	Paul Taylor	Z-4
11/27	Nader Ibrahim	FIS
11/30	Debra Mayfield	Housekeeping
11/30	David E. Smith	Z-5
12/1	Jerome Steele	Grounds
12/2	Roger Alston	Steam Plant
12/2	Walky Louis	Housekeeping
12/3	Sonia Perez	FBO
12/3	Michael Jones	Z-5
12/5	Don Ramsey	Grounds
12/5	Linda Wiley	Housekeeping
12/6	Drew Averitt	Design
12/7	Cannise Evans	Housekeeping
12/7	Bob Smith	Z-2
12/8	Marcus Brown	Housekeeping
12/8	James Crump	Housekeeping
12/8	Lisa Miller	Housekeeping
12/9	Steve Singer	Z-6
12/10	Charles Adams	Housekeeping
12/10	Jonathan Bell	Housekeeping
12/10	Beverly Hancock	Housekeeping
12/13	Essa Dossary	Design
12/13	Richard LaLiberte'	Real Estate Land Use
12/14	Clayton Cragan	Grounds
12/17	Tommy Pressley	Z-2
12/18	Mingji Jin	Housekeeping
12/19	James Gilberti	Steam Plant
12/20	Maria Lopez	Housekeeping
12/24	Elizabeth Browne	Housekeeping
12/25	Joey Johnson	Z-1
12/25	Closel Macena	Housekeeping
12/25	Yan Yim	Housekeeping
12/26	Joseph Clay	Z-1
12/28	Christy Case	Facilities Operations
12/29	Noella Paquette	FBO
12/30	Erik Boice	Z-5
12/30	Arnold Vanhoy	Z-6
1/1	Catherine Armstrong	Housekeeping
1/2	Annette Anderson	Housekeeping
1/2	Randy Baucom	Z-7
1/2	Katherine Humphries	Housekeeping
1/3	Edison Cobos	Housekeeping
1/3	Tammie Farr	Housekeeping
1/3	John Morris	Z-5
1/4	James Krupa	Renovations
1/4	Phil Leonard	Grounds
1/4	Essie Spears	Housekeeping
1/5	Bob Frias	Renovations
1/7	Kenneth Baucom	Grounds
1/7	Agnes Douglas	Housekeeping
1/8	Christina Lennon	Housekeeping
1/9	Jacob Atkinson	Key shop
1/10	Cristhian Gonzalez	Grounds
1/11	Dennis Campbell	Z-1
1/11	Pamela Duff	FIS
1/12	Tim Overcash	Z-6
1/13	David Haigler	Grounds
1/16	Dale Connors	Grounds
1/16	Ben Taybior	Housekeeping
1/18	Rocco Germani	Z-1
1/20	Lyvie Alvinzy	Housekeeping
1/20	Anthony Horn	High Voltage
1/20	John Neilson	Capital
1/21	Tonya Day	Recycling
1/21	Zachary Cornwell	Grounds
1/25	Joyce Clay	Capital
1/27	Barclay Brantley	Z-6
1/29	Sam Coleman	Housekeeping
1/29	Nick Fulton	Grounds
1/30	Madia Smith	Housekeeping

From the Desk of the Associate Vice Chancellor

Dear Facilities Team,

Greetings!
The Fall Semester is off to a good start. With 25,277 students on campus, it seems like the University grows at an ever increasing rate. More students means ever-crowed roadways, parking lots, and sidewalks. Please be safe and careful as you travel around campus.

As you know, we are in a tough budget year having had 19 vacant positions cut and a reduction in our other-than-personnel accounts. I think FM has handled the increased student load and the budget cuts extremely well. The campus looks good and you keep making it better. Thanks for all your hard work. Together, we are making a "Campus of Distinction" a reality at UNC Charlotte.

Teamwork is critical to our success. We need to improve in this area. Our organization has grown very large and everyone has become so busy with their own tasks, we sometimes forget that we all need each other. When you make decisions that impact other individual or other parts of our organization, ask yourself if the decision you are making is for the good of the whole organization and UNC Charlotte. Also ask yourself, who does this decision affect and make sure they are aware.

"Unity is strength... when there is teamwork and collaboration, wonderful things can be achieved."
Mattie Stepanek, American poet

Let's celebrate our work together at the Holiday Party on **December 5.** It is going to be a fun time.

I hope each of you and your families have a joyful and peaceful Thanksgiving and Christmas Holiday! Be safe if you are traveling!

Philip M. Jones
Associate Vice Chancellor
for Facilities Management

Shared Leave Request

Our fellow staff member, Michele Kohan in Housekeeping, is in need of shared leave.

Anyone willing to donate some time may contact your supervisor for the forms and return to Marcia Henderson in FBO-HR.

Facilities Focus is a **communication tool** for the benefit of all Facilities Management employees to develop a better informed workforce, to foster a greater sense of community, and to build morale. Your ideas are welcomed and appreciated for future issues.

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Thanks to all contributors!

Please look online for the newsletter at: http://facilities.uncc.edu/FileManager/files/FacilitiesFocus/Issue39.pdf