



## *From the Associate Vice Chancellor of Facilities Management*

The last three months have been a very busy and exciting time for our Facilities Management family!! Our Shops completed 57 renovation projects with a value totaling \$762,000. This is a phenomenal amount of work in a short period of time! Some of the most interesting and challenging ones included the Dalton Rare Book Room at the Library, a new Registrar's Office in King Building, new walkway lights behind Atkins, and the installation of 500 new light fixtures in Phase V Apartments. All of these projects were designed by Engineering Services section with hard work and diligence during the last year. Many of these projects will provide office space for new faculty. UNC Charlotte continues to grow at a rapid rate, with 53 new professors starting to work here in the fall semester. The University Registrar expects enrollment to be almost 19,000 students this fall, with another 6% increase in the size of the freshman class. Last spring, the University received approval to add three new PhD programs, bringing our total number of doctoral programs to 12. As you can tell, UNC Charlotte is well on its way to becoming a major University. Our Shops also completed over 8,600 work requests (including preventative maintenance) during the last quarter. The campus continues to look great both inside and outside due to the excellent efforts of Housekeeping and Grounds. Housekeeping has really embraced one of our key business drivers – "Continuous Improvement". They held a series of brainstorming sessions and developed a list of efficiencies and process changes that will really improve their operations. They are now beginning to implement many of the ideas developed in those sessions. The Recycling section was recognized with two prestigious awards last quarter. They won both the Carolinas Recycling Association's "Best College Program" award and Mecklenburg County's "Recycler of the Year" award. Magnificent work by our Recycling team! Our Capital gang has been extremely busy leading the design and construction effort on twelve new buildings, two regional utility plants, steam line repairs and major chiller replacement projects. At present they are managing over 40 capital projects. Work has just started on the Campus Infrastructure Development project that will provide the needed land clearing, grading, roads, utilities and infrastructure for five new buildings and two Regional Utility Plants. Bulldozers are now moving dirt up above the intramural playing fields on the new Charlotte Institute campus. Telecom has done an outstanding job of supporting all of the renovation and capital projects. During the quarter, they completely rewired Phase III housing, installed emergency 911 service for the campus police and added several new emergency phones on campus. In addition to its design work during the quarter, Engineering Services led the procurement of a Computer Aided Facilities Management (CAFM) system. The CAFM will be the University's space and building management information system of the future. MIS and Engineering Services are now hard at work deploying this system. MIS section also installed an updated version of our work request software and installed a new plotter in Engineering Services. During this past quarter, Admin section played a key role in implementing our Awards Program, completing the end of year inventory and developing a new procedure for encumbering projects. **Teamwork** and cooperation continues to be the key to all of our successes. Overall, I could not be prouder of the way the **Facilities Management Team** is supporting the University's mission and vision. You should all take pride in your contribution as together we "Create a Campus of Distinction" here at UNC Charlotte.



**Philip M. Jones**

Associate Vice Chancellor  
for Facilities Management

## Employee of the Quarter

**Teri Weaver** is recipient of the first Facilities Management Associate Vice Chancellor Employee of the Quarter Award. She began her career at UNC Charlotte as the Motor Fleet representative but was later promoted to an accounting position. Effective July 1st, Teri was once again promoted to the position of purchasing expediter after performing these responsibilities for two months during the recent hiring freeze. Teri was willing to try these new jobs because she wanted to be cross-trained so she would be more valuable to FM. When asked what she likes most about her job, Teri said she likes the new challenges and working with a variety of people. “We have a lot to look forward to in the future since there are so many exciting changes happening on campus and within Facilities Management,” Teri said. She further explained that she feels that Phil Jones has been instrumental in developing a team atmosphere. “He listens to the employees’ needs and wants.” Teri looks forward to moving into our new building – and especially her own office! In dealing with customers, particularly difficult customers, Teri tries to remember that each of us can only control our own actions, not someone else’s. For someone wanting to be more customer friendly, Teri’s advice is, “The customer always comes first.” One of her favorite sayings is, “You can catch more bees with honey.” A newspaper clipping hangs near Teri’s workspace that perhaps sums up her overall working philosophy: “Of all the choices we make in life, few affect us more powerfully than those between gratitude and grumbling. If it’s grumbling, we probably see few blessings. If it’s gratitude, we not only find innumerable blessings – they seem to find us!” Teri has been married for about five years. She and her husband, John, do not currently have any children, but they do have two cats – Payne and Bitty. Teri is an avid walker and can often be seen around campus during her lunch hour. She loves racing which is a good thing since John moved her to North Carolina from Ohio so that he could become a member of a NASCAR Busch race team. Since moving into a new house this past spring, Teri has been plenty busy during her time off from work.



In closing, Teri added “I want to let everyone know how great it is to work here in the Admin section and how as a team we support each other. Having Pat as a supervisor makes us even better. If it wasn’t for everyone else, I never would have gotten this award.”

Congratulations to Teri for receiving the first ever Facilities Management Employee of the Quarter Award!

**-Casi Shepardson, Capital Planning and Development**

## Team of the Quarter

**Jacob Atkinson** and **Rob Herrington** were honored with the Team of the Quarter Award at the last All Employees Meeting. Both Jacob and Rob are in General Services (Shop 14). They were nominated by Dean Sue Bishop and Sally Jacobson of the College of Health and Human Services for a Team Customer Service Award. Both continue to go above and beyond their normal work duties and always provide excellent customer service to faculty, staff, and students on campus. I had the pleasure to interview both Rob and Jacob to get some insight on their job. Here are their responses to a few questions I asked them. How long have you worked for the University? Rob has worked here a little over 6 years, and Jacob has been here about 4 1/2 years. What are you currently involved in? Locks; security of buildings on campus. Several specific projects are SAC, Auxiliary Services, and Humanities Office Wing security and lock system being installed. Another major project both Rob and Jacob are involved in is to standardize card readers on campus. What do you like most about your job? Jacob: “lunch!” Customers and vendors are the best. What changes have you seen in Facilities and your department? “Coworkers are becoming more computer literate. The campus has really grown and continues to grow with all the new buildings going up.” What helps you deal with customers, especially a hard customer? “Sense of humor, generosity, and kindness.” Any advice for someone wanting to be more customer friendly? “Be patient and friendly. Don’t ever assume; always get the full details first.”



**-Kelly Nash, Assistant to Vice Chancellor**

## FOCUS FEATURE

### Welcome to Facilities Management!

*We would like to thank Helen Mulcahey for graciously agreeing to share her experience as a new employee within FM:*

Hi. My name is Helen Mulcahey, and I have been working with Minnie McCross in Housekeeping on the second floor of Atkins Library since May 13th. Even though most of my family, including my son, still live in upstate New York, I decided to move to Salisbury to get away from the snow.

Before coming to UNC Charlotte, I worked at Oswego State University for 17-1/2 years in cleaning, maintenance, and janitorial services. I have to tell you that when I went to orientation and had the tour of the campus, I didn't expect to learn so much in such a short time, and I was amazed at the size of this campus and how much more it will grow.

Being here is a learning experience for me every day, and I hope to be here a long time. I would like to thank everyone for making me feel so welcome and at home.

**-Helen Mulcahey, Housekeeping**

*Casi Shepardson, of Capital Planning and Construction, met with the Helen and asked a few additional questions:*

When asked if she likes it here, Helen said that this is the first job she has had that she actually enjoys coming to daily. She further stated that there is a warm feeling here. Casi also discovered that Helen enjoys the outdoors, and she just recently visited the beach for the first time. Helen said she loved the ocean and can't wait to go back.



If you haven't already done so, please welcome Helen Mulcahey to Facilities Management.

## FOCUS ON THE AUTOMOTIVE SHOP

Ever wonder what FM employees do in their spare time? Check out what some of the guys in Automotive do when they're not at work:

They say you can't teach old dogs new tricks. Well, that may be true in some cases, but during the last few years as I became a senior citizen, I've learned to have more fun by going to the mountain ski slopes. OK, I slip and slide more than ski. I've skied at Appalachian Ski Resort and Sugar Mountain Ski Resort on weekends with my family. Another fun and even more exciting adventure that I did with my family last summer and fall (three trips) was white water rafting 14 miles down West Virginia's New River and Golly River. This adventure will test your nerves as there are many class 5 rapids on these rivers. This was big fun and the mountains are beautiful.

**-Calvin Lowder – Supervisor for Automotive and Preventative Maintenance**

I have a hobby that has gotten out of hand— steam locomotive. One of the things that I have done in my lifetime is to live a childhood dream of being a steam locomotive engineer. I ran my first steam locomotive in 1990 which led to running them all the way into California. I hold a certification as a steam locomotive engineer on the N. C. Museum Transportation Railway and had the privilege to go to Sacramento California as an engineer to Railfair '99. The museum shipped a Shay Locomotive built in 1926 out there to run in a Shay Locomotive race. I was one of the engineers to run in that race and won the title as "The Engineer of the World's Fastest Shay Locomotive" with the time of 11.9 seconds traveling 75 feet. That may not seem fast, but it is when you are moving over 75 tons of steel.

In my railroad life, I have been department head over the steam department at Spencer Shops. I am now a steam supervisor for S.E.A.M.S. (Southeast Antique Machinery Society) on the Handy Dandy Railroad in Denton, NC. Last year I traveled to New Orleans to work on the restoration of the Southern Pacific No: 745 steam locomotive which will run all over the state of Louisiana in 2003. My newest project is building a 7 1/2 gauge live steam locomotive at my home.

**-John Barden, Automotive Shop**

I work part-time at Paramount's Carowinds Fun Park in the Admissions Department. The job consists of working with the public selling tickets and season passes and also taking tickets and hand stamping for exit to return to the park.

**-Keith Lewis, Automotive Shop**

## FOCUS ON STAFF

### QUARTERLY AWARDS:

Congratulations to **Teri Weaver**, of Admin, who received the Associate Vice Chancellor for Facilities Management Employee of the Quarter Award and to **Jacob Atkinson** and **Rob Herrington**, of the Locksmith Shop (14), who were awarded the Team of the Quarter Award. (See articles on page 2).



Other award recipients for the April – June, 2002 quarter were:

#### Award for Excellence – Individual (nominated by FM employees):

Arzella Baker	Noella Paquette	Byron O'Daniel
Henry Bennett	Essie Spears	Gaynell Williams
Kathleen Francus	Teri Weaver	Rosa Howard

#### Customer Service Award – Individual (nominated by campus customers):

Robert Braun                      Kathleen Francus

#### Award for Excellence – Team (nominated by FM employees):

Shop 11:                      Al McCool (now Capital) and Ed Seamon

Shop 12:                      Larry Earnhardt, Chad Johnson, Arnold Vanhoy, King Walter

Shop 14:                      Jacob Atkinson, Greg Barnes, Duane Barron, Ronnie Bell, Robert Braun, Jerry Brindle, James Conder, Sam Feeback, Bob Fitzgerald, Bob Frias, Robert Gray, Gene Gurganus, Rob Herrington, Dave Hillard, Fred King, Dub Poplin, John Sawyer, Tim Smith, Jerome Steele, Art Sutherland, Adam Thompson, George Williams, and James Williams

Shop 19:                      Lee Arnold, Kelly Freshcorn, Dot Munson, Gail Thomas

#### Customer Service Award – Team (nominated by campus customers):

Shops 10 and 11:              Jessica Deal, James Manley

Shops 11, 12, 14:              David Huntley, Dewey Lilly, Bob Frias, Tim Smith, Adam Thompson, James Williams, Pete Altman, John Conn

Shop 13:                      Jeff Adams and Candis Clemons

Shop 14:                      Robert Braun, Sam Feeback

Shop 14:                      Jacob Atkinson, Rob Herrington

Shop 17:                      Fred Leazer, Wendy Nichols, Ron Wensil



#### Safe Teams of the Quarter (no accidents reported during the quarter):

Shop 10:                      Administration, Capital Planning, Engineering Services, MIS

Shop 11:                      Electrical

Shop 17:                      Telecommunications

Shop 16:                      Automotive

Shop 18:                      Preventive Maintenance

Shop 19:                      Recycling

### RECOGNITION OF EMPLOYEE ACCOMPLISHMENTS:

Congratulations to **Mike Barnes**, Capital Planning & Construction, for getting his Professional Engineer License.

Congratulations to **Kathleen Francus**, Telecommunications, for scoring a 94 on her test for Installation & Maintenance Certification.

### TRAINING:

Turf and Ornamental Pesticide License: **Robert Honer, Steve Nolte, Matt Holler**

Calibration and Calculation Course: **Steve Nolte, Terry Pennel, Matt Holler, Robert Honer, Dan Mullins**

Training in Small Spills and Leaks: **Lisa Casey, Dale Freeman, Steve Knuth, Frank Milone, Richard Owens, Steve Nolte, Dan Barrier, Gary Edwards**

## FOCUS FAVORITES-TELECOMMUNICATIONS

### These are a few of my favorite things!

“Raindrops on roses and whiskers on kittens; bright copper kettles and warm woolen mittens.” “I love little baby ducks, old pick-up trucks, slow moving trains and rain.” This is the way Julie Andrews and Tom T. Hall expressed their favorite things. The Telecommunications Department would like to share a few of our favorite things. The names have been left out to protect the innocent. Ask around in Telecom and try to find out who is responsible for these lists:

Triple Feature Drive-In Movies

Beach Music-The kind they play at Ocean Drive.

Chuck E. Cheese-Speedway Blvd.

Zapata's Deluxe Taco Salads

Favorite Restaurant in area – Outback

Favorite Activity – Golf

Favorite Food – Mexican Chicken Casserole

Favorite old movie – Butch Cassidy and the Sundance Kid

Favorite new movie – Kate and Leopold

My favorite restaurants are Long Horn, The Olive Garden, El Vallarte', R & R BBQ, and The Hereford Barn.

Favorite movies are The Matrix, The Game, All Star Wars episodes, Apollo 13, Forrest Gump and Shaw Shank Redemption.

Things to do: Spending time with my family; going camping in the mountains and at the beach; deer and turkey hunting; watching Winston Cup races.; avid Carolina Panther fan; riding my 4 wheeler.; cooking on the grill.

We would all like to hear from other departments, so share your favorite things.



I collect old lawn tractors. This is a picture of my grandson on one of my old Wheel Horse tractors. I would collect big tractors, but I have very little space to store such a collection.

-Doug Thomas, Telecommunications

## FACILITIES FOCUS ON THE FUTURE

The next three months will be an extremely busy and exciting time in the life of all Facilities Management employees. The new Admissions Building will open in August. Two housekeepers will take on this building as a new cleaning mission. During the next two months, Housekeeping will begin implementation of efficiencies such as the team cleaning concept and adding worked to 3rd shift. Maintenance and Operations will begin Phase 2 of the Reese 2nd Floor renovation and will take on renovations on the 2nd and 3rd floors of Kennedy building. There will also be some minor work in the new Admissions Building so that it will better serve the occupants' needs. MIS will team with Engineering Services to start-up our new Computer Aided Facilities Management system, linking CAD drawings to building data. MIS will also be working with the Urban Institute to develop a customer satisfaction survey over the next three months. Engineering Services has a full plate with over 120 projects in design. Admin has worked with the other sections and the Urban Institute to develop an Employee Satisfaction Survey. We will administer this survey to all Facilities Management employees in August. The results will be used to guide our efforts at continuous improvement of the workplace climate and conditions. In September, we will kick-off a Building Liaison program with training for a University employee from each building on campus. In the Capital arena, construction will begin on the Science and Technology Building. Earthwork will begin on sites for Parking Lot #24, the Charlotte Institute campus, the College of Education Building, Residence Hall Phase VIII and the Physical Plant/Campus Public Safety Building. In October and November, we expect to receive bids on the College of Education Building, Applied Optics and Physics Building and the Engineering Research Building. Steam and condensate replacement projects and the Atkins Chiller/Boiler replacement projects are now well underway and will continue throughout the next three months. Finally, on a sad note, Telecom will leave the Facilities Management Team on September to become part of the Information and Technology Services (ITS) Department. Telecom has been a great part of our Team for many years. They will truly be missed. We know that the wonderful spirit of cooperation and teamwork we have with them now will continue. We wish them well in their new organization. All and all, the next three months will challenge Facilities Management. Pulling together as a Team, we can make it a successful, productive and fun period in the life of our organization!

-Phil Jones, Associate Vice Chancellor



## Clean and Healthy Buildings Important to All Who Enter

At a recent carpet cleaning seminar, members of the Housekeeping Department learned about routine carpet sanitation as part of a comprehensive philosophy of cleaning for health and sanitation first and appearance second.

Poor Indoor Air Quality (IAQ) is a leading cause of allergy problems in today's society where ever increasing numbers of people spend more and more of their time on the inside looking out. Cleaning for health is not a brand new idea; it is simply not widely understood. Many people fear that if you clean for health you will sacrifice appearance. The opposite is actually true. If you do not clean for health and focus on cleaning when surfaces appear to be dirty, you have waited too long and both the appearance and the IAQ of the facility will suffer. With carpet for instance, once a carpet appears dirty, significant damage may have already been done to the base of the carpet fibers. Once this has occurred, all the cleaning in the world can not repair that damage and bring back the desired appearance of the carpet.

To properly clean for health, one must clean surfaces before they appear to be dirty. Cleaning prior to the appearance of visible dirt will remove the hidden dirt and yield a consistently higher appearance level not to mention making the job of the cleaning expert quicker and easier with the use of less chemicals.

Cleaning equipment plays an important roll in cleaning for health. Vacuums should have a filtration system that is capable of filtering out particles down to the .3 micron level. This keeps small dust particles from being removed from the carpet and redistributed into the air where they can cause allergy problems for students, faculty, staff and visitors to the University. A good rule of thumb is if you can see airborne dust in a beam of sunlight coming through a window while you are vacuuming, your vacuum cleaner either doesn't have a fine enough filtration system or it is in need of service.

Cleaning for health is also better for the well being of the cleaning worker because they come in contact with fewer airborne contaminants and are able to use milder cleaning agents to maintain a consistent high level of appearance instead of relying on stronger cleaning agents to restore the appearance of surfaces that have been allowed to become heavily soiled.

Another aspect of creating a healthy indoor environment takes place during the design and planning stage of building construction and renovation projects. IAQ can be improved by selecting building materials that are easily cleaned and do not contribute to the accumulation of pollutants. Carpets with as few seams as possible and sealed secondary backings are a good example. Fewer seams mean less hiding places for molds and bacteria to grow and sealed backing provides an impenetrable barrier that stops concrete dust from wicking up to the surface of the carpet fibers and becoming airborne under heavy foot traffic.

It is estimated that it costs about \$500 to remove each pound of dirt from a building once it makes it past the entrance. Using high quality walk off mats at building entrances and keeping them vacuumed daily keeps dirt out of the building and reduces cleaning costs. We can all help improve the IAQ of our buildings and save the University money every time we enter by simply wiping our feet.

By installing proper flooring, stopping dirt at the door with good walk off mats, vacuuming frequently, and routinely sanitizing carpets when they are extracted, both indoor air quality and appearance are enhanced while saving the University the expense of getting the all those pounds of dirt back outside where they belong.

**-Housekeeping Supervisory Team**



### **Contributors:**

Photography: Chuck Pike, Terra Perkins  
Writers: Casi Shepardson, Kelly Nash, Phil Jones, Doug Thomas, Housekeeping Supervisory Team, Helen Mulcahey, Keith Lewis, Calvin Lowder, and John Barden  
Proofreading: Gwen Sasser and Hedy Talley