



*From the Associate Vice Chancellor for Facilities Management*

**“Nothing is a more powerful agent for attracting and keeping talented people than a clear vision, especially if the organization is living that vision and achieving its goals.” – Gary Hoover**

Our Facilities Management vision of becoming "a Leader of Excellence in Facilities Management and a **proficient, responsive and adaptable Team of teams that provides high quality services and facilities while Creating a Campus of Distinction**" is clear. I see progress on all fronts in our journey toward the vision. Customer service, professionalism, teamwork, the quality and responsiveness of our service are all headed up and up. I commend all of you for your accomplishments over the last three months. By all measures, we had a very successful end of the fiscal year and closeout. Excellent work was done across the board by Admin, FIS, Engineering Services, and Maintenance and Operations to insure projects were completed, closed out and invoices paid. Many of our other accomplishments during the past quarter are described in articles in this Newsletter.

Our distinctive campus continues to grow with the opening of Robinson and Cypress Halls last month. Our organization continues to grow with the addition of 12 new positions, making us 260 people strong. With growth comes change and challenge. We expect to occupy two more new buildings in the next six months - the College of Education Building and the Science and Technology Building. The growth of the campus will require changes in the organization and the way we do business. Now is the perfect time to begin a transition to the Zone Maintenance and Cleaning concept. Under this concept, a dedicated Zone Maintenance or Cleaning team is assigned respon-

sibility for all of the maintenance and repair or, in the case of Housekeeping, all of the cleaning, in a number of specific buildings on campus. This concept has several advantages. First, it is customer focused. The customer has a single point of contact within Facilities Management for all of their concerns and priorities. Secondly, over time, the zone maintenance (or housekeeping) team will develop detailed knowledge of the buildings in their zone. The team will take pride in their buildings and accept ownership for the maintenance and repair (or cleanliness) of those buildings. Because most of the positions in the zone team are generalists, with multiple skills (like maintenance mechanics), we can build in upward mobility potential. Under this concept, there will still be room for the traditional craft shops which will be needed to do those jobs and renovations that are beyond the capability of the zone team. Housekeeping has already started implementing this idea in the academic facilities around campus. As we test this concept for maintenance and repair functions with the opening of the next two new buildings, I ask for everyone's cooperation and support. It truly will make us a better customer service organization.

Again, thank you for your hard work and extra effort during the last three months. I take pride, as I hope you do, in the many accomplishments of our Facilities Management Team and look forward to many more successes in the next quarter.

**Philip M. Jones, Associate Vice Chancellor for Facilities Management**

*Facilities Management....  
Creating a Campus of Distinction*

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## EMPLOYEE OF THE QUARTER

By: Zacch Estrada-Petersen

**Congratulations go out to John Carpino, a Plant Maintenance Supervisor with Facilities Management, who has been honored with the “Employee of the Quarter” award for April – June, 2004.** Carpino, Plant Maintenance Supervisor over both the Automotive and Preventive Maintenance shops, was nominated for two Awards for Excellence by employees in his shops. It isn't very often that supervisors are nominated by their own employees, and no other supervisor had ever won an Employee of the Quarter Award, so this award bears special recognition.

“I was surprised and I felt very honored when I got the award,” said Carpino, “and I was blown away when a lot of people stood up and applauded me.” But John shouldn't be surprised. In little less than four years, he has earned the respect and high regard of both his employees and his co-workers for his peaceful demeanor, his dedication, and his willingness to go above and beyond the call of duty to get the job done. “I believe in doing my job to the best of my ability,” he states. “That's just my nature.”

John first came to work for Facilities Management in December 2000 as a Maintenance Mechanic III in Shop 18 and was pro-

**“The ultimate measure of a man is not where he stands in moments of comfort, but where he stands in time of challenge and controversy”**

*-Dr. Martin Luther King Jr.*



**Phil Jones presenting John Carpino with the Employee of the Quarter Award**

moted to his current position in May 2003 after serving on an Interim basis for 8 months. According to one of the nominations, since becoming a supervisor, John has been selected to fill in for Charles Puckett, Maintenance and Operations Director when he is out of the office. This is further evidence of his ability to take on whatever challenges come his way.

John, who is married with four children and six grandchildren, lives in Concord. He is originally from Florida but spent most of his life in Long Island, NY, where his children and grandchildren still reside. In his spare time, he enjoys playing guitar, gardening, landscaping, and doing auto mechanical and computer work.

At the end of each day, John feels a sense of accomplishment for the work he does, and he has every right to. He is looked up to as both a friend and a leader by the men in his shop and has proven himself truly worthy of this **Employee of the Quarter Award**.

## TEAM OF THE QUARTER

By: Zacch Estrada-Petersen

**Congratulations to the 2004 Facilities Management Picnic Committee for receiving the Team of the Quarter award for April-June 2004.** The team consisted of 17 hard-working and talented members: *Lora Aricco and Gwen Sasser of Administration; Joyce Clay of Capital; Mike Cao of Facilities Information Systems; TL Smith and Marisa Elston of Engineering Services; Beverly Imes, Associate Vice Chancellor's office; Ed Seamon and Tracy Bevins of Electrical; Margaret Sawyer of HVAC; Henry Bennett, Beulah Shankle and Sylvester Steele of Housekeeping; Steve Conder of General Services; Gary Wirkus of Grounds; Keith Lewis of Automotive, and Reggie Cunningham of Preventive Maintenance.*

This award emphasizes teamwork on such a grand scale with so many people from so many different shops working towards a common goal. **Beverly Imes**, chairperson for the Picnic Committee, had this to say: "I prefer the word coordinator instead of 'chairperson'. It makes it seem like you're in charge of everything when actually everyone worked together as a team. It wasn't a one-person show."

The committee was nominated for a Team of Excellence award by various managers and supervisors for their efforts in planning and organizing the picnic. In the nomination, it was noted that "...these committee members used their unique ideas and talents to make the picnic a success." As pictures of the



**2004 FM Picnic Committee: Standing—Beulah Shankle, Marisa Elston, Henry Bennett, Joyce Clay, Keith Lewis, Phil Jones, Steve Conder, Ed Seamon, Tracy Bevins, Beverly Imes and Reggie Cunningham. Kneeling: Sylvester Steele and Mike Cao**

picnic reveal, most everybody agreed. **Marisa Elston**, a committee member from Engineering Services, commented on the committee's receipt of this quarter's award: "I feel that we worked very hard and efficiently to have a nice picnic for all the employees," she said.

There were a lot of new additions to this year's picnic that made it a hit among employees. A new game, the pie-toss, was added, and barbecue was the main dish, instead of the normal hot dogs and hamburgers of the first two years. **Ed Seamon of Electrical (pictured right)**

was an especially valuable member of the picnic committee. Ed, who learned how to open fire cook from his grandfather, B.B. Deal, has done virtually all the cooking for the



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FM Picnic for the past three years. “This was the biggest one,” he said, “an all-nighter. I worked the day before and stayed up all night cooking pork and chicken.” **Beulah Shankle** was also especially commended for her work with the watermelon table, which went over well with the attendees.

In addition to attending planning meetings which dated back to March, everybody in the committee did their part— **T. L. Smith** was instrumental in getting the sound equipment in place. **Mike Cao** helped with planning; **Henry Bennett** helped set up and cooked and served the baked beans; **Sylvester Steele** was in charge of entertainment; **Lora Aricco, Marisa Elston, Tracy Bevins**, and **Margaret Sawyer** helped with picking up supplies; **Joyce Clay** picked up the slaw and helped with serving; **Gary Wirkus** worked with the horseshoe game; **Gwen Sasser** suggested using the pie toss as a fund raiser to assist with the cost of the upcoming holiday party; **Keith Lewis** took up tickets; and **Steve Conder** helped with set-up and other behind-the-scenes work. Even **Reginald Cunningham**, an original member of the committee who left on extended leave, still came back on the day of the picnic and helped with the door prizes.



*“I enjoyed it very much. It was a great pleasure putting the whip cream on those plates to see them throw them at each other.” --*  
**Margaret Sawyer (with a smile)**



**Members of the Grounds Department (pictured above...resting)** had one of the biggest tasks and did a significant job with set-up and break-down of the whole event. “I think everybody enjoyed themselves,” said **Joyce Clay**. “The food was good, and it was a good way for the departments to interact with each other.”

Special thanks to those not on the committee, but volunteered to help. These people included, but are not limited to, **Al McCool** of Capital,



**Pete Crainshaw** of HVAC and **James Manley** of Electrical. **Pictured above, Al McCool serves baked beans to James Manley.**

Hats off to supervisors and managers who braved the pie toss: **Phil Jones** (Associate Vice Chancellor), **Brian Guns** and **Donnie Leak** (Housekeeping), **Dan Ziehm** (Capital), **Chris Gilbert** (Planning), **John Carpino** (Auto and PM) and **Howard Jaecks** (Steam Plant). **Mac Fake** (Engineering) also volunteered, but did not get an opportunity to join in the fun.

**Pictured right retiree, Gracie Caldwell,** tosses a pie at **Ronnie Bell** (General Services).



{See page 6 for more picnic pictures}

## FOCUS ON STAFF

Congratulations to **John Carpino**, Preventive Maintenance and Automotive Supervisor, who received the Associate Vice Chancellor for Facilities Management Employee of the Quarter Award and to the members of the 2004 Facilities Management Employee Picnic Committee, who received the Team of the Quarter Award for the period of April—June, 2004. Members receiving this award are: **Henry Bennett, Tracy Bevins, Mike Cao, Joyce Clay, Steve Condor, Reggie Cunningham, Marisa Elston, Beverly Imes (Chair), Keith Lewis, Gwen Sasser, Margaret Sawyer, Ed Seamon, Beulah Shankle, Sylvester Steele, and Gary Wirkus.**

**Other recipients for the April—June quarter were:**

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

**Bob Fitzgerald**

**James Manley (2 awards)**

**Joann Pearson**

**Chuck Pike**

**Albert Reynolds (4 awards)**



**Phil Jones and Chuck Pike**



**Phil Jones and Beverly Imes**

### **Award for Excellence**

#### **Individual (nominated internally):**

**John Carpino (2 awards)**

**Bob Fitzgerald**

**Beverly Imes**

**John Morris**



**Phil Jones and Bob Fitzgerald**



**Phil Jones and Albert Reynolds**

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

**John Barden and John Carpino**

**John Carpino and John Conn**

**Recycling (Lee Arnold, Kelly Freshcorn, Bridget Herring, Dot Munson, and Gail Thomas) (11 awards)**

#### **Award for Excellence – Team (nominated internally):**

**2004 Picnic Committee (see names above)**

**Greg Barnes and Adam Thompson**

**Mike Barnes and John Neilson**



### **Safe Teams of the Quarter**

**Grounds**

**Automotive**

**Preventive Maintenance**

**Penny Franki accepts Safe Team of the Quarter Award for Grounds**



**Phil Jones, Mike Barnes, and John Neilson**

To view photos and read detailed descriptions of nominations, visit our web site at

<http://facilities.uncc.edu/awards>

# Facilities Management Third Annual Picnic



Ms. Beulah Shankle had a great idea with ice cold watermelon.



For everyone who attended **Picnic 2004** for the third year, the event was at the same location. We were lucky to have good weather all three years. Food, games, music and activities made it another successful year. Everyone seemed to enjoy watching most of the events going on like the new Pie Toss Booth and the Penny Guess. As always, horse shoes and the putting range were set up. For everyone that worked and enjoyed the event, we hope to see you next year!

—Keith Lewis, Automotive Shop

Retirees stopped by including Byron O'Daniel (above right) and Bobby Lyerly (below)



Volunteers braved the pie toss contest.



Bill Adams won the grand prize. Race tickets!



## VENTURE TEAMWORK SESSION

May 19, 2004



This was a great teamwork session. We were engaged in several activities physically as well as mentally and were able to find that even though we were from different departments, when we worked together as a team we could accomplish more goals than we could as an individual.

The instructors were great, and they were adamant about not letting anyone sit out any of the activities. They got everyone involved, and we found out things about ourselves that we didn't know that will help us personally as well as in our job. This was a great way to get out and use teamwork skills that we may not be able to use in our everyday positions on campus. I encourage all employees who are given the opportunity to go through the Venture Program to at least have faith in themselves to be a part of our team.

-- Tracy Bevins, Electrical Shop

# Happy Birthday to You!

This list was provided by Human Resources in September 2004. If any names were omitted, it was not intentional

## August

Confort Al-Arashun	8/2	H'keeping
James Brown Jr	8/18	H'keeping
Ray Dinello	8/10	FIS
Christopher Hamm	8/2	Grounds
Mae Harris	8/19	H'keeping
Lucille Jordan	8/31	H'keeping
Roger McCain	8/5	H'keeping
Al McCool	8/24	Capital
Isaac Nelson	8/29	Grounds
Subhashchandra Pandya	8/9	H'keeping
Diana Parks	8/18	H'keeping
Charles Rust	8/20	Capital

## October

Dan Barrier	10/7	Grounds
Veronia Carlisle	10/14	H'keeping
Deborah Deese	10/11	H'keeping
Sam Feedback	10/17	Gen Services
Kelly Gay	10/24	Capital
Chris Gilbert	10/7	Planning
Brian Guns	10/3	H'keeping
Howard Jaecks	10/11	Steam Plant
Phil Jones	10/11	AVC
Tony Lambert	10/11	HVAC
Wilber Lawrence	10/5	Gen Services
Keith Lewis	10/24	Automotive
Robert Lewis	10/18	Electric
Lillie McDuffie	10/24	H'keeping
Casi Shepardson	10/26	Capital
Chris Shores	10/23	PM
Steve Terry	10/9	Gen Services
Walter Wild	10/6	HVAC
James Williams	10/21	Gen Services
Gaynell Williams	10/5	H'keeping

## September

Jeffrey Adams	9/6	H'keeping
Pete Altman	9/12	HVAC
Robert Bailey	9/26	Grounds
Lanny Caudle	9/7	Grounds
Thomas Eudy	9/30	Grounds
Mary Harris	9/25	H'keeping
Rosa Howard	9/27	H'keeping
Lewis Jackson	9/7	Electric
Venus Jordan	9/1	H'keeping
Steve Knuth	9/4	Grounds
Dale Kroeze	9/22	Grounds
James Manley	9/8	Electric
James Mechum	9/22	Gen Services
Franjo Pauler	9/6	H'keeping
Joann Pearson	9/20	H'keeping
Albert Reynolds	9/16	Electric
Sylvester Steele	9/4	H'keeping

Welcome the newest member of our FM Family, Connor Case, son of Jodi Case, Admin.



Mac Fake presents TL with the 49'er statue

### Highlights from T. L.'s Reception



A unique mailbox for TL



Guests lined up to give their best wishes

## Horticulture Tips for the Quarter

Prepared by: Donald E. Breedlove, Iredell County Horticulture Agent  
Janice Runkles, Iredell County Volunteer Master Gardener

### AUGUST

- Strawberries will benefit from a nitrogen fertilizer
- Build a leaf compost bin
- Cool season grasses are best seeded from mid August to mid October, depending on location
- Check lawn for brown patch disease
- Remove rotten fruit & broken limbs in orchards & vines
- Vegetable gardens need at least one inch of water each week

### SEPTEMBER

- Plant trees & shrubs from containers
- Renovate & re-establish fescue lawns
- Fertilize lawn around Labor Day for fall growth

- Plant fall vegetables
- Take soil sample for next spring planting
- Apply lime
- Treat azaleas for lace bugs
- Plant pansies and mums

### OCTOBER

- Take soil samples from vegetable garden
- Plant trees, shrubs, perennials and pansies
- Start salad vegetables in a cold frame to enjoy all winter
- Plant pansies early for best flowering in winter and spring
- Move houseplants indoors before temperatures dip below 45 degrees
- Plant spring flowering bulbs in late October

## Maintenance and Operations Health Tips

Charles Puckett, Maintenance and Operations Director

**Health experts say we should eat five to nine servings of fruits or vegetables each day. Here are 10 easy ways you can do it.**

- Have a piece of fruit or a glass of juice at breakfast daily.
- Have a fruit or vegetable snack each day.
- Stock up on dried, frozen and canned fruits and vegetables.
- Make fruits and vegetables visible in your home.
- Microwave vegetables for dinner.
- Grab a piece of portable fruit to eat on-the-go.
- Snack on raw vegetables like baby carrots, broccoli and celery.
- Pick up ready-made salads from the produce shelf.
- Pile spinach leaves, tomatoes, peppers and onions on your pizza.
- Stash bags of dried fruit in your car or desk for a convenient snack.

## Physical Plant & Campus Public Safety Building Update

**N**ow that the brick veneer is complete, you can clearly see our new building. The paved visitor parking lot leads us to the building. The completed stairs take us to the interior metal framing for the building where dry-wall has begun. The roof is near completion and we can catch a view outside at the newly installed windows. The interior mechanical, electrical and plumbing work continues throughout the area. The Contractor has started to build the chiller and transformer yards.

In the next couple of months the interior work will all start coming together. We anticipate establishing permanent power by September and starting up the HVAC to maintain conditioned air. This will allow the paint, ceilings and floor coverings to start. We anticipate starting the construction on



Building J in August— our future home of the Automotive and Grounds Shops. The project is on schedule to be complete in April 2005.

—Casi Shepardson, Project Manager  
Capital Planning

### Facilities Management's Newest Residents

**F**or a short time, Facilities Management had new residents take up with our building. Mr. and Ms. Mallard Duck seem to find our building quite comfortable and accommodating to their needs. They were greeted each morning with whatever got thrown out such as crackers, bread or chips and bowl of water. They seem to make a nesting area under the tree outside of the HVAC door.

It has been an enjoyment to watch them. The male mallard which has the dark green head watched over the female mallard



Original couple

which is mainly brown all over. The female has had a broken leg and walks with a limp. I have watched the male walk ahead of her then wait on her to catch up.

Unfortunately on June 8, the male was killed crossing Michael Craver Road. It was sad to see the female just lie around. You could tell she was grieving. There were a few concerns from the employees of what would become of her. Have no fear. She is now watched over by 2 new males.

Within the past few weeks, Ms. Duck and her suitors have not been around the building. Speculations are that they have moved to a cooler place close to the ponds on campus.



Ms. Duck's new beaux

—Margaret Sawyer,  
Processing Assistant,  
HVAC

## Power Outage Shows Team Effort by All

Casi Shepardson, Project Manager, Capital Planning

**Y**ou all remember the dark, hot hours the afternoon of Thursday, July 1, 2004. The cause of the power outage was due to a factory defect in the electrical switchgear located near the substation behind Facilities Management. The Electrical Shop was following proper procedures in assisting in the power connection between Parking Lot 25 and the existing transformer at Squires Hall.

Within 55 minutes Ed Seamon quickly recovered from a near death experience and restored power back to the majority of the campus. Being a Certified High Voltage Specialist, Ed was the only person qualified to do this type of procedure.

The entire cost associated with this was \$45,000.

Residence Life had to relocate 35 kids of 'Camps on Campus' from one wing of Witherspoon to another wing fed by Duke Power. Residence Life had 85 members of AP Institutes moving in on Sunday so there were some quick decisions to be made as to how to retain power to Witherspoon Hall. The Electrical Shop also had to ensure constant fuel to the emergency generator for Witherspoon Hall to provide safety lighting for the building.

James Manley and Mike Littrell (Southern Elevator) visited every campus elevator to verify there was no one trapped.

Thank you to the following Shop 11 personnel involved in this event:

Tracy Bevins, David Huntley, Bob Lewis, Dewey Lilly, James Manley, Phil Meacham, Steve Reis, Ed Seamon and William 'Carolina' Snyder

A special thank you to Ed Seamon (Electrical Shop), Al McCool (Capital), Don

Pettigrew (United Engineering Group), Duke Power, Christian Owimet (RW Chapman), and Randy Smith (Pike Electric) for their outstanding dedication to the University. Don Pettigrew volunteered his services by assisting Al McCool in contacting the manufacturer and expediting the shipment process of the new switchgear.

Without this team effort by everyone mentioned, the University would have endured additional costs, additional unproductive time and perhaps the loss of some important clients.

### SUPPORT YOUR LOCAL ARTIST

The Light Factory will be presenting a members' show from **July 26<sup>th</sup> through September 2<sup>nd</sup>**. This is located in the back of Spirit Square uptown Charlotte off of 7<sup>th</sup> and College Street. **Noella Paquette, Admin**, will have one of her photographs displayed at the show. ***Congratulations Noella!!***

### INAUGURAL NASCAR DAY



Donate only \$5 to  
the Victory Junction

Gang Camp and wear your favorite NASCAR attire to work on **August 20, 2004**. This camp supports children from NC, SC, and VA with a variety of special needs (such as arthritis, cancer, burn survivors, skin disease, heart disease, epilepsy, HIV).

Please contact **Kelly Gay, Capital Planning** at 76282 to donate your \$5 and receive your lapel pin.

Phil Jones has approved wearing appropriate NASCAR attire for Facilities Management.

## Personal Success

### Seven Steps to Achieving Goals

-Brian Tracy

You can use this seven-step process to achieve your goals faster and easier than ever before.

1. **Decide** exactly what you want in each area of your life (including personal, professional and spiritual). Be specific!
2. **Write it down** in present tense clearly and in detail.
3. **Set a specific deadline**. If it is a large goal, break it down into sub-deadlines and write them down in order.
4. **Make a list of everything** you can think of that you are going to have to do to achieve your goal.
5. **Organize the items** on your list into a plan by placing them in the proper sequence and priority.

6. **Take action today** on the most important thing you listed.
7. **Do something every day** that moves you toward attaining one or more of your important goals. Maintain the momentum!

**Review your goals daily.** Study and review your goals every day to be sure they are still your most important goals. Plan them out thoroughly, on paper, and work on them every single day. This is the key to peak performance and maximum achievement.

Now, **practice the seven-step method** and get ready for some amazing changes in your life.

**"Personal development is your springboard to personal excellence. Ongoing, continuous, non-stop personal development literally assures you that there is no limit to what you can accomplish."**

– Brian Tracy

<http://www.briantracy.com/>

### Dates To Remember

**August 10** Quarterly Supervisors' Meeting

**August 23** Fall Semester Begins

**October 13** Strategic Planning

**August 20** Inaugural NASCAR Day

**September 6** Labor Day Holiday

**October 28** All Employees' Meeting

### HOLIDAY PARTY VOLUNTEERS NEEDED!

It is time to plan the **Annual Facilities Management Holiday Party**. Volunteers are needed from each shop/section. As before, committee volunteers will need to be available and have flexibility for planning sessions beginning in September. Please submit names to Beverly Imes via e-mail at [brimes@email.uncc.edu](mailto:brimes@email.uncc.edu) or by calling extension 73154 by **August 30**. *Thank you.*

**Facilities Focus** is for the benefit and enjoyment of all Facilities Management employees.

Your ideas are welcome and appreciated for future issues.

**Co-editors: Beverly Imes and Pat Sinclair**

Writers in this edition are listed with each article. Thank you for your creative input.

Photographers were: **Al McCool, Chuck Pike, Steve Terry, Joyce Clay, Noella Paquette and Kao Vang**

Please look on line for the newsletter at: <http://facilities.uncc.edu/Facmgmt/newsletter/newsletter.htm>