Dear Facilities Team,

Customer Service is a “key business driver” for Facilities Management. That means that every decision we make and every action we take should have an underlying goal to meet or exceed our customers’ expectations. We can never lose sight of the fact that we are all in the customer service business whether we are a housekeeper, electrician, HVAC mechanic, grounds keeper, project coordinator, engineer or an administrative support professional. Our mission statement says we do our work for “the benefit of students, faculty, and staff”. These are our customers and our reason for being here at UNC Charlotte.

We just received the results of our 2010 customer survey. This web based survey went out to over 3800 faculty and staff. Overall, our results were good. A high percentage of our customers are satisfied with the services they receive from our department. Levels of satisfaction with our services ranged from the low 80’s to over 90 percent with an average overall department rating of 89%. We should be proud of those results and strive to make them even better by the time the next survey rolls around. A PowerPoint briefing on the survey is posted on Facilities Management web page at http://facilities.uncc.edu/.

The positive survey results do not mean we can rest in our efforts to improve customer service. On the contrary, the data provided by the survey will help us focus on a second and equally important “key business driver” – continuous improvement. For example, the survey suggested that we do not follow-up or communicate with our customers as well as we should. Let’s work on ways we can improve in this area during the next year. Each of you can play an important part in communicating with customers and letting them know what we are doing to meet their needs.

Thank you for keeping your focus on serving our students, faculty, and staff day in and day out!!

Customer Service – Teamwork – Continuous Improvement

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

Philip M. Jones
Associate Vice Chancellor for Facilities Management

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We S. H. A. R. E. Facilities Management Values:
Safety, Honesty and Integrity, Accountability, Respect for Others, and Excellence
EMPLOYEE OF THE QUARTER

Congratulations to John Renwick, Facilities Operations - Zone 5, who was honored with the “Associate Vice Chancellor’s Employee of the Quarter” award. At right, Phil Jones presents the plaque to John at the quarterly All Employees Meeting on July 29, 2010.

The recycling department lost its vendor for reuse of the packing peanuts that they collect and in mid-May a massive amount of packing peanuts were collected from the Woodward Building. John Renwick has an acquaintance who runs a store that ships large amounts of packages and arranged for the owner of the store to pick up the peanuts from campus. This both satisfies the issues of reuse of the material and the petrol savings to the university. Great job!

Nominated by: Lee Arnold, Recycling

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

TEAMS OF THE QUARTER

Congratulations to the two teams who were honored with the “Associate Vice Chancellor’s Team of the Quarter” award.

Henry Bennett and Tonya Day, Recycling

On April 13, 2010 Henry and Tonya were assigned to collect the recyclables at the Fretwell Building. When they arrived at the building the access to the loading dock was blocked due to someone having turned the trash dumpster sideways and unknown persons had continued to fill the dumpster even though it was beyond capacity and was overflowing onto the loading dock and the ground next to the dumpster. Henry and Tonya assisted the dump truck driver by allowing him to stay in his truck while they cleaned the area. The dumpster was filled two times with the irresponsibly deposited trash. I want to recognize Henry and Tonya since it was beyond the call of duty to just dump the trash. They made everyone's workplace safer and a lot more sanitary. Great work!

Nominated by: Lee Arnold, Recycling
On April 13, 2010, it was reported that one of the transformers at Duke Centennial Hall was leaking oil and that the level of oil left in the transformer was at a dangerously low level. Anthony Horn and Bob Smith organized a team of High Voltage, Electrical and Mechanical personnel and immediately started the process of changing out this transformer to a temporary unit. Their quick actions deserve recognition for preventing what could become a major problem and completing the change out quickly and safely. Congratulations on a job well done and, as an update, the original transformer was repaired and set back in place on May 4, 2010.

Leaking transformers are not an everyday occurrence. In this case the leak was spotted before the transformer failed. This enabled the staff to bring in a temporary transformer and send the other transformer out for testing and repair. Since this was not a direct replacement a great deal of thought and planning had to go into setting the smaller transformer and reducing the load. The load had to be monitored to ensure it remained at acceptable levels until either the repaired transformer returned or a new transformer of adequate size was installed. Since the problem was noted early, the transformer was repairable and was reinstalled. This project required careful thought and planning along with skilled execution, monitoring and oversight. The carefully planned and executed project allowed us to save a transformer which might have failed while we waited for a new transformer to arrive; at much greater expense and inconvenience to the University.

Nominated by: Mike Burriello, Facilities Operations

The Team of the Quarter 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.

"It’s the little things that make the big things possible. Only close attention to the fine details of any operation makes the operation first class."

-- J. Willard Marriott Sr., hotel executive
SAFE TEAMS OF THE QUARTER

(Statistical Information provided by UNC Charlotte Safety Office)

THE FOLLOWING TEAMS HAD NO ACCIDENTS APRIL-JUNE 2010

**Maintenance & Operations**
Automotive, Grounds, High Voltage/Fire Alarms, Key Shop, Steam Plant, Zones 1, 2, 4, 6, and 7

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

FIRST SHIFT - Pictured above left to right are: Neal Eudy (Zone 2), David Smith (Zone 4), Rocky Germani (Zone 1), Bob Fitzgerald (Zone 6), Mike Harris (Housekeeping-North), Andy Lavoie (Key Shop), Jessica Deal (Central Operations), Larry Lane (Automotive), Joey Cochran (Grounds), Anthony Horn (High Voltage/Fire Alarms), Arzella McCain (Housekeeping-South), and Alton Haskins (Zone 7-Kannapolis)

SECOND and THIRD SHIFT - Pictured above left to right are: Mario Moore (Housekeeping-Library), Terrell Patton (Housekeeping-Kennedy), Subhash Pandya (Housekeeping-Colvard), Lila Bonilla (Housekeeping-Charlotte Research Institute), Mike Burriello (Central Operations, accepting for the Steam Plant), Bonnie Peoples (Housekeeping-East), Katherine Humphries (Housekeeping-Friday), Debra Mayfield (Housekeeping-West), and Danica Paula (Housekeeping-Woodward)
**FOCUS ON STAFF**

**INDIVIDUAL AWARD FOR EXCELLENCE**
- **Johnnie Doyle**, Housekeeping

**TEAM AWARD FOR EXCELLENCE**
- **Larry Griffin, John Lattin, Joe Coleman**, Area A-Zone 1
- **Marvin Mackey** and **Parasram Gobin**, Zone 5

**APPLAUSE CARD**
**Individuals:**
- **Bobby Robinson**, Automotive
- **John Morris**, Zone 5

**Teams:**
- **Bonnie Peoples** and **Tony Melton**, Housekeeping

**PROMOTIONS**
Zone 2
- Anthony Cresenzi, Maintenance Mech IV

**NEW HIRES**
**Capital Projects**
- Jeanine Bachtel, Facilities Construction Engineer II
**Design Services**
- Kristie Honea, Office Manager
**Facilities Operations**
- Hussam Mohamed Blan, Preventive Maintenance Manager
**Grounds**
- Clayton Cragan, General Utility Worker

**Housekeeping**
- Mary Chavez, Housekeeper
- Loretta Cooley, Housekeeper
- Narcissa Flores, Housekeeper
- Latoya Jones, Housekeeper
- Sabrina Marbury, Housekeeper
- Isaac Barchue, Housekeeper
- Lasharn Lowry, Housekeeper

**Recycling**
- Annette Miller, General Utility Worker

**Steam Plant**
- Roger Alston, Steam Plant Supervisor II

**Zone 1**
- Joseph Loder, Maintenance Mechanic III
- Glenda Locklear, Administrative Support Associate

**Zone 4**
- Michael Jones, Maintenance Mechanic III

**Zone 6**
- Barclay Brantley, HVAC Mechanic

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*FRIENDLY REMINDER*

Compensatory time earned for the quarterly Employee Awards Program must be used within 90 days of receipt (by October 29, 2010). If you do not use it, you will lose it!

To view awards photos and read detailed descriptions of nominations, please visit our web site at:
[http://facilities.uncc.edu/award_recipients.asp](http://facilities.uncc.edu/award_recipients.asp)
Congratulations to Charles Kraus
Facilities Operations ~ Zone 2
Newly elected UNC Charlotte Staff Council President for 2010-2011

The Staff Council is established to create and provide a more harmonious working environment for the staff of The University of North Carolina at Charlotte. Charlie stated, “I would appreciate the opportunity to serve a greater role in the leadership of our Staff Council. I think the Staff Council provides a vital role in communicating the needs of the staff to the governing body of the University.”

Carolyn Hinkle - Zone 1 Administrative Assistant

Facilities Management is losing a wonderful person and administrative assistant to retirement effective July 31. As well as being the administrative assistant for Zone 1, Carolyn has been very instrumental in helping out with our very own Facilities Focus Newsmagazine.

We will miss you greatly Carolyn!

Christy Case, Facilities Operations
Hot Weather Warning: Forecasters Calling for Potentially Dangerous Heat Conditions

Warm weather usually means lots of summer fun and outdoor activities. Unfortunately, the combination of high heat and high humidity can be very dangerous.

Forecasters are predicting temperatures along the East Coast to be in the upper 90's this summer with a heat index of over 100. High temperatures and increased humidity can be very dangerous for those who traditionally work outdoors, such as grounds workers, trades workers, farm workers, firefighters, police officers, construction workers, sanitation workers and road crews.

**Heat cramps** occur as a result of excessive loss of sodium and other electrolytes, as the body looks for additional resources to cool down. Signs and symptoms include cramping of abdominal muscles and the muscles of the long bones in the extremities. This condition is self-correcting once the person is hydrated and removed from the heat source.

**Heat exhaustion** is commonly seen in people who are outside or in a hot space for an extended period of time. Generally, this condition is not life threatening and is self-correcting once the person is hydrated and removed from the heat. Signs and symptoms include profuse sweating and nausea, possibly with cramps of the long bone muscles. If left uncorrected, heat exhaustion can lead to heat stroke, which can be fatal. Heat exhaustion also can occur indoors in poorly ventilated areas, such as homes and apartments with all of the windows closed.

**Heat Stroke** is the most serious condition and is seen in people who have suffered from untreated heat exhaustion. The body loses its ability to cool itself down and body temperatures begin to soar (they have been known to go as high as 105-106 degrees). Heat stroke can lead to seizures or even death if untreated.

**Staying hydrated** is extremely important especially on days when both the heat and humidity are high. People, especially those predisposed to heat-related illnesses, should drink plenty of fluids before, during and after any outdoor activities. Anyone who will be spending time outdoors [this summer] should be aware of the signs and symptoms associated with heat-related illness. If you think you may be suffering from the effects of the heat, remove yourself from the element and seek medical attention."

**Hot weather tips for work and play:**

- Wear breathable lightweight, light-colored clothing.
- Limit your exposure to the heat and the sun and to places without proper ventilation.
- Know your limitations. This may not be the week to begin your new outdoor exercise program. Limit exercise and outdoor activities to cooler periods early in the day or later in the evening.
- Check on elderly and disabled family members, friends and neighbors.
- Drink plenty of fluids, preferably water (sports drinks are OK), before, during and after any outdoor activity. Avoid alcoholic beverages; although quite refreshing, they can have an adverse affect on your body’s ability to regulate heat. Most of all hydrate, hydrate and hydrate.
- If you can, go to the beach or to locations that traditionally are cool such as a city or community pool, a movie theater, mall, or bowling alley.
**FM Servers, Printers and Workstations**

**Transition to ITS Update**

The transition process for FM (Facilities Management) Work Stations, Printers and Servers is continuously progressing. Big Fix software has now been successfully uploaded onto FM work stations. Now that all FM computers have Big Fix installed, Service Pack 3 upgrades will be completed where needed. When finalizations have been completed, all work station information will be uploaded to the Active Directory to assist with the transition process. The estimated completion date for the workstation transition is pending ITS transition to a new campus share drive server. At this time there is no scheduled date, but PPS and FM will be first on this new share drive server.

Facilities Information Systems personnel in coordination with the campus ITS have completed all preparations on our end for the completion of the FM support workstation transition.

The new FM work stations and server transition provides many advantages including Helpdesk support for all workstations, printers and servers, easier system updates and software upgrades, consistent backups and campus standards for our overall FM hardware. Although a finalized schedule for the transition of both workstations and servers has not yet been provided, we still anticipate the overall completion date to occur by December 2010.

If you have any questions, please feel free to contact our Facilities Information Systems personnel at extension 7-4009.

Thank you all for your continuous support of Facilities Management - Facilities Information Systems during this transition.

*Pamela Duff, Facilities Management Information Systems*
**Facilities Information Systems introduces its new...**

**Building Automations Systems Analyst,**  
**David Champion**

David Champion recently took on the new role of the “Building Automation Systems Analyst” within Facilities Information Systems. He originally came on board January 5, 2009 as a Technology Support Analyst.

After closing out current projects and assisting the new Systems Analyst, David will resume his new role. Some of David’s new responsibilities will include maintaining current Building Automation (BAS) applications, programming operational controls for current and new systems, Periscope dashboards, enhancing database integration with Tridium and helping the future Energy Manager with the University’s energy reduction efforts.

David came to us in 2009 from Wachovia where he worked as a Systems Analyst Programmer and a Software Programmer. David received his A.A.S. in Computer Programming from Central Piedmont Community College.

David and his wife, Wendy, have lived in the Charlotte area for thirteen years. They have two sons. Prior to working in the Information Technology field, David was a licensed Plumbing Contractor for over nine years.

We believe that David’s prior Systems Analyst skills in addition to his facilities maintenance knowledge will prove to be extremely valuable within his new Building Automations Analyst position.

Please congratulate David the next time you see him. He is located in Room 230 of the Facilities Management/Police Building.

**Congratulations David!**

**Business Solutions Coordinator,**  
**Pamela Duff**

Pamela Duff recently accepted the new role of Business Solutions Coordinator for Facilities Information Systems.

As most of you know, Pamela is not new to Facilities Management and has actually been working within Facilities Information Systems as a temporary employee for the last two years. During that time she has proven to be an invaluable employee. The Facilities Information Systems team is delighted she decided to continue her employment here at UNC Charlotte and Facilities Management in her new position as Business Solutions Coordinator.

Pamela earned her B.S. in Business Administration with a minor in Management of Information Systems from Mississippi University for Women and her Masters of Science in Information Systems degree from Mississippi State University. She and her family have lived here for two years after moving from Texas in 2008 where she previously worked for Sheppard Air Force Base 82nd Services Division.

In her new role, Pamela’s responsibilities will continue to focus upon coordinating and documenting project development requirements and work flows related to Archibus processes in addition to performing administrative support tasks and assistance for all internal and external Archibus Web Central customers.

Please congratulate Pamela the next time you see her. She is located in Room 232 of the Facilities Management/Police Building.

**Congratulations Pamela!**
In case you’ve wondered why there are significantly fewer parking spaces in Lot 26 (causing you to (1) come in earlier, (2) park in Lot 25 or anywhere else you can find a space), or noticed the huge pile of dirt alongside the parking lot, or seen Bambi looking for a new home - it’s all due to the construction of Parking Deck H - a six-story, three bay deck for 1,162 cars which is scheduled to open August 2011. The construction cost for this Rodgers Builders project is $11,026,000.

For those of you who are having trouble keeping up with all the construction going on around campus, here’s a quick recap about the projects managed by Capital Projects:

**Harris Alumni Parking Lot** - this lot along Toby Creek Road will provide 196 additional parking spaces for both students/faculty and staff and accommodate overflow parking for Alumni activities. Construction cost for this JE Dunn Construction project is $701,000. The project should be in operation before the Fall 2010 term begins.

**Cameron Blvd and Phillips Road** have been resurfaced, and the sidewalk on Phillips Road has been upgraded to pavers. Lighting has been installed up to Recreation Fields 8 & 9. The section of Mary Alexander, between Cameron Blvd and Craver Road is currently closed for resurfacing and a new sidewalk. This portion will be open to traffic before the Fall 2010 term begins.

**Fire Suppression Sprinkler Systems** are being installed in Cedar, Sycamore, and Hickory Halls by Monteith Construction Company for $346,656. Tyler 2 Construction Company is installing the same system in Holshouser Hall for $1,888,921. Construction on all residence halls will be completed before the Fall 2010 term begins.

**Residence Hall Pedestrian Bridge** - the pedestrian bridge and sidewalk area between Holshouser and Scott Halls is getting a facelift (new bridge and pavers) - also to be completed before the Fall 2010 term begins. R.J. Fisher Construction is the contractor for this $1,159,000 construction project.

**New Outdoor Recreation Fields (NORF)** - Shelco Inc was awarded the $3,298,359 construction contract which got underway in April. This 24 acre site located along John Kirk Drive will consist of a multi-field,

(Continued on page 11)
Multi-use facility to include field lighting, a 1600 square foot restroom/storage building, a 215 space parking area serving the fields, central campus, and a shuttle stop. The project should be completed by late 2010.

Reese Building - scaffolding along the Broadrick Blvd side of the Reese Building has been erected to repair the envelope intrusion system (leaking roof). MV Momentum Construction will be doing the repair for $207,000.

Football Complex - Jenkins Peer Architects is designing this ~44,000 square foot Field House Building with locker facilities, training facilities, weight room facilities, video facilities, academic center, and administration facilities; stadium seating for 15,000 (expandable to 40,000); Concourse Facilities with toilets, food service, retail, and public services; and Press and Hospitality facilities, as well as two practice fields and a playing field. The total project authorization is $45.3M. Rodgers-PCL-Russell, has been selected as the Construction Manager for this Construction Manager at Risk project.

JE Dunn Construction will be doing the early site work for our New Tennis Courts: 12 regulation size courts for intercollegiate competition, as well as a 3200 square foot building for restrooms, locker rooms, storage, coaches’ offices and a conference area. The complex will have court lighting, bleacher seating, fencing and a small parking area serving the complex. These courts will be located on the corner of Phillips Road and Cameron Blvd replacing the existing courts. This portion of the project should begin shortly.

The Capital projects team would like to welcome Ms. Jeanine Bachtel (pronounced back-tale), who will be our new Associate Director Capital Design. Jeanine is coming to us from Grantsville, Maryland where she has served as the Assistant Director of Facilities for Planning and Construction since 1997. She has a Bachelor of Science degree from the University of Maryland and is a licensed Professional Engineer. Jeanine has a son, who resides in Grantsville and a daughter, who resides in Boca Raton, FL. Jeanine loves the beach and playing golf – two reasons for wanting to move South besides getting away from the cold weather! Welcome Jeanine!

Dorothy Vick, Capital Projects
In an effort to increase recycling and reduce waste, Mecklenburg County upgraded its recycling facility to accept a single stream of materials. In addition, they are now allowing more items to be collected in the bin. Prior to the change, the county requested that you separate paper/cardboard products from plastic, glass and aluminum. Now, all materials can be collected in the same bin. In July, residents of the county received larger 90 gallon bins similar to their trash cans to collect the material. Instead of a weekly pickup, it will be collected every other week which will reduce transportation costs. Some of the new items that they will be able to take are: Wide mouth plastics such as yogurt and sour cream containers, rigid plastics, empty aerosol cans, milk cartons, juice cartons and juice boxes.

How does this affect us? Although our bin and collection system will remain the same, we will also be taking more items.

We accept paper, chipboard and cardboard. Please break down cardboard and leave it by the blue bins.

We also accept aluminum and tin cans, CD’s toner cartridges, batteries and more. If you have any questions, please contact us at 7-4283.

Help reduce waste: Recycle!

www.uncc.edu/recycling

Devin Hatley, Recycling

Below is a list of items that we DO NOT accept. Please discard them into the trash. They include pizza boxes, plastic food containers, bags, cups, plastic ware and Styrofoam.
Facilities Management’s Annual Picnic featured good weather, great food, a live band, line dancing, and activities including horse shoes, corn hole, ladder golf, and tug of war all in a new location. The water balloon toss had no takers; however, the clean up crew had fun tossing the water bombs on unsuspecting coworkers.

Thanks to the committee and all volunteers who helped make it a success. Make plans to join us next spring! We’ll make sure to have more water and lime-ade!  ~Beverly Imes, Associate Vice Chancellor’s Office~
Greg Kish presents “Train the Trainer” certificates to Mike Harris and Arzella McCain, first shift Housekeeping Supervisors, who recently completed training through the University’s Safety Office. Second and third shift housekeeping supervisors also completed the training and received certificates. They are Bonnie Peoples, Debra Mayfield, Clara Crawford, Subhash Pandya, Terrell Patton, Crystal Mason, Katherine Humphries, and Candis Robinson.

On July 22, 2010, Chris Moose, Central Ops, and Zone 5’s Doug Murdock, Don Teate, Marvin Mackey and Parasram Gobin all attended training on repairs for the Large Dak-tronic Display Board at the main entrance to campus. This is the same or similar technology as used in Panthers Stadium, the Bobcats Arena and Winthrop University. I would like to recognize these five for their efforts in learning this new technology.

The UNC Charlotte Staff Council has made it easier for staff to return to school by introducing the Faculty Staff Textbook Loan (FSTL) program. Funded by Business Services with proceeds from campus vending machines, the program allows employees to borrow required textbooks from the campus Barnes & Noble book-store for classes taken as part of the Tuition Waiver Program. Textbooks are loaned for a period of one semester and must be returned within three business days following the final exam for the course.

In order to qualify for the Faculty Staff Textbook Loan program participants must be enrolled in a tuition waiver class and the purchase price of the books being borrowed is limited to $200 per course for up to 2 courses per academic year.

To apply for or learn more about the Faculty Staff Textbook Loan program go to the UNC Charlotte Staff Council webpage at http://stafforg.uncc.edu/Textbook%20Loan%20Program/Textbook%20Loan%20Program.htm and to apply for tuition waiver go the Human Resources website at http://hr.uncc.edu/Training/TuitionWaiver.htm.

Hurry!! Fall semester begins on August 23rd.
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<td>Clyde Derberry</td>
<td>FBO-HR</td>
<td>10/25</td>
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<tr>
<td>9/12</td>
<td>Pete Altman</td>
<td>Zone 6</td>
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<tr>
<td>9/13</td>
<td>Patricita Teal</td>
<td>Zone 5</td>
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<tr>
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<td>Zone 6</td>
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<tr>
<td>9/18</td>
<td>Ollabell Stafford</td>
<td>Housekeeping</td>
<td>10/27</td>
</tr>
<tr>
<td>9/20</td>
<td>Joann Pearson</td>
<td>Housekeeping</td>
<td></td>
</tr>
</tbody>
</table>
## Mark Your Calendar!

- September 1 - UNC Charlotte Employee of the Year Nominations due to Phil Jones (electronically).
- September 27 – October 1 UNC Charlotte’s 25th Annual Staff Recognition Week.
- October 18-22 - Sustainability Week
- October 21 - Campus Clean Up

## OCTOBER ALL EMPLOYEES MEETINGS & STRATEGIC PLANNING

Dates to be scheduled after drop/add

WATCH FOR A MEETING NOTICE later in August.

## SHARED LEAVE

The Facilities Management employees below have exhausted all of their annual leave and have been approved for Voluntary Shared Leave.

- Hamp Brown, Housekeeping
- Salomie Davie, Housekeeping

If you would like to donate leave to either of these employees, please use the Shared Leave Donation Form found on the Human Resources website [http://hr.uncc.edu/forms.htm#Benefits](http://hr.uncc.edu/forms.htm#Benefits) and submit to Marcia Henderson - FM Personnel, x7-2936, Facilities Management/Campus Police Bldg.

Your generosity in sharing leave will be greatly appreciated.

## CPR & FIRST AID CLASSES

- **August 26**
- **September 30**
- **October 28**

Held in Facilities Operations Room 124D at 8:00 a.m.

Contact Jessica Deal at 7-2155 to enroll

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*Facilities Focus* is a **communication tool** for the benefit and enjoyment of all Facilities Management employees. 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/NewsMagazine/Issue34.pdf](http://facilities.uncc.edu/FileManager/files/NewsMagazine/Issue34.pdf)