



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

I have recently seen some grand examples of **Teamwork** within our Department. Teams of people from different shops and sections worked together to restore power to Burson Building, replace broken steam and condensate lines, replace lights in the lecture hall in Friday Building, add new air conditioning units to the main computer room in the Library, install new access card readers in the Residence Halls, and develop action plans to improve energy conservation on campus. Other examples include Capital and the Shops working together to repair water lines broken by contractors, Housekeeping and the Electrical shop working together to clean under the main computer room floor, and Grounds' assistance to the Roads and Utilities contractor. These are just some examples. I could site many, many more. I am proud of the way we are living up to our definition of Teamwork as a "cooperative and coordinated effort on the part of all employees working together at all levels to successfully accomplish our mission through open communication and mutual respect." Let's keep the **Teamwork** ball rolling and continue to support each other!

Along with teamwork, our organizational vision demands that we excel in **Customer Service**. We recently developed a customer satisfaction survey (with help from the Urban Institute). This survey will be sent to our customers throughout campus this fall. Once the results are compiled, we will have a measure of how our customers think we are doing. I ask everyone to adopt a "customer first" attitude and to seek to serve our customer's needs to the best of your abilities and resources.

**Continuous Improvement** should be another watchword for our organization. There are many examples of this going on within Facilities Management. I am proud of the way many of you have embraced this concept. The work that Housekeeping is doing to convert to team cleaning, add third shift work and standardize training is noteworthy. The work everyone has done to improve in the weak areas noted by last year's Employee Survey is also excellent. Of particular note is the improvement we have made in the Department's training program. The new system of training profiles, annual training plans, CPR training, Communications and Venture training, and increased budget allocations have all contributed to what I consider a marked improvement in our training program. This is just one example of how, together, we are striving to be the best organization we can be.

We need everyone's **Ideas** if we are going to continue to improve the organization. We recently implemented a new **Idea** program. There are two ways to get your **Ideas** considered. One is through the new **Idea Boxes** that are being installed around Facilities Management areas on campus. Just drop a written note in the box. You will receive feedback and an honest consideration of your idea. The second way you can contribute is electronically. If you have access to a computer, go to the Facilities Management Local (Intranet) web page (<http://caf.m.facilities.uncc.edu/suggestionbox>) and click on **Idea Box**. We have already received and approved some great **Ideas** that are making us better and more efficient. Keep those cards and letters coming! (See related article on page 10).



Philip M. Jones, P.E.

Associate Vice Chancellor for Facilities

## *Earth Day Celebration*

On April 22, the Office of Waste Reduction and Recycling hosted the 11<sup>th</sup> Annual Environmental Festival and Earth Day Celebration. Grounds and the Electrical Shop provided invaluable help by setting up and breaking down the event. Altogether, about 20 groups from both on and off campus participated, bringing animals, vehicles, food, displays and informational handouts.



Visitors were able to see a Red-tailed Hawk and an American Kestrel from the Carolina Raptor Center, reptiles from Mecklenburg County Parks and Recreation, and puppies from the Humane Society of Charlotte. Smokey Bear paid a visit (courtesy of NC Forest Service), and Talley's Green Grocery provided free organic snacks.

Alternative fuel vehicles, (a car, truck, and motorcycle) were displayed by the Center for Alternative Energy Transportation (part of York Technical College) and the Centralina Clean Fuels Coalition. While the Charlotte Area Greens and the UNCC Campus Greens discussed environmental politics and ways to make a difference, Wild Earth and the Office of Waste Reduction and Recycling educated visitors about the importance of recycling and water, energy, and natural resource conservation.

The Venture Program worked on team-building exercises, and Jeff Adams-Davis demonstrated the relaxing effects of T'ai Chi Chu'an. The Charlotte Amateur Astronomer's Club was on hand to provide an escape from earthly matters. Visitors were able to look at sunspots and chart solar activity.

BIKES of Charlotte-Mecklenburg, Catawba Riverkeeper Foundation, Gamma Theta Upsilon (the Geography Honor Society), Mecklenburg County Water Quality, Master Gardeners, NC Wildlife Federation, and RibbonWalk Conservancy also participated in the event.



To see pictures of the event, visit the Office of Waste Reduction and Recycling website at <http://facilities.uncc.edu/recycling/Events/Earthday2003.htm>.

- Shannon Caveny-Cox, Recycling

The youngest member of Recycling with Smokey the Bear

## *Move-Out*

Move-Out for Charity a Success!

Every year it's the same routine...students take their exams, pack up, and move out of the residence halls. In the rush to get moved out, students throw away thousands of pounds of clothes, food, and furniture. For the past four years, the Office of Waste Reduction & Recycling (OWRR) has worked with Housing and Residence Life (HRL) to organize a "Move-Out for Charity". This program has grown from collecting 3,000 pounds of reusable materials in the first year to collecting almost 14,000 pounds of material in 2003.



Here's how it works...the OWRR places boxes in the lobby or laundry room of each residence hall. Clothing, unopened non-perishable foods, shoes, books, and miscellaneous household items are collected in these boxes. An outside area is roped off for collecting bulky items like furniture and rugs, and for construction materials like bricks and wood, which are used to make lofts. HRL staff collects the bulky items, while OWRR staff collects materials from inside the buildings.

Food that is collected is taken to CUP, an organization that provides food to the needy. Bricks, wood, and other construction materials are taken to the College of Architecture for use in projects. All other items are loaded into a trailer to be picked up by Goodwill Industries.



Between May 1 and May 15, OWRR and HRL staff collected 2,920 pounds of clothing, 1,158 pounds of furniture, 784 pounds of shoes, 1,476 pounds of miscellaneous household items, 1,082 pounds of food, and 6,484 pounds of concrete blocks.

- Shannon Caveny-Cox, Recycling

## FOCUS ON STAFF

Congratulations to **Dot Munson**, of Recycling, who received the Associate Vice Chancellor for Facilities Management Employee of the Quarter Award and to **Pete Altman, Lance Anderson, Tracy Bevins, Winston Bynoe, Mark Gault, David Huntley, Lewis Jackson, Howard Jaecks, Joey Johnson, Bob Lewis, Dewey Lilly, Marvin Mackey, Chris McKinney, James Manley, Phil Meacham, Mark Neel, Steve Reis, Albert Reynolds and Ed Seamon** of the Electrical and HVAC Power Outage Team who were recipients of the Team of the Quarter Award.

Dot was nominated for an Award for Excellence for consistently taking proactive steps by removing recyclable materials from the trash, properly recycling them, and then contacting the people responsible and communicating that there are alternatives to throwing things in the nearest dumpster.

The Electrical and HVAC Power Outage Team was nominated for a Customer Service Award by Dewey Williams, of Chemistry, for working together as a team on April 21<sup>st</sup> when the campus suffered a major power outage that resulted in the Burson Building, unlike the other buildings, not having full power to the circuits. The nomination noted that “these employees worked as a team to determine the problem, notified the appropriate people and stayed for many hours after their normal shift to support the work being done. Without their diligence and willingness to stay on the job until it was complete, the matter could have been overlooked until the next day and resulted in lost hours for students and faculty.”

Other recipients for the April - June 2003 quarter were:

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

**Rena Foster**



Rena Foster

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

**Mike Barnes, Franklin Brown, Mike Cao, Jessica Deal, Lewis Jackson, and Teri Weaver**



Mike Barnes



Lewis Jackson



Mike Cao

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

## FOCUS ON STAFF

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

**Henry Bennett, Elvira Smith, and Confort Wilson**

**Lisa Blakeney, Dorinda Calhoun, Deborah Deese, George Lemus, Closel Macena,**

**Franjo Pauler, Essie Spears, and Earnestine Watson**

**Bob Frias and Adam Thompson**

**Horace Johnson and Joe Legere**

**Chris McKinney, John Nash, Tim Smith, and James Williams**



Elvira Smith, Henry Bennett, Confort Wilson and Phil Jones



John Nash, James Williams, Tim Smith and Phil Jones

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

**Barry Anderson, Lora Aricco, Lee Arnold, Greg Barnes, Tracy Bevins, Mike Cao, John Conn, Ken Cranford, Reggie Cunningham, Angelia Davis, Bob Fitzgerald, Mark Gault, Sylvester Jones, Keith Lewis, Dewey Lilly, Rick Mancini, Dot Munson, Robert Murray, Kelly Nash, Terry Pennell, Margaret Sawyer, Ed Seamon, T.L. Smith, Novella Townsend, George Williams, and Confort Wilson**

## SAFE TEAMS OF THE QUARTER



Electrical



**Electrical**



General Services

**General Services**



Preventive Maintenance

**Preventive Maintenance**

**Recycling**



Recycling

## EMPLOYEE OF THE QUARTER

**Congratulations to Dorothy “Dot” Munson, a Recycling Technician with Facilities Management, who has been honored with the “Employee of the Quarter” award for April – June, 2003.** Dot, who has worked with Facilities Management since December 10, 1990, served ten years in Housekeeping before moving to Recycling in October, 2000. It was while working as a housekeeper that Dot first discovered her passion for saving the earth. She now avidly recycles in her own home and has since even helped implement a recycling program at her church.

Dot was chosen among seven other nominees this quarter specifically for her proactive approach in reminding the campus to recycle and especially for her diligence in not only removing a great deal of recyclable materials from the trash but also for taking the next step and finding the responsible parties and informing them of the need to recycle these materials. “If we get things that aren’t right,” says Dot, “I try to find the person responsible and show them the right way.”



Dot Munson

Dot, whose philosophy of life includes “doing unto others as you would have them do to you,” undoubtedly owes some credit for her effectiveness to her sincere kindness. “It’s a lot easier to be nice than to make somebody do it,” she says.

The Concord, North Carolina, resident enjoys not only her job, but those she works with as well. “We all get along,” she says. “They look after me, and I look after them.” Dot, who in her spare time enjoys reading and doing church work, acknowledges her younger sister, Katherine, as a profound motivation in her life, and says she’s not just a sister, but also a friend. In October, the two will travel to Canada for what would have been Katherine’s 30<sup>th</sup> anniversary, had her husband not recently passed away. At long last, Dot, who rarely takes time off, will enjoy a well-earned and richly deserved holiday.

- Zacch Estrada-Petersen, Admin

## Water, water everywhere.....

Water, water everywhere.....

When it rains it pours.....

It is raining cats and dogs.....

It’s raining, it’s pouring, and the old man is **DOING what!!**

Well for the last two months or more the old man has been treading water.

We have had record rainfall. I guess you sometimes do get what you wish for. We all wished for more rain last summer, so I guess we were finally heard. It is important that we are no longer in a drought situation, but perhaps we could have a little less rain for a while to prevent anymore flooding. People in surrounding areas have had personal loss because of flood damage. How does this affect Facilities Management you ask? A great deal!

Ceiling leaks all around campus have kept our carpentry shop pretty busy. Spring planting was tougher with so much rain. The Grounds crew had to schedule their workload around the weather. The housekeeping staff had to keep an eye out in the entranceways, making sure the floors were not slippery from rain getting in. This could cause safety hazards. Also projects had to be put on hold and rescheduled due to the grounds being too wet. This caused some concerns with year end funding, and we all know how intense that can get!!

Now we can also look beyond those big black clouds and “soak” in the beauty around us. The grass is nice and green. Flowers are bright and beautiful. The air just seems to be fresher. So we need not wish rain away just perhaps ask for a little less.

“Rain, rain, go away”. “Come again, another day”.



Rain or shine Gracie Caldwell can be seen around campus getting the job done.

--Noella Paquette, Admin

## TEAM OF THE QUARTER

Congratulations to Pete Altman, Lance Anderson, Tracy Bevins, Winston Bynoe, Mark Gault, David Huntley, Lewis Jackson, Howard Jaecks, Joey Johnson, Bob Lewis, Dewey Lilly, Marvin Mackey, Chris McKinney, James Manley, Phil Meacham, Mark Neel, Steve Reis, Albert Reynolds, and Ed Seamon, of the Electrical and HVAC Power Outage Team, for being selecting as the Team of the Quarter for April – June 2003.

Ever wonder who is in charge of getting the power back on as soon as possible when the campus is in need of light and air? Well wonder no more because the HVAC and Electrical Power Outage Team are on the job. For doing such an outstanding job when the campus was in need, this team was nominated for a Customer Service Award by Mr. Dewey Williams of the Chemistry Department. He stated, “On April 21, the Burson Building and others suffered a major power outage. While checking the building, several workers discovered that the Burson Building, unlike the other buildings, did not have full power to the circuits. Further investigation found the possible problem - a malfunctioning transformer. Facility supervisors were notified and Duke Power was called. These employees worked as a team to determine the problem, notified the appropriate people and stayed for many hours after their normal shift to support the work being done. Without their diligence and willingness to stay on the job until it was complete, the matter could have been overlooked until the next day and resulted in lost hours for students and faculty.”

What makes this team so special?

Howard Jaecks replied, “Everyone was able to come together and get things done.”

Lance Anderson and Ed Seamon put their heads together to come up with one stable answer. “Without power, there would be no team, so thanks power.” These two, like many others on the team, showed real dedication. Lance had to stay eight extra hours, and Ed had to cut his vacation short just to figure out the problem. Thanks guys!

Mark Gault took the simple way out of the question and replied, “It broke, and we fixed it.” You sure did!

Lewis Jackson replied, “This team has a wide variety of knowledge, and everyone did their part to find a quicker solution for the problem.”

This special group of people really showed us what a REAL team is about. They put their knowledge together to solve a detrimental problem, and because of this, the campus was able to run smoothly as always. A BIG thanks to you all, and again Congratulations!

- Davida Gaddy, HVAC



Electrical and HVAC Power Outage Team

## *Announcements*

**Listed below are the tentative dates for CPR Training for the rest of this year (2003):**

**- September 24, 2003 8:30 AM—12:00 PM Cone 265**

**- October 15, 2003 8:30 AM—12:00 PM Cone 265**

**- November 5, 2003 8:30 AM—12:00 PM Cone 265**

**- December 3, 2003 8:30 AM—12:00 PM Cone 265**



## 2nd Annual Facilities Management Picnic

The 2<sup>nd</sup> Annual Facilities Management Picnic was held on May 16, 2003. This is truly becoming a tradition for Facilities Management. A lot of hard work and dedication goes into this event each year. The teamwork demonstrated to make this event successful is amazing. Many areas within Facilities Management may never get to see each other. The picnic allows them to talk with other areas and just get to know people. Teamwork is a very important key to the success of Facilities Management. With each year we hold this event the teamwork grows stronger. Thank you to everyone that made the picnic a success!

- Kelly Nash and Tracy Bevins



# Maintenance & Operations



Chancellor's Residence – landscape contractor Metrolina Landscape Maintenance

Metrolina Landscape Maintenance began working on the Chancellor's Residence January 2003.

The front lawn and other areas of the grounds needed some renovation/ corrective measures. The front lawn was replaced and subsequent maintenance measures began.

Their work has been very thorough, and their quality of work has been outstanding. The overall landscape has improved greatly and is demonstrate by the recent photos of the grounds surrounding the Chancellor's Residence.

- Joey Cochran, Grounds



In a teamwork effort, Shop 14 and Shop 15 designed and installed "guard rails" as an experiment at Belk Tower. It has been observed that folks tend to go off of the sidewalks and ride their Utility Carts onto the turf in certain areas of Campus. The rails were installed as a deterrent. Once classes resume later in August, and the pedestrian traffic increases, we will be able to determine if these new rails will serve their purpose.

- Penny Franki, Grounds



Management made the decision to repair several steam lines and valves with in-house labor and contract. The and replacement has begun on several leaking steam/ condensate lines around campus. The needed repairs will be completed for the beginning of school. Some of these locations include Storrs/COA, Burson and Friday buildings. Other projects will be excavated and repaired on a priority basis. The photos show the work in progress at COA and Burson buildings.

- Joey Cochran, Grounds



Since 1981, William (Dub) Poplin has been the "guru" of woodworking in General Services (Shop 14). In the more than 20 years that he has worked at the University, he has been the man who everyone consults concerning the design, construction, or installation of cabinets, counters, bookcases, etc. Pictured here are Dub and Greg Barnes working on the "Idea Boxes" that will soon be installed in Facilities Management shops.

- Dave Hillard, General Services

# Maintenance & Operations



As shown in the picture above, the Electrical Shop is working on the Residence Life/49er Card reader Door Alarms - Project# 03-0010. In the photo, you can see how this will heighten building security and eliminate the unauthorized entrance of persons into the building and make the area more secure for it's occupants.

-Tracy Bevins, Electrical Shop



As shown in the picture above, the Electrical Shop is in the finishing stages of the Hawthorn Lighting Upgrade – Project# 04-0001. The poor lighting in the dorm rooms was a big concern to the students, and improvement was desperately needed. The lighting was antiquated and in a bad area, but as seen in the photo above the lighting was moved from the walls to the ceiling which gave the students the benefit of more light in the dorm as well as a more modern look.

-Tracy Bevins, Electrical Shop



As shown in the picture above, the Electrical Shop is working on the Friday/Sac Walkway Lighting Project# 02-0134 for campus beautification and to provide more lighting along the new walkway.

-Tracy Bevins, Electrical Shop

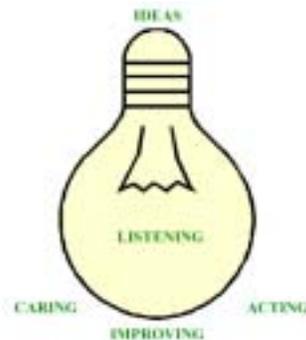


In this picture you can see a general camaraderie between shops. After all, it takes a team to make it happen and in Facilities Management it's all about TEAMWORK!!!

-Tracy Bevins, Electrical Shop

# Idea Box

The 2002 Employee Satisfaction Survey showed that over 40% of Facilities Management employees felt that when suggestions for improvements are offered, management does not take action. Furthermore, 46% of the employees felt that upper level management does not show a genuine interest in the overall well-being of employees. To improve this situation, Idea Boxes have been created. These boxes are symbolic of the commitment Phil Jones and the management team have made to give serious consideration to employee suggestions. The process of encouraging employees to share their ideas and then following through by analyzing those ideas and responding to the employees is the crucial element that will make the Idea Boxes work.



The Strategic Action Plan Group assigned to evaluate this response from our 2002 Survey and establish action plans to improve in this area was comprised of Brian Guns, Chairperson, and members Mac Fake, Calvin Lowder (now retired), T. L. Smith, John Carpino, and Gwen Sasser. Ray Dinello, of Facilities Management MIS, assisted in developing our web-based Electronic Idea Box.

Our Action Plan Group agreed that the true solution to this problem would be in establishing a trust based relationship between management and employees. The first step was to re-establish the old suggestion box concept by taking a new proactive approach and focusing on positive results rather than on old, overworked gripe sessions.

An enhanced program focusing on innovative new ideas and recommendations for new processes, cost efficiency, improved productivity, and better utilization of manpower, time, and materials was recommended. We wanted to focus on changing the things within our power rather than things we have no control over that are governed by the State and the University. Thus, "Share Your Idea" was developed. We wanted to ensure that employee suggestions were looked at, so we developed guidelines by which this program will be governed. Some of these guidelines are:

- Record and respond to suggestions (electronic and hard copy form with signature line). Only those signed by the employee will be considered.
- Provide credible, quantitative, timely responses to suggestions; periodic meetings; individual feedback; and reporting positive action suggestions at the All Employees Meetings.
- Help employees legitimize day-to-day suggestions.
- Determine who responds and make sure the response does not undermine the immediate supervisor.
- Keep the Idea Box a "gripe free zone."
- Provide an Idea Box that will be "Confidential in Nature," meaning that the Associate Vice Chancellor (Phil Jones) and/or his Administrative Assistant (Kelly Nash) will have access to both the boxes and electronic transmitted suggestions.
- Provide an acknowledgement of receipt back to the employee that his/her suggestion was received and is in the queue for review and follow-up.

Five "Share Your Idea" boxes are located in various buildings:

1. Facilities Management Hallway to Restrooms
2. Grounds Shop
3. Friday 148 (Housekeeping Office)
4. Colvard 1058 (Housekeeping Office)
5. Library G49 (Housekeeping Office)

The electronic web-site is <http://cafmm.facilities.uncc.edu/suggestionbox/> and can be used by all employees with computer access. Step-by-step guidelines will be provided for submittal of both boxes (electronic and hard copy).

Working together we can make positive differences by jointly focusing on new Ideas, Listening, Caring, Acting, and Improving to enhance continuous improvement in our day-to-day environment, a place where people want to come to work!

- Gwen Sasser, Admin

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