



Facilities Management

Customer Handbook

-Updated September, 2013-

Providing a quality learning, research and living environment to the benefit of UNC Charlotte students, faculty, staff and the entire community.

facilities.uncc.edu



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I. Welcome

This handbook provides an overview of the wide range of services provided by UNC Charlotte’s Facilities Management Department. As one of the University’s largest departments, we have more than 420 talented craftspersons, skilled professionals and highly-qualified support personnel serving the campus community.

Our mission is to provide a quality learning, research and living environment for the benefit of students, faculty and staff by planning, building, operating and maintaining the campus. In fulfilling that mission, Facilities Management (FM) provides construction, renovation, maintenance and repair, custodial, recycling and utility services for the campus.

Our key business drivers are teamwork, customer service and continuous improvement. Whether your need is as simple as hanging a picture or as complex as constructing a new building, our department has the diverse skills and dedicated employees to get the job done.

We will ensure our vision to “Create a Campus of Distinction at UNC Charlotte.” Go Niners!



Phil Jones, P.E.
Associate Vice Chancellor,
Facilities Management

Photo Credits: Wade Bruton, Solomon Franklin, Devin Hatley, Jenkins-Peer Architects

II. Getting Started

Where Do I Start?

You are encouraged to contact your building's assigned "Building Liaison" who can help streamline building requests and needs. Not sure who that is? Just visit facilities.uncc.edu and click "Building Liaisons" or contact the Building Liaison Coordinator at 704-687-0567.

*One exception: For Recycling needs, please contact the Recycling Office Manager at 704-687-0607 or KaFreshc@uncc.edu.

General responsibilities of your Building Liaison include submitting work requests through Archibus, coordinating service execution and working as the building contact for utility interruptions.

What is a Zone?

Each building we manage is assigned to a Zone, ensuring work quality and efficiency. Find what Zone your building is in by viewing Operations' and/or Building Environmental Services' Zone Guides on pgs.16 and 19*.

*We again encourage you to contact your Building Liaison first; however, Zone Supervisors are an alternate contact.

What is a Services Shop?

These shops provide a particular campus-wide service (i.e. Lockshop or Utilities). The Services/Shops Guide can be found on pg.18.

What is Archibus?

Archibus is a web-based facilities work order management system. You're encouraged to contact your Building Liaison to place the request; it will then be managed and tracked in

the system. For Archibus training or other information, call 704-687-0552 or visit facilities.uncc.edu and click "Archibus."

What Type of Work Requests Are Entered Into Archibus?

There are five basic types: *Work*, *Project*, *Motor Fleet*, *Key and Space Update*. *Work requests* are the most used request type. Examples include: special housekeeping (now Building Environmental Services) needs, pest control, event moving, shelving construction, hanging wall items or basic painting.



Project requests are larger in scope than a work request. Projects often involve more than one trade and sometimes outside contractors or suppliers. Customers typically work with FM's Design Services or Capital Projects for these.

A motor fleet request is to reserve a University vehicle needed for official business.

A key request is for keys and access to your office and building.

A space update request is asking certain space-related specs to be updated in Archibus; these relate to the individual's department, room, floor plans and category.

What About an Emergency?

An "emergency" is defined as work necessary to prevent injury, property damage or interruption of critical functions. First, please contact your building's Zone Supervisor (pgs. 16-17). If not available, please contact Customer Service at 704-687-0562 (open 7:30am - 5:30pm, M-F).

III. Work Orders

There are *Five Work Categories*:

Emergency Work is work necessary to prevent injuries, property damage or interruption of critical functions. If this occurs during business hours (8am - 5pm), contact your building's Zone Supervisor (pg. 16-17). After-hour requests need to be called in to Campus Police at 704-687-2200.

Work Requests include routine maintenance, repair or other service work which doesn't involve code compliance and doesn't exceed \$30,000 in total cost.

Preventive Maintenance is planned, routine inspection of equipment and facilities to provide adjustment, cleaning and minor repairs, ensuring they are in good serviceable condition and reduce service interruption.

Informal Projects are customer-billed work which involves design and administration of "minor" construction (under \$500,000). This work typically involves architectural, engineering and interior design services.

Capital Projects are major construction, repair and renovations of significant financial scope (\$500,000+). Examples include new building construction, modernizing a building's entire HVAC system or a roof replacement.

Funding - Who's Responsible?

An annual state appropriation is received for basic maintenance, operations and utilities services in academic and administrative facilities.

Other work can be billed on a reimbursable (customer-billed) basis. Examples include special requests in academic and administrative buildings, and auxiliary areas such as Housing and Residence Life and Dining Services. Contact Facilities Operations or the Business Office for any questions at facilities.uncc.edu.

IV. Our Organizational Units

Building Environmental Services (formerly Housekeeping) and **Recycling** cares for UNC Charlotte's built environment to provide a safe and healthy campus. This is done by routine cleaning, recycling and conserving of University resources.

Capital Projects is responsible for managing consultants and contractors to implement major construction and repair (\$500,000+) of utilities, buildings and facilities of UNC Charlotte.

Design Services is responsible for the design and administration of informal projects, including campus interior and exterior renovations (under \$500,000). They work with several parties, managing projects in a code-compliant, professional and timely manner.

Facilities Business Office manages FM's budgeting, accounting, financial analysis, human resources, staff learning and development and communications.

Facilities Information Systems provides technology planning, software development, training and administration for FM relating to space, infrastructure, construction, maintenance and planning. Examples include Archibus and Building Automation Systems.

Facilities Operations is responsible for all maintenance and repair of University facilities as well as utility systems, grounds care and more. They strive to provide these services consistent with the University's standards of excellence.

Facilities Planning provides the planning of construction and renovation projects, space allocations and other efforts, ensuring campus standards are met.

Real Estate works with State and University officials (and others) on a myriad of real estate-related issues. Projects include: acquisitions, leasing, rights-of-way, easements, encroachments and other issues related to lands of the State.

V. General Services

Adverse Weather (snow, ice, etc.)

Adverse weather includes snow, ice, flooding, thunderstorms/lightning, tornadoes or hurricanes. In the event of adverse weather, FM is responsible for removing debris and repairing any damage to campus buildings and grounds. In the event of snow and/or ice, FM is responsible for de-icing campus roads, walkways and building entrances.

If adverse weather or associated damage poses ANY DANGER OR REQUIRES IMMEDIATE ATTENTION, please contact Campus Police at 704-687-2200.

Building Environmental Services - BES (formerly Housekeeping)

BES serves the cleaning needs of the University's academic buildings (including Center City Building), administrative buildings, research facilities, laboratories, the Chancellor's Residence and the Harris Alumni Center. It's comprised of three shifts, covering 24 hours. Shifts and zone information can be found at facilities.uncc.edu.

Cleaning and trash disposal services are provided on a routine basis. The University's cleaning schedule can be found at facilities.uncc.edu or ask your Building Liaison.

Special, non-routine services are available by advance request - please contact your Building Liaison or the BES Office Manager at 704-687-0603 | rlatham1@uncc.edu.

Emergency cleaning services are available by contacting your Building Liaison or the BES Office Manager at 704-687-0603|rlatham1@uncc.edu.

An emergency is a situation where the health and welfare of individuals are endangered or when property could be damaged/destroyed. Examples include fire or flood.



Construction and Renovations (under \$500,000)

Design Services is responsible for coordinating the planning, designing, and contract administration for informal projects and renovation of campus space. The team works with state agencies, campus constituents and outside professionals to ensure projects are completed in a professional and timely manner while adhering to North Carolina Department of Insurance, University Standards, Budgets and State Procurement Procedures.

Design Services provides various phases of the design and planning process. From scope & budget to project completion, this unit helps the customer realize their space needs while assuring compliance with applicable regulations, building codes and for safe maintenance, operation and protection of University facilities.

Construction and Renovations (over \$500,000)

The Capital Projects unit oversees new and renovation construction projects that cost over \$500,000. Tasked with ensuring the integrity of the University's Campus Master Plan, the team employs architectural and engineering consultants for design services.



Construction Manager at Risk construction and Single Prime delivery methods are used with a contractor pre-qualification process. Capital Projects staff are responsible for projects from conception through close-out.

Each project is assigned a project manager and construction manager to represent the University's best interest while serving as the liaison between client and contractors.

For more information, please contact Capital Projects' administrative assistant at 704-687-0615.

Elevators

UNC Charlotte elevators are maintained by licensed elevator maintenance contracting companies. To report any problems with elevators during normal business hours, call 704-687-0582. During non-business hours or if an emergency, call Campus Police at 704-687-2200.

Additionally, all elevators are equipped with phones that connect directly to Campus Police.

Energy Management

Managed by the Capital Projects unit, the program focuses on construction, maintenance and operation of campus energy systems in the most efficient manner while meeting building occupant needs and health and safety codes.

Energy efficiency efforts are guided by FM's Strategic Energy Plan with actions such as retro commissioning, building energy audits and infrastructure upgrades that ensure University-wide compliance with all federal, state and local environmental regulations. The area also provides education through energy conservation projects, information kiosks and workshops.

It is working toward the University's commitment of climate neutrality by 2050. For more information, please contact the Energy Manager at 704-687-5384 | aschall1@uncc.edu.

Moving Services

On campus moving services are available. These include office relocations (up to 20 boxes), room evacuations and items bound for the landfill or surplus. Note: they are unable to move technology equipment such as computers, printers, copiers and other specialty equipment if needed.

To make a move request, please contact your Building Liaison to submit a request in Archibus. Once submitted and received, you will be contacted by the moving crew to schedule a date/time for the move. Note: this doesn't include furniture disassembly. If you require this service, please submit the request in Archibus separately.

Fire Alarms Systems

Maintenance is provided for all fire related and life safety equipment. Should there be a problem, please contact your Building Liaison or the fire alarm shop at 704-687-0575.

Grounds

The mission of Grounds is to maintain, beautify, repair or refurbish all of the University's 525 acres of richly developed grounds, roadways, parking facilities and recreational and athletic fields. Routine services include: care of shrubs, trees and plantings, turf management, litter control, concrete/paver/asphalt installation and inclement weather maintenance.

Special services, such as basic moving and some types of special event set-up, are available by advance request. For more information, please speak with your Building Liaison or visit facilities.uncc.edu and search "Grounds."

HVAC (Heating, Ventilation, Air Conditioning)



Operations Zones maintain heating, ventilation and air conditioning (HVAC) to optimize indoor air quality, energy efficiency and occupant thermal comfort. Additionally, the department ensures proper functioning of certain refrigerated food service equipment, critical scientific refrigeration and specialized laboratory environmental controls.

To request preventive and corrective maintenance, technical service and installations/upgrades, please contact your Building Liaison or the Operations Zone Supervisor (pgs. 16-17).

Keys, Locks, Card Access, Video Systems (Lockshop)

This area creates and maintains the University's lock and key system, including building keying schematics, codes, key cutting, card access and video administration. Please report lost, stolen or damaged key/access/video devices immediately through your Building Liaison or visit facilities.uncc.edu.

Lighting

Interior building lights are maintained by Operations Zone Maintenance staff. This includes exterior lights attached to the building. If there is damage or repair needed, please contact your Building Liaison and/or Zone Supervisor (pgs. 16-17) during normal working hours.

Motor Fleet

There is a small fleet of vehicles for official business transportation needs of the campus community. All drivers must be UNC Charlotte employees and have a valid U.S. driver's license on file with Motor Fleet.

For reservations: go to facilities.uncc.edu and click "Archibus"

For policies, etc.: go to facilities.uncc.edu and search "Motor Fleet"

Outside Repairs (Sidewalks, Storm drains, etc.)

Outside maintenance and repairs for sidewalks, storm drains, streets, concrete, pavers, etc. are completed on an "as needed" basis by Grounds crews.

Please report serious damage or overflows immediately by calling Facilities Operations at 704-687-0567 or 704-687-0564.



Pest Control

Grounds Services provides routine grounds maintenance, which includes pest control. To request additional or interior pest control, please contact your Building Liaison or call 704-687-0595.

"Facilities Management makes this campus a home for myself and for all the students, staff, faculty and community members that walk these grounds."

*- W. Vidal Dickerson
UNC Charlotte Staff Council,
President*

Recycling

This 16-person unit provides comprehensive recycling and waste reduction services for the University's campus, inside and outside (excluding inside bins for HR&L, Atkins Library, Student Union and new parking decks). Services include collecting recyclables; composting dining food waste; and acting as a resource for construction/demolition recycling, water and energy conservation, waste reduction methods and the campus waste hauling contract.

Education, tours and presentations are continuously provided. Requests can be made by contacting the Recycling Office Manager Kelly Freshcorn at 704-687-0607 | KaFreshc@uncc.edu.



Recycled materials include: drink cartons, glass bottles and jars, aluminum and steel cans, corrugated cardboard, white and mixed office paper, cartridges, batteries and most plastics (except #6 - NO STYRENE OR STYROFOAM). The list continues to grow; visit facilities.uncc.edu and click "Recycling" for updates.

For other special requests, please contact the Recycling Office Manager, using the contact information noted above.

Repairs and Building Maintenance

Certain repair, testing and maintenance functions are completed in the buildings using a pre-coordinated schedule. Sometimes special requests are needed outside of this schedule. The requests include: exterior painting, interior painting, mechanical equipment maintenance, electrical systems maintenance and the repair of water, air, gas, steam and sewer systems. Repairs utilize the services of many trade professionals including roofers, masons, carpenters, painters and electricians.

For maintenance or repairs outside of the pre-coordinated schedule, please contact your Building Liaison or Operations Zone Supervisor (pg. 16-17).

Sustainability

The Office of Sustainability works in partnership and empowers a wide variety of constituents across campus including faculty, students and suppliers to implement the University's Sustainability Plan's goals. These goals include increased energy efficiency of campus operations, leading and promoting energy conservation projects and action and plan development to use energy from renewable resources.



One key objective, shared with Energy Management, is to work toward the University's commitment of climate neutrality by 2050, via the Climate Action Plan. For more information, visit facilities.uncc.edu/sustainability.

Temperature/Humidity Monitoring

The following temperature ranges have been established for heating and cooling comfort, while observing energy efficiency.

“Occupied hours” (Monday - Friday, 7:00am - 7:00pm)

Heating set point = 71 Deg. F

Cooling set point = 75 Deg. F

“Unoccupied hours” (Friday 7:00pm - Monday 7:00am)

Heating set point = 60 Deg. F

Cooling set point = 85 Deg. F

These temperatures do not apply to areas requiring special conditions such as server rooms, computer labs, sensitive research labs or special collections. Temperatures for these areas will be set by the Zone Supervisor in consultation with the department responsible for the space.

Building Liaisons should submit work requests via Archibus when work areas are outside the “Occupied” temperature range (70 Deg. F - 76 Deg. F).

Trash and Recycled Items

Trash and recyclable items are routinely collected and disposed of by Building Environmental Services and Recycling.

Requests for services beyond what is regularly scheduled (i.e. additional pick ups, special events, new bins, etc.) can be made:

Trash - Contact your Building Liaison or the BES Office Manager, Ronda Latham, at 704-687-0603 | rlatham1@uncc.edu.

Recyclables - Contact the Recycling Office Manager, Kelly Freshcorn, at 704-687-0607 | KaFreshc@uncc.edu. See the “Recycling” section of this handbook for more details on recyclable items.

Note: Litter is regularly picked up by FM Grounds.

Utilities and Utility Outages (Gas, Power, Water, Sewer)

Alterations or connections to University utilities must be coordinated through FM. For your safety and to ensure the integrity of all utility systems, only FM employees or approved contractors are authorized to complete utility work. (Telephone and communications services are managed by University IT Services Dept., ITS.)

Power outages may be the result of larger issues related to electrical wiring, plug load or energy distribution. For isolated power outages (not the whole building), please contact your Building Liaison or Zone Maintenance Supervisor. For widespread power outages (building-wide or campus-wide), contact your Operations Zone Supervisor or their Area Manager (pgs. 16-17).

IF THE OUTAGE POSES ANY DANGER, or it is after normal business hours, please contact Campus Police at 704-687-2200.

Notes:

Parking is managed by Parking and Transportation Services (PaTS). They can be reached at pats.uncc.edu or 704-687- 0161.

Events, facilities and equipment rental is managed by Conference, Reservations and Event Services (CRES). They can be reached at 704-687-0715 or cres.uncc.edu.

VI. Operations Zone Guide

Buildings are organized into two areas broken further into Zones. The buildings assigned to each Zone are listed in alphabetical order. (Also see FM's website: [facilities.uncc.edu/Building to Zone Locator](http://facilities.uncc.edu/Building%20to%20Zone%20Locator).)

AREA A Manager: Bob Smith (o)704-687-8504 (c)704-352-0422

Zone 1

Supervisor: Lance Anderson o/704-687-0852; c/ 980-722-0542
Admin. Assistant: Glenda Locklear o/704-687-0853

Assigned Buildings: Athletic Storage, Barnhardt SAC, Belk Gymnasium, Bissell House, College of Education, College of Health & Human Services, Harris Alumni, Harris Blvd. Radio Tower, Hayes Stadium, Irwin Belk Track, King, Miltimore-Wallis, Memorial Hall, NRFC Fieldhouse, Reese, RUP 1, Student Union, Wachovia Fieldhouse and Woodward

Zone 2

Supervisor: Ed Diaz, Interim o/704-687-8975; c/980-722-8990
Admin. Assistant: Kathy Brown o/704-687-8974

Assigned Buildings: Ben Craig Center, Ben Craig Lot, Bioinformatics, Foundation, Duke/Centennial Hall, EPIC, Grigg Hall, Observatory, RUP2

Zone 3 Center City Building

Supervisor: Matt Smith (Interim) o/704-687-1510; c/704-762-0376

Zone 7 Kannapolis Buildings

Supervisor: Charles Kraus o/704-250-0517; c/980-621-7745
Admin. Assistant: Karen Westphal o/704-250-5016

Operations Zone Guide

(continued)

AREA B Manager: (New hire in process) (o)704-687-0563

Zone 4 Food Service

Supervisor: Paul Taylor o/704-687-0570; c/704-776-1951
Admin. Assistant: Kristi Westphal o/704-687-5566

Assigned Buildings: Residence Dining Hall (RDH) and Cafeteria Activities Building (CAB)

Zone 5

Supervisor: David Smith o/704-687-0582; c/704-654-6617
Admin. Assistant: Kim Sowa o/704-687-0584

Assigned Buildings: Barnard, Belk Tower, Cato, Colvard, Cone, Denny, Fretwell, Friday, Garinger, Macy, Robinson, Rowe, Storrs, Summer Programs, Winningham

Zone 6

Supervisor: Joe Loder o/704-687-0578 ; c/980-722-8381
Admin. Assistant: Sandy Mullins o/704-687-5570

Assigned Buildings: Atkins Library, Auto Trailer, Biology Storage, Burson, Cameron, FM Annex 2, FM Annex 3, FM/Police, Grounds & Grounds Storage, Grounds Greenhouse, Heating Plant, J Bldg/FM Annex 1, Kennedy, McEniry, Recieving & Stores, Smith, Solvent Storage, Student Health Center

Notes:

If you're unable to reach your assigned contact, Zone Supervisor or Area Manager, please call: Customer Service at 704-687-0562 (open 7:30am - 5:30pm, M-F).

If unable to reach anyone, please contact Facilities Operations' Office Manager, Ms. Pamela Hickman, at 704-687-0567 or the Director, Lee Snodgrass, at 704-687-0564.

VII. Services/Shop Guide

Service shops are: Central Operations, Grounds, Automotive and the Utilities Group. Each shop lists the appropriate service and Supervisor information.

Central Operations Lee Beard o/704-687-7879; c/980-875-8897

BAS Controls: 1. Chris Moose o/704-687-0579 2. Don Teate
o/704-687-5613

FCAP: New hire in process

Lockshop: Rob Herrington o/704-687-0588

Renovations: James Williams o/704-687-0583
Admin Assistant: Kristi Westphal o/704-687-5566

Grounds Joey Cochran o/704-687-5217; c/704-575-9222

Admin Assistant: Melissa McLaughlin o/704-687-5219

Central Campus: Mike Klemmer o/704-687-5220

Playing Fields: Warren Monk o/704-687-5211

Perimeter & Construction: New hire in process o/704-687-5218

Motor Fleet: o/704-687-0596

Automotive (also under Joey Cochran; but please call # below)

Supervisor: New hire in process o/704-687-0599

Admin Assistant: Courtney Sherman-Coke o/704-687-0598

Utilities Group Anthony Horn o/704-687-0574; c/704-500-9321

Admin Assistant: Jessica Deal o/704-687-7990

Fire Alarm Systems: Stan Gant o/704-687-8766; c/591-7568

High Voltage: Anthony Horn o/704-687-0574; c/704-500-9321

Steam Plant: Randy Hudson o/704-687-7190; c/704-787-2785

After Hours: 704-687-0580

VIII. Building Environmental Services Zone Guide

BES is currently organized into 12 zones that cover campus academic and administrative buildings. Buildings are assigned to one of the zone supervisors listed below (and on the next page). Please contact your Building Liaison (see pg. 4) for special, non-routine and emergency cleaning services so they may issue a work order with the appropriate supervisor.

Center City: Michael Harris o/704-687-1598 | mharr150@uncc.edu |
CCB 009 | 8am - 4:30pm, M-F; Sat.- various

EPIC Zone: Darrell Steele o/704-687-1810 | dwsteele@uncc.edu |
EPIC 1241 | 6am - 2:30pm, M-F

North Zone: Katherine Humphries o/704-687-8487 | khumphr9@uncc.edu |
College of Education 011H |
6am - 2:30pm, M-F

South Zone: Joe Scollo o/704-687-1369 | JoeScollo@uncc.edu |
Colvard 1058 | 6am - 2:30pm, M-F

East Zone: Bonnie Peoples o/704-687-7398 | bpeoples@uncc.edu |
McEniry 012C | 2:30pm - 11pm, M-F

West Zone: Debra Mayfield o/704-687-7489 | dwmayfie@uncc.edu |
College of HHS 002A | 2:30pm - 11pm,
Tues - Fri; Sat. - various

Colvard Zone: Vacant o/704-687-1369 | 10pm - 6:30am, Sun-Thur

Library Zone: Candis Robinson o/707-687-1732 | crclemon@uncc.edu |
Atkins Library G-49 | 10pm - 6:30am,
Sun-Thur

Woodward Zone: Clara Crawford o/687-8604 | clcrawfo@uncc.edu |
Woodward 163A | 10pm - 6:30am, Sun-Thur

CRI Zone: Terrell Patton o/704-687-8957 | tmpatton@uncc.edu |
Grigg 285C | 10pm - 6:30am, M-F

Building Environmental Services Zone Guide

(continued)

Kennedy Zone: Crystal Mason o/704-687-5458 | cdmason@uncc.edu | Kennedy 104 | 10pm - 6:30am, M-F

Friday Zone: Subhash Pandya o/704-687-7398 | srpandya@uncc.edu | McEniry 012C | 10pm - 6:30am, M-F

Note:

If you're unable to reach your Building Liaison for a cleaning request, please contact BES Office Manager, Ms. Ronda Latham: 704-687-0603; or BES Field Coordinator, Mr. Greg Kish: 704-687-0602.

***“Do Things Better, Do Better Things,
Do The Right Thing”***

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a department of Business Affairs.

facilities.uncc.edu

