

From the Associate Vice Chancellor for Facilities Management



The New Year holds many new challenges and opportunities for our organization. I am excited, as I hope you are, about the opportunities to grow as a "Team of Teams" during this coming year.

During the next year we will move **Grounds, Automotive, Recycling, Housekeeping administration, Admin, Capital, FIS and Engineering Services** to the new complex. That move will usher in a period of split operations for the Department, with units working in several different locations around campus. This will require better communication all around.

Maintenance Zone 1 is up and operating with a home in the RUP1 building. During the next year we will expand Zone 1 and start up Zone 2 at the Charlotte Research Institute. This new Zone concept presents opportunities to improve our customer service. There may also be more opportunities for internal promotion as we get the Zones organized.

Four more new buildings will be occupied during the next twelve months. These are the **Science and Technology** building, the **Facilities Management/Police** building, the **Engineering Research** building and **Applied Optics and Physics** building. As we have learned with our recent experience, bringing new buildings on-line is a true team effort for Facilities, requiring cooperation from every shop and section in the Department. Starting up these new buildings will be a rewarding challenge for our entire organization. We are 274 people strong in Facilities Management. In the next year, we will add 62 new positions. Bringing that many new people into the organization and training them will be a task in and of itself.

Another challenge facing us this year will be the start up of a **central warehouse operation** in the old Grounds building. This central warehouse will

either be run by a third party vendor or by an in-house staff. A decision on this will follow a request for proposal process which has already begun. There is much work to be done to bring our vision of a central warehouse to fruition. This initiative has the potential to make us a much more efficient organization.

Adding more change, we recently named new leaders in the Admin and Planning sections – welcome **Melanie Witherspoon** and **Peter Franz**. During the next few months, we will welcome a new superintendent in the Grounds shop and a new Maintenance and Operations Director.

With all of these changes, 2005 is shaping up to be a challenging, demanding and exciting year for Facilities Management. Hang on to your hats!!! It will take all of us working together to make it a successful one!

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



Philip M. Jones, Associate Vice Chancellor for Facilities Management

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EMPLOYEE OF THE QUARTER

By: Zacch Estrada-Petersen

Congratulations go out to Mark Neel, an Interim HVAC Supervisor with Facilities Management, who has been honored with the “Employee of the Quarter” award for October – December, 2004. Neel was nominated for a Customer Service Award by Mark Reynolds of Atkins Library for his “leadership, dedication and delegation in repairing the library’s water line” this past October. “On behalf of myself and Atkins Library,” Reynolds goes on to say, “I want to thank Mark for excellent customer service in resolving this critical problem.”

After being a member of the Team of the Quarter on a number of occasions including this quarter, it seemed only fitting that Neel would eventually be recognized for his individual contributions.

Mark first came to work for Facilities Management in May 1998 as an HVAC Mechanic, and was promoted to HVAC Technician in May 2003. He is now serving as a supervisor in the HVAC shop on an interim basis. He is originally from Charlottes-



Phil Jones presenting Mark Neel with the Employee of the Quarter Award

ville, Virginia, and he, his wife, Yvette, and their five children now live in Cornelius. In his spare time, he enjoys fishing, shooting guns, and of course, working.

But notably, Mark’s award comes with a side of modesty. “I didn’t really think I deserved it,” he said, and he gives a great deal of credit to the employees in his shop for being flexible and hard-working. Not all his employees would agree with him though. “I think he well deserves it,” said Margaret Sawyer, HVAC Processing Assistant. “He’s doing a great job.”

Becoming A Motivational Leader

By: Brian Tracy

- ⇒ First, see yourself as an outstanding person, parent, coworker and leader in everything you do. Pattern your behavior after the very best people you know. Set high standards and refuse to compromise them.
- ⇒ Second, be clear about your goals and priorities and then take action continually forward. Develop a sense of urgency. Keep moving forward and you’ll automatically keep yourself and others motivated.

TEAM OF THE QUARTER

By: Zacch Estrada-Petersen

Tons of kudos go out to the team receiving the Team of the Quarter award for October-December 2004. The team consisted of 49 tenacious employees from various shops and departments within Facilities Management.

Team members were: **Adam Thompson, Albert Reynolds, Arnold Vanhoy, Bill Adams, Bob Fitzgerald, Bob Frias, Bob Lewis, Bob MacDonald, Chip Lawrence, Chris McKinney, Chuck Pike, David Huntley, David Smith, Dewey Lilly, Eddie Yost, Eugene Gurganus, Gary Edwards, Greg Barnes, Jacob Atkinson, James Campbell, James Mechum, Jeff Ross, Jerome Steele, Jerry Brindle, John Godfrey, John Heck, John Morris, John Nash, John Tarlton, Jose' Palacios, Lance Anderson, Larry Earnhardt, Larry Lane, Mac Fake, Marisa Elston, Mark Neel, Matt Herring, Pete Altman, Phil Meacham, Rob Herrington, Robert Braun, Robert Gray, Ron Hobson, Ronnie Bell, Sam Feedback, Steve Conder, Tim Smith, Tracy Bevins and William Snyder.**

The team was nominated for a Customer Service award by T.L. Smith and Ray Galleno, Auxiliary Services, for "providing an excellent finished product in the renovation for the RDH opening," during this past academic semester.

Members of the team were responsible for completing an extensive environmental cleaning project throughout the majority of the Residence Dining Hall within a short time frame. The large-scale undertaking included duct work cleaning in the main mechanical room, ceiling upgrades in the restrooms, replacement of the ceiling grid and ceiling tile in the kitchen dishwashing area,



Phil Jones with members of the RDH Design & Renovation Team.

and replacement of ceiling tile in the serving and dining areas.

"The real hook to this," said Mac Fake, Director of Engineering Services, "it was an extensive amount of work all orchestrated in a matter of days, from Auxiliary Services making the space available, to the opening of RDH for use by the to students."

Engineering Services played a role in the endeavor. According to Fake, they brought in an environmental consultant to help them define the scope of the project, and contracted an environmental cleaning specialist. But it wasn't them alone. "The shops came through with flying colors juggling schedules to meet the requirements of the project," said Fake. "The cooperation between shops was phenomenal, their consistent effort was remarkable and the project was completed on schedule."

Facilities Management has a long history of inter-shop collaboration for the betterment of our University that will continue into this quarter and the years to come.

FOCUS ON STAFF

Congratulations to **Mark Neel, Interim Supervisor for HVAC**, who received the Associate Vice Chancellor for Facilities Management Employee of the Quarter Award and to the **RDH Design and Renovation Team** who received the Team of the Quarter Award for the period of October—December, 2004.

Other recipients for the October—December 2004 quarter were:

SAFE TEAMS OF THE QUARTER

Automotive, Electrical, General Services, Preventive Maintenance and Recycling



Bob Frias accepts the award for General Services



Albert Reynolds accepts the award for Electrical



Lee Arnold accepts the award for Recycling

SAFE TEAMS OF THE YEAR

Automotive & Preventive Maintenance had no accidents in 2004



Automotive—Shop 16



Preventive Maintenance—Shop 18

FOCUS ON STAFF

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

Jerry Brindle, General Services, (not available for picture) and Casi Shepardson, Capital (pictured below with Phil Jones)



Award for Excellence—Individual (nominated internally):

Elizabeth Haddock, Margaret Sawyer, Art Sutherland, Hedy Talley and James Williams



**Elizabeth Haddock—Admin
(Part time)**



Art Sutherland—Zone 1



Margaret Sawyer—HVAC



Hedy Talley—Personnel



**James Williams
General Services**

FOCUS ON STAFF

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

Bookstore Loading Dock—Lee Arnold, Will Rust and Community Service Students

CAB Opening for Fall 2004—David Smith, Phil Meacham, Dewey Lilly, Albert Reynolds, David Huntley, William Snyder, Mark Neel, Joey Johnson, Tony Lambert, Bruce Schmitt, Sam Feeback, Robert Braun, Greg Barnes, Jerry Brindle, Jerome Steele, Chip Lawrence, Ron Hobson, James Mechum, Time Smith, Bob Fitzgerald, Randy Walter, Dan Barrier and Joey Cochran

Fretwell 330 Addition—John Heck, Ron Hobson, Tim Smith and Bob Frias

Main Street Market Opening for Fall 2004—Chip Lawrence, Dan Mullins, David Huntley, David Smith, Frank Milone, James Williams, Lanny Caudle, Lewis Richards, Mark Neel, Penny Franki, Pete Altman, Pete Crainshaw, Phil Meacham, Ron Hobson, Tim Smith and William Snyder



CAB Opening Team



Main Street Market Team

Award for Excellence—Team (nominated internally)

Asbestos Removal—Robert Braun and Sam Feeback

Facilities Management Front Desk Assistance—Tracy Bevins, John Conn, Margaret Sawyer and Melissa McLaughlin

Key Shop—Steve Conder, Jacob Atkinson, Rob Herrington and Ronnie Bell (pictured below)



Due to space constraints we could not insert all pictures into the newsletter.

To view all “All Employees Meeting” photos and read detailed descriptions of nominations, please visit our web site at:

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

Happy Birthday to You!!

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



2/2	Starcher, Beverly	Housekeeping
2/4	Faison, John	FIS
2/5	Parks, Joyce	Housekeeping
2/6	Blakeney, Lisa	Housekeeping
2/7	Freshcorn, Kelly	Recycling
2/8	Clemons, Candis	Housekeeping
2/8	Smith, Tim	General Services
2/9	Mackey, Marvin	Electric

2/11	Davis, Angelia	Housekeeping
2/15	Franz, Peter	Planning
2/20	Jones, David	Recycling
2/22	Minor, Carolean	Housekeeping
2/23	Burt, Steve	Engineering
2/23	Sparks, Tom	Capital
2/24	Calvert, Eddie	Heat/Vent/Air Cond
2/24	Milone, Frank	Grounds



3/2	Gray, Robert	General Services
3/4	Peoples, Bonnie	Housekeeping
3/4	Ross, Jeff	Engineering
3/6	Bevins, Tracy	Electric
3/6	Elston, Marisa	Engineering
3/6	Herrington, Rob	General Services
3/12	Bennett, Henry	Housekeeping
3/12	Chastain, Jack	Capital
3/14	Ussery, Robert	Housekeeping
3/15	Crainshaw, Thomas	Heat/Vent/Air Cond
3/15	McKinney, Charles	Electric
3/15	Ward, Wade	Heat/Vent/Air Cond
3/18	Godfrey, John	Electric
3/21	Castor, John	Heat/Vent/Air Cond
3/21	Tucker, Arnold T.	Heat/Vent/Air Cond
3/22	Love, David	Engineering
3/22	Ritch, Stephen	Grounds
3/24	Packard, Eric	Grounds
3/26	Heck, John	Zone I
3/28	Washburn, Richard	Housekeeping
3/31	Honer, Robert	Housekeeping



4/3	Jones, Sylvester	Housekeeping
4/5	Talley, Hedy	Administration
4/6	Kraus, Charles	Preventative Maint
4/7	Gurganus, Eugene	General Services
4/8	Necaise, Ralph	Grounds
4/9	Hartsell, Jack	Electric
4/12	Tarnton, John	Preventative Maint
4/12	Williams, Lacy	Housekeeping
4/13	Winborn, Freddie	Housekeeping
4/17	Nash, Robert	Housekeeping
4/18	Cochran, Joseph	Grounds
4/18	Singletary, Velton	Housekeeping
4/19	Brindle, Jerry	General Services
4/20	Logan, Shem	Housekeeping
4/21	Elliott, James	Heat/Vent/Air Cond
4/21	Murray, Robert	Grounds
4/22	Thompson, Adam	General Services
4/23	Barden, John	Automotive
4/24	Adams, Bill	General Services
4/25	Robbins, John	Heat/Vent/Air Cond
4/26	Fake, Mac	Engineering
4/27	Camp, John M.	Electric
4/29	Cranford, Gary	Preventative Maint
4/29	Norman, Steven	Heat/Vent/Air Cond

All of you are precious gems!

Facilities Management and Police Building Update

The Light at the End of the Tunnel!

The Building J shell, future home of the Automotive and Grounds Shops, is 99% complete. Our main building is approximately 90% complete.

At the main building, the walls and first coat of paint are complete, and the doors are all hung. The ceramic tile work is completed. We established permanent power in the past month, thereby maintaining heat in the building. This is allowing the contractor to do the final coat of paint, ceilings and carpet. The elevator has been installed. The final details of the interior mechanical, electrical and plumbing work continues throughout the area. The surrounding sidewalks, curbs and asphalt base are finished.

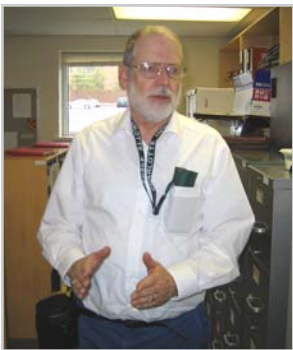
In the next couple of months, everything will be finalized. Site lighting will be installed, as well as the top coat of asphalt, seeding and exterior signage. Final testing, inspections and training will occur.

The entire project is on schedule to be complete in April 2005. However, we anticipate an early completion of mid-March 2005. The Building J upfit, done with our own forces, will start in March and last at least a month. Currently, we foresee the Main Building occupants moving in mid-April, including the Police Department. The Auto & Grounds shops will move after May Graduation.

—Casi Shepardson, Project Manager Capital



So Long from Chuck!



This gives me a chance to say good-bye to so many of you that I have had the pleasure of working with these past 11 years. I will be leaving at the end of March, with my last day at the office being March 30. Ginny, my wife of 39 years, and I will be boarding the Amtrak Crescent for New Orleans, April 1st. This will be the first of sev-

eral trips that we hope to make around this great country of ours. And of course, I am taking my camera with me. It's going to be New England in the fall, and maybe a North American rail pass in 2006. The rail pass gives you unlimited rail travel for 30 days throughout the United States and Canada.

My hope is to be able to write and illustrate with photographs, articles for publication. During the 80's, I worked part time for two weekly papers and had over 500 photos published. I hope to be able to sell work again, but even if I don't sell a thing, I am going to have fun trying.

Chuck Pike, Engineering Services

Highlights from the Holiday Party & Charles Puckett's Retirement



Facilities Management held it's annual Holiday Party on December 16, 2004 in the Residence Dining Hall. Approximately 175 staff, retirees and guests attended the event.



Thanks to the Holiday Party Committee, volunteers and vendors for their time, efforts and donations which made this event a success.



*"Charlie" Puckett
Maintenance and Operations Director
-Retires after 24 years of service with
Facilities Management*



Representatives from various departments campus-wide attended the farewell reception. Best Wishes to CP!



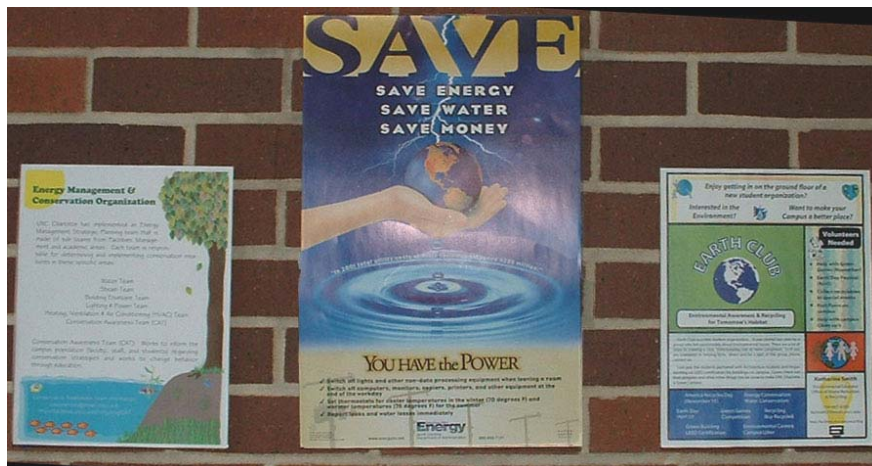
Conservation Awareness Team

The **Energy Management & Conservation Organization (EMCO)** on campus is comprised of sub-committees, which have a specific focus on water, steam, building envelope, lighting & power, HVAC or conservation awareness. The Conservation Awareness Team works to inform the campus population (faculty, staff, and students) about conservation strategies and to change behavior through education. The team members are Katharine Smith (Recycling), Gail Thomas (Recycling), Kelly Freshcorn (Recycling), Regina Guyer (Environmental Academy), Brian Guns (Housekeeping), Dale Brentrup (Architecture), Denny Fernald (Psychology), Paul Foos (Psychology), Steve Coppola (Academic Affairs), and Alan Blattner (Housing and Residence Life). Tom Stutts (Capital) heads up the EMCO and participates in the sub committee meetings.

One of EMCO's education efforts is to have plastic flyer covers mounted around campus so the information would have a professional look and be noticed. There are 48 sets of 3 mounted around campus in academic buildings. Brian began the process and General Services installed posters.

The middle poster, shown below, was generated by the State Energy Office. One poster focuses on students and one is about Energy Management & Conservation Organization. The two smaller flyers will be changed about once a month. We would like to showcase different projects our shops have done that save energy. If you want to recognize a co-worker or yourself for an energy or water saving idea, please e-mail Katharine Smith at 7-4283. We would love to show faculty and students what great things our staff is doing for our campus.

Katharine Smith
Environmental Educator / Volunteer Coordinator
Office of Waste Reduction & Recycling



TEAM WORK IN ACTION

Construction & Demolition Recycling

The Office of Waste Reduction & Recycling has recently worked closely with Stephen Terry and the renovation section of General Services to send construction and demolition waste from the Macy and Colvard renovation projects to a certified construction & demolition landfill.

We worked together to conveniently locate dumpsters so the crew would not have to go back and forth to the compound with loads of construction and demolition waste. This saved approximately \$600.00 in man-hours. We also communicated on dumpster delivery and pick-up dates. The net result of the partnership agreement was that over 16,000 pounds of waste were sent to a construction and demolition specified landfill. So, from the Office of Waste Reduction & Recycling we would like to send a big thank you to Stephen Terry and his crew.

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Capital Projects Construction & Demolition Specifications

The Office of Waste Reduction and Recycling has been working with the Capital Projects team to develop a set of specifications that will require general contractors to manage the waste coming off capital

building projects in an environmentally preferable manner. In essence the specifications ask the general contractors to reuse, reduce and recycle their waste materials. These specifications will be in place for the construction of Parking Deck G and new Student Health Center.

David Jones
Office of Waste Reduction & Recycling

NEW REPRESENTATIVES UNC CHARLOTTE STAFF ORGANIZATION



Six Facilities Management personnel are elected representatives of the UNC Charlotte Staff Organization and serve on the Executive Committee. They are pictured below (left to right) **Beverly Starcher** (alternate for Housekeeping, Area 12), **Lance Anderson** (Electrical, Area 15), **Hedy Talley** (alternate for Administration, Area 11) **John Conn** (Preventive Maintenance, Area 15) and **Noella Paquette**, (Administration, Area 11). **Joann Pearson** (not available for picture) is the Area 12 representative for Housekeeping. **Beverly Imes**, also pictured below, continues in her second year term as secretary.

The Executive Committee for the UNC Charlotte Staff Organization provides a way through which the organization's members can express their views and discuss issues involving the University and the

University community. The main purpose of the Executive Committee is to provide for staff awareness and encourage involvement.

The committee meets once each month to discuss matters at hand that affect the staff. Therefore, when there are concerns relating to the staff or the University, please see one of the representatives above so it may be presented to the committee.

You can find more information on the University website at <http://www.stafforg.uncc.edu/>

— **Beverly Imes, Office of the Associate Vice Chancellor**, with excerpts from the UNC Charlotte Staff Organization homepage.



Homecoming Celebration!

UNC Charlotte is celebrating Homecoming 2005 the week of February 20-26. "**Show Your Green**" day is February 22. Stop by the Homecoming table in front of the Office of Student Activities in Cone University Center between 10:00 a.m. and 4:00 p.m. and show off your spirit. Staff wearing green will have the opportunity to enter into a raffle drawing with lots of fun prizes!

We will also have the annual Office Decorating Contest on Thursday, February 24, 2005. For more information, please contact your area representative.

Stephanie Blanton, Area 2 Representative, Staff Organization Executive Committee

Personal Success

Beverly Imes

Office of the Associate Vice Chancellor

"Dare to Dream"

It's a catchy phrase but what does it mean?

Whether you are 25, 45 or 65, dreams do come true. Think of something you've always wanted to do. You've probably thought of many reasons NOT to do it; otherwise you would have accomplished it already. Now think of just ONE reason TO DO it.

We work hard every day and find we spend more time doing things to benefit others often leaving ourselves out. When we do things for ourselves it's usually last after we've done things for almost everyone else.

Well, now is the time to make your dreams realities.

So, dare! Have enough courage to do something for you. It's a new year. Put your dream in writing immediately then take action by setting goals to reach your desired results.

Dream it + Write it + Speak it = Action
Actions produce results.

Let me caution you. The moment you begin to dream, old thought patterns may surface. You may find yourself doubting. When that happens, tell yourself **"If I can dream it and believe it, I can achieve it!"**

It's up to you. Go for it!

"The time for action is now. It's never too late to do something."

– Carl Sandburg

"The problems of the world cannot possibly be solved by skeptics or cynics whose horizons are limited by the obvious realities. We need men who can dream of things that never were."

– John F. Kennedy, 35th US president

Dates To Remember

February 8—Quarterly Supervisors Meeting

Planned Move Dates: Admin, FIS, Engineering Services & Capital—**Week of April 11—15**

*April Strategic Planning & All Employees Meetings
will be planned around the moves.*

Personal Interest/Swap Shop

3 BR 2 1/2 bath, cul-de-sac, quiet community, large spacious rooms with fenced backyard. Pre-wired for cable or satellite.

This home will go fast \$900/month, 5 minutes from University located at 1601 Pamela Lorraine Drive.

Contact Beverly Imes at 7-3154 or brimes@email.uncc.edu for more information.

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.

Editor: Beverly Imes

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

Photographers: Joyce Clay, Al McCool, Noella Paquette, Chuck Pike, Katharine Smith and Kao Vang

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