

Facilities Management

...Creating a Campus of Distinction



All Employees Awards Presented July 20 & 21, 2009

Fiscal Year 2009 Fourth Quarter Recognition

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Shannon Caveny-Cox, Recycling Employee of the Quarter



This award is presented to an individual with exceptional performance above and beyond expected duties, exhibits outstanding customer service, and demonstrates creativity and initiative that results in outstanding measurable outcomes over the course of the quarter. Recipients for this award will be submitted for recognition under the Governor's Award for Excellence Program.



Employee of the Quarter

- We would like to nominate Shannon Caveny-Cox in recognition of her determination and coordination of the Kudzu Compound Clean-up. Shannon was instrumental in coordinating various departments within UNC Charlotte as well as answering questions and responding to the many, Customers who had miscellaneous materials, trailers, pods, wire, cabling, transformers, pallets of phonebooks, waste oils, metal furniture, lumber, a fiberglass Earth-Tub base, and yes, even dirt, within the compound. this project recycled or reused over 90% of the materials that were stored there. Shannon kept a clear picture in front of her as to the end result she wanted to achieve, and over the four months of the project never lost sight of that goal.
- Nominated by: James Williams, Mike Burriello, FM Maintenance & Operations

Shannon Caveny-Cox, Gary Edwards, Tom Eudy, Randy Walters, Chip Lawrence, Jerome Steele, Bob Frias, John Renwick, David Skor, Chris Gilbert, James Williams, Tony Williams, John Godfrey, Jim Campbell, Dewey Lilly, Danny Dang, Barry Kirkman, Anthony Horn, and Mike Burriello were honored with the
“Associate Vice Chancellor’s Team of the Quarter Award.”

Team of the Quarter



This 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 over the course of the quarter.



Team of the Quarter

This team worked together to clear the "Kudzu" compound that was used primarily for storage for several years, saving the university hundreds and dollars and winning The Green Demolition Award from Mecklenburg County. Working together they coordinated the extensive process of organizing the other departments on campus to clear the site while maximizing reuse and recycling, all without spending any money. A budget freeze was implemented immediately after the cleaning began, and the project required a number of creative measures that were employed to clear everything from the site. Most of these materials (fiber optic cable, conduit, furniture, concrete, etc.) were able to be reused or recycled even after these items had been abandoned and weathered for at least five years.

The Green Demolition Practices Award is exemplary in terms of environmental benefits. A wide variety of previously neglected materials (steel, equipment, concrete, an oil tank, a number of old transformers, several trailers, fiber optic cable, etc.) were able to be reused or recycled even after these items had been abandoned and weathered for at least five years. With the cooperation of everyone involved, we were able to clean up the area without releasing chemicals or creating other problems (especially considering there was an oil tank, a number of old transformers, and several trailers, one of which previously held asbestos). Even more amazing is that this was done while the University was under a budget freeze and could not spend money to hire companies to come in and haul debris out of the site.



Team of the Quarter (continued)

Here is an estimate of the quantity of materials recycled and reused during the project:

- Two 43-foot trailers
- Metal furniture from storage and miscellaneous metal pieces from old equipment,
- 250-gallon oil tank
- Approximately 100 gallons of motor oil and hydraulic oil,
- Two pallets of phonebooks
- Scrap telecommunications equipment
- 12 high voltage transformers with over 1,000 gallons of oil waste reduced or prevented, materials reused, or toxics reduced
- One pod and two trailers on wheels were moved to the main campus for departmental storage,
- Three 43-foot trailers on wheels (one taken to the Concord Fire Department, two taken by the Gastonia Police Department)
- 30-foot metal storage pod and concrete sewer manhole (taken by the Army National Guard)
- Approximately 300 feet of fiber optic cable (taken by the UNC Charlotte Physics Department)
- Approximately 600 feet of inner duct conduit (taken by the Gastonia Police Department)
- Approximately 200 feet of black rubber conduit (taken by the Army National Guard)
- Seven 4'x6' aluminum grilles (taken by the Army National Guard)
- 600-yards of metal fencing (taken by the Army National Guard)
- Approximately 140 cubic yards of dirt (used by a contractor for another project on UNC Charlotte campus)
- Several 6"x6"x10' lumber (reused by UNC Charlotte Facilities Management Shops on site)
- A fiberglass Earth Tub base (taken by the Army National Guard)
- Although weights are not yet reported, the University was able to clean the area and send only three 30-yard roll off containers to the landfill. These roll offs were mainly treated lumber and wooden furniture that had been weathered for the past six years. Based on weights, this project recycled or reused over 90% of the materials mainly due to the concrete, dirt, and metal.

SPECIAL AWARDS SEGMENT

*IDEA OF YEAR
SAFETY SLOGAN CONTEST*

These annual awards are given at the end of the fiscal year.

Bobby Robinson, Automotive Idea of the Year

- The fourth annual *Idea of the Year Award* was presented to **Bobby Robinson**, Automotive in Maintenance and Operations. This award is presented to an individual or group of individuals who reflect thinking “out of the box”. The idea should be reasonable and provide Facilities Management cost-savings and/or improve overall productivity, in support of Facilities Management’s strategic management goals and the University’s mission.

Bobby’s winning idea was **Restructuring Automotive PM Program**. He stated, “We are behind in our Preventive Maintenance program because of the current scheduling process. My idea is in three parts:

- 1) **Adjusted Work Schedule** - Allow me to come in early to do the PM’s before our customers get into work. I can do two PM’s before 8:00 or 8:30 a.m. depending on the age and condition of the vehicle and get it back to the customer before they need it.
- 2) **Communication with Customers and Keys On Hand** - Contact the supervisors in the FM shops and our customers such as Mail Services, Residence Life, Shipping/Receiving, Parking, Auxiliary Services, etc. to request they have a duplicate key made for all their vehicles for the automotive shop to keep in a locked key box. The FM shops and customer keys would be in a separate box and locked. My supervisor and I would have a key to the key box. That way, when the PM tickets come out, we can notify the customer we are coming to get the vehicle, then take our key, get it, PM it and take it back without waiting on the customer to be in the office or have the vehicle available.
- 3) **Maintain a Certain Level of Shop Stock** – We need bulbs, wiper blades, oil, and filters in the shop for the majority of our vehicles. That way we would not be overstocked in the shop, but have items readily available. This would save a day or two in the PM process and provide better customer service.”

- Other employees who submitted an approved idea were Noella Paquette, Business Office; Kathy Fisher, Motor Fleet; Beverly Imes, Associate Vice Chancellor’s Office; Clyde Derberry, Business Office; Marcia Henderson, Business Office; Brian Guns, Housekeeping; Michele Kohan, Housekeeping; Armando Vazquez-Montalvo, Zone 4; and Sherry Ceallaigh, Capital Projects.



Noella Paquette, Business Office Safety Slogan Contest Winner



Congratulations!! ... to **Noella Paquette** winner of the inaugural Facilities Management safety slogan contest. Noella was recognized at the fourth quarter **All Employees Meeting** along with the unveiling of the new safety slogan banner (shown above) which will be posted throughout Facilities Management.

Special thanks to "Great Wolf Lodge" in Concord for donating a 4-pak water-park pass as this year's prize.

Altogether 65 employees submitted 265 entries representing over 17% of FM employees.

Safe Teams of the Quarter

First Shift - Maintenance & Operations, Housekeeping & Recycling



Pictured left to right (front row) - Jacob Atkinson (Key Shop), Debra Mayfield (Housekeeping-North), Arzella McCain (Housekeeping-South), Ron Hobson (Zone 6), Butch Jaecks (Steam Plant), and Danny Dang (High Voltage); (middle row) Rocky Germani (Zone 1), Sammy Moore (Zone 5), Jim Kay (Zone 2), and Armando Vazquez-Montalvo (Zone 4); (back row) Shannon Caveny-Cox (Recycling), Bruce Kerschner (Zone 7), and Larry Lane (Automotive)

Safe Teams of the Quarter

Second and Third Shift - Maintenance & Operations & Housekeeping



Pictured left to right - Kennedy Williams (Housekeeping-Woodward), Mike Harris (Housekeeping-West), Savararia Harrison (Housekeeping-East), Subhash Pandya (Housekeeping-Colvard), Ray Duckett (Housekeeping – CRI), Bernetta Lee (Housekeeping – Kennedy), and Ken Starcher (Steam Plant)

Individual & Team Awards of Excellence

The submissions must meet at least one of the following criteria to be eligible for the employee of the quarter award.

Customer Service

Staff member provided customers with service or assistance far beyond what is normally expected or required of the job. (Details of the event should be listed)

Collaboration

Individual or team exhibited outstanding performance effort, initiative, or creativity that involved reaching across unit or department lines to fellow FM team members or other UNC Charlotte staff to produce positive change. (Details of the event should be listed)

Innovation

Event or activity generated a novel, creative or valuable idea used to develop new or improved processes, methods, systems, products, or services that improved or made FM or UNC Charlotte a better place to work. (Details of the event should be listed)

If the nomination does not meet any of these criteria, the nominee receives an applause card signed by Phil Jones acknowledging recognition of doing their job well. Employee will receive the card prior to the All Employees Meeting. All who receive applause cards for the quarter will be noted on a slide during the All Employees Meeting.

Chris Gilbert, University Planner

Awards of Excellence



- Recycling needed to move their storage trailer from the Kudzu Compound to the new on campus compound without the move costing any money. I contacted Chris Gilbert and he arranged for a group of soldiers from the Army National Guard to move the trailer. They accomplished this task with resourcefulness and heavy equipment. Many thanks to the troops and to Chris Gilbert for helping Recycling with this assignment.
- Nominated by: Lee Arnold, Recycling

James Williams, Zone 6

Awards of Excellence



- We recently had several areas painted. James coordinated his staff, often working odd hours to accommodate our office hours and staff schedules. He was always a visible presence during the work and even helped his staff with the painting when needed. He made sure that we were satisfied and carefully inspected the work to make sure it was perfect. To be honest, we were difficult at times as we kept changing our mind about paint colors. He never seemed to mind. He just rearranged and accommodated! It was refreshing to experience such a good work ethic and pleasant attitude.
- Nominated by: Susan Harvanek, Counseling Center

Award for Excellence

Public Safety Communication Electrical Project



- *Chris McKinney, Josh Hyatt, Chris Roth, Parasram Gobin, Marvin Mackey, Mike Camp, Charlie Kraus, Dee McFadden (Multiple Shops in Maintenance and Operations)*
- This group of electricians worked exceptionally hard to accomplish a difficult task outside their normal day to day function by installing the electrical system at the Police and Public Safety communications center. During the course of this project they have performed all work to project specifications, passed all Department of Insurance (DOI) inspections and completed this project within very tight time frame. In addition they have dealt with the restrictions placed on them by having to work in an area sensitive to campus security. The successful completion of this project has resulted in two major accomplishments. It helped the bottom line of our reimbursable income that supports Labor Services employees in M & O. Second, it shows the continued teamwork between M & O and the Design Services Group.
- Nominated by: Stanley Trulove

Award for Excellence

Modification of Controllers' Office



- *Charles Schindler, Paul Taylor, Tom Guenther, and Tim Smith (Zone 1)*
- I wanted to send a brief note of appreciation for the exceptional and professional work of your staff that were involved in the recent modification and office moves for Controller staff. It was very stressful for us to have to get offices and work spaces ready with such a narrow window (1 day!!). Tim Smith and Tom Guenther did a fabulous (and patient!) job working with us on realignment of office/cube space. We could not have made due or made a great work home for our staff without the quick and professional action of these staff. They relocated cube walls as needed, assisted several times in helping us move furniture around to maximize the limited space we had. They worked with us repeatedly to ensure the space, cube wall set up, and furniture set up met our needs. We know that in some cases they were moving things from one spot, to another, back to the original spot but they did it with a smile and positive attitude and we appreciate how they made a tough day fabulous!!! Please share our thanks to these wonderful staff. Paul Taylor and Charles Schindler from the electrical shop did a fabulous (and patient!) job working with us on realignment of office/cube space. They came and identified electrical outlets and worked with us to develop the best plan possible for utilizing the space we had. They also came and made several modifications to our electrical to ensure we had the power we needed. We could not have made due or made a great work home for our staff without the quick and professional action of these staff. We appreciate how they made a tough day fabulous!!! Please share our thanks to these wonderful staff.
- Nominated by: Kendra Cooks, Financial Services Controller

Award for Excellence Eyeglasses Rescue



- *Dennis Campbell and Decartus McFadden (Zone 1)*
- These two guys saved my mental stability, my out of pocket expenses and a huge embarrassment. I will tell you why. Like most employees of the University, on a daily basis I am overloaded with many tasks. After completing much paperwork, I rushed to my supervisor's office for approval signatures. Not wanting to miss a beat, I thought I'd make a stop in the ladies room. That's when it happened! Just as I flushed the toilet, my \$387 prescription eyeglasses fell directly into the 'swoosh' of the flush. I panicked! I had only had my eyeglasses for about a month! I really need them to see. I have to be honest and tell you that I reached hard to recover them but they were gone. I rushed out to seek someone to help, and there was Decartus. I managed to get out what had just happened. Right away he communicated the need for help via his radio. He remained calm as I remained hysterical. Dennis was here in 10 minutes or less. He could make me no promises but offered me hope. The two guys worked together unscrewing bolts from parts of the toilet to detach the toilet from the wall. Once the toilet was detached, there sat my eyeglasses! I was amazed and thankful. I am very grateful to these two UNC Charlotte employees who didn't mind at all that this was a 'toilet'. I feel compelled to share my story with their superiors regardless of my embarrassment. Their performance was outstanding and they deserve to be acknowledged for it. I would like to nominate Decartus McFadden and Dennis Campbell of UNC Charlotte's – Facility Management Department for the Customer Service Award. Thank you very much. Signed by the lady who dropped her glasses in the toilet!

Award for Excellence

Library Rave



- *Hamp Brown, Willard Brown, Agnes Douglas, Salvador Garcia, Sintains Joline, Danica Pauler, Closel Macena, Franjo Pauler, Ollabell Stafford (Housekeeping)*
- Without any notice or preparation of any kind during the library rave over **5,000 + students rushed into the library at the same time**. They were standing on tables and throwing things all over the place. 500+ students were outside the windows knocking and screaming. The library was opened until 2:00 a.m. At the same time the library housekeeping team maintained a smiling mentality and friendly behavior in face of difficulties that they came across. They all pulled together and went above and beyond expectation in seeking a **SOLUTION**. They demonstrated superior performance in their job performance maintaining impressive cooperation among themselves no moaning and groaning about the work and the workload. **IT WAS NOT A VERY EASY TASK AT ALL. BY JUST HAPPEN**. I am recommending a team award of excellence.
- Nominated by: Candis Robinson, Housekeeping

Individuals & Teams

Who Received Applause Cards

Individuals:

- Rhona Jackson - FBO
- Pauline Simuel - Housekeeping
- Linda Wiley - Housekeeping

Teams:

- Dan Barrier – Grounds
- Lanny Caudle – Grounds
- David Williams – Zone 6
- Ron Hobson – Zone 6
- Raymond Duckett – Housekeeping
- Sara Brooks – Housekeeping
- Katherine Humphries – Housekeeping
- Alene Owens – Housekeeping
- Ming Jin – Housekeeping
- Catherine Harris – Housekeeping
- Dwight Smith – Housekeeping
- Louis Walky – Housekeeping
- Nelly Lezama – Housekeeping
- Shariffe Samuels – Housekeeping
- Linwood Sanders – Housekeeping
- Johnnie Doyle – Housekeeping
- Anette Anderson – Housekeeping
- Leona Baker-Davis – Housekeeping
- Chikina Barden – Housekeeping
- Horace Blakeney – Housekeeping
- Aida Jimenez – Housekeeping
- Bernetta Lee – Housekeeping
- Steven Patterson – Housekeeping
- Waide Redwood – Housekeeping
- Madia Smith – Housekeeping
- Kathy Thomas — Housekeeping

**You Deserve A
Round of Applause**



Individuals & Teams

Who Received Applause Cards

You Deserve A
Round of Applause



Picnic Committee:

- John Barden, Automotive
- Brian Kugler, Capital
- Amanda Felock, Design Services
- Clyde Derberry, FBO
- David Champion, FIS
- Nick Fulton, Grounds
- Jeff Michel, High Voltage
- Deborah Mayfield, Housekeeping
- Kerin Weston, Planning
- Rhonda Renwick, Recycling
- Chip Lawrence, Renovations
- Wesley Wright, Steam Plant
- Carolyn Hinkle, Zone 1
- Tommy Pressley, Zone 2
- Armando Vazquez-Montalvo, Zone 4
- Sammy Moore, Zone 5
- Jimmy Keller, Zone 6
- Darrell Steele, Zone 7
- Beverly Imes, AVC Office

Additional Picnic Volunteers

(Not on the Picnic Committee):

- Al McCool, Capital
- RJ Galleno, Grounds
- Tom Stutts, Capital
- Don Ramsey, Grounds
- Jim Kay, Zone 2
- Beulah Shankle, Housekeeping
- Ronnie Bell, Key Shop
- Grounds
- Patricia Teal, Zone 5
- John Conn, Automotive
- Denise Brown-Hart, FBO
- Christy Case, Maintenance and Operations
- Kathy Boutin-Pasterz, Recycling
- John Garst, Zone 7
- Butch Jaecks, Steam Plant
- Mike Burriello, Central Operations
- Steve Fichter, Capital



**Congratulations
Everyone!**