



*All Employees Meetings
August 1 and 3, 2017
Fiscal Year 2017 Fourth Quarter Information Session and Employee Recognition*



Agenda

Work Climate Survey Results – Diane Gavarkavich

Remembering Wayne Pickler

Learning and Development – Clyde Derberry

Employee Recognition – Phil Jones

Unit Spotlight “Space Management” – Kathryn Horne

Facilities Successes

Questions

Announcements

Please turn off or silence your phones and radios. Thank you



WORK CLIMATE SURVEY 2017

Prepared by The UNC Charlotte Urban Institute

Presented by Diane Gavarkavich

d.gavarkavich@uncc.edu

August 1 & 3, 2017



Learning and Development

Clyde Derberry

Safety Updates:

- 2017 Year-to-date statistics
 - Accidents – 20
 - Minor – 1
 - Near Miss Reports – 20
- Safety Training Completed
 - Heat Stress Awareness
 - Arc Flash Awareness

Learning & Development

- College Business Management Institute
 - Workshop at University of Kentucky
- SRAPPA Supervisors Toolkit
 - Center City Building , August 7-11, 2017

Upcoming Events:

- SRAPPA 2017 Conference
 - Hosted by UNC Charlotte/Facilities Management
 - October 26 - 28 The Westin Hotel, Charlotte
- Giving Green Kickoff is September 27 at 11:30 a.m.
 - Co-Champion this year - Clyde Derberry
 - Location: Student Union multipurpose room
 - Stay tuned for details

2017-2018

FM Safety Slogan Contest

- This year's sponsor – **Grainger (Laurie McDermott)**
- Total entries – 161
- Selection process – Directors Group completed 3 rounds of selection.

*2017-2018
Facilities Management
Safety Slogan Contest Winner*



Robert “Bobby” Robinson
Facilities Operations – Automotive Shop

2017-2018

**NOTHING IS FINER
THAN A SAFE 49^{ER}**



RECOGNITION

"Nothing is FINER than a Safe 49er"

2017-2018 Safety Slogan

Safe Teams of the Quarter

Building Environmental Services, Facilities Operations, and Recycling

Center City Building

CHHS (College of Health and Human Services)

Colvard

EPIC (Energy Production & Infrastructure Center)

Kennedy

Library

McEniry

Recycling

South Area Floor Crew

Automotive

FCAP

Fire Control Systems

Grounds – Central Campus

Grounds – Playing Fields

High Voltage

Lock Shop

Renovations

Steam Plant

Utilities

Zone 1

Zone 2

Zone 3

Zone 4

Zone 5

Zone 7



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Safe Teams – Night Shift



Left to right are: Phil Jones, Billy Poston (Steam Plant), and Reid Castor (Steam Plant)



Left to right are: Phil Jones and Diana Parks (BES Floor Crew South Area)

Associate Vice Chancellor's “*Idea of the Year*”

This recognition is presented to an individual or group of individuals who reflects thinking “out of the box.” The idea should be reasonable and provide FM cost-savings and/or improve overall FM productivity; in support with FM’s strategic management goals and the University’s mission.

Amenities

- Supervisor notation in annual performance review;
- Recognition during FM Quarterly All Employees Meeting;
- Notation in *Facilities Focus*;
- “Thinking Out the Box” award.

Eligibility Criteria

- This award is open to all Facilities Management employees



2017 Idea of the Year ~ Stan Gant



2017 Idea of the Year ~ Approved and Implemented

Submitted by:	Idea - Suggestion
<p>Shannon Caveny-Cox Recycling</p>	<p>Since many people in our department do not know what other units do or are responsible for, how about having someone from each office or unit (one person per quarter), share with the Facilities Management staff what they do, what they are responsible for and any highlights of what is going on within their zone or unit.</p> <p>For example, FBO does magic. I don't know what they do, but I ask for help and they make it happen. This will be a way to make everyone aware of what others are doing. Thanks for considering this idea moving forward.</p>
<p>Stan Gant Fire Systems</p>	<p>We replace many sealed, lead acid batteries in fire alarm panels. I currently have either Environmental Health and Safety collecting them through hazardous waste disposal efforts or the battery vendor retrieve them for recycling. I know that they can be recycled by recycling companies who will pay by the pound for these type of batteries, much like car batteries. Why not have our recycling department collect these and reap a financial benefit? I had asked this question before, but there was a disconnect between EHS and Recycling on how to handle these batteries to be recycled.</p>



Stan Gant and Shannon Caveny-Cox

Eric Giles, Facilities Operations Employee of the Quarter

April – June 2017



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.

Team of the Quarter – Facilities Management Flood Recovery Team

Harvey Ballard and Johnnie Doyle (Grigg), Paul Dilgard and Greg Towne (College of Health and Human Services zone)
Building Environmental Services



Paul Dilgard and Johnnie Doyle



Harvey Ballard and Johnnie Doyle

Individual and Team Awards for 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.



Individual Award for Excellence

Eric Giles, Facilities Operations

During the past several weeks (due to vacancies), this employee has been the lone (Electronics Specialist) Fire Alarm Technician in our Fire Systems Group.

He has handled a significant workload increase with professional ease and an extraordinarily positive attitude. He has worked independently to make sure our fire alarm systems remain in an excellent state of repair. He has voluntarily worked overtime without complaint and kept various design and capital projects on track.

Overall, he has proven himself repeatedly to be consistently productive, courteous and professional since his arrival last May.

Nominated by: Stan Gant, Facilities Operations - Fire Systems



Individual Award for Excellence Jeff Michel, Facilities Operations

The Academic Complex is well under way for its renovation with the Denny building as Phase 1 of the project. The scope of work includes installing new foundations to support brick panels on the building. As the contractor was digging for the foundations, it was discovered that there was a telecom duct bank, that was not shown on any plans, exactly where the foundations needed to be. We had several meetings on site with the contractor, ITS, and the fire alarm group to figure out how to reroute the duct bank and the time frame in which to do it so as to not impact the contractor's very tight schedule. Through the meetings, it was determined that the fire alarm for the entire complex ran through this duct bank. The time schedule to do this work was scheduled for a period of 4 days, which meant that a 24-hour fire watch would be necessary by the contractor. Jeff took the challenge of this rerouting of the systems. He immediately began brainstorming ideas to eliminate the 24-hour fire watch and starting looking at refeeding the Academic Complex from Kennedy. There was an older fiber optic communication path available, which had questionable integrity. It was slated to be demo'd before the duct bank rerouting. Jeff stepped in quickly and made sure that the old pathway stayed intact. After testing signal traces in several fibers, he was able to find just enough serviceable strands of fiber optic cabling to map and complete the temporary connection.

The connection remained stable and ensured that no fire watch was necessary. His actions saved the project around \$4,000 as the contractor would have had to pay for overtime for 4 days for the 24-hour fire watch as the work was performed over a weekend. Jeff's resourceful thinking and quick actions deserve to be recognized. He was very instrumental to the success of the duct bank rerouting operations.

Nominated by: Jennifer Price, Capital Projects

Team Award for Excellence

Johnnie Doyle, Harvey Ballard, Paul Dilgard, and Greg Towne

I want to nominate this team for an award of excellence for the outstanding clean up job they did when the Facilities Management building was flooded due to the sprinkler system going off.

The entire second floor was flooded and all occupants had to be moved to a different location.

This building is not part of their regular cleaning in their zones. However, they got the call and came to diffuse the situation promptly.

They extracted water from all the offices and the hallway. This was a bad situation, but it would have been a lot worse if not for the quick actions of these four individuals.

Nominated by: Virgie Fewell, Supervisor, Building Environmental Services – Grigg Zone



Pictured are: Anthony Thomas and Bloko Nguessan

Team Award for Excellence Bloko Nguessan, Franjo Pauler and Anthony Thomas

A CCI student group had an event scheduled Saturday (4/22/17) morning in Woodward Hall 125. When they arrived, the room was a WRECK with glitter and supplies left by the previous group using the room.

I was in the building for a different event and found a BES professional (Bloko) completing her regular work. I asked her if there was any way room 125 could be tidied up, and she began to work on it right away. Another gentleman came to help her as well.

I am sending kudos to these professionals who dropped everything and had the room looking great after just a few minutes.

Nominated by: Kevin Parsons, Assistant Director of Teacher Education Advising and Licensure

You Deserve A Round of Applause



Great Job! Bravo! Way to Go!



We Applaud You

Individuals:

BES: Joyce Patterson

FIS: Michael Peddycord

Fire Controls Group: Jeff Michel

Fire Controls Group: Eric Giles

Teams:

BES Team: Johnnie Doyle, Harvey Ballard, Paul Dilgard and Greg Towne

BES Team: Bloko Nguessan, Franjo Pauler and Anthony Thomas

These individuals and teams received applause cards within the past quarter from nomination submissions from University and Facilities Management customers.

Special Recognition

Golden Nugget Recipients (April - June)

- Mary Chavez, Building Environmental Services
- Mary Smith, Building Environmental Services
- Tomasa Bonilla, Building Environmental Services
- Richard Jednak, Building Environmental Services
- Gladys Baquero-Vasques, Building Environmental Services
- Clara Morrow, Building Environmental Services
- Clara Howze, Building Environmental Services
- Larry Blomberg, Building Environmental Services
- Ashley Sisco, Design Services
- Leigh Richardson, Facilities Business Office
- Clyde Derberry, Facilities Business Office
- Pamela Duff, Facilities Information Systems
- James Harris, Facilities Operations
- D. J. True, Facilities Operations



Pamela



The Golden Nugget is staff recognition via the University Staff Council for exceeding job expectations and representing UNC Charlotte in a manner we can all be proud of. For more information

<http://stafforg.uncc.edu/golden-nugget-nomination>



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Special Recognition

- Mike Herran, Facilities Operations, completed his **Certified Educational Facilities Professional (CEFP)** credential from APPA.
 - The Certified Educational Facilities Professional (CEFP) credential represents the highest standards of performance and understanding in educational facilities management. CEFP is the only facilities credential that focuses on your professional development, while encompassing the full, multidisciplinary range of educational facilities management principles and practices – from planning, design and construction to daily operations and general management.



Special Recognition

Emails from Campus Customers:

From: Scott Plunkett, Associate Director of Alumni Affairs and Tyler Wessel, Assistant Director of Alumni Events

To: Facilities Operations Grounds Staff

Message:

The large grassy area across the sidewalk from the Hauser Alumni pavilion looks fantastic! Thanks for another great job by the Grounds team. Kudos to everyone who had a part in getting the area completed. Can't wait to use it this fall.

~ ~ ~

From: Grant Moon, Assistant Director, Operations Manager, Barnhardt Student Activity Center and Venue Management

To: Facilities Operations Zone 1 and Grounds Staff

Message:

Hats off to all the pre-commencement work the Grounds and entire Facilities Management team did all over campus. The event support provided for both days at Halton Arena was once again impeccable. What an awesome job the entire Facilities Management team did to bring it all together. I cannot say enough good things about the Grounds technicians and the zone 1 technicians that worked the front line of the event.

Special Recognition



Email from Mark Colone, Development
“Great job to all” for the landscaping at the south entrance

New Hires ~ April – June 2017

Facilities Business Office

Charleata Neal, Human Resources Manager

Space Management

Michelle Embry, Facility Planner

Real Estate

Christy Langdon, Real Estate Specialist

Facilities Information Systems

Robert Alexander, GIS Surveyor

Capital Projects

David Schlobohm, Water Quality Engineer

Joshua Kallam, Construction Engineer

Facilities Operations

Timothy Smith, Retro-Commissioning Manager



New Hires ~ April – June 2017

Grounds

Charles Stafford, FM Building Trades, Perimeter

Kenneth Baucom, Building Environmental Supervisor, Playing Fields

David Kinder, Grounds Services Technician, Central Campus

Renovations

Jeffrey Efird, FM Building Trades

Central Operations

Joshua Parker, Preventive Maintenance Technician

Lock Shop

Randall Philemon, FM Tech Building Trades

Fire Controls

Jeremy Smithgall, Electronics Specialist

Ryan Reichert, Electronics Specialist

New Hires ~ April – June 2017

Building Environmental Services and Recycling

Gregory Jones, Bldg. Environmental Technician, BES Central Operations

Stanley Smith, Bldg. Environmental Technician, Library

Paul Montgomery, Bldg. Environmental Technician, Library

William Cavelli, Bldg. Environmental Technician, Colvard

Christian Gamble, Bldg. Environmental Technician, Colvard

Hope Davidson, Bldg. Environmental Technician, Woodward

Sumia Mayfield, Bldg. Environmental Technician, Woodward

Leonard Gordon, Bldg. Environmental Technician, Woodward

Andrew Smith, Bldg. Environmental Technician, BES South

Monica Mitchell, Bldg. Environmental Technician, McEniry

Rosemary Jenkins, Bldg. Environmental Technician, McEniry

Timmie Woods, Recycling Technician, Recycling

Donneesha Richardson, Bldg. Environmental Technician, Grigg

Promotions ~ April – June 2017

Building Environmental Services and Recycling

Tony Menton, Center City
Jessica Vera, Center City
Calvin Hough, Center City

Robert Marrero, Recycling
Robert Cooke, Recycling

Connie Worley, Grigg

Carla Howze, Kennedy

Design Services

Shawn Kelly

Facilities Operations

Anthony Gasparini, Grounds Central Campus
Nelson Austin, Grounds Central Campus
Derrick Massey, Center City
William Crocker, Zone 4
Patrick Foley, Zone 4

A bright spotlight beam originates from the top left corner, casting a wide, soft glow across the dark blue background. The beam's light is most intense near the source and fades as it spreads. The text is centered within this illuminated area.

**FACILITIES MANAGEMENT PRESENTS...
A UNIT SPOTLIGHT**

“SPACE MANAGEMENT”

**WHAT DO WE DO?
HOW DOES IT AFFECT YOU?**



Space Management: Supporting the Mission of UNC Charlotte



ALL EMPLOYEES MEETING • AUGUST 1, 2017

THE SPACE MANAGEMENT TEAM



Kathryn Horne

Michelle Embry

Newman Hui

Jade Reed-Kreis

WHAT WE DO & WHY IT MATTERS?

SPACE

The right kind, amount and location of space supports the University's mission and vision.

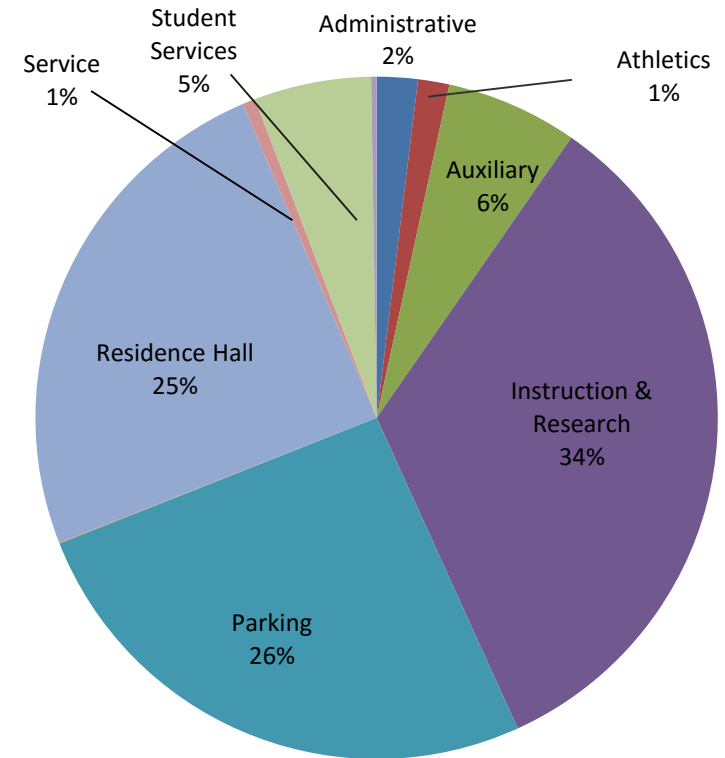
Space is an essential, finite resource.

Effective management of space is key to UNC Charlotte's continued growth.



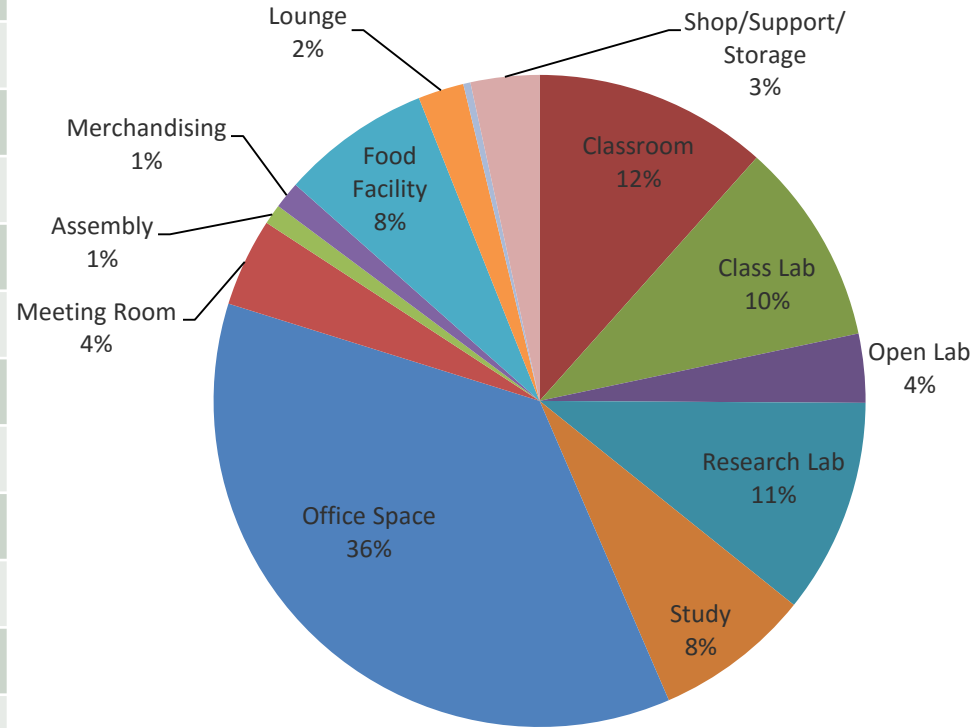
Gross Square Footage (GSF)

Category	GSF	Percentage
Administrative	153,677.91	1.94%
Athletics	117,513.25	1.48%
Auxiliary	494,403.10	6.24%
Instruction & Research	2,657,260.89	33.55%
Parking	2,042,155.31	25.78%
Recreation Services	2,654.87	0.03%
Residence Hall	1,945,394.44	24.56%
Service	48,570.99	0.61%
Student Services	439,125.92	5.54%
Miscellaneous	20,530.25	0.26%

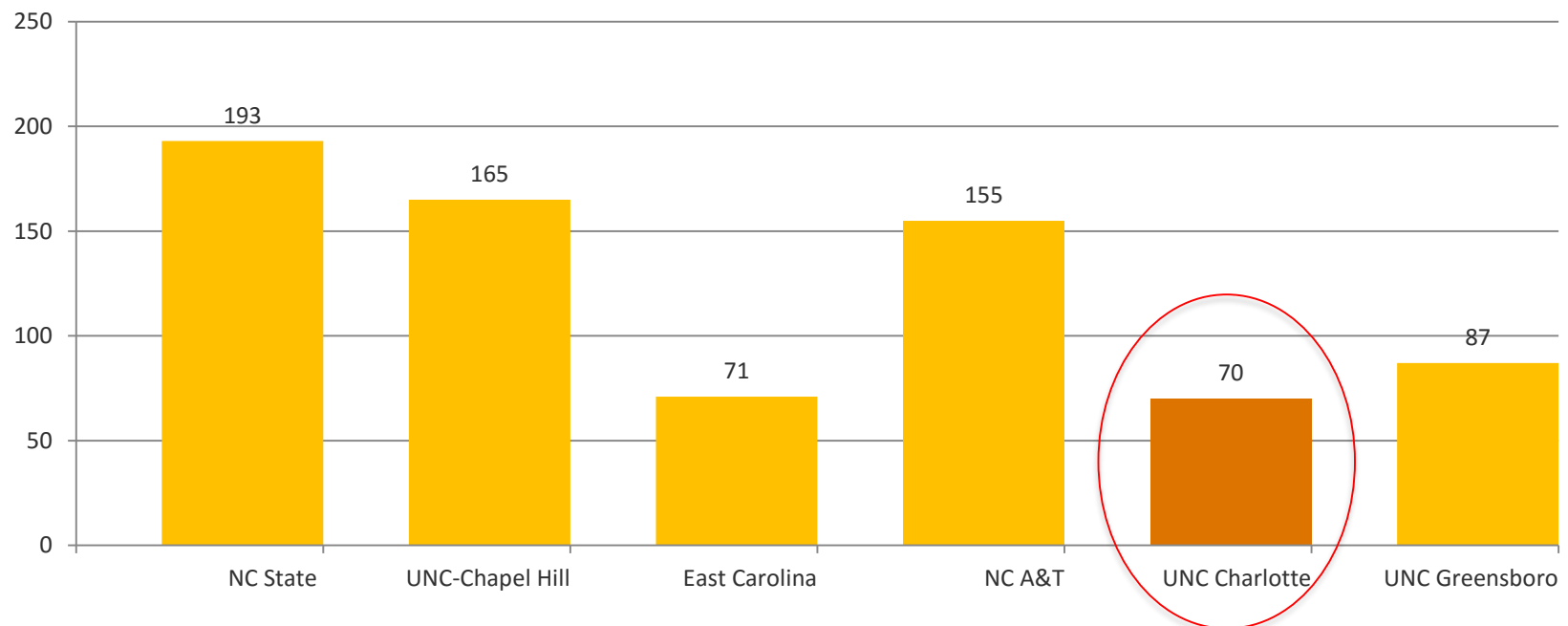


Assignable Square Footage (ASF)

Use	ASF	Percentage
Classroom	266,274.21	11.59%
Class Lab	231,705.16	10.09%
Open Lab	78,367.54	3.41%
Research Lab	244,911.04	10.66%
Study	178,006.25	7.75%
Office Space	833,917.76	36.31%
Meeting Room	100,505.71	4.38%
Assembly	22,889.32	1.00%
Merchandising	30,755.54	1.34%
Food Facility	170,647.93	7.43%
Lounge	52,175.59	2.27%
Exhibition	8,179.71	0.36%



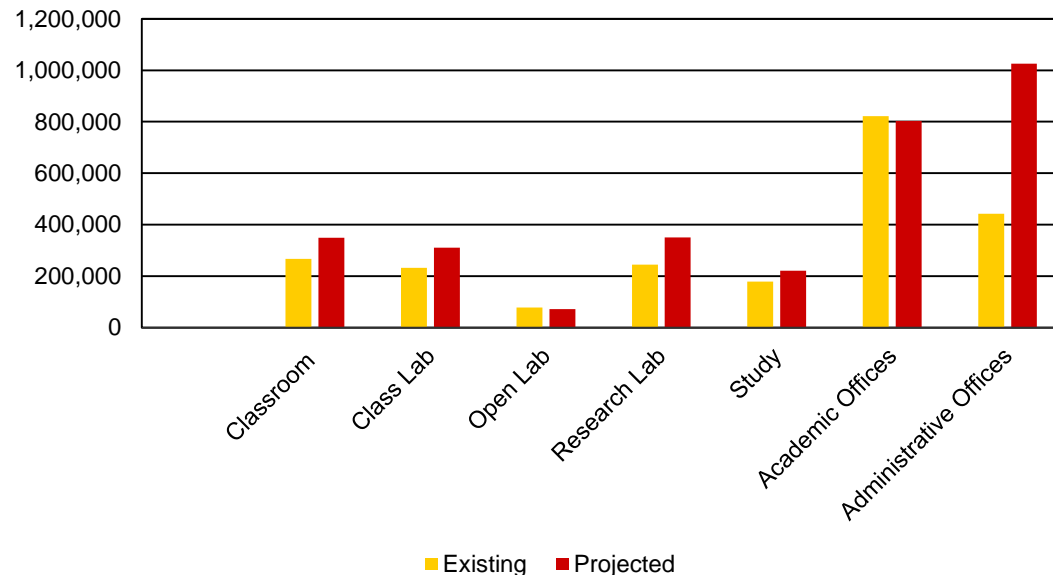
UNC Charlotte has less space per student than any other university in the UNC System. This includes academic and instructional space.



Academic Facilities Square Feet Per Student in 2014

The University's 2010 Master Plan Space Needs Analysis projected deficits in almost every space category.

- **161,900** square feet in instructional space
- **583,596** square feet in administrative units



The amount of space has almost doubled over the last 10 years.

Managing Space

Policy

- Space is an institutional resource
- Must be used to support the mission of the University

Governance

- Defined workflow for space requests
- Working Committee → Policy Committee
- Chancellor has final approval

Information and Data

- Space audit
- Understand needs, entire portfolio
- Set priorities

Resources

- Director of Space Management and Utilization
- ARCHIBUS® (space data system)
- Resource 25
(centralized classroom scheduling)

Let's Celebrate

Fiscal Year 2017 Highlights



Our Success is because of you!

~ Directors of Facilities Management ~

Building Environmental Services



- ❧ Standardized campus universal waste handling to reduce university risk of OSHA (Occupational Safety and Health Administration) violations with a documented and streamlined process. This was a joint effort with Environmental Health and Safety Office and Facilities Operations.
- ❧ Reorganized to provide lead technicians on each recycling zone for better management.
- ❧ Moved BES keys to electronic key boxes across campus to provide a tracking system and a significant reduction in risk of lost keys.
- ❧ Five leaders graduated from the APPA Leadership Academy: Ronda Latham, Vanessa Dodd, Joe Scollo, Solomon T. Franklin, and Brian Guns.

Capital Projects



- ❧ Holshouser Hall renovation project recognized for excellence with Association of Builders and Contractors (ABC) Eagle Award and Construction Professionals Network (CPN) Star Award.
- ❧ Successfully completed Levine Hall (first combined academic / residence hall)
- ❧ Negotiated largest designer agreement in UNC Charlotte history for a capital project –science building.
- ❧ Continued to lead the UNC System in Historically Underutilized Business (HUB) participation despite difficult bidding climate.

Design Services



- ☞ Successfully completed 229 projects (an increase of 26 projects from last year) at a value of \$14.2 Million (an increase of \$800,000) and a customer satisfaction rating over 90%.
- ☞ Process improvement - Improved reporting from ARCHIBUS for projects to capture capital project expenditures made outside of our normal purchasing process. Yearlong process improvement; a joint effort with Facilities Business Office and Facilities Information Systems.
- ☞ Process Improvement - Using Six Sigma methodology, streamlined the process of entering Design Services projects into the State Construction Office's InterScope Plus system.
- ☞ Four individuals achieved advanced level Six Sigma certifications - Steve Terry (Design Services) and Sherry Ceallaigh (Facilities Business Office) - Green Belt, Amanda Caudle (Design Services) - Yellow Belt, and Mac Fake (Design Services) - Orange Belt.

Facilities Business Office



- ❧ The fiscal year-end ended successfully.
- ❧ Entire team achieved some level of Six Sigma Belt Certification: NiCole Lynch, Leigh Richardson, Beth Brown, Carolyn Lewis, Virginia Bennett; Sonia Perez, Monique Davis, Noella Paquette – White Belt; Clyde Derberry and Melanie Witherspoon - Yellow Belt; Melanie Witherspoon - Orange Belt; and Sherry Ceallaigh – Green Belt.
- ❧ Development of a Facilities Management Apprenticeship Program concept.
- ❧ Process Improvement – Using Six Sigma methodology, streamlined the process of entering Design Services projects into the State Construction Office's Interscope Plus system (Sherry Ceallaigh (Facilities Business Office) and Steve Terry (Design Services)).
- ❧ The "Five-year Capital Construction Plan" communication plan is being executed with an increase in campus-wide initiatives.

Facilities Information Systems

- ❧ Completed application upgrades: ARCHIBUS to 23.1, Building Automation System to Niagara 4.2, Open Options to 6.6 and moved all servers to VM (Virtual Machines).
- ❧ Developed and deployed Asbestos and Refrigeration tracking modules in ARCHIBUS.
- ❧ Deployed a new Key / Access Request module in ARCHIBUS that allows access requests for either a key or a card.

Facilities Operations



- ❧ Two 2017 UNC Charlotte Employee of the Year Award Recipients (Gary Edwards - Dedication to Duty; Brent Offenberger- Safety and Heroism).
- ❧ Consolidated the Administrative/Customer Service Group to standardize processes and improve customer interface. Established 24/7 customer care line.
- ❧ Created Access Control position that reduced Open Options Contract by more than \$100,000.

Overall



- ❧ Due to excellent funding support from the Vice Chancellor for Business Affairs, Facilities Management was able to add critical human resources (new positions) in several strategic areas:
 - ❧ space management
 - ❧ real estate
 - ❧ critical facilities systems
 - ❧ building automation
 - ❧ retro commissioning
 - ❧ water resources
 - ❧ cost accounting
 - ❧ preventive maintenance
 - ❧ Center City Building operations
 - ❧ operations of new square footage

CAPITAL PROJECTS UPDATE

John Neilson, Associate Director of Capital Projects



Science
Building Site

Science Building

Architect – Clark-Nexsen

Project Cost - \$101 million

Estimated Completion – September 2020

Health and Wellness Center

Architect – Jenkins-Peer Architects, P.A.

CM@Risk – Edifice

Project Cost - \$66 million

Estimated Completion – May 2019



Residence Dining Hall Renovation



Residence Dining Hall Renovation

Project Cost - \$10 million

Estimated Completion - September 2017



Burson Renovation

Architect – Jenkins Peer

CM@Risk – New Atlantic Contracting, Inc.

Project Cost - \$13 million

Estimated Completion – January 2018



Student Counseling Center
Architect – EYP Architects
Contractor – Heartland Contractors
Project Cost - \$4 million
Estimated Completion – August 2017

Facilities Operations/Parking Services Complex

Architect – LS3P

CM@Risk – New Atlantic Contracting, Inc.

Project Cost - \$23 million

Estimated Completion – August 2018





QUESTIONS PHIL RECEIVED

Questions & Suggestions

BES&R

- Kronos:
 - Kronos rounds up or back seven minutes to the nearest quarter hour.
 - If a person clocks in up to seven minutes late, it will round back.
 - If a person clocks out within seven minutes of their stop time, Kronos will round forward.
 - **Why are we considered late if we clock in within those seven minutes (example: 7:01 a.m.). Kronos rounds the time back to our start time.**
 - **Why can't we just use the raw total instead of Kronos rounding (calculated total)?**
 - **Please explain the Kronos process and why rounding was put in place.**
 - If we clock in late (7:01 a.m.) and we clock out one minute after our end time, we still put in our eight hours. **Why is there disciplinary action if we worked eight hours?**



UPCOMING EVENTS



Southern Region APPA Conference

October 25-28, 2017

Hosted at Westin Hotel Charlotte

Visit <http://www.srappa2017.com/>

David E. Smith, President

Volunteer Opportunities ~ Sign up!

Thank You!



UNC CHARLOTTE