

Facilities Management

...Creating a Campus of Distinction



First Shift



Second and Third Shifts

*All Employees Awards Presented
July 16 & 23, 2013
Fiscal Year 2013 Fourth Quarter Recognition*

John Renwick, Facilities Operations – Zone 4 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

On the morning of June 3, 2013 John Renwick was on his way back to the shop when he came upon some stopped traffic in front of the high rise parking lot. After sitting in the line of traffic approximately five minutes, he decided to get out of his vehicle and see if he could help to move, what he thought was a disabled vehicle.

When he approached the car there was a contractor standing there. John asked him if he needed help to push the car out of the road way to allow traffic to pass. The contractor said “we have a bigger problem than that here.” John then looked into the car and could see that the driver was sweating profusely and was without any color in his face. John asked him if he was ok and the driver replied, “I don’t know”. John asked him his name and he answered, “Keith.” Keith then stated that he didn’t know where he was and was very acting very confused. John asked Keith if he was a diabetic and Keith answered, “Yes.”

John then moved into quick action by first asking an onlooker to call campus police. He and others around began to look through their things for a candy bar or something sweet for Keith to eat. Sammy Moore was close by and was able to stop a car driving by and that person, happen to have a granola bar to give him. John was able to convince Keith to take a small bit of the granola bar. Keith was then able to eat a little more and more. His color started to come back and was starting to respond better. The police had arrived by this time along with the paramedics. The paramedics had Keith back on his feet and walking around about an hour later. John has since then told me that, had it not been for working with a coworker who had battled with diabetes and the first aid training he has received from the university, he might not have been able to recognize the signs. Keith could have slipped into a diabetic coma had John not quickly responded.

For this reason I am nominating John Renwick for Employee of the Quarter. He could have easily walked away from this situation and not gotten involved. That is not the type of person John is though. I am sure that Keith and his family are very happy and blessed that John happened to be in that place at that time. Thank you very much John for all that you did for Keith and all you do here at the University.

Nominated by: Paul Taylor, Zone 4 Supervisor

Team of the Quarter

Congratulations to: Paul Taylor, John Renwick, Jack Hartsell, Sammy Moore, Richard Carpenter, David Weimer (Zone 4), Eric Walcott (Zone 5) Phil Leonard, Mark Blackwelder, David Loveless, Steve Plott, Brian Grayson, Randy Walter, John Butcher, Cristhian Gonzalez, Gary Edwards, James Gentle, David Showalter, Clayton Cragan, Herminio Chirino, Nick Fulton, Chip Lawrence, Renatto Cevallos, (Grounds) and John Cartier (Temporary) who were honored with the Associate Vice Chancellor's Team of the Quarter Award for April–June 2013



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.

Team of the Quarter

On April 25, 2013, technicians in Zone 4 noticed that a floor drain in the men's room at the Residence Dining Hall (RDH) was backing up. They attempted to snake the line, but that did not fix the problem. A contractor was brought in to clear the clogged line. They tried to snake the line and got their snake stuck. After some discussion, they put a camera into the line and found the problem; the iron pipe had a break in it and needed to be repaired. After further review, it was determined that approximately 10 feet of the drain line needed to be replaced. The contractor provided an estimate of \$10,465 to make that 10 foot repair. Paul Taylor then contacted another contractor who quoted \$9,800 for the same repair. Paul then spoke with Eric Walcott, Zone 5, and they put together an estimate for in house staff to complete the job for approximately \$6,500. Paul presented all three options to Auxiliary Services they agreed to have the job completed with Facilities Operations staff.

Paul then began coordinating the effort. He contacted a company to come in and saw cut the concrete. Facilities staff then removed the concrete and dug down to locate the bad drain line. The entire bottom of the line was gone. After cutting it open, a camera was inserted into the pipe to verify the condition of the main branch line; it also needed to be replaced. The total length of pipe needing replaced was 70 feet. Paul and I met to review the situation. He had received several quotes to complete the repair which ranged from \$60,000 to \$70,000.

We again met with Auxiliary Services and agreed to complete the job with Facilities staff for \$12,000.00. Paul met with his team to discuss the project; they were all ready for the challenge. They knew what needed to be done, had the expertise to complete, and felt good about making sure the pipe was replaced properly. Paul then called Grounds and spoke to Gary Edwards to see if some of his guys would help dig down to the pipe which was three to four feet deep under the slab. He agreed and sent four temporary employees over. After the saw cutting was complete, everyone pitched in and began digging. Working together, these guys uncovered all 70 feet of bad pipe in one day.



Team of the Quarter (continued)

The next day, Eric Walcott, Sammy Moore, Rich Carpenter, and John Renwick began replacing all of the bad drain line. It was replaced in two days and tested prior to backfilling. Gary Edwards then sent 12 Grounds staff over and they backfilled and compacted the trench in about an hour and a half. Concrete was ordered and brought out the next day. Zone 4 along with Grounds technicians helped place and then finish the concrete work. This team worked long and hard to complete this job in a short period of time; not one complaint was made. The entire team was willing to do anything asked of them.

By pulling together our resources here on campus, this job was completed properly and for much less than an outside contractor would have done it for. The total cost for this complete job was just under \$12,000. Had it not been for their willingness and efforts to do this job, it would have cost much more than it did. This really shows how a team of teams can work together for the greater good of this university.

Paul Taylor did an outstanding job in coordinating this entire effort. Resources were pulled from several other shops and zones to make this project a success. Many thanks go to each and every one of these guys for stepping up and really coming through. Pictures from this job can be viewed on the next few slides.

Submitted by Lee Snodgrass, Director of Facilities Operations

RDH Drain Line Photos





RDH Drain Line Photos



RDH Drain Line Photos



Safe Teams of the Quarter

First Shift – Facilities Operations & Building Environmental Services



FIRST SHIFT - Pictured above left to right are:

Lacy Brumley (Zone 1), Matt Smith (Zone 3), John Renwick (Zone 4), Andy Lavoie (Lock Shop), Virgie Fewell (North), Steve McMiller (South), Julius Brice (EPIC 1), Joe Clay (Zone 1), Lisa Miller (CCB), Randy Baucom (Zone 7), Armando Vazquez-Montalvo (Zone 5), Bob Fitzgerald (Zone 6), Jeff Efird (Renovations), Lewis Jackson (High Voltage/Fire Alarms), Dale Kroeze (Automotive), Virgil Torrence (Grounds), Randy Hudson (Steam Plant)

Safe Teams of the Quarter

Second and Third Shift – Facilities Operations & Building Environmental Services



SECOND and THIRD SHIFT - Pictured above left to right are:

Rex Kearney (West), Mario Moore (Library), Savararia Harrison (East), Marijan Pavlovic (Friday), Reggie Dempsey (EPIC 2), Maria Gonzalez (Colvard), Radmilla Pavlovic (CRI), Tammy Farr (Woodward)

2013 Safety Slogan Winner – Beverly Starcher, BES

“STAKE YOUR CLAIM, MAKE SAFETY YOUR AIM”



UNC CHARLOTTE

Individual and 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.



UNC CHARLOTTE

Julius Brice, BES - EPIC Award for Excellence



- I received a call from Nancy Clarke regarding water flowing from the ceiling inside office 485 Woodward Hall. I was short staffed, two employees was absent, and my only floor technician and lead person were in a training section. Being short staffed, I decided to take care of the emergency myself. I spent an half hour trying to locate a carpet extractor to extract the water, I was unsuccessful,.
- My path crossed Julius Brice and he did not hesitate to say, "Ms. Katherine, I heard you had water flowing on to the floor, I can take care of the problem for you." He got his supervisor, Darrell Steele's, permission. Then Julius took action like a Marine in the field. He went to several buildings before locating an extractor. The time frame took an hour to extract all the water from the office and hallway. Just as Julius was in the process of returning the equipment back to the proper location, I received another emergency call from the Foundation Building regarding a spill. Julius immediately volunteered and placed the equipment back onto the truck. We headed off main campus to the Foundation Building. Julius took care of the spill, we returned to the campus, he cleaned the equipment, and returned it back to the proper location.
- The total time frame for both emergencies took two hours. Julius is not one of my employees, but he surely went above and beyond his call of duty to help another zone. I thanked Julius and apologized to him because he had not taken a break and he had to return to his work zone to catch up on his assigned work tasks. With a smile and a positive attitude he said, do not hesitate to ask him for help. Thank you for being a team player.
- **Nominated by: Katherine Humphries, BES Supervisor**

Solomon Franklin, BES Award for Excellence



- In addition to his primary job responsibilities of BES program development and education, Solomon Franklin has immersed himself in several FM wide initiatives and is significantly contributing to ongoing improvements that benefit all of FM.
- Shelly Theriault, FM Web Advisory Group Coordinator wrote, "Solomon has been a significant contributor and collaborator in FM's Web Advisory Group (WAG). He carefully listens to others' input, working to understand the several angles of an issue, resulting in constructive, well-informed comments and responses. He communicates precisely and professionally, while keeping with requested deadlines so the team can move forward on projects. He's "professionally assertive" as BES's representative and is always happy to educate others on his unit. Additionally, I've observed him several times leading BES supervisory meetings. His calm, respectful and professional demeanor serves as an excellent model for those wanting to improve their professional and leadership skills. Anecdotally, I see others absorb his behavior, as he serves as a stellar example of someone who "walks the walk." By witnessing someone else doing it, it seems like others are encouraged to increase their career potential, as well."
- Another FM wide initiative that Solomon has been an active contributor to is "Facilities Focus," taking it from having a high quality newsletter feel to an extremely impressive news magazine type publication. Solomon has made significant upgrades to the formatting, layout, and overall feel of Facilities Focus along with writing many articles for BES and helping to design the entire magazine.

Solomon Franklin, BES Award for Excellence (Continued)



- In addition to these two significant "above and beyond" contributions, Solomon spearheaded a massive effort in HRMS to re-write all BES Technician work plans and get them updated and reviewed in HRMS in time for the recently completed performance review cycle. In order to do this, Solomon had to:
 - 1) Learn to use a complex data base that he had not touched prior to his 6/25/12 hire date.
 - 2) Review existing work plans with BES managers and supervisors to identify needed changes.
 - 3) Apply all necessary re-writes to 140 work plans.
 - 4) Teach the BES supervisors and staff how to use PeopleAdmin.
 - 5) Resolve significant HRMS access issues related to password expirations and logins problems for over 100 workers who do not use a computer in their normal work day and do not have access to IT help because they do not work during normal business hours.
 - 6) Track and complete 140 work plan reviews between July and October 2012.
- This effort was monumental and required Solomon to give up much of his personal flexibility at night and on weekends in order to be on campus morning, noon, and night to see this project through to successful completion. This would not have happened without Solomon. Please Give Solomon Franklin your full consideration for an individual acknowledgment for his excellent work ethic and going above and beyond his required work duties.
- **Nominated by: Brian Guns, Director of Building Environmental Services and Recycling**

Pamela Hickman, Facilities Operations Administration Award for Excellence



- In the short time she has been here she has become a vital member of Facilities Operations. Her contributions to both Area A and Area B have made significant improvements to our operations. Her ability to streamline a lot of our processes has made our job simpler. Pamela has worked diligently to improve the office supply ordering process along with being a central resource for updating all meeting agendas. Pamela's work to improve the outage notification process has greatly simplified this for all. She is always available to us even after hours. These are just a few of the changes she has made that greatly improved our operation. She has redefined the meaning of Office Manager. Her hard work and dedication is greatly appreciated by all.
- **Nominated by: Larry Griffin, Facilities Operations Area B Manager**

Wade Ward, Facilities Operations – Zone 2

Award for Excellence



- Wade Ward has been a UNC Charlotte employee for 10 years. During this time Wade has exhibited the type behavior that exemplifies facilities maintenance. Hired in Zone 1, Wade made the transition to the newly formed Zone 2 and quickly became the go to person in the discipline of HVAC. Wade adapted to a changing industry of the Building Automated System (BAS) computers and on-line ordering. He has continued to progress along with the technology needed to accomplish a well-run efficient facility. Wade has been instrumental in the past year with the integration of new buildings in Zone 2 along with the continued support of existing buildings.
- Case in point, RUP 2 was experiencing unexplained anomalies that were plaguing the entire north side of campus. A sequencing of the RUP chillers supplying chilled water to all buildings was causing certain buildings not to receive the flow of water required to maintain temperatures. It is one of these incidents that prompted this recommendation. On Friday, June 7 at 6:00 p.m., I received a call from Mike Mosley of Bioinformatics (Bio) IT division. Mike had received an alarm indicating temperatures were out of normal range and continuing to climb in the computer server room at Bio. I contacted Wade by phone, explained to him what I saw on the BAS and Wade, without prompting, offered to return to campus to see what he could do to rectify the situation. I received a call from Wade at 8:00 p.m. He explained that it was again a sequencing issue and after manipulation of chiller modes he was able to return the chilled water to its normal state.

Wade Ward, Facilities Operations – Zone 2

Award for Excellence (continued)



- On Saturday June 8 at approximately 10:00 a.m., I received a call on my cell phone from Wade. He informed me that he happened to be passing by the University and decided to stop in to check the status of the RUP chillers. He discovered the mode had inexplicitly switched again. It was at this point Wade placed the chillers in an over-ride condition to make sure this would not happen again. He said that temperatures were returning to normal and he would stay until he felt comfortable the crisis had past. I asked Wade if he needed me to come to campus, he said there wasn't a need and he would call again if he ran into any further issues. He did not call back. I had been monitoring the BAS remotely that morning and was comfortable enough to continue with the plans I had for the day.
- Had it not been for Wade's diligence and dedication to duty, a potential overheating of sensitive equipment (server rooms, BSL-3 lab, clean rooms, etc.) may not have been avoided. As I said before, this is only one of the many instances that Wade has gone above what is expected of him to contribute to the University environment. This why I would like to nominate Wade (Horace) Ward for employee of the year in FM.
- Nominated by: Ed Diaz, Interim Supervisor, Zone 2**

Francine Dadio, Johnnie Doyle, Susan George, and Trokon Taybior - BES Award for Excellence



- I would like to nominate Johnnie Doyle of Building Environmental Services who works within the Cameron Applied Research Center for an Award for Excellence. He goes the "extra mile" and "above and beyond" in the services he provides throughout the Cameron Building. As he has worked in different roles, it is very evident he provides a excellent customer service with a smile and words of encouragement.
- This submission also recognizes other BES team members who work help Cameron, Francine Dadio, Susan George, and Trokon Taybior. We appreciate the services BES provides to the IDEAS team and are grateful that the Building Environmental Services has such a wonderful employees.
- Johnnie Doyle has been helpful in keeping my office clean and neat, while also providing extra services when my trash was overflowing and I had not been able to keep it empty. Even one day, as I had attempted to get the trash done and yet somehow had left it on my desk -- Johnnie followed through for me and emptied it. Part of our IDEAS team strived to keep their desks cleaned off and ready when he would be working in the office for us, to enable them to take advantage of his excellent services of cleaning. His efforts on April 17th were exemplary and worthy of your award in accumulation with his multitude of daily service that he provides to the UNC Charlotte team in Cameron. The IDEAS Center had worked with Surplus in removing a large laboratory hood whose wheels had failed during the process. The impact to the new Cameron floor looked damaging. However, with Johnnie's excellent care and skills; there were no long lasting problems to the floors. What had started to potentially become a major issue was resolved by Johnnie and his attitude of helpfulness and cooperation was immensely appreciated.

Francine Dadio, Johnnie Doyle, Susan George, and Trokon Taybior - BES Award for Excellence (continued)



- Also, during this time, the IDEAS Center was preparing for their extensive Earth Day Booth to provide “Lucky Bamboo” and environmental action tips to over 350 students, staff, and faculty. This project required the washing of stones to be used with the plants and Johnnie was instrumental in helping to get boxes to dry the stones and providing access to brooms for our team to get the spilt stones from off the laboratory floor. Some of the most admirable attributes that he exemplifies is his thoughtfulness and support; as he proceeded with attentiveness to the needs.
- We appreciate the services that Johnnie provides to the IDEAS team and are grateful that the Building Environmental Services has such a wonderful employee. We highly recommend him to receive your Award of Excellence for his service throughout the building in caring for facilities/equipment/office areas at UNC Charlotte along with the excellent customer service that he provides. I appreciate Johnnie for the many ways he has affected our work environment! It is with honor that I provide a nomination for him toward the Award of Excellence in which he truly magnifies the depth of being an excellent part of your team.
- Thank you for your time in reading and evaluating my nomination on behalf of Johnnie Doyle. I hope that through each comment you can see the depth in which he reaches out to make an important difference in the workplace environment and atmosphere for UNC Charlotte students, faculty, and staff in Cameron.
- **Nominated by: Regina Guyer, IDEAS Center**

Zone 4 - Paul Taylor, Jack Hartsell, David Weimer, Rick Carpenter, Sammy Moore, John Renwick,
Zone 1 - John Garst, Joe Colman, Greg Barnes, Zone 5 - Eric Walcott, Quinton Pickett, Design - David Love

Award for Excellence



- Zone 4 and others performed multiple tasks for the startup of the food service concession operations and merchandising for the Football Stadium. Without their support we could not have been ready to operate for the spring football game.
- Items included installing additional electrical circuits not included in the project, moving electrical receptacles to fit equipment, installing new custom stainless steel collars around Coke beverage dispensing machines, installing the new CO2 valving systems for beverage dispensing machines, replacing paper towels dispensers, testing and installing older and existing tea and coffee brewers, painting conduit, and many other last minute items.
- We believe we received very timely and attentive work/services we would not have received with an outside group. Paul and the Zone 4 staff were there when un-anticipated items popped up with a willingness to make it happen with little or no effort. They contributed good ideas for a better way to accomplish some of the tasks that were not planned. This type of service is a must when we must provide our services for such a high profile University event as the first spring game. I believe the Charlotte news coverage of this event was a major feather in the UNC Charlotte cap! Their efforts helped to give the public a seamless event day operation! We could not have done it without the Zone shop staff's willingness and assistance. All in the group demonstrated a "CAN DO" attitude and skill levels. It was truly a professional team effort!!!! Many thanks for their help and support!
- **Nominated by: Keith Wassum, Associate Vice Chancellor for Business Services**

Individuals

Who Received Applause Cards

- **Bobby Robinson**, Automotive
- **Johnnie Doyle**, BES East Zone
- **James Williams**, Renovations
- **Kenny Leazer**, Renovations
- **Kim Sowa**, Zone 5



Teams

Who Received Applause Cards



Facilities Management First Floor Renovations

- Robert Braun, Renovations
- Mike Camp, Renovations
- Jeff Efird, Renovations
- Steve Reis, Renovations
- Michael Rogers, Renovations
- Tim Smith, Renovations
- James Williams, Renovations

HVAC Teamwork

- Calvin Buchanan, Zone 6
- Dan O'Donnell, Zone 5



BES – Special Recognition



Random Photos



UNC CHARLOTTE

Random Photos

