



*All Employees Awards Presented  
July 10 & 24, 2014  
Fiscal Year 2014 Fourth Quarter Recognition*





# Team of the Quarter

## *Friday Sewer Repair Team*



*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

A strong pungent smell was detected vicinity the main entrance of the Friday building. After a detailed and thorough review, it was determined that a major blockage in the sewer line was the cause. This blockage was allowing seepage into a nearby steam manhole and the smell was the sewer waste "cooking off". The blockage was cleared on several occasions, but after a few days would once again back up.

After further investigation, it was determined that the sewer main had failed in and around a footer for the main support column. To repair and/or replace this sewer line would be very costly (estimated at over \$110,000.00) and require the potential redesign of the existing sewer system. Randy Hudson and James Mechum had spent several days (and some week-ends) investigating and clearing this sewer line. We needed a solution that would be corrective, cost effective and timely.

Lee Beard came to me with a plan to solve this problem. Facilities Operations would bypass the impacted area by installing two new man holes; this work would be completed with in-house staff with a budget not to exceed \$35,000.00. The project also had to be completed after commencement and before summer classes began; under two weeks.

Planning began; all utilities would be located by the steam plant and high voltage (or that was the plan). Grounds would remove the existing brick pavers and assist with the excavation and members from the renovation shop, grounds and steam plant would assist with manhole placement, new pipe installation and connection to the existing system. Draw Enterprises, an outside vendor, would re-install brick pavers.



# Team of the Quarter (continued)

This project was estimated to take about 7 working days to complete and approximately 3-4 of these days the Friday building would be without a functional sewer system. The team developed a communication plan and briefed the Belk Business College, as well as a few other impacted customers. In the end, it should be noted, that the entire project and the team effort was commended by several of the customers for a thorough explanation of the required steps and process, scheduled completion and constant communication. The project site was secured and began as scheduled.

During excavation, numerous abandoned utilities were discovered ...this potentially added precious time to the already tight schedule. The project also had one rain day; because of the nature of the work and unexpected utility lines more time was added to the project schedule. Gary Edwards and his team were able to develop solutions for many of the challenges encountered. With all of these challenges the team regrouped and agreed to work longer work days and even into the week-end in an effort to meet the project schedule.

All parties involved kicked it into high gear; the man holes were placed; new sewer line installed and service was returned to the building. Working together and pulling resources from across Facilities Management, the project was completed only one day behind schedule and for a total cost of only \$20,371.00; thus saving the University nearly \$100,000.00. Last, but certainly not least, the entire area was cleaned and re landscaped; the customer was ecstatic!

Nominated by: Lee Snodgrass, Director of Facilities Operations



# Safe Teams of the Quarter

First Shift – Facilities Operations and Building Environmental Services



**FIRST SHIFT - Pictured above left to right are:**

Brian Perry (Zone 3); Tom Guenther (Zone 1); Barry Kirkman (High Voltage); Dennis Kowalski (Zone 2); Josh Hyatt (Zone 7); Steve McMiller (BES - South); Clara Marrow (BES - EPIC 1); Jeff Efird (Renovations); Brady Burgess (Recycling); Aaron Moore (BES - CCB); Andy Lavoie (Lock Shop); Jessica Vera (BES - North); Chris Facente (Automotive); Charles McCann (Grounds); Bob Fitzgerald (Zone 6); Stan Gant (Fire Alarms); Patrick Foley (Zone 5); and Kenyel Spaulding (Zone 4)





# Safe Teams of the Quarter

Second and Third Shift – Building Environmental Services



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

Loretta Cooley (West); Catherine Harris (Friday); Franjo Pauler (Library); Tomasa Bonilla (CRI); Wilfride Joline (Woodward); Billy Poston (Steam Plant); Paul Dilgard (Colvard); and Marcus Brown (Kennedy)

# Idea of the Year

Christy Case – Facilities Operations



This award 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.



# 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.





# Michael Crawford and Matt Smith, Zone 3 Award for Excellence



Michael Crawford and Matt Smith

An unexpected power outage occurred at Center City on June, 25th. The outage was from 8:30 AM until 6:40 PM. Matt was able to provide power to Classroom Support from the emergency generator making it possible for the event to take place. The second shift staff showed up with only one employee as the other employee had scheduled time off.

Matt and Michael Crawford brought the equipment back up with numerous problems occurring. The main one being a power surge protector to Jace 5 and 6, which would not allow the pumps to run. Matt figured out a way to bring the pumps on. Matt and Michael did an outstanding job in addition to providing excellent customer service.

I believe this should be both a Supervisor Award as well as a team award.

**Nominated by: Bob Smith, Facilities Operations – Area A**



# Kenny Leazer (Renovations); Randy Hudson (Steam Plant); Joey Johnson, Joe Coleman, and Tom Guenther (Zone 1) Award for Excellence



Randy Hudson, Tom Guenther, Joey Johnson

In Woodward Hall Lecture Hall Room 376, Dr. Hogue and Linda Smith, the Building Liaison, were concerned that there were approximately 20 arm fixtures broken off chairs due to a flaw in the manufacture of the cast iron brackets which holds the writing tablets in place.

Lance Anderson, Zone 1 supervisor, placed an order for new ones; however, it would take 6 to 8 weeks to get the new brackets and writing tablets. This was too long of lead time with finals coming up. Lance met with Randy Hudson from the Steam Plant. Randy stated he could braze the broken pieces back together until the new fixtures came in, which he did. This is very difficult as you are brazing cast iron, a skill in itself.

Lance then asked if Kenny Leazer from the Renovations Shop could cut a template to make writing tablets. Kenny was able to duplicate one exactly in size. Zone 1 employees took the initiative to check the other two lecture halls on the second, and first floor and was able to replace all damaged chair arms in preparation for final test in the coming weeks. These men are to be commended for the teamwork accomplished by three different units, and the end results in which they produced, as truly skilled technicians.

**Nominated by: Bob Smith, Facilities Operations Area A**



UNC CHARLOTTE

# We Applaud You *Individual*



Lance Anderson, Zone 1

Tom Bastian, Capital Projects

Henry Bennett, Recycling

Jeremy Cunningham, Zone 2

Tony Schallert, Capital Projects

Lee Anne Tisdale, BES-South

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



# We Applaud You *Team*

## RDH Boiler Repair Team

Randy Hudson, Boiler Room, 1<sup>st</sup> shift

Billy Poston, Boiler Room, 3<sup>rd</sup> shift

Wes Wright, Boiler Room, 1<sup>st</sup> shift

## Site Work Support Team

Gary Edwards, Grounds

Randy Walter, Grounds

Mark Blackwelder, Grounds

Sean Tracy, Grounds

Phillip Leonard, Grounds

Steven Plott, Grounds

## Parking and Transportation Services Renovation

Amanda Caudle, Design Services

James Williams, Renovations

Robert Braun, Renovations

Mike Camp, Renovations

Jeff Efird, Renovations

Mark Waters, Renovations

Tim Smith, Renovations

Michael Rogers, Renovations



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



# RANDOM PHOTOS

