

# *Facilities Management*

*...Creating a Campus of Distinction*



*All Employees Meetings  
October 18 and 31, 2017*

*Fiscal Year 2018 First Quarter Information Session and Employee Recognition*



# Agenda

Benefits Update – Krissy Kaylor

BES Cleaning for Health – Solomon T. Franklin, Vanessa Dodd, and Larry Blomberg

Unit Spotlight “Capital Projects” – Jennifer Price

Learning and Development – Clyde Derberry

## **OPEN FORUM**

Employee Recognition – Phil Jones

SRAPPA Highlights

Announcements

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







# Cleaning for Health

## Red Microfiber Cloth Transition





# Cleaning is based on:



ENGINEERING

SCIENCE

PROFESSIONALISM





## Define the Terms

In science we start with definitions.

# Clean for Health First, Then Appearance





# Clean

What is Clean?

Clean is an environmental condition  
free of unwanted matter.





# Clean

What are you doing when  
you are cleaning?

Putting the unwanted matter  
in its proper place.





# Health

Health is a state of complete physical, mental, social well being and not merely the absence of disease and infirmity.

When you clean an environment, you create that “sense of well being.”

There are tremendous benefits.





# Appearance

A visual communication  
or message.



One-time money used *as a funding source for the Cleaning For Health – Red Microfiber Cloth project*





# Why UNGER— *Red Microfiber Cloths*?

- Color Coding System (Restroom Specialist)
- Reduces cross-contamination
- *Key Features: Scrub Factor, Durability, Absorbency, Wash Cycles*





# Step 1: Gather Data

*(Conduct fixture counts)*







# UNC CHARLOTTE

## Facilities Management

McEniry Zone								
Building Name	Room #	Description	Square Footage	# of Sinks	# of Toilets	# of Urinals		Totals
McMillian Green	7	Men's	37.2	1	1	0	2	2
	88	Women's	37.84	1	1	0	2	2
McEniry	22	Women's	175.61	2	3	0	5	3
	24	Men's	158.09	2	2	1	5	3
	102	Men's	361.63	4	3	4	11	4
	103	Women's	362.92	4	7	0	11	4
	245	Men's	215.6	4	3	1	8	3
	243	Women's	216.74	4	4	0	8	3
	338	Men's	221.13	4	3	1	8	3
	336	Women's	226.84	2	4	0	6	3
	449	Men's	215.97	4	3	1	8	3
	447	Women's	215.83	4	4	0	8	3
Friday	118	Men's	209.26	3	5	4	12	4
	114	Women's	270.4	6	7	0	13	5
	233	Women's	239.96	6	6	0	12	4
	234	Men's	209.26	4	5	5	14	5
	336	Women's	239.91	6	6	0	12	4
	337	Men's	209.02	3	5	4	12	4
Fretwell	135A	Unisex	59.63	1	1	0	2	2
	123	Men's	371.83	5	6	10	21	7
	119	Women's	462.52	5	13	0	18	6
	203	Men's	235.74	2	2	4	8	3
	204	Women's	248.01	2	5	0	6	3
	274	Men's	192.92	2	2	2	6	3
	276	Women's	199.82	2	4	0	6	3



# Step 2: Develop Methodology *(Determine Metrics)*







# UNC CHARLOTTE

## Facilities Management



Fixtures      Cloths

1 - 4 = 2 total

5 - 8 = +1 = 3 total

9 - 12 = +2 = 4 total

13 - 16 = +3 = 5 total

17 - 20 = +4 = 6 total

21 - 24 = +5 = 7 total

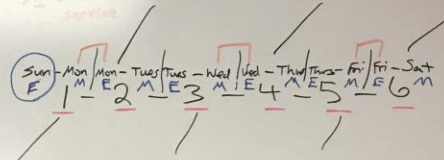
25 - 28 = +6 = 8 total

29 - 32 = +7 = 9 total

33 - 36 = +8 = 10 total

37 - 40 = +9 = 11 total

• 1 - wash  
• 1 - e-help  
• 1 - service



### Laundry Schedule

Mon, Wed, Fri

- McEniry → McEniry
- Kennedy → Kennedy
- Grigg → EPIC
- Woodward → COED

Tues, Thurs, Sat

- Library → Kennedy
- Colvard → McEniry
- EPIC → EPIC
- CHHS → COED

RR1	RR3
RR2	RR4
Mon	2 Tues
RR7	RR5
RR8	RR6
Fri 4	3 Tues

Billy/Daniel Parker (1 day)  
117 + 92 = 209 Total  
209 x 2.5 = 522.5 days  
Order  
↓  
\$1,771.21



# Step 3: Develop Methodology

*(Consider the frequencies & costs)*







# UNC CHARLOTTE

## Facilities Management

### North Area

#### • Grigg Zone

$$\frac{\text{Daily/Detail}}{75} + \frac{\text{Porter}}{58} = 133 \times 2.5 = \boxed{332.5} \text{ order days \$}$$

#### • Woodward Zone

$$\frac{\text{Daily/Detail}}{292} + \frac{\text{Porter}}{128} = 420 \times 2.5 = \boxed{1,050} \text{ order days \$}$$

#### • EPIC Zone

$$\frac{\text{Daily/Detail}}{128} + \frac{\text{Porter}}{90} = 218 \times 2.5 = \boxed{545} \text{ order days \$}$$

#### • CHMS Zone

$$\frac{\text{Daily/Detail}}{107} + \frac{\text{Porter}}{72} = 179 \times 2.5 = \boxed{447.5} \text{ order days \$}$$

Total North

### South Area

#### • McEniry Zone

$$\frac{\text{Daily/Detail}}{123} + \frac{\text{Porter}}{76} = 199 \times 2.5 = \boxed{497.5} \text{ order days \$}$$

#### • Kennedy Zone

$$\frac{\text{Daily/Detail}}{117} + \frac{\text{Porter}}{92} = 209 \times 2.5 = \boxed{522.5} \text{ order days \$}$$

#### • Library Zone

$$\frac{\text{Daily/Detail}}{140} + \frac{\text{Porter}}{108} = 248 \times 2.5 = \boxed{620} \text{ order days \$}$$

#### • Colvard Zone

$$\frac{\text{Daily/Detail}}{202} + \frac{\text{Porter}}{156} = 358 \times 2.5 = \boxed{895} \text{ order days \$}$$

Total South

$$\text{Total All} \\ 4,910 = \$16,644.90$$



# Step 4: Educate Our Staff

*(Cleaning for Health presentations)*







# UNC CHARLOTTE

Facilities Management





# Step 5: Distribute Cloths

*(Document cloth transition)*







# UNC CHARLOTTE

## Facilities Management



### UNC CHARLOTTE

#### Facilities Management

##### Cleaning for Health | Red Microfiber Cloth Transition

Katherine Humphries  
McEntiry Zone Supervisor

As we move towards implementing High Performance Team Cleaning throughout our zones, we are beginning with a new "Cleaning for Health" model. This means that we will consciously work towards avoiding opportunities for cross-contamination and the polluting of our buildings and surfaces. Every zone will have specific Red Microfiber cloths for use only in the restrooms and locker rooms. We will also work to ensure that the mops and mop buckets that are being used in the restrooms are only used in the restrooms and not in any open areas.

Over the past two months, Randy Tillery, Ron Kelly, Joe Scollo, Larry Blomberg, Vanessa Dodd, Brian Guns and myself have met to determine the appropriate amount of Red Microfiber cloths to designate to each zone. We have recently received some one-time funding from our Associate Vice Chancellor, Mr. Phil Jones, and have used the money to purchase the appropriate amount of red Microfiber cloths.

Per our calculations you will receive \_\_\_\_\_ of new Red microfiber cloths for the McEntiry Zone.

Wash these cloths separately from the other cloths you have. This should be feasible with implementing the laundry schedules that allows you to wash three days per week. Your zone will be the only zone washing on you assigned laundry days.



Please sign below indicating that you turned in the Red and Yellow cloths you previously had and received the number of new Red Microfiber cloths listed above:

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



# Cleaning for Health

## Red Microfiber Cloth conclusion

- Healthier Campus (Reduces Cross-contamination)
- Professional (Highest quality superior-grade textile)
- Standardized Color Coding





A bright blue spotlight beam originates from the top left corner, casting a wide, soft glow across the dark blue background. The beam's intensity fades as it moves towards the center and bottom of the frame.

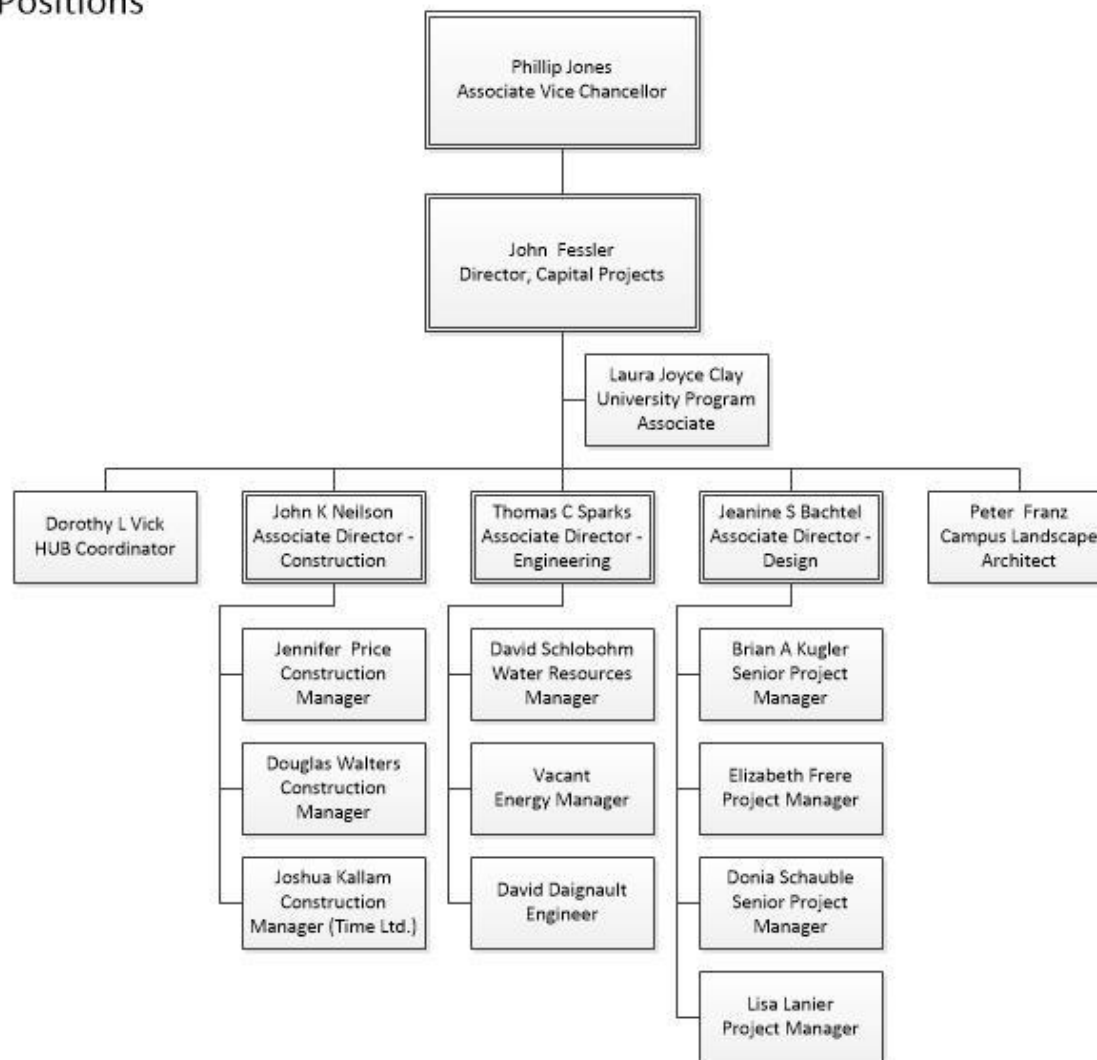
# **FACILITIES MANAGEMENT PRESENTS... A UNIT SPOTLIGHT**

**“CAPITAL PROJECTS”**

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



The University of North Carolina at Charlotte  
Division of Business Affairs  
Facilities Management  
**Capital Projects**  
17 Positions











# Learning and Development

## Clyde Derberry



# Learning & Development News

- Safety
  - 25 accidents
  - 2 minor (first aid)
  - 16 near miss reports
- Current/completed training:
  - Maintenance Reliability Management part 2 of 3 part diploma program at NC State
    - Steve Talent
    - Barry Hannibal
    - G. David Smith
- Upcoming Environmental Health & Safety training:
  - Lock Out / Tag Out (LOTO) Nov 14 @ Cone 320, 10:30-12:30 pm
  - Confined Space - Nov 28 @ McKnight Hall, 10:30-12:30 pm





**Clyde Derberry**

**Giving Green Co-champion**

**Business Affairs**





The image shows a large, multi-story building with classical architectural features, including columns and a pediment. The building is partially obscured by a semi-transparent green overlay. In the foreground, there is a grassy lawn with a set of stairs leading up to the building. Two people are walking on the lawn. The sky is cloudy.

# OPEN FORUM QUESTIONS





# RECOGNITION



# Jon Coty, Facilities Information Systems Facilities Management's 2017 Employee of the Year





# Facilities Management's Employee of the Year

This is the third year of this recognition.

Those eligible were the last two Facilities Management Employees of the Quarter

- Jon Coty, Facilities Information Systems (October 2015)
- Eric Giles, Facilities Operations ( 2016)

Their previous nominations are on the following pages.

The Staff Recognition Committee voted among these two candidates based on previous submissions and selected Jon Coty.

## **Eligibility Criteria:**

- The winner consistently maintains a high level of work, exhibits outstanding customer service and/or demonstrates creativity, safety, and noteworthy behavior.
- Must be in good standing in accordance with FM Policy Statement #9 - Performance Dependability.
- Employees who received the Employee of the Quarter award during the past four quarters (July – June) are eligible.

## **Eligibility Process:**

- Nominations are voted on by the Recognition Program Committee and approved by the Associate Vice Chancellor of Facilities Management.
- Recognition for fiscal year “Employee of the Year” is announced in the October All Employees Meeting.

## **Amenities:**

- Four (4) hours of comp time
- Plaque
- Letter of commendation from the Associate Vice Chancellor of Facilities Management
- Facilities Focus newsletter notation.





# Jon Coty ~ Employee of the Quarter

(October – December 2016)



- Congratulations to Jon Coty, Systems Analyst, who was named Employee of the Fiscal Year 2017 1st Quarter! Fred Brillante, Director of Facilities Information Systems (FIS), nominated Coty for his outstanding Innovation. Brillante explains how Coty saved the University thousands of dollars with his ingenious way to leverage available technical tools:
- “Jon’s work on the ARCHIBUS Asbestos module has been outstanding. The purpose of this project was to migrate from the old program to ARCHIBUS which can be accessed and updated by multiple users across campus.
- He has worked with others in Facilities Operations and Safety to build a system that allows better access to Asbestos information. During the process of building the module, Jon realized that we needed a better way to store all the past and future Asbestos forms. Jon, on his own, came up with a way to integrate ARCHIBUS with Dropbox. Jon developed a link between ARCHIBUS and Dropbox using the Dropbox API (application programming interface). Jon then collaborated with Benny (Reese) to build functionality to make Dropbox an integrated module in ARCHIBUS. Benny then worked to enhance the integration to make it re-usable for future modules in ARCHIBUS. This link allows users to add documents using ARCHIBUS but stores the documents in Dropbox. Users have the choice to search documents in ARCHIBUS or to log into Dropbox to view data.”
- Brillante added, “Such creative ideas are a true asset to Facilities Management and I expect it to be extremely valuable in future projects.” Jon appreciates the acknowledgment and said: “It’s great to be recognized for the work you’ve done when otherwise most people wouldn’t know about it.”
- When Jon is not working or helping his wife, Jessica, take care of their beautiful 9-month old daughter, he enjoys art, films, video games and programming.
- Thank you Jon for your innovative idea!



# Eric Giles~ Employee of the Quarter

(April – June 2017)



- Eric Giles, electronics specialist in the Fire Systems group, was named Employee of the Quarter. He was nominated by his supervisor, Stan Gant, who stated, "Due to vacancies within the fire systems group, Eric was the lone fire alarm technician. He has handled a significant workload increase with professional ease and an extraordinarily positive attitude. He has worked independently to ensure 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."
- In response to winning this award, Eric stated, "It feels great to be acknowledged for good work." He likes working with his fire systems team and working on a beautiful campus.
- His colleagues enjoy working with him. Jeffrey Briggs commented, "Working with Mr. Giles has been a pleasure. He keeps you laughing but is committed to getting the job done. We don't work together everyday, but when we do I usually learn something new."



# Carolyn Lewis, Facilities Business Office Employee of the Quarter

July – September 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.*



UNC CHARLOTTE



# Employee of the Quarter

Congratulations to Carolyn Lewis, human resources specialist in our Facilities Business Office, for receiving employee of the quarter for the first quarter of fiscal year 2018.

Carolyn was nominated by Lee Arnold, recycling supervisor, for assisting them during the hiring process of at least six employees since February of this year. His nomination stated, “Carolyn has been available for counselling and advisement in dealing with NinerTalent concerns as well as devoting a minimum of 52 ½ hours sitting in laborious job interviews and data integration sessions. She helped design our interview questions and graciously answered endless questions about posting positions and the eventual hiring proposal process.” Carolyn does not work exclusively for the recycling unit and managed to fit other interviews and paperwork in from other units within Facilities Management.

Nominated by: Lee Arnold, Recycling Supervisor





# Team of the Quarter Cone Center HVAC Repair Team



Pictured left to right are Steve Singer (HVAC Tech), Barclay Brantley (HVAC Mechanic) and coordination by David Smith (Supervisor) – Facilities Operations

*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

**Steve Singer (HVAC Tech), Barclay Brantley (HVAC Mechanic) and coordination by  
David Smith (Supervisor)**  
**Facilities Operations**

During New Graduate Student Orientation on Saturday, August 19th, Steve, Barclay, and David, all coordinated to repair a “no air issue” with a HVAC. This affected more than 400 people in the building with temperatures approaching 100 degrees. Immediately upon contacting David, (at home) he reviewed the BAS system and promptly agreed to call the “on-call” Tech rather than have the boiler room person check out the situation, which was much appreciated. This prevented further delays of the urgent repair.

Steve Singer completed a diagnosis as an air compressor problem and was able to get it to function. However, the problem resurfaced on Sunday. Steve took the initiative to return to campus to follow-up. He found that the compressor was working intermittently, and decided to reach out to Barclay Brantley.

As always, Barclay was responsive to a priority situation for Cone Center and came out to work with Steve. They discovered several loose wires they were able to repair to provide normal functionality. Steve and Barclay's initiative, expertise and priority demonstrated high degree awareness during this situation. I received a follow-up email on Monday morning from Barclay providing all the details - including the fact that he would continue to monitor the air compressor that affected air controls to three different air handlers. Great communication as always.

I appreciate David's immediate recognition of the situation and prompt action to insure swift resolution. I greatly appreciated his coordination and communication with everyone, which allowed me the opportunity to communicate to our building managers and our customers. Great teamwork and coordination was in evidence for the first weekend of the new Fall 2017 semester.

Nominated by: Donna Merck, Cone University Center





# 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.





# Bike Rack Installation Team

Joey Cochran, Dan Baughman, Gary Edwards, Randy Walter, Mark Blackwelder,  
Steve Plott, Jim Stafford, Cameron Gentle, David Mulbah and Nelson Austin  
Facilities Operations - Grounds

I would like to let you know that you have an outstanding grounds team!

Starting with Joey who helped us to coordinate the installation of brick pads in nine locations on campus and nine sets of bike racks with 15 stands and a panel each. Our bike share program is scheduled to have a soft launch tomorrow at 3 pm. It is through the efforts of Joey Cochran and his team of the following members: Dan Baughman, Gary Edwards, Randy Walter, Mark Blackwelder, Steve Plott, Jim Stafford, Cameron Gentle, Dave Mulbah, and Nelson Austin who have allowed us to open on time. Unfortunately, we had to have the installation completed when there was upper 90-degree temperatures and high humidity. The racks are heavy and require 2-3 hours per rack for installation.

The attention to detail, coordination between Joey, Dan and our office, and their positive teamwork were all extremely professional and reflected greatly upon your organization. Dan kept me updated with the progress of the installation and let me know which brick pads and racks they would begin work on prior to installation. He asked questions when they were not sure of specifics and called me to look at two projects when they were completed. Dan even suggested that I bring out a bike after the first install of racks on Poplar Lane to make sure the racks were in the right position. His attention to detail and concern for perfection was outstanding! Gary also stepped in and continued with exceptional service.

Please pass on our gratitude to the grounds team. They are major part of launching a new Campus Wide Bike Share program and played a key role in meeting the goal of the July 27th launch date.

Nominated by: Helena Connors, Parking and Transportation Services



# Special Recognition – SRAPPA Committee



Phil Jones presented the SRAPPA Committee with a Director's Coin for their successful planning of the 2017 SRAPPA Conference. Pictured left to right are Brian Guns, Sandy Mullins, Clyde Derberry, David Smith, Brian Kugler, and Paul Taylor. Not pictured is NiCole Lynch.



# SPECIAL RECOGNITION: Congratulations to Automotive and Motor Fleet



*The 100 Best Fleets in the Americas™  
Green Fleet Awards™*

Tom C. Johnson  
5407 Diamond Heights, Ste. 4  
San Francisco, CA 94131  
Tel: 415/285-8391; Fax: 415/285-8392  
E-Mail: tom@the100best.net; Web: www.the100bestfleets.com

October 11, 2017

Dear Friend of the Environment,

Thank you for what you have done for the environment and society with your 2017 Green Fleet Awards application.

You lead by example and are making a difference in the world with your efforts.

Enclosed is your certificate for the Green Fleet Awards contest for 2017.

There is no issue more vital to the well being of our country than energy.

Thanks to you and others like you, we are well on our way to doing some major transformations in energy.

Always we are asked, "Is alternative energy worth it?"

Looking ahead with more and more technological advances that will make it worth it and by the way, it is the right thing to do. So, thank you again for your efforts and distinguishing your team among tens of thousands of fleets in North America.

Sincerely,

Tom C. Johnson  
Author of the Green Fleet Awards contest





# You Deserve A Round of Applause





# **We Applaud You Team**

## **Zone 5 and Zone 6 Team:**

Steve Singer, Barclay Brantley and David Smith

## **Grounds Team:**

Joey Cochran, Dan Baughman, Gary Edwards, Randy Walter, Mark Blackwelder, Steve Plott, Jim Stafford, Cameron Gently, David Mulbah and Nelson Austin

## **Zone 2 Team**

Leon Baker, Richard Bohling, Lacy Brumley, Brien Clapton, William Elledge, Jarrett Eudy, Michael Greer, Paula Lail, Terrell Morris, Dwight Nealey, Jeffrey Saer, G. David Smith and Earl Sneed



# **We Applaud You Individual**

**Recycling:** Robert Cooke

**Capital Projects:** Jennifer Price

**Facilities Business Office-HR:** Carolyn Lewis

**Building Environmental Services:** Solomon T. Franklin

*“Nothing is FINER than a safe 49er”*

2017-2018 Safety Slogan

Bobby Robinson, Automotive Shop

## *Safe Teams of the Quarter*

### *Building Environmental Services, Facilities Operations, and Recycling*

Center City Building

EPIC (Energy Production & Infrastructure Center)

Grigg

Kennedy

Library

McEniry

Recycling

North Area Floor Crew

South Area Floor Crew

FCAP

Fire Control Systems

Grounds – Central Campus

High Voltage

Lock Shop

Renovations

Steam Plant

Utilities

Zone 1

Zone 2

Zone 3

Zone 4

Zone 6



UNC CHARLOTTE

**STAKE YOUR CLAIM**

WWW.UNCC.EDU



# New Hires

## July - September 2017

### **Building Environmental Services**

Arthur Butcher, Bldg. Environmental Technician, EPIC

Ramel Carter, Bldg. Environmental Technician, Kennedy

Paula Sinclair Hankieson, Bldg. Environmental Technician, McEniry

Anfernee Watford, Bldg. Environmental Technician, Kennedy

Susan Nicholas, Bldg. Environmental Technician, BES Admin

Jessica Nixon, Bldg. Environmental Technician, Colvard

Cody Hoyle, Bldg. Environmental Technician, Recycling

Kaley Casey, Bldg. Environmental Technician, Grigg

Sara Sibley, Admin Support, BES Admin

# New Hires

## July - September 2017

### **Center City**

Benny Goode, FMT Mechanical Trades

Richard Crenshaw, FMT Mechanical Trades

Regina Goodridge, Bldg. Environmental Technician

Audrey Sanders, Bldg. Environmental Technician

### **Facilities Business Office**

Yolanda Brown, Cost Accountant/Financial Analytics Manager

### **Real Estate**

Jade Reed-Kreis, Admin Support Specialist

### **Facilities Information Systems**

Austin McComas, IT Support Specialist

### **Facilities Operations**

Willie Austin, FM Mechanical Trades - Renovations

Jacob Saltz, FMT Mechanical Trades, Boiler Room

Donald Gariepy, Engineer – Central Operations

Matthew Smith, FMT Mech Trades, Zone 5



# Promotions

## July – September 2017

### **Building Environmental Services and Recycling**

Sam Coleman, Recycling

Sumia Mayfield, McEniry

Andrew Smith, Kennedy

Stanley Smith, McEniry

### **Facitlites Operations**

Jeffrey Carmein, Zone 5

G. David Smith, Zone 2

# **New Hires & Promotions – Third Shift**

## **July – September 2017**

### **NEW HIRES:**

Glenn Brown, Bldg. Environmental Technician, BES South

Tyrone Ferguson, Bldg Environmental Technician, BES South

### **PROMOTION:**

Jonathan Delano, BES South





**SPECIAL THANKS!!**

**Southern Region APPA Conference**

**October 25-28, 2017**

**Hosted at Westin Hotel Charlotte**

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

# SRAPPA HIGHLIGHTS













# Golf Outing









*Thank You!*

~ ~ ~



UNC CHARLOTTE