

# *Facilities Management*

*...Creating a Campus of Distinction*



*All Employees Awards Presented July 17 and 19, 2007*

*Fiscal Year 2007 Fourth Quarter Recognition*

# Frederick Brillante Jr. 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

- Fred consistently goes beyond his job assignments to assure that mapping, utility plans, updates, and specifications are as readily available as records allow in repairing, maintaining, and adding services to the campus. He also continuously strives to make campus maps, mapping, and aerial photos as concise as possible, in supporting Facilities Management, Parking, Police, and the campus at large.
- His second hat is being our volunteer computer guru, CAD tutor, and software mentor.
- Third hat, providing unfettered support to Electrical and HVAC shops in utilities research and plans for our older campus structures, to aid them in making accurate assessments and repairs.
- To top it off, he is one of the easiest persons to work with I have had the pleasure of knowing.

Nominated by Steve Terry, Design Services

# James Campbell & Dewey Lilly Team of the Quarter



**James Campbell, Electrical, accepts the award.  
Not pictured: Dewey Lilly, Electrical**

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

Jim and Dewey responded several times to assist the contractor for the baseball field project in identifying and repairing damaged circuits previously located.

One instance resulted in loss of power to the Wachovia Field House, without Jim and Dewey's assistance the field house would have been without power for a much longer time. To assist with power outages to energize the new switch gear on this project they have been ask to arrive early and stay late.

Jim and Dewey's assistance on this project has helped insure critical circuits (street lights, emergency phone and sump pumps) have remained operational

Nominated by: Al McCool, Capital Projects

*Note: Phil Meacham, Electrical Supervisor, was also involved with this project.*

# Lee Arnold, Recycling Idea of the Year



Phil Jones stands with Melanie Hill, Business Office; Lee Arnold, Recycling; and Bobby Robinson, Automotive. Melanie and Bobby submitted ideas that ranked #2 and #3 respectively. Lee was awarded the “Thinking Out of the Box” Award.

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.

# Safe Teams of the Quarter



Bobby Robinson accepts for Automotive



Tim Smith accepts for General Services



Brian Guns accepts for Housekeeping – North Area



Arzella McCain accepts for Housekeeping – South Area



Tomas Bonilla accepts for Housekeeping – CRI Area



Candis Clemons accepts for Housekeeping – Library Area

# Safe Teams of the Quarter



Robert Seedoff accepts for Housekeeping –  
West Area



Clara Crawford accepts for Housekeeping –  
Woodward Area



Howard Jaecks accepts for  
HVAC/Steam Plant



Larry Lane accepts for  
Preventive Maintenance



Henry Bennett accepts for Recycling



# Safe Teams of the Quarter



Lance Anderson accepts for Zone 1



Jim Kay accepts for Zone 2

# Individual Award of Excellence and Customer Service Awards



# Jeffery Adams, Housekeeping Customer Service Award

- I have noticed that the floors in the Rowe building are in excellent shape as far as cleanliness and housekeeping goes. Especially the dance studio located upstairs. This is why I recommend Jeffery Adams for an award.

**Nominated by: Joseph Kotay,  
Architecture**

# Willard Brown, Housekeeping Award for Excellence



Willard Brown, goes over and above what is expected of him. He makes sure when the library is closed and library security is gone that everyone is ok and safe in the stacks. If someone is out, he makes sure their area is cover before he starts his work. Therefore, I feel he deserves an award of excellence.

**Nominated by: Candis Clemons,  
Housekeeping Supervisor**



# Cynthia Campbell, Housekeeping Award for Excellence



Coming in the door Cynthia Campbell has been an A team player. When asked who would clean restrooms, she was the only one to volunteer to do them. She has not stopped there; she helps clean office and class rooms when we are short handed. She knows the meaning of Team Player.

**Nominated by: Robert Seedoff,  
Housekeeping Supervisor**

# Ruth Ann Cook, Housekeeping Customer Service Award



We are so glad that Ruth Ann is assigned to our office by the Facilities Management, Housekeeping. It is a pleasure to have her expertise in our area. Ruth Ann excels in her customer service skills, knowledge of her job, and she goes well beyond the call of duty. She comes in with a smile, a pleasant greeting, and with a "can do" attitude. Ruth Ann is very attentive to details and her work is excellent. We are glad that she is a part of our team.

**Nominated by: Suzanne Black,  
Records and Registration**

# Roger Forney, Housekeeping Award for Excellence



Roger's efforts have been wide ranging from the time Health and Human Services opened. He has provided floor care to restrooms. He has been a big help working with new people at College of Education & Woodward. He has done all asked of him and more. He is a great team player.

**Nominated by: Robert Seedoff,  
Housekeeping**

# **Closel Macena, Housekeeping Award for Excellence**

Closel has to pick up 20-25 bags of trash a night or more during examines. He never complains about anything. When he finishes, he goes and helps other co-workers. He goes over and above what is expected of him. I am recommending an Award of Excellence for Closel Macena.

**Nominated by: Candis Clemons,  
Housekeeping**



# **James Manley, Electrical Customer Service Award**

I have personally known James for the 16 years I have been inspecting UNCC for NCDOT \OSFM. During the entire time James has performed his assigned duties in a very professional manner. He has continuously demonstrated an excellent knowledge of UNCC's fire alarm system. His expertise is invaluable to UNCC. I wish I had a "James Manley" at each of my State Universities.

**Nominated by: Ken Hougland,  
Department of Insurance**

# Melissa McLaughlin, Grounds Customer Service Award



I was put on the spot with a request from Accounts Payable to approve some invoices. Melissa was very helpful and stopped what she was doing to forward me the information I needed to get the invoices processed. She has also helped me with items tied to year end projects. I would like to nominate Melissa for a Customer Service Award. By helping me, she is getting money back for FM and her efforts help Accounts Payable to get vendors paid. That is good customer service!

**Nominated by: Noella Paquette,  
Facilities Business Office**

# Mario Moore, Housekeeping Award for Excellence



Mr. Moore received many compliments for his floor work from Robinson Hall by Miss Luke which was really great and over and above his wonderful tasks to make the event wonderful and successful.

**Nominated by: Subhash Pandya,  
Housekeeping Supervisor**

# Franjo Pauler, Housekeeping Award for Excellence



Franjo Pauler went over and above what was expected of him. He found a way to clean all 12 big lamps hanging from the ceiling in the library during spring break. When one of the receptionists returned from spring break, she noticed she was not coughing much and never knew that those lights were so bright. So I feel he deserves an award of excellence.

**Nominated by: Candis Clemons,  
Housekeeping Supervisor**



# Bobby Robinson, Automotive Award for Excellence



I would like to nominate Bobby Robinson for an Award of Excellence. Since I have known Bobby by working as a processing assistant for automotive and preventive maintenance shops, Bobby has always been helpful in helping me to understand the automotive end as far as getting customers the right parts and by saving the University money when ever it was not a contract part. Bobby always does an excellent job as far as repairs. He is very knowledgeable of all types of automotive and maintenance repairs, from electrical, engine, and body work, to all sorts of golf cart repairs. There has been nothing that Bobby cannot do or will not try to accomplish. Bobby is not only very knowledgeable, but very customer oriented, making sure that customer service is Number #1. By providing great mechanical service to our fleet and to our police officers who are constantly having problems that need a quick response to get them back on the campus. These are just a few of the great qualities that Bobby possess.

**Nominated by: John Conn, Preventive Maintenance**

# Bobby Robinson, Automotive Customer Service Awards (2)



Bobby was doing a work order on one of our vehicles and when we came to pick it up he observed a low tire on the EZ-Go. It turned out to be flat so he fixed the tire immediately so we would not lose time in the field. Great job!

**Nominated by: Lee Arnold,  
Recycling**

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Bobby always gives us excellent service he goes the extra mile to help our department.

**Nominated by: Kenny Setzer,  
Housing and Residence Life**

# Pauline Simuel, Housekeeping Customer Service (9 entries)



1. She is a very welcoming person as well as a great worker. She makes sure that each room gets clean no matter how long it takes. While we're dancing she respects our space and still makes sure the room is spotless. Her energy is amazing.

**Nominated by: Tiffany Fele, Student**

2. Pauline is a great worker. She is energetic and very sensible. She keeps everything clean, nice and neat. I appreciate her efforts and dedication.

**Nominated by: Kevin Spruill, Student**

# Pauline Simuel, Housekeeping Customer Service (9 entries)

Toni Woodley, Student	3. Wonderful attitude and excellent service. She's part of the family. Always pleasant and patient and always makes the building neat and sparkling clean. Extraordinary employee. Hard worker, friendly and efficient.
Darryl White, Customer	4. Pauline is literally the most dedicated employee and she loves to serve us and her customers the best to the 87th power. Also, she is a great friend at the same time. I have great respect for her. She never leaves a spot where she cleans.
Stephanie Okeke, Student	5. Because she is nice and a wonderful cleaner. She is friendly and she knows how to dance. She is a hard worker and she knows what she is doing. She speaks to me every time she sees me. She loves everyone.
Donald Colson, Student	6. Ms. Pauline has been the most kind, polite and most helpful at times. She deserves all these awards and more. She's a real hard worker & we try our best to stay out of her way. I couldn't think of a better candidate.
Tim Geysbeck, History Dept.	7. I teach a night class & got to know Pauline early in the semester. Pauline is friendly, courteous & a good worker. She seems to have a good relationship with her profs. and students. She is always cheerful & encouraging. I look forward to greeting her when I come to class.
Annette Teasdell, Student	8. Mrs. Simuel approaches her work with great dedication. She is always welcoming and reflects the UNCC spirit.
Huili Hao, Student	9. Very nice & polite lady; hard worker.



# Velton Singletary, Housekeeping Customer Service Award



I would like to nominate Velton for the great job he did cleaning our carpets here in Cato Hall. He did it without interruption to the office business. The carpets were not overly soaked so they dried quickly, and there was no strong lingering order. It was refreshing to walk into our building and see the carpets looking so clean and bright. We in the Honors College on the third floor of Cato feel that Velton should be acknowledged for the excellent "behind the scenes" work that he does on a regular basis that makes our building a pleasant place to work. Please extend our gratitude to him.

**Nominated by: Mary Olbrich,  
Honors College**

# Velton Singletary, Housekeeping Award for Excellence



The work you did on the carpet was excellent. The next day I returned to work, Admissions (Cato Hall) everyone was giving me compliments on how good the carpet looks and smells. I said to them it was not I whom did the carpet it was Velton Singletary. So you are appreciated. Thank you for your hard work.

**Nominated by: Linda Wiley, Housekeeping**

# Armando Vazquez-Montalvo, Customer Service Award



I wish to nominate Armando for the excellent work he did on our digital signage installation, repair of water damaged dry wall and the hard work he put forth to help the library spruce up for our Millionth Volume Celebration. He has demonstrated devotion to high quality. We are consistently pleased with the results.

**Nominated by: Mark Reynolds,  
Atkins Library**

# Randy Walter, Grounds Customer Service Award



While driving near the Smith Building, I observed Randy loading massive pieces of concrete onto the Ground's departments dump truck. After talking with Randy he took the material to a storage area in the new compound and dumped it there. He then moved four pallets of ruined concrete mix from Smith to the dump site. David Jones, of Recycling, then coordinated a concrete recycling effort to combine existing concrete scrap into one roll off container provided by a local concrete recycler. Randy Walter loaded this roll-off with the material and helped divert 21,000 pounds of material from being shipped as refuse into being shipped as recyclable. Recycling wants to thank Randy for his extra efforts with this project. *Thanks Randy!*

**Nominated by: Lee Arnold, Recycling**



# Linda Wiley, Housekeeping Customer Service Award (21 entries)



1. In the past few months, Cato Hall has experienced many changes with departments moving, renovations, etc. Through the dust, plaster, paint, and foot traffic, Linda has remained tireless in her effort to keep our building spotless. For example, someone recently moved a plant that had entwined itself in the window blind. This action left tiny leaves everywhere. Linda interrupted her very busy schedule (without being asked) to help clean this up, even vacuuming behind & under the desk. I would like Linda to be recognized for consistently going above & beyond to help out while maintaining a friendly, upbeat attitude & always with a smile for everyone.

**Nominated by: Mary Olbrich, Honors College**



# Linda Wiley, Housekeeping Customer Service Award (21 entries)

Bobby Prince	2. Always pleasant & thorough. We look forward to Linda's visit everyday.
Sonya Chambliss, Development	3. Being new to the university, it is always difficult to settle in. However, Linda has made me feel as if though she has known me for years. She has a pleasant personality and goes above and beyond in her field. I can't think of anyone else who deserves it more.
Peggy Foyster, Development	4. Linda Wiley is a cheerful, honest and hardworking woman. Our offices and building (Cato Hall) look good because of her efforts. Linda always delivers consistent customer service.
Ashley Patriarca, Student	5. Linda is always smiling and friendly when she comes by. I have never seen her in a bad mood. She works quickly & efficiently too. Our offices always look fantastic.
Shelly Dayton	6. Linda is always pleasant when she is in our building. We consider her a part of our office.
Kathy Grout, Development	7. Linda does an outstanding job keeping our suite clean as a whistle. She goes above and beyond what her responsibilities call for and is always pleasant. Vie worked at UNCC for 12 years, and she is by far the best housekeeper we've had.

# Linda Wiley, Housekeeping Customer Service Award (21 entries)

Denise Hunter, Development	8. Linda takes such wonderful care and pours herself into her job - not just caring for her building, but also all the people/customers within it. She never complains, even when she was in a lot of pain from a resent back injury. In fact, I think it hurt her more knowing she couldn't do all the heavy work she normally handles. Linda is a joy to be around.
Camille Mathews, Student	9. She's always very polite & she takes care of us. She keeps our office looking great.
Gayle Sims, Development	10. Is always extremely nice and willing to go the extra step to ensure customer satisfaction.
Veletta Southerland, Admissions	11. Miss Linda always has a smile on her face. She is a hard worker and sometimes have to help out at other buildings, but she always makes sure Cato Hall is taken care of.
Melissa Furr, Admissions	12. Linda is an exceptional housekeeping employee. She has a wonderful attitude about her job and it shows in the performance of her work. Linda always helps to keep our desks looking and smelling great. She leaves us extra trash bags, is very tolerant and helpful when it comes to our monthly parties, and is always nice and polite when we see her. She goes above and beyond her duties when it comes to helping us keep the appearance of our desks in order. She is a wonderful asset to the Housekeeping staff. I hope they know and appreciate the gem that they have in Linda Wiley.

# Linda Wiley, Housekeeping Customer Service Award (21 entries)

Kelly Peacock, Admissions	<b>13.</b> Linda does an excellent job keeping our office clean. She is always friendly, upbeat, and willing to help whenever asked or needed. She pays attention to the details of her job and makes our work environment a better place.
Claire Kirby, Admissions	<b>14.</b> I only see her at the end of the day as she makes the rounds in our office and sometimes out and about on campus, but I imagine that Ms. Linda does everything above average and with a positive attitude! A while ago, I guess Linda noticed that I neglect my plants, so she started watering them for me. She never called attention to the fact that she was doing it - I just knew that it was her. She clearly goes above and beyond her expected duties, and she does so with genuine care and a smile. We all love Ms. Linda!
Kathi Baucom, Enrollment	<b>15.</b> Linda has the most engaging and enthusiastic personality. I see her several times a week and I have never seen her without a smile and a kind word. She does her job with pride and treats everyone with respect and courtesy. Linda has always done an excellent job maintaining the offices in Cato Hall. I wish everyone who worked at the University approached their responsibilities with the same positive and friendly attitude that Linda brings to her job on a daily basis.
Tina McEntire, Admissions	<b>16.</b> Linda does an excellent job of keeping the Office of Admissions clean. She is friendly and quick. She is always sensitive if someone is on the phone and tries hard not to interrupt them. She always offers to clean my desk if needed. I appreciate how friendly she is to all the employees in the office. She knows all of our names and is always personable. Even though she is friendly, she is aware of her duties. She doesn't stop and have long conversations with the staff, because she understands that her job and our jobs are timely. She models excellent customer relations skills.

# Linda Wiley, Housekeeping Customer Service Award (21 entries)

Margaret Pressley, Admissions	17. Very positive and uplifting when she enters the department even though she may be overloaded at times, she always takes a moment to greet everyone she approaches in the offices here.
Liz Hanie, Honors college	18. Linda is a welcome sight at the end of each day. Her unique sense of humor and positive outlook are refreshing, and she provides prompt and very thorough housekeeping services. I appreciate her efforts!
James Thomas, Graduate School	19. Linda is a credit to Facilities Management. She does a superior job discharging her duties. She is always courteous and friendly. She knows her customers individually and cares about their needs. She is always willing to go above and beyond what is "required" by her job. She always has a smile on her face. She is truly an asset to Facilities Management.
Connie Rothwell, Honors College	20. Cato Hall sparkles because Linda makes it so! Linda's attention to detail is excellent. Everything shines from the glass doors to every ledge. Equally wonderful is the way Linda is consistently cheerful as she goes from office to office making sure everything is in order. When one of us is away for the week, she watches out for our plants. She pays attention to the details of the offices and the folks who are in them.
Teresa Kuntz, Graduate School	21. Linda Wiley is a true professional. With all of the office moves over the past few months, Cato Hall has created a lot of extra work for many people in Facilities, but Linda has taken it all in stride. She has dealt with extra messes from painters, movers, and furniture moves, and was always cheerful and extraordinarily helpful. I am very grateful for everything she does to keep Cato Hall and the Graduate School looking its best.

# James Williams, General Services Customer Service Award



I wish to nominate James for assisting us in final preparations for our Millionth Volume Celebration. He was able to get needed partitions installed in various restrooms at the last minute. He also stepped up and helped us get our elevator floor repaired on the day of the celebration, avoiding a potential embarrassing situation. Please consider giving him this award as a way for us to say thanks for his "can do" efforts.

**Nominated by: Mark Reynolds,  
Atkins Library**



# **Team Award of Excellence and Customer Service Awards**



## Award for Excellence Housekeeping

- Velton Singletary
- Uma Pandya
- Paul Dilgard
- Bonnie Peoples

Bonnie Peoples and her staff reported damage to a just completed Project in Room 235 Kennedy Building from a flood from in Room 311. They picked up the water from flood and cleaned and dried the rm. By them reporting the leak to the Project staff it allow money to be sent to get the repairs done quickly. If Bonnie and her staff wouldn't have reported the damage the Customer would have moved into a mess.

**Nominated by: Greg Kish,  
Housekeeping Administrator**

# Award for Excellence Housekeeping



- Ruth Ann Cook
- Yvonne Eustache
- Mae Harris
- Savararia Harrison
- Uma Pandya
- Pauline Simuel
- Velton Singletary
- Linda Wiley

I would like to thank second shift for the work they did in the Auxiliary Services building project. First, they went to their building, cleaned and came over to Auxiliary Services to do a full detailed cleaning in one day. Mission accomplished. Thank you.

**Nominated by: Bonnie Peoples, Housekeeping Supervisor**

# Award for Excellence Housekeeping



- Johnny Doyle
- Maurice Eustache
- Steven Patterson
- Linwood Sander
- Kennedy Williams

I would like to thank these men for putting more highlight in McEniry Building. The offices they have done so far look great, clean, and shiny making the customers in McEniry much happier they can walk into an office with the floors looking great. Thanks

**Nominated by: Bonnie Peoples, Housekeeping Supervisor**

# Customer Service Award & Award for Excellence Housekeeping

- Yves Byron
- Mary Smith



Yves and Mary clean the new Facilities Management building in a professional manner while maintaining a positive attitude. I really look forward to seeing them every evening because they cheer me up and help me to end the day in a positive manner. They always have something nice to say. While they do a good job cleaning I would like to nominate them on their positive attitude and cheerful disposition.

**Nominated by: Kathy Fisher, Motor Fleet**

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**I want to personally thank them for restoring the men's bathroom at J building to healthful conditions. They were quick and did a great job.**

**Nominated by: John Conn, Preventive Maintenance**



# Award for Excellence Housekeeping



Johnnie Doyle, Kathy Thomas, Barry Byron, Annette Anderson, Bernadette Lee, Chikina Barden, Linwood Sanders, Steven Patterson, Maurice Eustache, Madia Smith, Kennedy Williams, Leona Baker-Davis, and Jean Macine

For above & beyond detailing job in Cameron Building after construction. Cleaning up debris after construction left behind. It was no small job to do.

**Nominated by: Johnnie Doyle,  
Housekeeping Supervisor**

# Award for Excellence Housekeeping



Engineering left room 213 in absolute mess when they moved out. Floor guys came in and went above & beyond the duties of cleaning up the room, no small task. Floor guys did a fantastic job in stripping & waxing the floors.

Nominated by: Johnnie Doyle

Maurice Eustache, Johnnie Doyle,  
Linwood Sanders, Steve Patterson,  
Barry Byron, and Kennedy Williams

# Award for Excellence 'Year End Processing Team'



Melanie Hill, Jodi Case, Kathy Fisher, John Conn, Melissa McLaughlin, Carolyn Hinkle, Kathy Brown, Kathie Goldman, Margaret Sawyer, Greg Kish, Pamela Williams, and Marisa Elston

At this time of year (Year End Madness) there is no doubt that these employees deserve a "Team of the quarter" award. The pressure is on everyone to get everything into the Facilities Business Office Billing Specialist so the bills get out in time and we do not lose out on getting the funds back into our budget. These employees are working very hard under a lot of pressure. Accept my nomination for them to be the next "Team of the Quarter".

**Nominated by: Noella Paquette,  
Facilities Business Office**

# Award for Excellence 'Picnic Committee'



Fred Brillante, Mike Cao, Steve Fichter, Pamela Williams, Chris Moose, Debra Mayfield, Ronnie Bell, Barry Anderson, John Tarlton, Rhonda Renwick, Jim Kay, Beulah Shankle, Dennis Campbell, and Lewis Jackson

I would like to nominate the picnic event committee for a Team Excellence Award for their efforts in planning and organizing the FM 2007 picnic. These committee members used their unique ideas and talents to make the picnic a success. This included selecting a new site, choosing a menu, planning activities, purchasing food, soliciting volunteers, promoting participation, and other tasks. They worked together in a cooperative manner and still completed their normal job responsibilities. This really showed great teamwork within all of Facilities Management. While the staff is eating, relaxing and enjoying the picnic activities, the committee and other volunteers are working. This event takes a lot of time and effort. Without the help from these individuals, it certainly would not have gone so smoothly. I have heard several compliments on how much everyone enjoyed the picnic especially the new location. so thank you all very much for all you did to make this a success.

**Nominated by: Beverly Imes, Associate Vice Chancellor's Office**



# Award for Excellence 'Recycling'

- Dot Munson
- Luis Alvarado
- Henry Bennett
- Pat Smith
- Walter Edwards
- Bill Cavelli
- Tonya Day
- Rhonda Renwick
- Lucille White

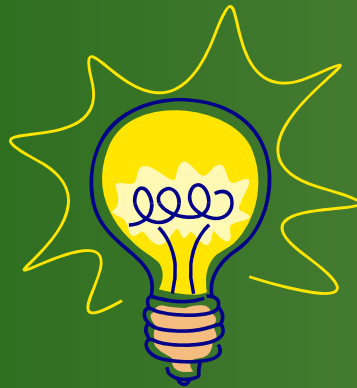
During the last week of school 2007 the recycling teams maintained over 300 collections sites which generated 4500 pounds of recyclable paper, 1000 pounds of cardboard, 750 pounds of Aluminum cans and plastic/glass bottles. On top of all of that they also weighed and collected and delivered over 14000 pounds of clothes, furniture, books, and food to the Salvation Army trailers located on campus. They then spit shined our outside bins to look good for graduation. But, here's why I nominate them for a Team of Excellence Award. On the Monday following graduation the teams recovered 800 pounds of wood discarded from Rowe Arts, continued collecting clothes, etc. from Residence Life and continued with normal collections. On Tuesday more Residence life material and final delivery to Salvation Army and we shipped another 4,500 of paper. Oh yeah, we gave up a truck for its PM too! Wednesday, the teams cleaned mattresses out of the C&D, pulled 300 pounds of wooden sculptures out of the Rowe Arts cardboard bin, and dumped the water heater that's been behind Rowe Arts since forever!

The teams also cleaned up the concrete recycling bin at Scott Hall and discovered that the trash roll-off at Smith had 10,000 pounds of concrete dumped in it! So, on Thursday, after graduation the recycling teams went to that roll-off and removed 7,500 pounds of that same concrete by hand. This was accomplished while one team assisted the lock shop with their recycling needs and placement of another roll off we will monitor placed at Sanford Hall. This was done before 10 AM ! You think you all got teamwork. I've got the world champs!

**Nominated by: Lee Arnold, Recycling Supervisor**



**Approved Idea Submissions  
Fiscal Year 2007  
July 2006 – June 2007**





**Employees pictured above received a Facilities Management Mug for submitting an approved idea. Pictured Left to Right:** Beverly Imes, Beverly Starcher, Melia James, Joyce Clay, Jessica Deal, Lee Arnold, Melanie Hill, Lewis Jackson, Eugene Gurganus, Cristhian Gonzalez, Armando Vazquez-Montalvo, David Smith, Bobby Robinson, Steve Terry, and Virgil Torrence.

#	Submitted by	Idea No	Idea - Suggestion	Idea Solution
1	Kathy Fisher Motor Fleet	2-606	Perhaps there should be class on Radio Etiquette. We seem to have way too many people wanting to carry on conversations on the radio. These should be done over the phone.	This problem will be addressed by the shop supervisors. If it requires additional training, the supervisors will arrange. Larry Howell.
2	Lewis Jackson Electrical	1-706	I would like to suggest there be more incentives regarding perfect attendance. <b>1 year</b> – Add public recognition instead of just at the breakfast. <b>5 consecutive years</b> – include an incentive or recognition for persons who have consecutive years of 5, 10 years or more.	Awards Steering Committee decided to implement the following: Personnel with perfect attendance will be recognized at the January All Employees Meeting in addition to receiving a certificate and awards breakfast. Persons with 5 consecutive years or more of perfect attendance will be awarded compensatory time of 16 hours
3	Cristhian Gonzalez Grounds	1-806	I would like to suggest the Facilities Management recognize employees who have 20 or more years of service in the FM dept. The state and UNCC recognize them, but it would be nice for the dept to recognize them with a certificate and maybe something else to show our appreciation. Examples are: Ralph Necaise and Dan Barrier. Both have been working here many, many years.	Personnel with 20 years or more with Facilities Management will be recognized at the January 2007 all employees meeting with a plaque. The following years, people who reach the 20 year mark with FM will receive a plaque.

4	Eugene Gurganus General Services	3-806	I was working in Belk Gym today and noticed all of the lights were on, but no one was on the courts. Those bulbs are large and use a lot of energy. Since no one was on the court, that was a lot of energy and money wasted. I want to personally suggest sensors be placed on these lights. Also, I was fixing chairs in Friday and Burson. When I finished I turned off the lights. When I came back another day to fix more chairs, the lights were on. People are not turning off the lights when they are not using the room. Sensors need to be placed on the lights in the lecture halls as well. This is a big concern.	The “high bay” mercury vapor lights that serve the basketball courts at Belk Gym use a lot of energy. The operations personnel at Belk Gym have agreed to try to control the lighting better. Belk Gym is on the list of older building on campus that need upgrades to HVAC and lighting. It is a matter of funding and the best allocation of funding. In the meantime, the gym is on our list of buildings to do energy audits and we will focus on lighting.	
5	David Smith Electrical	4-806	With the passing of Ed Seamon, several people have come to me and said that we need to have a permanent way to remember Ed. There are no streets that need names, such as Michael Craver, so here are my suggestions: 1. Name the new "Unsung Hero" award in honor of Ed, by calling the award the "Ed Seamon Award." 2. Name the new substation the "Ed Seamon Electrical Substation." 3. <b>Place a bench at manhole 8A with Ed's name on it.</b> Thank you	Chancellor Dubois approved a tree and bench. The memorial tree program is in the works. The bench was dedication on August 16.	



				Since Electric vehicles are so quiet, and people comment about the fact that students and/or pedestrians can't hear them coming up behind, I contacted Club Car manufacturing, to find out what type of alarm they use on their Airport Transports. You hear them coming emitting a tone or alarm. The manufacturer gave a louder one as their spec one, but I figured that a 72 db would be substantial enough to warn pedestrians of our approach. It is adjustable automatically, based on surrounding sound. They could have an in-line toggle switch to disable them when out in regular traffic. If 72 db is too loud, we can manufacture a rubber gasket to muffle it even more but I feel that 72 should be fine. Also, these are retail prices. I am sure NAPA can provide better costs.	
6	Steve Terry Design Services	3-1006			The idea can be implemented by purchasing the units noted and having them installed by the Automotive Shop. Due to the limited budget available to the Shop it is suggested this be funded from an alternate source of funds at the earliest possible date.
7	Joyce Clay Capital Projects	2-1106		Why don't we put mulch or pine needles and a cement border along the wall at the back entrance of the New Facilities Management building to cover the ugly dirt that always has cigarette butts and trash. Plus when it rains, the rain splatters dirt on the wall making the area look bad as well.	Planning and Grounds have agreed to coordinate and install a ground cover by the end of January 2007.



8	Eugene Gurganus General Services	2-1206a	Facilities Management provide educational opportunities for employees who do not have a high school diploma so they may obtain their GED. This will help when trying to train employees to do work. Currently, some employees cannot understand when they are being trained because they do not have a higher level of education above grammar school. Investing in employees increases morale and also puts money back into the organization when those employees and saves money because it keeps us from having to go back and re-do work when an employee does it incorrectly.	<p>Central Piedmont Community College has an excellent program for those interested in obtaining a GED. Employees without a HS diploma will be contacted to offer help in entering this program.</p> <p>The state minimum education/experience for housekeeping positions and most trade positions do not require a high school diploma, therefore; we are not able to list it as a requirement on the job advertisement. Our records show we have less than 30 people who have less than a high school education.</p> <p>Human Resources provides personal development and procedural workshops during normal working hours. All interested employees may register to attend with their supervisor's consent.</p>
9	Lee Arnold Recycling	4-1206	Open the special event overtime jobs to lower paid employee's who need the money and won't cost the System excess money paid to higher priced employees.	<p>This idea has been implemented were applicable. This is a great opportunity for the lower paid workers to increase income while saving the University money at the same time. In some instances specific talents are required such as an electrician or HVAC technician. However, this would apply in cases such as commencement, the International Festival, track events, etc. where people are there to keep the place neat and presentable during the event and then help break things down and clean up afterwards. Perhaps unskilled service requests need to be assigned to shops with lower paid employees.</p> <p>If it is feasible, a running list of overtime volunteers could be readily available to all supervisors to tap into when they are the lead shop for an event requiring overtime. It would require some administrative time and supervisors would have to utilize it where appropriate. Larry Howell and Brian Guns will communicate this idea to their respective supervisors so they are aware.</p>

10	Beverly Imes AVC Office	1-107	<p>I noticed in October there was 1 accident for housekeeping. When one person in housekeeping has an accident, it knocks out over 100 people from getting a safety award.</p> <p>I propose effective January 2007 housekeeping is broken down into sections by zone (or temporarily by supervisor if all zones are not defined), so it doesn't hinder the entire group from being recognized or earning an award.</p> <p>For this to work smoothly for Angela Allen, the zone would need to be clearly identified for her to keep her records straight.</p>	<p>It has been suggested and approved that Housekeeping track accidents by zone rather than as one big shop. This way, one accident will only eliminate that particular zone from eligibility for a safety award rather than eliminating the entire Housekeeping group. For this to work smoothly for Angela Allen in Safety, our zones will need to be clearly identified for her to keep her records straight. Please review the zone names below and let me know if they will work for everyone. Once I send them to Angela, we will need to stick with our specific zone names and use them on each accident report.</p> <table><tr><td>North Area</td><td>First</td><td>Confort Al-Arashun</td></tr><tr><td>South Area</td><td>First</td><td>Arzella McCain</td></tr><tr><td>East Area</td><td>Second</td><td>Bonnie Peoples</td></tr><tr><td>West Area</td><td>Second</td><td>Robert Seedoff</td></tr><tr><td>CRI Area</td><td>Third</td><td>Crystal Mason</td></tr><tr><td>Woodward Area</td><td>Third</td><td>Clara Crawford</td></tr><tr><td>Colvard Area</td><td>Third</td><td>Subhash Pandya</td></tr><tr><td>Library Area</td><td>Third</td><td>Candis Clemons</td></tr><tr><td>Kennedy Area</td><td>Third</td><td>Johnnie Doyle</td></tr><tr><td>Friday Area</td><td>Third</td><td>Shem Logan</td></tr></table>	North Area	First	Confort Al-Arashun	South Area	First	Arzella McCain	East Area	Second	Bonnie Peoples	West Area	Second	Robert Seedoff	CRI Area	Third	Crystal Mason	Woodward Area	Third	Clara Crawford	Colvard Area	Third	Subhash Pandya	Library Area	Third	Candis Clemons	Kennedy Area	Third	Johnnie Doyle	Friday Area	Third	Shem Logan
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11	Jessica Deal M&O Customer Service	1-307	<p>Having "ALL" employees wear their ID's on the uniforms or clothing. With a clip or lanyard. Had another customer this morning asking me who was working in the Colvard late Friday afternoon. I was not able to identify the person, but directed her to one of the 2nd shift shops to see if it was one of their people. **This should be consider a security &amp; safety issue** (2nd request) This will make our customers more at ease to know who is working in their buildings.</p>	<p>Larry drafted a policy for employee idenfication.</p> <p>a. All Facilities Management employees shall wear a UNC Charlotte University I.D. card when they are working on campus. This card shall be worn at all times during the employee's work day.</p> <p>b. Employees shall have the option of attaching the ID cards with a Clip-on or a Carabineer style I.D. holder. The Department will provide these holders to each employee.</p> <p>c. Facilities Management employees will also wear a "Creating a Campus of Distinction" card on the same holder as their ID card. The "Creating a Campus of Distinction" card will be printed and issued to each employee:</p>																														

12	Melanie Hill Business Office			Melanie suggested that the FBO begin scanning invoices which could then be forwarded to Accounts Payable for payment via email. This would result in decreased invoice processing time, less paperwork and more efficient record-keeping.	A scanner was purchased and Melanie's idea was implemented with A/P. This method has been so successful that the FBO is expanding its document imaging process to include scanning purchase orders for receiving purposes in lieu of using the blue PO copies. Melanie is to be commended for her creativity
13	Kathy Fisher Motor Fleet	1-407		I would like to suggest that Mr. Jones ask for people to submit their questions in advance of a All Employees meeting. A form could be sent out the week before, filled out in the shops and returned to AVC. The top two or three questions could then be addressed at the meeting. Mr. Jones would be better prepared to answer. The same goes for guest speakers. They would be prepared to either cover the questions in their presentation, or to answer specific questions as long as we are aware of what they will be talking about. This will save time at the meeting.	Beverly will solicit questions the week before the All Employees Meetings to compile for Phil's review.
14	Melia James Business Office	2-407		Accomplishments for the All Employees meeting can be entered in Facilities Focus instead of presented at the AEM. If we streamline the AEM to include awards, a special guest and discuss matters of that interest everyone, it will make the meeting shorter and people will be more likely to stay for the duration.	Accomplishments are omitted from the All Employees Meeting and will be entered in Facilities Focus

15	Armando Vazquez-Montalvo General Services	1-507	I suggest the housekeeping supervisors please train their crew on how to install the paper towels and toilet paper. Most of the broken equipment or dispensers are done by incorrectly installing the paper.	Brian asked Greg to please make this training a standard item during new employee training and have each supervisor conduct a special training session with their existing employees so we get everyone trained to install our paper products and soap properly. I know we have discussed on several occasions in the past but let's formalize it so we have it captured in our training record.
16	Beverly Starcher Housekeeping	6-507	Divide housekeeping into groups by supervisor when safety team awards are distributed.	This idea was previously submitted by another employee on 1/16/07 and it was approved on 1/17/07. It was implemented at the April All Employees Meetings

17	Virgil Torrence, Grounds	1-607a	<p>Public announcement system - campus wide for emergency announcements.</p> <p>Fire department on campus or training for small fires (limited personnel)</p> <p>At SOAR, specify to new students about using turn signals and teach them about recognizing hand signals.</p>	<p><b>Morgan's Response</b> - Regarding a Campus-Wide Public Announcement System: We currently have that ability through the warning siren on top of Atkins Library. Not only does it sound the siren, it can also broadcast a voice message. In addition, we are in the process of installing a system for sending text messages directly to cell phones that have that feature. The Campus Police also have loudspeaker systems on their patrol cars, so they can put out voice messages that way, as well. We also have intercom connections to over 200 classrooms on campus, with more being installed. In addition, broadcast voicemail messages, broadcast email messages, computer network pop-up messages, crawl strips on tv monitors, and the campus web page will also be used to send campus-wide warnings. We are always looking for better ways to get the warning out by all means available to us.</p>	
				<p><b>Wally's Response:</b> The Safety Office offers fire extinguisher training – both on-line and specific hands-on training. This can be accessed on the Safety Office website or scheduled for specific campus groups by contacting the Safety Office by phone</p>	



					<p><b>Lucy's Response</b> - Parking and Campus Police talk with incoming students at SOAR about safety issues. These issues include: parking regulations, the code of student rights and responsibilities, identity safety in regards to sites such as face book, blue light use on campus, and more. We do not instruct students in regards to driving regulations that should have been taught to them when taking a driver's education course. I'm not sure that teaching students about hand signals and turning signals is a warranted part of the SOAR program. If there are more specific examples you would like me to address, I would be happy to do so or to talk more in depth with the person who submitted the idea.</p> <p>This idea is basically about <u>communication</u> within Facilities Management and between departments on campus ensuring EVERYONE knows these systems are in place. Facilities Managers and supervisors were reminded to post and inform their employees of the warning siren procedure. Other communication processes are forthcoming pending discussions between Phil and the managers.</p>
	<p>Virgil Torrence (Joey Cochran added clarity)</p>		<p>We have had several situations where students / quests have ignored or just not paid attention to operators of equipment. Our folks have been trained numerous times concerning safety around students and faculty. However, we have had several folks that will walk from behind a mower, tractor, etc. and even vehicles with turn signals on and will dart in front of them (or around them) while our folks are trying to make a turn.</p> <p>I would assume this maybe from groups that have individuals that are afraid of being left behind, crossing roadways when traffic slows, etc. Perhaps their guides / others can help them with safety on Campus as well.</p>		

					This idea is being implemented. We have surplussed the old S-10 trucks and replaced them with utility vehicles (most are new electric Club Cars but a couple are used gasoline vehicles but all are in better condition than the old S-10's).
18	Yves Byron and Mary Smith 2nd Shift Housekeeping	1-607	To Whom It May Concern, We will like to have an EZ-Go everyday because our jobs require lots of travel and time is a number one factor for us. The housekeeper is using an old truck on second shift. This truck is also used on first and third shifts. The truck has steering problems and it is hard to turn.	Working with Larry Lane, we were able to add one vehicle to Housekeeping's overall count so we now have the vehicles we need to provide daily transportation to those employees who's work assignments are far away from their supervisor's offices. Bonnie's crew now has 4 vehicles (highlighted in yellow on spreadsheet) available to them at the beginning of their shift each day.  This should not be a concern in the future.	
19	Bobby Robinson Automotive	2-607	I suggest that we should not surplus all of the club cars and EZ-Go's. We should repair at least two to four of these old units and use them for loaners. We could loan them to other departments while we are making repairs on their units. That way they will not be out of a unit and we will have time to PM them correctly. The University is growing at a fast pace and we are getting lots of new units and all different types and brands. So it is going to take time to learn these units. So that is another reason we need loaner back up.	This idea was approved and in the implementation stages to increase the productivity of all Shops within Facilities Management and campus customers. We now have two loaner utility carts assigned to the Automotive Shop.	

*Congratulations Everyone!*