



Mr. John Heck and Mrs. Dot Munson Receive State Awards

Four Facilities Management employees were nominated for state awards. They were our past four employees of the quarter: **John Carpino, John Heck, Mary Harris and Dot Munson.**

For the first time in UNCC history, two campus employees were awarded the **State Employee's Award for Excellence for 2004** at the same time and both from Facilities Management! **John Heck (General Services) and Dot Munson (Recycling)** were recognized at the State level for their outstanding work. This award (formerly known as the "Governor's Award for Excellence") is the highest given to a State employee. The official announcement from the State Office of Personnel stated the awards were given as follows:

John Heck, Jr., for Safety & Heroism
Dorothy Munson, for Outstanding State Government Service

UNCC EMPLOYEE OF THE YEAR
Dorothy "Dot" Munson
Recycling



EMPLOYEE OF THE QUARTER – *John Conn*

Preventive Maintenance & Automotive Processing Assistant
Maintenance and Operations



This award is presented to an individual who goes above and beyond expected duties, consistently maintains a high level of work, exhibits outstanding customer service and/or demonstrates creativity, safety, and noteworthy behavior over the course of the quarter.

John ... has always been very pleasant in my dealing with him. He calls the purchasing department for P.O. #'s for which every project he is working on and is always patient when I have to place him on hold to handle other things (sometimes this can be a lengthy hold). He always brings back any town run/pick up monies promptly as not to hold up the petty cash reimbursements here in purchasing. John notifies me promptly of any P.O. # that I issue to him that he does not use for reasons like the work order was cancelled or if another vendor is to be used. This is important to the flow of my job in purchasing. It enables me to process paperwork for payment to the vendor in a timely manner. In other words it does not hold me up. I appreciate his attention to the fact that what he does affects other processes. In turn I do not hesitate to recommend John for an award.

Nominated by: Karen Worthy, Purchasing

I would like to recommend a member of your staff John Conn for the Customer Service Award. Since my transfer to Mail Services in June 2003, John has assisted me on numerous occasions in getting my vehicles serviced. He has always operated around my tight schedule to bring my vehicles in at a time convenient to my staff and me. He has always displayed an exceptional courteous and professional attitude during my distress calls for maintenance. He is truly a professional and deserves this recommendation.

Nominated by: Horace Lytch, Mail Services

In an effort to get our vans on the service contract John Conn was extremely helpful. He continued to follow up and keep me informed with the progress. He also gave me some safety information to put in our vans. I'm very excited that we were able to get the vans serviced through facilities and look forward to working with John and his staff. John was very customer driven and worked through each problem we encountered and I really appreciate his effort!!

Nominated by: Susan Carter, Athletics

John has done an excellent job in keeping current inventory of all state-owned vehicles for the entire campus. He is also very helpful during renewal time when it is imperative for an accurate number of all these vehicles to be submitted to the state for billing purposes. I appreciate all the time and effort he has put into this job responsibility. He is always very courteous and willing to go the extra mile.

Nominated by: Kathy Trippodo

TEAM OF THE QUARTER

July 1 Power Outage Recover Team



Al McCool Accepting on behalf of the Team Members

This award is given to a team what goes above and beyond expected duties and/or demonstrates creativity, initiative, heroic action, and/or emergency responsiveness over the course of a quarter.

Team Award of Excellence

Team Members: Al McCool, Ed Seamon, Albert Reynolds, Bob Lewis, David Huntley, David Smith, Dewey Lilly, James Manley, John Nash, Lewis Jackson, Phil Meacham, Steve Reis, Tracy Bevins, William Snyder, Chris McKinney and James Campbell

The power outage on July 1st, 2004 was due to factory defect in the electrical switchgear located near the substation behind Facilities Management. The Electrical Shop was following proper procedures in assisting in the power connection between Parking Lot 25 and the existing transformer at Squires Hall.

Within 55 minutes Ed Seamon quickly restored power back to the majority of the campus. Being a Certified High Voltage Specialist, Ed was the only person on campus qualified to do this type of procedure. Al McCool assisted in supervising the efforts and in contacting the manufacturer to expedite the shipment process of the new switchgear. Without the extra effort by Al & Ed, the University would have endured additional costs, additional unproductive time and perhaps the loss of some important clients. Thank you to Ed Seamon and Al McCool for their outstanding dedication to the University.

Nominated by: Casi Shepardson, Capital Planning and Construction

AWARDS FOR EXCELLENCE AND CUSTOMER SERVICE AWARDS - Individual

John Neilson, Capital Planning & Construction Customer Service Award

"I would like to take this opportunity to say thank you for all your assistance in solving problems with my studio in the Robinson Building. It was very frustrating to me as you know that on Wednesday before classes began on Monday, the room was not finished. This was the first time in 27 years as a faculty member that I had no teaching studio/office.

I would also applaud your professionalism in the conversation with the contractor that took place in my presence. He came in like a bull and was ready to shift the blame on anyone except the construction people under his responsibility. We still need your keen eye in the building. It seems that there are many shortcuts, and I am sure that this is not news to you. I am grateful for your assistance."

Nominated by: Jane Dillard, Music Department



Chuck Pike, Engineering Services Customer Service Award

Chuck worked with me for some three years to plan and carry out an extensive renovation project in the McMillan Greenhouse. He was very helpful and patient throughout the whole project and helped to see it to a successful conclusion. He always handled emails and "problems" quickly, remained calm during crises, and seemed to know the proper procedures to follow even when I wanted to do something different. I enjoyed working with Chuck and I think the contractors did too.

Nominated by: Larry Mellichamp, Botanical Gardens



Beverly Starcher, Housekeeping (Burson) Customer Service Award

Beverly is a dedicated worker who often goes above and beyond her assigned duties to support the faculty and staff in Burson Building. She is personable and well-spoken. I nominate her for the award because she has been consistent, always well-meaning, and has been exceptional in her work.

Nominated by: Robert Tyson, Physics



Kenneth Starcher, HVAC **Customer Service Award**

Mr. Starcher has been successful in adjusting our air conditioning to a level of comfort. Many of the other faculty in our hall and I have been cold to the point of misery. A number of FM personnel attempted to help but it was only when Mr. Starcher returned and responded did we finally realize some relief. We are very appreciative of his expertise!

Nominated by: Nancy Cooke
Department of Special Education and Child Development

Ken Starcher came into our department to check our thermostats to solve an air conditioning problem on the fifth floor of our building. While he was here, Ken noticed my office was very cold (as always), and I mentioned to him that I always felt cold air blowing down on me whenever I was sitting at my desk. Ken took the initiative, repaired the problem, and I now have a comfortable office to work in. Thank you!

Nominated by: Cindy Shipkosky, Education

Steve Terry, General Service **Award of Excellence**

On his own initiative, Mr. Terry researched alternative fuel vehicles for purchase by the Department. In the course of his research, he contacted the local General Motors dealer to investigate the availability of electric vehicles at a deep discount. In discussion with the dealer, he learned of a grant program for electric vehicles. Mr. Terry submitted the grant request and Facilities Management was subsequently awarded a grant from the Solar Center of North Carolina. Mr. Terry's initiative resulted in the Department obtaining two electric vehicles at no cost, thus saving the University and Facilities Management over \$12,000.

Nominated by: Phil Jones
Associate Vice Chancellor for Facilities Management

Gail Thomas, Recycling **Customer Service Award**

"We are writing to commend the efforts of Gail Thomas, Recycling Coordinator, in developing sound, logical, cost-effective recycling systems for food scraps. Her pursuit of composting as a recycling method for dining hall food scraps is highly innovative, and the University as a whole is to be commended for its foresight in turning these wastes into valuable soil amendment to be used on campus.

A major goal of the Mecklenburg County ten-year Solid Waste Management Plan is the reduction of the amount of waste going to the landfill. The University's program of composting food scraps from the dining hall and waste sawdust from the College of Architecture keeps these materials out of our landfills and is a key contributor toward



achieving that goal. Recycling wasted food and biodegradable materials is one of the steps any organization can take to improve its environmentally sustainable practices.

As an educational institution, the University assumes a leading role in teaching students, visitors and staff how to live a life that has a lesser impact on our environment. This innovative composting program is certainly consistent with this leadership role. For these reasons, we in the County remain proponents of this composting program.”

Nominated by: Cary Saul
Mecklenburg County Land Use & Environmental Services Agency

Teri Weaver, Administration
Award of Excellence

Teri has always been a team player and has helped many of us through the purchasing/processing questions that we all have had. Teri has recently gone above and beyond to assist in the interviews and train the Automotive Motor Fleet Service Representative even during a time when her own position was extremely stressful.

Nominated by: John Carpino
Preventive Maintenance and Automotive Supervisor



AWARDS FOR EXCELLENCE AND CUSTOMER SERVICE AWARDS – Team

Jeffrey Adams, Lance Anderson, Hamp Brown
James Brown, Bill Cavelli, Joey Cochran
Gary Edwards, Mark Gault, Cristhian Gonzales
Lewis Jackson, Donnie Leak, Phil Leonard
Shem Logan, Marvin Mackey, James Manley
Minnie McCross, Phil Meacham, Frank Milone
Dan Mullins, Robert Murray, Elzy Neely
Richard Owens, Terrell Patton, Steve Reis
Lewis Richards, Steve Ritch, Ed Seamon
David Smith, Shari Thompson, Virgil Torrence
And Randy Walter



Customer Service Award - Team

This team was nominated for extra duties performed for the **Cato Hall Dedication** – temporary power, helping clean up after event, extra cleaning work, window cleaning, etc. This was above and beyond their regular work schedules.

Nominated by: Chancellor James H. Woodward

Confort Al-Arashun, Arzella Baker, Henry
Bennett, Willard Brown, Deborah Deese,
Mark Gault, Sandra Luckey, Marvin
Mackey, Roger McCain, Phil Meacham,
Subhash Pandya, Joann Pearson
Sherby Price, Steve Reis, David Smith
Essie Spears, Sylvester Steele, Lacy Williams
And Candlace Young



Customer Service Award – Team

This team was nominated for extra duties performed in preparation for **Miss Bonnie Cone's Homecoming Service**. This included temporary power, helping clean up after event, extra cleaning work, etc. above and beyond their regular duties.

Nominated by: Chancellor James H. Woodward

Jacob Atkinson, Steve Condor and Rob Herrington

Customer Service Award – Team

With the beginning of the Fall semester, everyone is typically running crazy to prepare for the beginning of the academic year. This year, especially, has been crazier than ever. We, the staff in the Department of Geography and Earth Sciences, would like to nominate the Key Shop staff for their over-the-top efforts to take care of all of our key issues in record time. I'm sure we have been a proverbial "thorn in the side" with our constant key requests (some of them with wrong room numbers that had to be re-cut), a door lock that wasn't working properly, and batteries that needed replacing in our card swipe system. But no matter what, we were treated with a smile (yes, we can even hear you smiling over the phone) and faster than prompt service. If it couldn't be handled same day, we got an apology (like that was necessary), but never did we have to wait more than a day for any type of service! Thanks so much for all that you do!



Nominated by: Teresa Cleveland, Geography

**Lisa Casey, Bill Cavelli, Joey Cochran
Gary Edwards, Bob Honer, Dale Kroeze
Phil Leonard, Frank Milone, Dan Mullins
Robert Murray, Ralph Necaie, Richard
Owens, Jose Palacios, Lewis Richards, Steve
Ritch, Virgil Torrence, Randy Walter and
Gary Wirkus**

Customer Service Award – Team

Nominated for extra duties performed– **Miss Bonnie Cone's Final Resting Place:** temporary power, helping clean up after event, extra cleaning work, etc. This included extra planting and asphalt work with the pathway to the Bonnie Cone Garden.



Nominated by: Chancellor James H. Woodward

**Mae Harris, Mary Harris, Albert Lowry
Minnie McCross, Bonnie People and
Velton Singletary (Second Shift – *Not Present for Picture*)**

Customer Service Award – Team

I am writing to commend Ms. McCross and her crew for the fine job they did on refinishing the floors in my lab rooms (210 and 212 McEniry). The cleaning and re-waxing were done with no disturbance to my students or myself, and Ms. McCross' crew treated the equipment in the lab with respect and care. I appreciate the professional effort.

Nominated by: Stanly Schneider, Biology

**Joey Cochran, Gary Edwards, Phil Leonard
Dan Mullins, Robert Murray, Lewis
Richards and Randy Walter**

Customer Service Award – Team

The Grounds Dept. Construction Crew did an outstanding job with the installation and tear-down of the **"20th Century Dinosaurs"** art exhibit on campus this spring and summer. Joey Cochran, Gary Edwards, Robert Murray, Dan Mullins, Phil Leonard, Randy Walter and Lewis Richards were always a pleasure to work with. The artist, Jim Gary, is very protective of his artwork, and the crew treated the pieces -- and their creator -- with respect and care. Much of the project was made up as we went along, but the crew was unflappable and always positive. I really appreciated the sense that they looked at the project as an adventure rather than a hassle. Their hard work was instrumental in making the exhibit a success.

**Nominated by: Sasha Trosch
College of Business**



SAFE TEAMS OF THE QUARTER

This award is given to a team with the best safety record during the quarter. Safety records will be measured by the least number of accidents reported to the UNC Charlotte Safety Office, excluding first aid reports, per employee in a quarter.

Shops Reporting **NO Accidents July 1, 2004 through September 30, 2004**

Automotive (Shop 16), Electrical (Shop 11), Preventive Maintenance (Shop 18), Recycling (Shop 19)



Bobby Robinson accepts for Automotive



Chris McKinney accepts for Electrical



John Morris accepts for Preventive Maintenance



Lee Arnold accepts for Recycling

SAFE TEAMS OF THE QUARTER

This award is given to a team with the best safety record during the quarter. Safety records will be measured by the least number of accidents reported to the UNC Charlotte Safety Office, excluding first aid reports, per employee in a quarter.

Shops Reporting **NO RECORDABLE Accidents July 1, 2004 through September 30, 2004**

General Services (Shop 14), and HVAC/Steam Plant (Shop 12)



James Williams accepts for General Services



Jim Barrier accepts for HVAC/Steam

SPECIAL RECOGNITION



Lanny Caudle, Grounds, received a Certificate of Achievement