

Facilities Management All Employees Awards

July - September 2006

Presented October 11, 2006

Employee of the Quarter

Jerry Brindle

Maintenance and Operations – General Services

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.



Jerry recently worked on replacing a section of the wall in my office at Barnard 250. Jerry was very considerate. He explained what was going to be done to fix the wall. He knocked each time he needed to come into my office. He asked me when it would be convenient for him to work on the inside of the wall to caulk and paint it. He did most of the inside work before I arrived at the office. When he came back to put on a second coat of paint, he asked if it was convenient to do it then. He asked me if I wanted to smell the paint to see if it would bother me if he painted with it at that time, for which I was very appreciative. He even brought me a pack of Little Debbie Swiss Cake rolls to make up for having to intrude on me. He was very pleasant overall and made the experience much less stressful and inconvenient for me than it could have been. This was a superior level of customer service that you don't get much anymore no matter whom you're dealing with.

Nominated by: Lori Thurber, Health Behavior & Administration

Team of the Quarter

Eddie Calvert, David Rhodes and James Mechum

Maintenance and Operations – Steam Plant

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.



Eddie Calvert and David Rhodes, together, have just completed an energy saving project at the Cameron Research Building. They have put into operation a steam condensate return system using new and reusable parts that saves the University more than 5,800 gallons of heated and chemically treated water per day. Further, as a result of returning this water back to the boiler, heater temperatures have increased from 60 F to 160 F which increases boiler efficiency as well as gas savings due to fewer starts and run times. *Nominated by: James Elliott, HVAC Shop 12*

Eddie Calvert, James Mechum and David Rhodes are continually making great contributions to the University with their own initiative, creativity, knowledge and the attitude of real professionalism that makes Shop 12 shine. Not only have they once again found a way to make a system operate more efficiently, they found a way to save tax payers money. They took it upon themselves to figure a way to capture money in the form of condensate return at the Cameron Applied Research Center. Using nothing less than their own initiative, creativity and knowledge, as a team they were able to put a new system on-line very effectively with very low cost by using equipment and parts that were already in stock or just sitting in another building rotting away. With their efforts, the Cameron Applied Research Buildings boiler will run much more efficiently reducing cost to everyone by reducing the amount of make-up water, chemicals, gas and electricity to run the boiler that supplies the Research Center. These gentlemen are to be commended for a job well done. *Nominated by: Howard Jaecks, Steam Plant Supervisor*

Supervisor of the Quarter

Johnnie Doyle
Housekeeping Supervisor
Kennedy Zone

This award is presented to a supervisor who demonstrates excellence in the leadership; leads their section/shop in accomplishing extra ordinary tasks; creates a pleasant and productive work environment for his/her staff, and encourages departmental support toward FM's strategic goals and organizational values.



On August 20, 2006 the third shift housekeeping staff experienced the sudden death of their fellow employee, Roger McCain. None of us were trained to handle this kind of tragedy. Johnnie went above what was expected of him to handle the situation.

Nominated by: Essie Spears, Housekeeping Supervisor

*Safe Teams of the Quarter
Recording No Accidents
July - September 2006*



Larry Lane accepts for
Automotive Shop



Lee Arnold accepts for
Recycling



Bob Smith accepts for
Zone 1 and Zone 2

NOT PICTURED: SHOP 11 ELECTRICAL

Customer Service Awards & Awards of Excellence Individual

Lee Arnold, Recycling *Two Awards for Excellence*

I would like to nominate Lee Arnold for his outstanding work as the Safety Committee Chair. Lee has done a spectacular job during his tenure as chair.

* * *

For going above and beyond the call of duty. Lee Arnold returned early from vacation on August 3rd to fill in for Walter Edwards (who unexpectedly had to be out for a week). Lee also came in over that weekend to check on the recycling bins during the Track Meet. Lee can always be counted on to lead the recycling crew and pitch in whenever and where ever we may need him. We have had one staff member out since May 30th and have been short staffed since spring. Lee regularly provides support to the team during this time. I would like to commend Lee on his dedication to the Recycling Program.

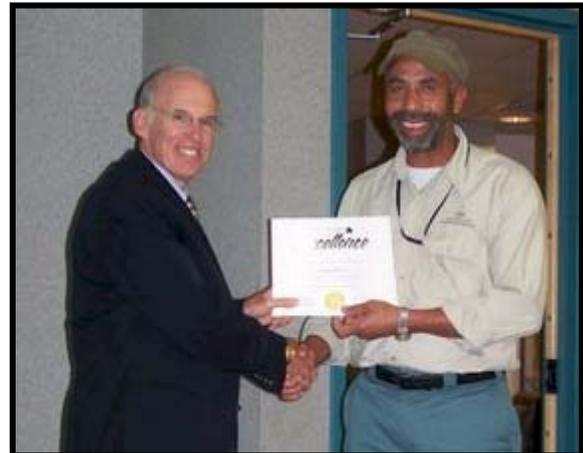
Nominated by: Kathy Boutin-Pasterz, Recycling Coordinator



Willard Brown, Housekeeping *Award for Excellence*

Willard Brown is a general utilities person for the Library. He does an excellent job on the floors and carpet. He goes over and above what is expected of him, always willing to help. He helps out with supplies for the 3rd shift. So I feel that he deserves an Award for Excellence.

Nominated by: Candis Clemons, Housekeeping Supervisor



Tera Bryant, Housekeeping (not available for photo) *Award for Excellence*

Tera does a great job in the King Building and the people in her building always let me know what a great job she does, she ranks very high in inspections on every aspect of her job.

Nominated by: Bonnie Peoples, Housekeeping Supervisor

Yves Byron, Housekeeping
Award for Excellence

I would like to nominate Yves. He is a very good worker, always willing to help and always volunteering to help with any project. Yves is not a floor person but he is always willing to help out with the floor work, such as mopping, stripping and changing water in the bucket.

Nominated by: Bonnie Peoples, Housekeeping Supervisor



Candis Clemons, Housekeeping
Award for Excellence

During our tragic loss of Roger McCain on the morning of August 20, 2006, Candis immediately went for help. In fact she went all the way to the King Building (Police dispatch) to ensure that help was on the way. She assisted in every way that she could. She went over and above what was expected of her. I strongly feel that she deserves an Award of Excellence.

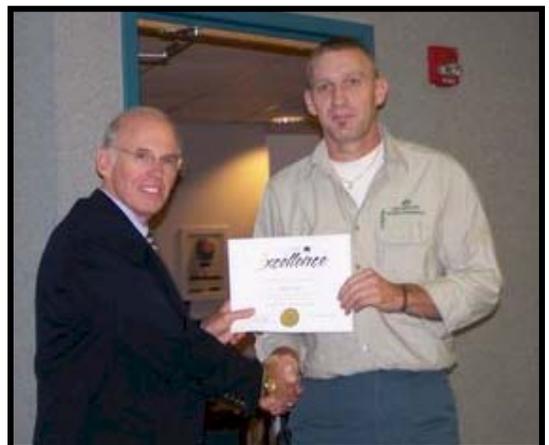
Nominated by: Essie Spears, Housekeeping Supervisor



Huey Craig, Housekeeping
Award for Excellence

I am recommending Huey Craig for an award for all of the hard work he has done getting the College of Education (COE) building back to where it was when it first opened up. When it comes to resilient floor care Huey's overall performance is unsurpassed his ability to consistently produce high quality results in most evident in the appearance of the College of Education building's terrazzo and tile floors. I have gotten phone calls in reference to how good the floors look from customers in the COE building and office area. Huey is able to maintain the cleanliness of the floors in the COE building and yet able to extend his resources to assist with pulling the trash and cleaning of the class rooms on the G level and assist in project work on Sunday nights with no problems. Huey takes self initiative to unlock doors in the COE building nightly and our project building on Sunday nights. Huey goes over and above his job.

Nominated by: Clara Crawford, Housekeeping Supervisor



Agnes Douglas, Housekeeping
Award for Excellence

Agnes comes to work full of joy and ready to work, always there to pitch in when help is needed. She is the Library office's vacuum specialist. She goes over and above what is expected of her. I am recommending an Award of Excellence for Agnes Douglas.

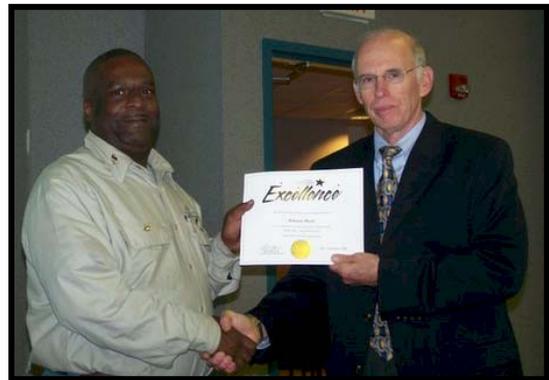
Nominated by: Candis Clemons, Housekeeping Supervisor



Johnnie Doyle, Housekeeping
Award for Excellence

For a quick response in the aid of a co-worker. Johnny did an above and beyond job in trying to save the life of Roger McCain. We, his co-workers, feel relaxed and safe knowing that Johnnie is there to assist us.

Strongly recommended by: Madia, Leona, Denise, Shari, Maurice, Annette, Kathy, Barry and Darrell (Housekeeping)



Kelly Freshcorn, Recycling
Two Awards for Excellence

Kelly Freshcorn is the go-to person in Recycling. She easily handles all of the varied phone inquiries and requests, assists everyone on campus that wishes to recycle and encourages those who haven't realized how much they really want to recycle. She assists the recycling staff with everything from travel reimbursements to coordinating bin deliveries to driving the van and giving tours. Kelly is a great asset to Recycling and to Facilities Management.

* * *

I would like to nominate Kelly Freshcorn for an Award for Excellence. Kelly consistently goes above and beyond assisting the recycling team and enhancing recycling at UNCC. If we are short staffed (which we have been most of this year), Kelly will fill in and help the crew, she will give an education program and can be seen driving the orientation tour bus several times a year and if we need extra posters, Kelly will make them and even deliver them across campus. Kelly promotes the program on a daily basis fielding a variety of questions from customers and bringing on new customers every chance she can. I would like to commend Kelly on her outstanding job with the Office of Waste Reduction & Recycling. Kelly's enthusiasm for waste reduction, sustainability and recycling along with her great attitude and willingness to help everyone in the department make her an excellent candidate for this award.

Nominated by: Kathy Boutin-Pasterz, Recycling Coordinator



Lewis Jackson, Electrical
Award for Excellence

Lewis consistently exceeds expectations. He trouble shoots every thing from cooking equipment for Dining Services to lights in the traffic circle. He also is willing to respond to emergencies after hours and on weekends without a complaint. We need more people in FM with his desire.

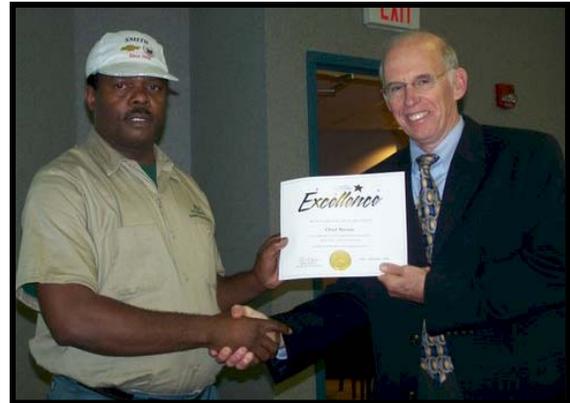
Nominated by: David Smith and Phil Meacham,
Electrical Supervisors



Clozel Macena, Housekeeping
Award for Excellence

Clozel is an excellent worker he is quiet and to himself. He's a trash specialist for the Library. He goes over and above what is expected of him. He never complains about anything. I am recommending an Award of Excellence for Clozel Macena.

Nominated by: Candis Clemons, Housekeeping
Supervisor



Steve McMiller, Housekeeping
Award for Excellence

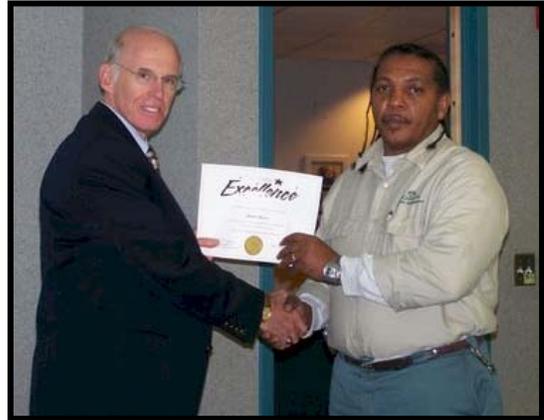
I would like to recognize Mr. Steve McMiller for all the times that he has gone over and above what is required of him. Even though Steve works first shift, he has helped me out on many occasions. He has assisted me with Dr. Gregory Davis (who is blind) many times. Dr. Davis comes in early mornings, and often requires assistance with getting to his office, and Steve never hesitates to assist with him if I ask him to. He also assisted me in getting Dr. Davis out of the building the morning of the explosion that occurred at the Fretwell building. (Dr. Davis works in Fretwell). He not only helps me, but makes himself available to help anyone that needs his help. So I strongly feel that Steve McMiller deserves an Award of Excellence.

Nominated by: Essie Spears, Housekeeping Supervisor



Mario Moore, Housekeeping
Award for Excellence

Mario has always stayed on the top and maintained various floors above and beyond his job. He has received compliments from the management regarding his performance. In Robinson Hall he has made each event look beautiful by doing extraordinary work tasks. Moreover he has received many compliments from the music department manager, Susan S. Stirwalt, Financial Services, Facilities Management, and Greg Kish. Lara Beene, Design supervisor from Robinson Hall Room 230A, sent a compliment for Mario Moore, job well done in room 230 in the month of September to Miss Essie Spears and appreciated his best work and wonderful performance. So he deserves this award and I strongly recommend him for my best employee.



Nominated by: Subhash Pandya, Housekeeping Supervisor

John Morris, Preventive Maintenance
Award for Excellence

During our spending freeze at the end of FY 05-06 John had a follow up work order from an inspection in Robinson Hall where the recommendation was to repaint about 200 feet of hallway and a few rooms. Normally this would be non-reimbursable but we couldn't buy the paint we needed. John spoke to the building officials and they agreed to pay for the paint. Facilities saved the material cost and still satisfied our campus customer. Thanks to John.



Nominated by: John Carpino, former Supervisor

Dianna Parks, Housekeeping
Customer Service Award

I work in Reese Building, 4th floor. I come in early (6:30-7:30 am) and start my workday in a clean, tidy environment. The trash is picked up, floors and halls are clean and the bathroom is spotless. I really appreciate her hard work and dedication. She is very friendly and has smiles for everyone.



Nominated by: Chris Maynard, Finance, Reese Building
4th Floor

Franjo Pauler, Housekeeping
Award for Excellence

Franjo is a general utilities person for the Library. He's quiet and always comes in waiting to see what work orders have to be done for the night. He goes over and above what is expected of him. Franjo does an excellent job on the Floors and carpet. So I am recommending an Award of Excellence for Franjo Pavlor.



Nominated by: Candis Clemons, Housekeeping Supervisor

Radmila Pavlovic (not available for photo)
Award for Excellence

Radmila is a dusting and damp wiping specialist. She's quiet and never complains about anything. She always goes over and above what is expected of her. She will help you if you need help. She always goes on break on time and comes back on time. She is an excellent worker. So I am recommending an award of excellence for her.

Nominated by: Candis Clemons, Housekeeping Supervisor

Joann Pearson, Housekeeping (not available for photo)
Customer Service Award

From time to time my co-worker and I need assistance from Joanne for a variety of issues. Usually it's the paper towels in our kitchen, but it really doesn't matter what we need. She is always responsive and helpful, and she does a great job of keeping this building in shape, especially the bathrooms, which take a real beating from the students. She's also generally just a very pleasant person.

Nominated by: Cecilia Hamilton

Jason Shores, Electrical (photo blurred)
Customer Service Award

Jason always has a smile and great attitude. He always goes above and beyond what is called for.

Anonymous nomination

Dionte Sims, Facilities Information Systems (not available for photo)
Award for Excellence

Dionte always helps us out when we have problems with our computers. He is also polite and patient with us as he helps us out. We appreciate what he does for us.

Nominated by: Electrical Shop

Velton Singletary, Housekeeping (not available for photo)
Award for Excellence

I would like to nominate Velton Singletary for an award for all the floors he's done in McEniry Building, and Kennedy, also carpets scrubbing rest rooms for all our second shift buildings. He really does a good job.

Nominated by: Bonnie Peoples, Housekeeping Supervisor

Robert Herrington
Supervisor Award

...for excellence in being a great supervisor. As well as providing excellent customer service and having a good rapport with all of our customers. Rob is implementing a new Lenel card reader system to make the campus a more secure and safe place for the students, staff, and faculty. This is being done at the same time as setting up new key systems for new buildings as well as new systems for departmental moves. He also consistently works beyond the "call of duty". Rob sometimes starts before his normal hours and stays late to finish resolving a problem or to answer a customer's concern. So we in the Lock shop (Andy, Jacob, Steve and Ronnie) feel that Rob should be nominated for Supervisor of the Quarter for his overall high attention to detail with everything that he does and for just being a great man to work for.



Nominated by: The Lock Shop Staff

Customer Service Awards and Awards of Excellence Team

**Tera Bryant, Yves Byron, Ruth Cooke,
Linda Wiley, Pauline Simuel, Velton
Singletary, Uma Pandya, Mae Harris,
Leathe Ingram, Savararia Harrison**
Award for Excellence

Second shift has done a great job with team playing when we are short. They always come together in time when we are short of people.

Nominated by: Bonnie Peoples,
Housekeeping Supervisor



**Rob Herrington, Andy Lavoie, Steve
Conder, Jacob Atkinson, and Ronnie Bell**
Lock shop
Award for Excellence

The Office of Waste Reduction & Recycling would like to commend the locksmith/key shop for going beyond and above the call of duty to recycle all of the locks and the packaging during the recent campus renovation of McEniry. They meticulously separated the metal, paper and plastic and placed all the materials in containers at the dock for the recycling crew. **THANK YOU TO EVERYONE IN THE LOCK SHOP.**

Nominated by: Kathy Boutin-Pasterz, Recycling Coordinator



**Zone 1: Lance Anderson, Joey Johnson
and Dave Jarvis**
**Shop 11: Dewey Lilly and James
Campbell**
Award for Excellence



One of the 1200 amp breakers controlling the operation of an 800 ton chiller in RUP1 was bad and had to be replaced on an emergency basis. The RUP 1 chillers furnish the chilled water for cooling in the SAC, Woodward Hall, the College of Education and the new College of Nursing building. Not having the AC operational could result in a substantial loss in money and property to the University. A team was assembled and scheduled to begin replacing the breaker at 5:00 a.m., as the anticipated down time for RUP 1 was about four hours. However, the team of **Lance Anderson, Joey Johnson, and Dave Jarvis of Zone 1; and Dewey Lilly, and James Campbell of Shop 11** were able to coordinate their efforts in such a manner that the breaker replacement was accomplished without incident in just a little over an hour. Because of the swift completion of the transfer of the new breaker, the occupants of the building served were not aware that the AC was off at any time.

Nominated by: Larry Griffin and Art Sutherland, Zone Maintenance Supervisors

Sarah Chie and Deborah Deese, Housekeeping
Award for Excellence

Both are good team players, performed the duties beyond and above work conditions and situations. They received compliments from management at Rowe Art Building several times, not only that they went in another, Smith Building.

Nominated by: Subhash Pandya, Housekeeping Supervisor



Diana Parks and Pershell Leak
Award for Excellence

Both the employees have performed the work liability at the highest and beyond the work load, whoever asked for. When the construction work took place in Reese building, they went in Reese, did the work above and beyond expectations.

Nominated by: Subhash Pandya,
Housekeeping Supervisor



James Brown, Elzy Neely and Jeffery Adams
Award for Excellence

These employees have performed the floor job in McEniry building which is another part of Zone and sent them per Greg Kish, which is consider above and beyond job of the tasks without any other zone assistance, made the Storrs building floor project nice and worked hard for ten days.

Nominated by: Subhash Pandya, Housekeeping Supervisor



**The Kennedy Zone Housekeeping Crew -
Madia Smith, Leona Davis, Shari Thompson,
Maurice Eustache, Annette Anderson, Kathy
Thomas, Barry Byron and Darrell Steele**
Award for Excellence

For pulling together and taking that extra step when needed. The Kennedy zone crew went above and beyond the call of duty. They pulled together to get the work done for the night in spite of the tragedy on the job with a co-worker.

Nominated by: Johnnie Doyle, Housekeeping Supervisor



Kim Douangmavongs, Alioue Diop, Tomasa Bonilla, Hashime Wright, Gloria Chalco, Terry Robinson, Robert Carey and Raymond Duckett – Housekeeping Award for Excellence

This team went beyond the daily duties of FM. They cleaned and detailed everything within eye sight to make sure everything was as perfect as possible. I'm very proud to supervise all of these employees who, without them, the dedication of Griggs and Duke Halls would not have been a success. These employees always strive to do an excellent job at whatever is assigned without complaining. I'm proud of them and the job they do here at UNCC!



Nominated by: Crystal Mason, Housekeeping Supervisor

Huey Craig, Horace Blakeney, Rosilyn Douglas, Yvonne Eustache, Lakisha Hannah, Frances Darden, Michael Stewart, Anthony Thomas, Loletta Atkinson, Samules Shariffe Housekeeping Award for Excellence

I would like to award my housekeepers as a team for working so hard in my absence for a month. They all were very good team players as well as leaders. They all worked exceptionally well in the group as team to reach and exceed housekeeping goals.



Nominated by: Clara Crawford, Housekeeping Supervisor

Zone 1 – Lance Anderson, Greg Barnes, Joe Clay, Terry Eudy, John Garst, David Jarvis, Joey Johnson, John Lattin, Bob McDonald, Dennis Mutts and Art Sutherland (Supervisor)

Zone 2 – Joe Gibbs, Jim Kay, Charles Kraus, Tommy Pressley, Bob Smith (Supervisor), Steven Tillman, and Horace Ward.

Zone Maintenance Team

Award for Excellence



I would like to nominate the Zone Maintenance Team for a Team Award for Excellence. Also I would like to suggest they be considered for Team of the Quarter and eventually Team of Year. During the past two years the Zone team has been created from scratch. Since then, we have accepted 7 new buildings and hired 18 new employees. This task was not an easy one. Not only did they have to find and hire men that had multi-tasking skills, but 2 shops had to be created from nothing. This creation consisted of building office and shops space in addition to equipping the shops with equipment and tools. This had to be done in conjunction with new building training, calls for assistance and repairs from our customers, and creating from scratch a complete preventive maintenance system for each new piece of machinery.

The new equipment and systems installed in these building are much more sophisticated and complex than UNC Charlotte has ever seen before. This required the zone men to be more highly trained than your typical maintenance teams. The 3 most critical departments on campus have since taken residency in their buildings. The Vivarium, Metrology, and Clean rooms require a great deal of their attention. The systems installed there are very critical and in any failure, demands immediate action. To this date the teams have responded well and never have an incident occurred. In addition to maintaining the equipment, performing PM's and work orders the Zone team took it upon themselves to complete their own renovation projects. This was not in the original plan, but to this date they have completed every single one in the new buildings without assistance. They even at one point assisted the core shops in completing projects in Belk gym and McEniry that are part of their area. To this date the total cost of all renovations performed by the zones is well over a quarter of a million dollars. Every single renovation project taken on by them was completed earlier than expected and the cost was much lower than expected.

During start up the zone supervisors were tasked with all this in addition to creating a "customer service oriented" team. In the past 2 years the zone teams have taken customer service and satisfaction to an entire new level. With customers like the Chancellor, Charlotte Research Institute, Metrology, Vivarium,

and Clean rooms, they have been able to achieve 100% customer satisfaction. I cannot tell you how many times the above customers have come to me with compliments for excellent work and response from the Zone team. There are even additional customers on campus that have sought for the creation of their own Zone team to take care of their areas. This bodes well as to the fact that the team has excelled in every area of customer service and maintenance. In almost 30 years of experience in the maintenance field, I can honestly say there has never been a better, more professional and knowledgeable bunch of men. It's been my greatest honor to work along side these men. I hope you highly consider them for "Team of the Quarter" and "Team of the Year" in addition to this award.

Nominated by: Larry Griffin, Plant Maintenance Supervisor for Zone Maintenance

Essie Spears, Crystal Mason, Confort Wilson, Bonnie Peoples, Uma Pandya, Savararia Harrison, Robert Ussery, Sherby Price, Debra Mayfield, Cannise Evans, Beverly Starcher, Gaynell Williams, Lila Bonilla, Robert Cary, Alioune Diop, Kin Douagmavongsa, Ray Duckett, Terry Robinson, Gloria Chaico, Hasime Wright – Housekeeping
Award for Excellence



This group of Housekeepers and their supervisors from all three shifts did an outstanding job in getting the Duke Centennial Hall and Grigg Building ready for dedication on Friday, September 8th. Their ability to team up and cover the event and still complete their daily work assignments was outstanding.

Nominated by: Greg Kish, Housekeeping Administrator

Gary Edwards, Robert Murray and Randy Walter
Ground's Department Road Crew
Award for Excellence

Ground's Road Crew assists Recycling in maintaining and maximizing the capacity of the Construction and Demolition debris containers. The crew informs Recycling when foreign objects are deposited into incorrect containers and they often extricate the material and deposit it into the correct container prior to involving us. They crush down the material into the heavily used containers, thus maximizing the efficiency of same. Great team effort!



Nominated by: Recycling

Idea of the Year Award

James Kay

The first *Idea of the Year Award* was presented to **Jim Kay, Zone 2**.

This award is presented to an individual or group of individuals who reflect thinking “out of the box”. The idea should be reasonable and provide Facilities Management cost-savings and/or improve overall productivity, in support of Facilities Management’s strategic management goals and the University’s mission.

Jim’s idea concerned Duke Centennial Hall which has many corridor and office light fixtures that provide lighting for ambience and mood. These lights burn 24/7 and average about 2,500 hours of burn life. The replacement cost for these lights range in price from \$3.50 to \$12.50. Jim suggested that each floor outfitted with these lights be put on a daily timer to lower the cost of operations and maintenance by at least 30%.

The idea was approved and is being implemented to include other buildings on campus as well. Jim received the “*Thinking Out of the Box*” award at the All Employees Meeting.



Pictured above are employees who submitted approved ideas for fiscal year 2006 (July 2005 through June 2006). Each received a new Facilities Management mug.

Pictured left to right are: Lisa Casey (two submissions), Grounds; Steve Terry, Design; Kelly Freshcorn, Recycling; James (Jim) Kay, Zone 2; Phil Jones, Associate Vice Chancellor; Cristhian Gonzalez, Grounds; Armando Vasquez-Montalvo, General Services; and Beverly Imes, Associate Vice Chancellor’s Office. *Not pictured are: Kathy Fisher, Electrical; Melanie Hill, Business Office; and James Manley, Electrical.*