

# Facilities Focus



**G. David Smith**

**Demonstrating Outstanding Leadership**

# Greetings from the Associate Vice Chancellor of Facilities Management



Philip M. Jones



## Facilities Management

### MISSION

To provide a quality learning, research, and living environment for the benefit of students, faculty, staff, and the community by planning, building, operating, and maintaining the campus of the University of North Carolina at Charlotte.

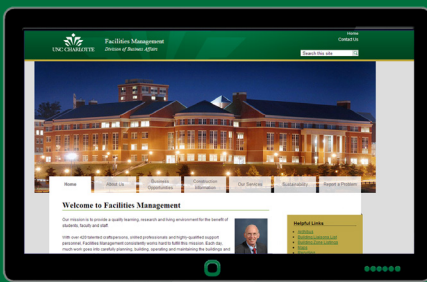
### VISION

A leader in Facilities Management distinguished by safety and excellence.

A proficient, responsive, and adaptable 'Team of teams'.

Providing high quality services and facilities in an environmentally sustainable manner.

### CREATING A CAMPUS OF DISTINCTION



I hope this finds you well and enjoying life! Thank you for all you do to make UNC Charlotte a special place to learn, live, and work. It has been a challenging and successful winter for our organization. I want to once again thank everyone who had a part in snow removal operations and preparation for the historic Board of Governor's visit in February. It was an outstanding team effort.



2015 Snow Event

I also want to commend Building Environmental Services (BES) for completing their successful reorganization in March. This was a significant accomplishment which was more than two years in the making. Major change takes great teamwork, not just within BES but across Facilities Management (FM).

The University continues to grow and change seems to be a constant. This summer we will open a new residence hall (Laurel Hall) in South Village and reopen two venerable old buildings after major renovations – Belk Gym and Holshouser Residence Hall. The groundbreaking on another new residence hall in South Village (Levine Hall) took place May 12. It will house our Honors College and the Levine Scholars programs.



Levine Hall rendering



Phillips Road

We will continue to improve the road system and traffic situation on campus with completion of the new Phillips Road, a bridge across Toby Creek, improvements to Craver and Mary Alexander Roads, and a traffic signal at the South Entrance (Highway 49 and Cameron Boulevard).

The light rail construction continues with a scheduled completion of mid-2017. There are also significant changes in Uptown Charlotte at our Center City Building where the County and City are teaming to construct a large park adjacent to our building. It will be a great amenity for our students, faculty, and staff when it is finished next year.

The University is anticipating an enrollment of over 28,000 students this August. UNC Charlotte will have the second largest undergraduate enrollment in the UNC System (after NC State) and has accounted for 46% of the System's growth over the past six years. It is exciting AND challenging to be part of this phenomenal growth!

Thanks again for all you to make it happen! Enjoy the spring weather and the summer. I hope you will make time for vacation to rest and recharge and spend time with your family and friends.

I look forward to seeing you all at our Annual FM Picnic on May 15! It is going to be a wonderful time to relax and enjoy some good fellowship.

**Philip M. Jones**  
Associate Vice Chancellor for Facilities Management



Summer Issue | May 2015

**Facilities Management,  
a department of Business Affairs**

*Do Things Better.  
Do Better Things.  
Do The Right Thing.*

**Philip M. Jones**  
Associate Vice Chancellor



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**Thanks to all contributors!**

**Facilities Focus** is a communication tool for the benefit of all Facilities Management employees to develop a better informed workforce, to foster a greater sense of community, and to build morale. Your ideas are welcomed and appreciated for future issues.

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Levine Hall Groundbreaking May 12, 2015

Please look online for the newsletter at:  
<http://facilities.uncc.edu/about-us/facilities-focus-news>

## Solomon T. Franklin, UNC Charlotte Employee of the Year



Chancellor Philip Dubois presents Solomon T. Franklin with the UNC Charlotte Employee of the Year Award in the category of Community and Public Service

Solomon T. Franklin is enthusiastic about making a difference, not only at UNC Charlotte but in the greater community. A member of the 100 Black Men of Greater Charlotte Inc., Franklin mentors two young men, one in middle school, the other is in high school. He also is on the organization’s board of directors as the Chief Operating Officer.

*“I love this University, and I’m a 49er for life.”*

On campus, Franklin is the staff advisor for the UNC Charlotte chapter of the Collegiate 100, an auxiliary chapter for the 100 Black Men of America, Inc. Currently, chapter members volunteer at Turning Point Academy to mentor underserved youth. The Collegiate 100 won 2014 National Chapter of the Year. The chapter recently inducted 39 new members, and the organization is planning its fourth annual Hoops for Hope basketball tournament, which raised over 1,000 food items for the Friendship Missionary Baptist Church Community Table last year.

The goal is for competing teams and attendees to bring canned goods to assist children who deal with food insecurity.

The 2015 Hoops for Hope tournament was held on May 1 at UNC Charlotte. The food items were presented on May 3.

A member of the Facilities Management Department, Franklin primarily works with personnel in the Building Environmental Services (BES) & Recycling unit as a Program Development and Education Coordinator. Managing processes and continuous improvement initiatives are among Franklin’s major job responsibilities. He schedules and documents training opportunities for staff, and most recently, he spearheaded a zone study. This involved examining the organizational structure, zone geography, and staff shift times and schedules.



Hoops for Hope food donations from the UNC Charlotte chapter of Collegiate 100

Throughout the process, Franklin worked with managers and supervisors, and he initiated surveys to gather feedback. Ultimately, a reorganization plan was developed, which was approved two years ago and was implemented earlier this year.

A native of Greensboro, Franklin earned bachelor’s degrees in graphic design and Africana Studies and a master’s degree in history from UNC Charlotte.

He is the recipient of the 2009 Africana Studies Alumnus Award for Excellence, the 2012 Urban League of Central Carolinas Young Professional of the Year Award, the 2014 Distinguished Member Award from the National Society of Collegiate Scholars (NSCS), and designated as a 2015 Success Leader in Charlotte by the YBM Leadership Alliance.

“I love this University, and I am a 49er for life,” said Franklin. “I want to continue to make an impact and positively improve the brand of UNC Charlotte. I am passionate about ensuring the University has an engaged and active student population, high morale among employees, and a clean, productive campus environment.”

**By: Phillip Brown, Public Relations**

*“My personal mantra is represented by the acronym S.O.L.O., which stands for Serving Others, Loving Others,” said Franklin. “My goal is to utilize resources to create platforms for people to have a voice and energize people to move toward documented objectives and focus on important tasks to accomplish what truly matters.”*

Facilities Management is proud to announce Solomon T. Franklin, Building Environmental Services, won the prestigious 2015 UNC Charlotte Employee of the Year Award in the category of Community and Public Service. He was honored by Chancellor Philip L. Dubois at the Employee Appreciation Luncheon on March 11, 2015.

Nominated by his supervisor, Brian Guns, Director of Building Environmental Services and Recycling, here are some of the many reasons why Solomon earned the nomination as well as the honor of being one of UNC Charlotte’s Employees of the Year:

“Solomon is successful because of the positive influence he has on those around him. This is due to his daily commitment to excellence and his willingness to give selflessly of his time and exceptional talent to provide support to UNC Charlotte and other worthy organizations in need of outstanding guidance and leadership. Solomon constantly stays late and comes in early to meet with students and staff. He is always available to help students, staff, and members of community organizations to be the best they can be and maximize their positive impact in their chosen area of community service.



Phil Jones congratulates Solomon T. Franklin at the All Employees Meeting



Solomon and his mentee Myles on a campus tour

Phil Jones stated in his comments to the recognition committee, “I don’t believe I have ever met a leader quite like Solomon Franklin. He has that special something that makes him a truly selfless, servant leader.”

Other Facilities Management staff members nominated for UNC Charlotte Employee of the Year were Barclay Brantley, Warren Monk, Sandra Mullins, in the devotion to duty category; Bart Davis and Gary Edwards in the innovation category; and Paul Taylor in the human relations category.

All are truly deserving. We appreciate their dedication and excellent service to our department and the University.

**By: Beverly R. Imes, Editor**

*“Great men and women plant the seeds for the trees for which they may never enjoy the shade.” Solomon T. Franklin*



100 Black Men members, UNC Charlotte Collegiate 100 members and Dr. Bertha Maxwell-Roddey at the 2015 Hoops for Hope community presentation.

## Employee of the Quarter: G. David Smith

By Laurie Manderino, Facilities Planning



Phil Jones presents David with the Employee of the Quarter Award

*"I'm truly lucky to have such an individual as a direct report. I know when I am not able to be present, I have an outstanding replacement to step in and take control."*  
 Ed Diaz about G. David Smith



Congratulations to George David Smith, Maintenance Mechanic V Advanced HVAC technician, in Facilities Operations Zone 2, for receiving the Employee of the Quarter award. He was nominated by his supervisor, Ed Diaz.

David joined Zone 1 at UNC Charlotte in October 2007 and then moved to Zone 2 in 2011. He has filled in for the Zone 2 Supervisor on many occasions. One instance, which occurred over the winter holiday break while his supervisor was ill, demonstrates how David goes above and beyond the call of duty. Ed Diaz explains...

*"On the 23rd (December) we experienced a catastrophic failure of the supplemental user air compressor at Duke Centennial Hall. David enlisted the assistance of all trades in an attempt to restore the system. Unfortunately, there was nothing that could be done to bring the compressors back on-line... Our vendor for these compressors, was contacted and scheduled to come on-site to access our situation.*

*The idea of renting a large unit during the interim was suggested by David... David offered to come in during the holiday period to meet with the vendor for evaluation and install of temporary air compressor.... David took control and filled in admirably as he has on many occasions."*

Ed stated that he considers himself *"truly lucky to have such an individual as a direct report. I know when I am not able to be present, I have an outstanding replacement to step in and take control."*

On a personal note, David was born in Johnson City, Tennessee and moved to Gastonia, North Carolina when he was two years old. David is a member of Christ United Methodist where he is also the head of the Trustees. His interests outside work include being the Assistant Scout Leader with Boy Scout Troop 503 (a troop he has been involved with since his son started attending more than 11 years ago), gardening, and helping his wife with her honey bees. David stated they have kept bees for eight years.



David Smith and Ed Diaz pose in front of Duke Centennial Hall

When he takes a break from work and activities, David enjoys watching the Andy Griffith Show.

Thank you, David for your continued hard work and dedication to Facilities Management!

## Team of the Quarter: S.T.E.M. Conference Room Renovation

By Ronda Latham, BES & Recycling



Lisa Lanier

Mac Fake

Tim Smith

Mark Waters

### CONGRATULATIONS:

Make Fake, Director of Design Services; Lisa Lanier, Design Services Project Manager; James Williams, Renovations Supervisor; Jeff Efird, Tim Smith, and Mark Waters, Renovations Building Technicians

#### *The honorable team's humble comments included:*

**T**he Collaborative efforts by the Design and Construction Team truly exhibit what is considered outstanding performance, effort, initiative, and creativity.

The Center for Science, Technology, Engineering, and Mathematics (S.T.E.M.) Education recently renovated the conference room in the Center for S.T.E.M. Education. Andrea Strong stated in her nomination they "immediately received great customer service with attention to details, listening to our request and trying to meet our needs, being courteous, and demonstrating great communication skills with our office and those on their team. We are extremely satisfied with the work and are grateful to have such a great team at the University."

Thanks to Mac Fake, Lisa Lanier, James Williams, Mark Waters, Jeff Efird and Tim Smith. Job well done!

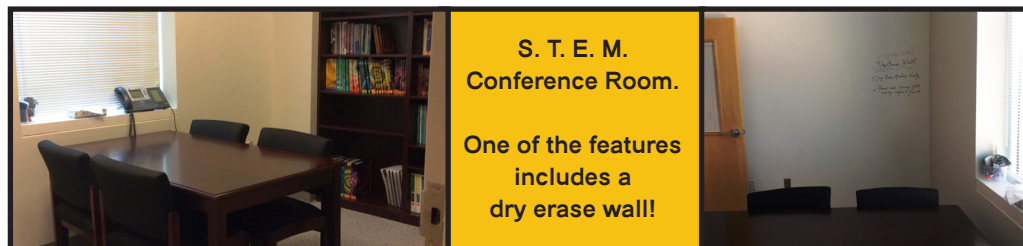
"As the Team Project Manager and the Architectural and Interior Designer, this was one of my first assignments as I joined Facilities Management's Design Services team in November. It was a great experience in being able to assemble the team and begin building collaborative relationships with my new colleagues."

"We provided ways to save money and they were tickled to death."

"The nomination by Andrea Strong at the Center for STEM Education is rewarding by itself. I feel honored to have joined such amazing individuals who strive to bring excellence to their endeavors."

"It takes a lot of people to make a winning team. Everybody's contribution is important. The way in which we all work together is the behavior that ultimately creates a great final product."

"It's always an honor to win and it's a good moral boost for everyone."



# Safe TEAMS of the Quarter (Statistical Information provided by UNC Charlotte Safety Office)

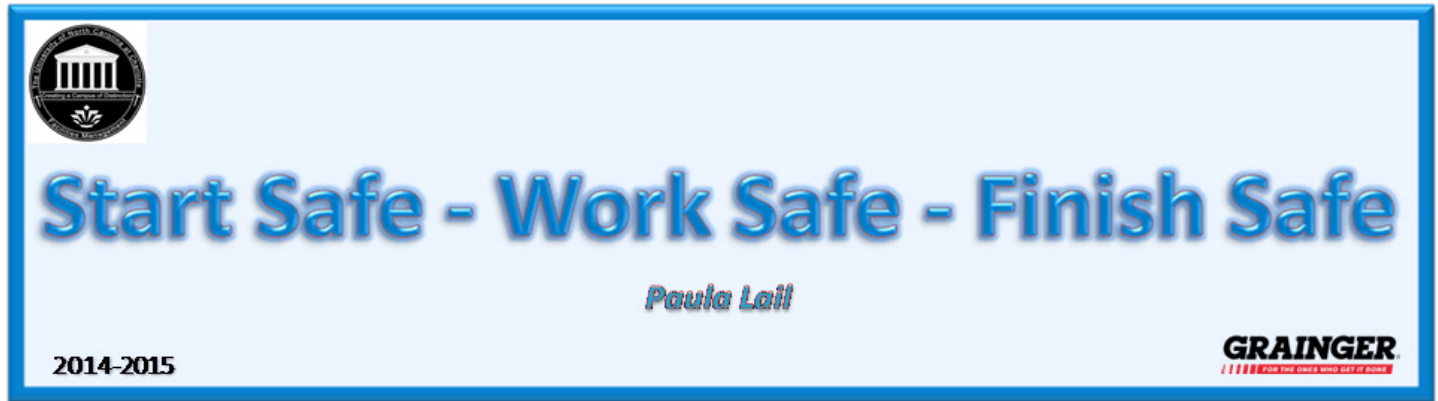
The following Teams had NO accidents January - March 2015

## Building Environmental Services (BES) and Recycling

Center City Building (CCB), College of Health and Human Services (CHHS), Colvard, EPIC, Grigg, Library, McEniry, North Area Floor Crew, South Area Floor Crew, Woodward, and Recycling

## Facilities Operations

Automotive, Fire Alarms, Grounds, High Voltage, Lock Shop, Renovations, Steam Plant, Zone 1, Zone 3, Zone 4, Zone 5, Zone 6, and Zone 7



**Pictured above seated left to right are:** Tom MacNab (High Voltage), Virgie Fewell (College of Health and Human Services Zone), Vince McNeill (Automotive), Rosalia Moron-Perez (Center City Zone), Willie Clark (Fire Controls), Agnes Douglas (Colvard Zone), Virgil Torrence (Grounds), Robin Thompson (Library Zone)

**Pictured above standing left to right are:** Derrick Massey (Zone 5), Brian Perry (Zone 3), Lila Bonilla (Grigg Zone), Bob Fitzgerald (Zone 6), Luis Ramirez (Recycling), Joe Coleman (Zone 1), Don Henry (Steam Plant) Jerome Howard (McEniry Zone), John Renwick (Zone 4), Tim Smith (Renovations), Andy Lavoie (Lock Shop), Reggie Dempsey (EPIC Zone), Franjo Pauler (Woodward Zone), and Josh Hyatt (Zone 7)



**Night Shift**

James Brown (BES South Area Floor Crew) and Tammie Farr (BES North Area Floor Crew)



# Promotions & New Employees (January - March 2015)

## New Employees

### Associate Vice Chancellor's Office

Kathryn Horne, Director Space Management

### Building Environmental Services (BES)

Aaron Harmon, Grigg Zone Supervisor  
 Tiwana Faison, Building Environmental Technician, Grigg  
 Jerome Howard, Lead Technician, McEniry  
 Jonathan Delano, Building Environmental Technician, EPIC  
 John Calvani, Building Environmental Technician, Library

### Facilities Information Systems

Renée Ferguson, AutoCAD Technician

### Facilities Operations

Jim Johnson, Facilities Condition Assessment Program (FCAP) Manager  
 David Godfrey, Ground Service Technician  
 Wesley Blanchette, Ground Service Technician

## Promotions

### Building Environmental Services (Crew Leaders)

Guelord Bofambu, BES-Kennedy (1st shift)  
 Bill Cavelli, BES-Grigg (1st shift)  
 Virgie Fewell, BES-CHHS (1st shift)  
 Franjo Pauler, BES-Woodward (1st shift)  
 Robin Thompson, BES-Library (1st shift)  
 Walter Alexander, BES-Colvard (2nd shift)  
 Tomasa Bonilla, BES-Grigg (2nd shift)  
 Gloria Escobar, BES-Library (2nd shift)  
 Aretha Jeter, BES-Kennedy (2nd shift)  
 Ronald Kelly, BES-Woodward (2nd shift)  
 Carl Sampson, BES-Epic (2nd shift)  
 James Revis, BES-South (3rd shift)  
 Randy Sidbeck, BES-North (3rd shift)  
 Rosalia Moron-Perez, BES-Center City

### Facilities Operations

Scott Coley, FM Technician Building Trades-Advanced, Zone 1  
 Vince McNeil, Vehicle & Equipment Tech-Journey, Automotive

### Recycling

Shannon Caveny-Cox, Recycling Manager



## Individual Award

Walter Alexander, BES



Phil Jones and Walter Alexander



## Celebrating Retirement In Style: Bonnie Peoples & Shirley Brown



On Monday, April 27, 2015, BES hosted a retirement celebration for BES Supervisor, Bonnie Peoples and BES Tech, Shirley Brown. Bonnie has worked at UNC Charlotte in Building Environmental Services (BES) since 2001. Shirley has worked for UNC Charlotte as a BES Technician since 2009. We will miss them both and thank them for their years of service and dedication to the University.



## FRIENDLY REMINDER

Compensatory time earned for the quarterly Employee Awards Program must be used within 90 days of receipt. If you do not use it, you will lose it!



To view awards photos and read detailed descriptions of nominations, visit:  
<http://facilities.uncc.edu/about-us/awards-program/past-award-recipients>

## Welcome Kathryn!

By Philip Jones, Associate Vice Chancellor



Kathryn Horne

**K**athryn Horne is the University's first Director of Space Management and Utilization.

The Director of University Space Management and Utilization is responsible for overseeing all aspects of UNC Charlotte's integrated space management program to ensure that campus space is utilized efficiently and effectively, and to ensure the allocation of all space meets the highest and best use in the context of institutional strategic priorities.

Kathryn brings a wealth of experience and knowledge to this new position. Most recently she served in a similar position in the Capital Planning and Space Management department at Georgia Tech. She worked on both the University System of Georgia Board of Regents Space Utilization Initiative and the Georgia Tech Academic Space Assessment and Improvement Strategy.

Prior to her time at Georgia Tech, she worked in private architectural practice for several Charlotte area firms.

As a member of the FWA firm, she served as the project manager for UNC Charlotte's Student Union project. Kathryn is a registered architect and is very active in the Society for College and University Planners (SCUP) at the national and regional levels. She holds a Bachelor of Environmental Design in Architecture from North Carolina State University and a Master of Architecture from Clemson University.

Kathryn is married and has two daughters. She is looking forward to getting involved in the Charlotte community. Kathryn enjoys spending time in the NC mountains.

Her office is located in the Facilities Management/Police building, Room 212. You may reach her at 704-687-8251 and by email at [khorne16@uncc.edu](mailto:khorne16@uncc.edu).

Please join us in giving her a warm UNC Charlotte welcome!

## Welcome Renée!

By Pamela Duff, Facilities Information Systems



Renée Ferguson

**R**enée Ferguson joined the Facilities Information Systems (FIS) team on February 24, 2015.

Renée will be surveying campus buildings and sites using GPS equipment, assisting with space data and CAD Drawing updates, and ensuring ARCHIBUS building floor plan modifications are completed.

Renée brings with her six years of surveying and CAD experience. She previously worked at MWT Architects, LLC. Renée holds a Bachelors of Architecture Degree from Tuskegee University and a Master of Real Estate in Construction Management from Georgetown University.

New to the Charlotte area, Renée enjoys distance running and skiing.

We are excited to have her on our team, and we believe her skills will be an extremely valuable asset in supporting Facilities Management's operations and its continued growth.

Her office is located in the Facilities Management/Police building, Room 228. You may reach her at 704-687-8288 and by email at [rfergu18@uncc.edu](mailto:rfergu18@uncc.edu).

Please join us in welcoming Renée to our team!



## Happy Retirement Bob!

By Christy Case, Facilities Operations



Bob Smith

After 10 years of amazing service to Facilities Operations, we must say a warm farewell to Bob Smith as he retires this May. Bob Smith started here at UNC Charlotte in 2005 as the Zone 2 Supervisor, working to start up the CRI side of campus, and was then promoted to Area A Manager in 2013. Bob says, "I have been fortunate enough to have good employees and peers to work with. The last 10 years have went by rapidly, and I am going to miss the teamwork we shared."

Bob married his wife Susan in 1967 and immediately entered the military where he served in Southeast Asia. During his service, he earned an Air Force Commendation Medal for Merit and was discharged from the 56th Special Operations Wing in December 1970. From there, he went to work for Allegheny Ludlum Steel division in Shinnston, West Virginia for seven years while attending Salem University. Bob graduated with his Bachelor of Science Degree in 1978 and was recruited by Standard Oil, working in their Mining Division. He spent 10 years underground and described it as "one of the dirtiest, most dangerous jobs that I have ever worked, yet I enjoyed it more than people can imagine. Mining employees have a great sense of humor that you need in order to survive in that type of environment. Every day was a challenge."

Bob obtained his MSHA Federal Electrical License Instructor certificate which allowed him to certify underground electricians on a yearly basis, as required by State and Federal Law. After the mining industry collapsed in 1987, due to the loss of the steel industry to foreign markets, Bob, his wife Susan, and their daughter Kim moved to North Carolina.

After relocating to NC, Bob was hired by Hitachi and spent three months in Kumagi, Japan working in their facilities. Here he learned Japanese style management, from floor level to executive level. Upon coming back to the states, he brought 32 maintenance employees with him to start the China Grove Plant. He defined it as a great experience. When NAFTA trade laws took effect in 2002, all business were once again lost due to foreign markets. Bob was then again in the middle of huge layoffs within the plant. After this, he found work at UNC Charlotte, where he served 10 years here in Facilities Operations.

After he retires, Bob plans to stay in the Charlotte area, which he has called home for 28 years. He also plans to travel with Susan, and spend quality time with family and friends.

Please join us in wishing Bob a fond farewell and appreciation of dedicated service these past 10 years.

We will miss you greatly Bob!



## Best Wishes Andrew!

By Pamela Duff, Facilities Information Systems



Andrew Futrell

Facilities Information Systems (FIS) recently said goodbye to Andrew Futrell.

Although we are sad to see Andrew go, we wish him the best in his future endeavors as a GIS/AutoCAD Technician for the Utilities and Engineering Department at North Carolina State University.

Andrew was with the Facilities Management Information Systems team for almost two years, since June 2013. Andrew has been an exceptional asset and integral part of the FIS team.

He was hired as our Geographical Information Systems (GIS) Survey Technician where he surveyed new buildings and renovations and helped maintained the drawings. He also completed external surveying, oversaw utility map updates, and supported ARCHIBUS space information updates.

Please join us in wishing him the best in all his future endeavors.



# FM Training Academy

By Clyde Derberry, Facilities Business Office

## Learning & Development Updates:

**WE'RE LIVE!!** Visit the FM Learning and Development Academy website for information on current and upcoming training and related forms. If you have specific learning and development needs, please discuss it with your supervisor and complete a Training Request Form.

<https://facilities.uncc.edu/our-services/business-related-services/facilities-business-office/fm-learning-and-development-academy>

Also, in an effort to save on paper usage, please scan your training record(s) to Clyde Derberry, FM-HR Learning and Development Coordinator, at [Clyde.Derberry@uncc.edu](mailto:Clyde.Derberry@uncc.edu).

## Technical Training

There were two topics offered for technician learning and development: Boiler Operation, Maintenance & Safety and Air Conditioning & Refrigeration. Each session was a two day event with approximately 30 attendees each.

The next training topic will be Troubleshooting Mechanical Drive Systems and Rotating Equipment. American Trainco has been the vendor for on-site technical training.



Air Conditioning & Refrigeration training administered by American Trainco



## Safety

In January approximately 80 FM employees received on-site training in CPR & First Aid delivered by Innovative Solutions.

Supervisor Safety Talks for Facilities Operations (F/O) & Building Environmental Services (BES) employees. These short monthly training sessions allow the supervisor (or designee) to keep workplace safety current and effective.

Office Safety training was delivered to the FM Administrative Colloquy group in February.

## Computer Training

In February 32 BES employees received computer training from campus Information Technology Services. These participants, in turn, will serve as trainers for their areas/zones.



Turn in entries to the FBO-HR office or email to Clyde Derberry at [Clyde.Derberry@uncc.edu](mailto:Clyde.Derberry@uncc.edu)

## Not Just Another Training Course!

By Paul Taylor, Facilities Operations



Joe Loder

### More training!

There are times when you think you have learned all you can and that you just can't take another training course. Well think again. The Facilities Engineering Management (FEM) course is worth taking! NC State University really has put together a great training opportunity at a wonderful learning facility! FEM is held at the McKimmon Conference and Training Center, which has numerous large, well-equipped meeting halls. They have extremely knowledgeable instructors with years of experience in the Mechanical, Electrical, and Plumbing (MEP) technical trades.

The NC State training staff and instructors keep things interesting and keep you well fed throughout the day. The Facilities Engineering Management course is geared to the supervisor or manager of any facilities maintenance organization. The training is three one-week courses that gives you the flexibility to complete the three weeks in a three year time frame. If you choose, all three weeks can be taken back to back in one year.

FEM training covers various types of building equipment, electrical energy savings, plumbing and water needs, and any other type of work required when running a facility. The instructors demonstrate ways to help maintain the equipment and get the most out of it. Upon completion of the three weeks, you will earn a Facilities Engineering Management Diploma from NC State University.

Joe Loder, Zone 6 Supervisor, completed the three week course as of March 9, 2015 and has earned his FEM Diploma.

He started the training over two years ago. With budget restraints and other obligations he was not able to complete all three weeks in one year. Joe will tell you this was a great source of knowledge for him and that it has helped him become more familiar with what his team and others are responsible to maintain. At the end of the last week, Joe had to give a presentation to the whole group. This presentation focused on his responsibilities here at UNC Charlotte and how this training has helped with those responsibilities. I attended the same session and saw his presentation. Well done! This was my second week and I plan to complete my final week in June.

Being able to attend this training opportunity myself has opened my eyes to see how important it is that all supervisors and managers take the time to learn. Please encourage anyone looking for professional development of any kind to check out the numerous opportunities available at NC State's Conference and Training Center!

### APPA Supervisors Toolkit at NC State - April 13-17, 2015

UNC Charlotte participants were Bill Costello, Vanessa Dodd, Rob Ervin, Ronda Latham, and Solomon T. Franklin



# Building Liaison Program

By Pamela Hickman, Facilities Operations



Pictured left are participants from the Building Liaison Training held March 3, 2015.  
 ~ ~ ~ ~ ~  
 Training included:

- Introduction of Facilities Operations Staff
- Introduction of Building Liaisons
- Welcome by Philip Jones
- Presentation by Leeisha Brown, Parking & Events Manager
- ARCHIBUS Training by Pamela Duff, FIS
- Presentation by Brian Guns, Director of BES & Recycling

**D**id you know that the Building Liaison Program (BLP) began in 2002?

Did you know that it is the brainchild of Facilities Management's (FM) Associate Vice Chancellor (AVC) Philip Jones?

Well, it did and it was!

It was a pleasure and honor for me to interview our AVC Philip Jones and to learn about the history of and his vision for the Building Liaison Program.

## HISTORY

The Building Liaison Program is a university-wide program that was created to fill a void. Mr. Jones identified the lack of an effective process for connecting and communicating with the buildings' occupants on campus and realized that "a single point of contact was needed to create a better channel of communication."

Having a military background with a similar program in place on the base and also looking at several other university programs, Mr. Jones gathered ideas that would work for our campus. Volunteers were asked to serve in the buildings with one department. However, buildings that had more than one department housed in them, the Chair or Dean was asked to nominate a person to serve. Today, the BLP is completely volunteer, which can be a bit challenging at times; but we see the program's effectiveness almost daily.

The BLP assists FM to accomplish its mission in at least two ways:

**Communication:**  
 ~ A key element when it comes to customer service and the Building Liaison's distributing communiqués and coordinating with their building's occupants

**Point of Contact:**  
 ~ The Building Liaison will inform FM of any issues in their buildings via ARCHIBUS and telephone  
 ~ Will liaise between occupants and FM to update both on the status of the issue, projects and how it may impact the customers  
 ~ Providing feedback from the occupants of any ongoing project



Pamela Hickman, Building Liaison Coordinator, and Phil Jones pose with the first Building Liaison Guide created in 2002

## VISION

Part of our mission is to address our customer's needs and to remain relevant with an ever-changing campus. We want to address all customer issues in a timely manner and to have Building Liaison's in place who are not only serving but are invested in the program as well.

This program is an advertisement of sorts for FM. To show we cannot only keep the campus beautiful, maintain the infrastructure, but will continue to include the campus community in the plans by keeping them notified of projects, ongoing and new. It is important to keep the lines of communication open in both directions.

As we look to improve the BLP, we will continue to conduct bi-annual trainings. We have created and distributed badges and signage to the Building Liaisons. As a volunteer program, we are aware of some of the obstacles this may cause and are in discussion to address this area to make the program more effective, while touting its value to its participants and the University community. There are many plans on the horizon for the program. Stay tuned to see us soar!

The idea, creation, and vision of Mr. Jones has brought us to where we are today. Mr. Jones, thank you for your vision and we will continue to build the program with your direction at the helm.

Now you know!

# UNC Charlotte Facilities Conditions Customer View

By Laurie Manderino, Facilities Planning

Are you wondering what construction projects are ongoing or planned for your building?

Facilities Planning is excited to present our new online communication tool: UNC Charlotte Facilities Conditions Customer View Map (<https://facilities.uncc.edu/FCI.Map>).

After reviewing the landing page which provides descriptions, definitions and detailed instructions, click on the map to access campus project information. For best viewing results, please use either Firefox or Google Chrome as your browser.

The condition of each building is indicated by color-coded Facilities Condition Index (FCI) results. FCI is a number derived from the estimated cost of work needed divided by the replacement value of that building. If a building is colored brown, it does not mean the building is in bad shape. It just indicates that the improvements planned are a larger percentage of the building's value than buildings shown as teal or yellow.

By clicking on a building, basic building information will pop up along with a listing of current or future projects planned for that building, accessible at the bottom of the web page. The map is not just limited to current buildings. By clicking on the campus landscape, you may also view the campuswide projects. Campuswide projects include future buildings and infrastructure improvements.

Please note that this information is live data being refined and amended as buildings are assessed, new projects are proposed, and projects are completed.

Current project Construction Information can be accessed via this link or by clicking on the highlighted projects listed on the map web page. All the project information you need is at your fingertips!



## INTRODUCING... RACHEAL WALTON

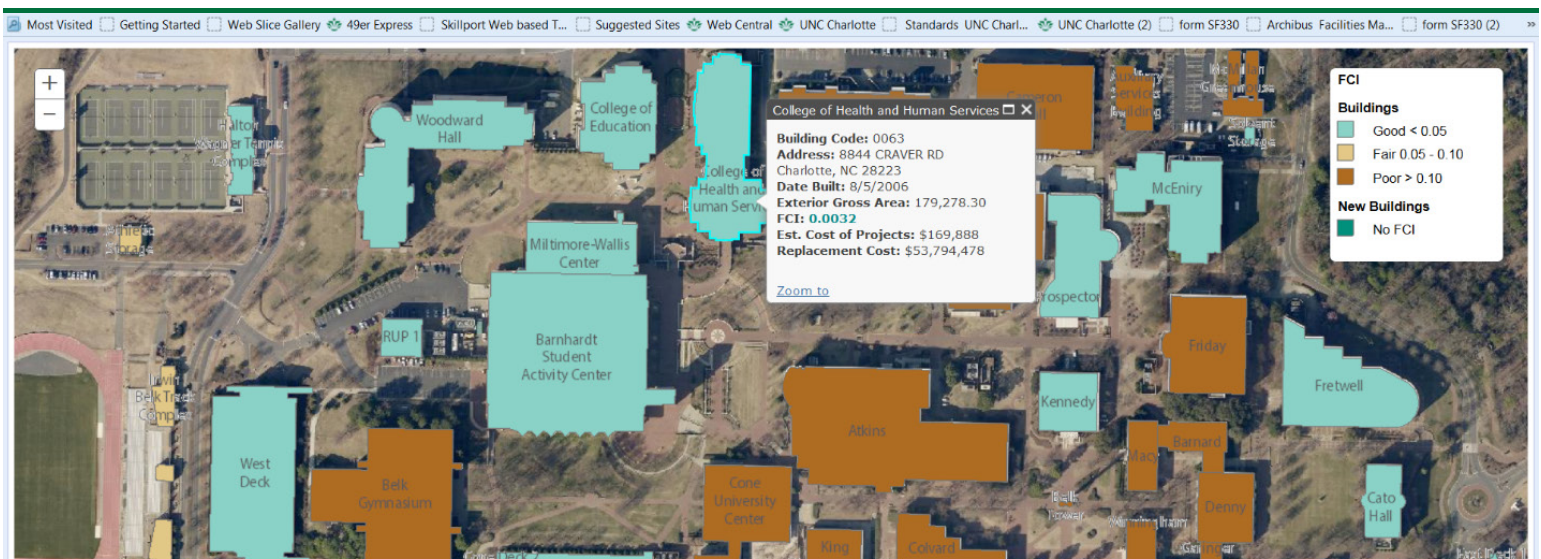


Racheal joined Facilities Planning on May 4. As an Administrative Support Specialist, she will assist with office duties and the Capital Renewal and Deferred Maintenance Program (CRDM).

Racheal is a graduate of East Carolina University holding a Bachelor of Science in Communications.

Stop by Facilities Planning on the second floor of the Facilities Management/Police Building in Room 222 to say hello and welcome Racheal. You can reach her by phone at 704-687-0511 or by email at [rwalton7@uncc.edu](mailto:rwalton7@uncc.edu).

<http://facilities.uncc.edu/construction-information/construction-reports-projects-over-500k/information-by-project>



Project Info

Current Projects: 31 | [Prev Page](#) 1/1 | [Next Page](#) | [Campus Wide Projects](#) | [Show All Projects](#) | [Export to Excel](#) | [Zoom to Center City Campus](#)

Project Name	Project #	Type	CRDM Status	Uppit?	Child?	Project Status	Project Estimate	Project Summary
Ice Stops	0002270	Planning	Prioritized			Created	\$80,000	Install ice stops around perimeter of roof line.

# Brian Guns: His NCAPPA President Experience

By Shelly Theriault, Information and Technology Services

**B**rian Guns, Facilities Management's Director of Building Environmental Services and Recycling, has been significantly busy these past few years... and that's an understatement. While he and the entire BES team prepared and successfully implemented their major reorganization initiative, Guns also recently completed his one-year term as president of NCAPPA, the North Carolina Association of Higher Education Facilities Officers. Per its website, their vision is "to provide leadership and technical training in areas such as Housekeeping, Grounds, Utilities, and Trades for Supervisors, Superintendents, Manager, and Assistant Directors in order to improve services to educational facilities."

The organization has seen significant growth since an almost defunct status about six years ago. According to Guns, a group of dedicated NC State University employees revived the organization by holding a small conference at Peace College in Raleigh, NC in 2009. Today, NCAPPA has grown to 48 member institutions, 16 public and 32 private, with each institutional membership automatically qualifying all of its facilities staff as NCAPPA members, which translates into thousands.

Guns initially joined NCAPPA in 2011 after Greg Kish, BES south area manager, had attended the 2010 conference at Duke University. Upon returning, Kish "let me know that future hosting opportunities were available," said Guns. He discussed this with Phil Jones and before he knew it, the 2012 conference was slated for UNC Charlotte and Guns had been "volunteered" as the 2012 conference planning committee chair! Immediately after, NCAPPA named Guns to their board as the Director of Conference Planning. One year later, he was named NCAPPA President-elect.

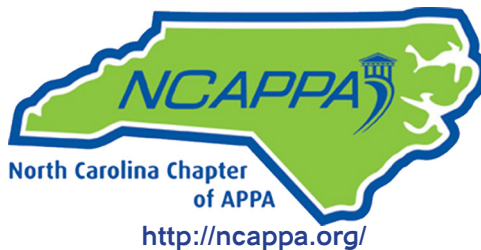


## NCAPPA Immediate Past President



Brian Guns

Guns enthusiastically accepted these challenges and strongly believes his tenure as president was well worth the investment, particularly the networking and industry knowledge gained. "I appreciated meeting people with similar work interests and backgrounds that could help me solve problems at UNC Charlotte and vice versa," shared Guns.



During this time, he helped NCAPPA continue to expand its mission to reach front line managers, supervisors, and staff with industry best practices and innovations while including a forum for senior facilities officers, particularly to connect with one another during the annual conferences. He also supported the launch of their new Twitter site, developed and maintained collaboratively by Devin Hatley, the NCAPPA Board, and other NCAPPA members.



## 2015 NCAPPA Microgrant Reports





**Congratulations!**  
**Vanessa Dodd, UNC Charlotte**  
 2014-15 Recipient of NCAPPA Microgrant Program



Congratulations to Vanessa Dodd for receiving a \$500 NCAPPA micro grant to implement a new Employee Recognition and Quality Control program called "Inspect What You Expect". The program is designed to foster a spirit of healthy competition between the technicians in the unit while also boosting morale within the unit.



Employees will take part in surprise routine cleaning inspections of areas they are assigned to clean. The inspections will examine predetermined critical touch points on surfaces such as door knobs, walls, sinks, light switches, etc.




**Gift Card Rewards for qualifying technicians**

Employees that pass inspections will receive a cleanliness score depending on the amount of critical touch points they cleaned and potentially qualify to be eligible to receive gift cards.



Metrics from the inspections will be documented and be compared to our routine APPA appearance audit data and process audit data.

**Congratulations!**  
**BES Advisory Board, UNC Charlotte**  
 2014-15 Recipient of NCAPPA Microgrant Program



Congratulations to all UNC Charlotte Building Environmental Services (BES) employees for receiving a \$500 NCAPPA micro grant to purchase a drop front service sink. This sink will be used in a service closet remodel to be viewed by leadership in the BES department, with hopes of receiving funding to purchase a service sink for each of our BES service closets.






**Current Sink**                      **New Sink**


The lower basin lip on the front of this sink will keep employees from having to lift heavy water filled machines and buckets into the sink for water drainage. This will reduce the risk of back injuries and show employees that their health and safety are the number one priority at UNC Charlotte.

BES will work with Facilities Operations to insert the service sink. Members of the BES Advisory Board will develop metrics to measure the effectiveness of the new sink. This data will help build the justification to convert all of the sinks.



Special thanks to all BES employees who worked hard making sure the Microgrant application and recommendation letters were completed and turned in on time.

**Congratulations!**  
**BES Advisory Board, UNC Charlotte**  
 2014-15 Recipient of NCAPPA Microgrant Program



Congratulations to all UNC Charlotte Building Environmental Services (BES) employees for receiving a \$500 NCAPPA micro grant to enhance the morale of the unit. The Special Events / Acknowledgements Committee of the BES Advisory Board will use Microgrant to fund an Employee Recognition Initiative. This Committee will recognize employees with consistent excellent work performance, honor employees for years of service, celebrate employee birthdays and give awards to deserving technicians.

**Customized Certificate**                      **Customized Card**

The technicians that receive awards will be given customized cards and certificates. In addition, this Committee will organize social activities for the technicians to get them to know one another better and fellowship with food and beverages.

Special thanks to all BES employees who worked hard making sure the Microgrant application and recommendation letters were completed and turned in on time.



# NCAPPA | STOP HUNGER NOW! Update



UNC Chapel Hill invites you to participate in these two initiatives

## STOP HUNGER NOW SERVICE PROJECT NEIGHBOR HELPING NEIGHBOR FOOD DRIVE



Neighbor Helping Neighbor  
**FOOD DRIVE**




All collected food will go to UNC Chapel Hill's Carolina Cupboard. The Carolina Cupboard provides food assistance to students of the Carolina community by acquiring and distributing food to those in need on this campus.

Suggested Food Items: Non-perishable items- Canned foods (vegetables, meats, fruit, soup, pasta & sauce); Dry Goods - Cereal, Grit/Oatmeal Packets, Rice, Mac & Cheese, Ramen Noodles; Peanut Butter/Jelly (no glass); Perishable Microwavable meals etc. All food items donated will go to help local and statewide food pantries.

**Tuesday, March 10, 2015**



**LOCATION:** Kenan Memorial Stadium  
Loudermilk Center for Excellence (Blue Zone)   
325 Pittsboro Street, Chapel Hill, NC

**REGISTRATION:** 1:00 pm - 1:30 pm

**START TIME:** 2:00 pm - 4:00 pm

**COST:** \$30 per person - Includes Dinner  
(Business Partners, School Partners)

**WEBSITE:** [stophungernow.org](http://stophungernow.org)

### Neighbor Helping Neighbor Food Drive

In addition to our STOP HUNGER NOW project, we will be collecting non-perishable items during the conference. Drop off boxes will be available at registration, golf course, and throughout the conference.



### Friends of Stop Hunger Now,

I am delighted to announce that meals from your NCAPPA packaging event have been shipped to Zambia in a container totaling 249,696 meals from our RALEIGH warehouse. The meals will be received by our in-country partner, Salesian Missions. On this particular container, we have sacrificed about 35,000 meals to include four pallets and several loose boxes of gifts-in-kind. The following list of items contains a link to the donor website. We hope you'll find a way to thank these companies for their in-kind gifts:

- Under Armour Athletic Shoes (UA Give Back website)
- Crocodile Creek Backpacks ([www.crocodilecreek.com](http://www.crocodilecreek.com)) – A Local Company!
- National Scholastics Athletic Foundation t-shirts (<http://www.nationalscholastic.org>)
- Oshkosh/Carter's Kids Clothing (Carter's Cares)

Salesian Missions is a network of 34,000 people around the world who work to enable poor and suffering children to live better lives and build brighter futures. The Salesians of Don Bosco operate 5,000 schools and technical training centers, 23 colleges, 216 clinics and hospitals, 225 orphanages and shelters, and run a wide variety of social and economic development activities throughout the world. In each country, the Salesians combine the aspects of an orphanage, a school, a church, and a children's recreation center, in addition to varied social programs. [salesianmissions.org/our-work/country/zambia](http://salesianmissions.org/our-work/country/zambia)

Darron R. Stover, Program Manager  
Stop Hunger Now – Raleigh  
[www.StopHungerNow.org](http://www.StopHungerNow.org)



**STOP HUNGER NOW**

## BES Continuous Improvement

By Solomon T. Franklin, BES & Recycling



Re-org Implementation

**B**uilding Environmental Services (BES) re-organized their unit on March 1, 2015. This re-org is a direct result of the continuous improvement initiatives in Facilities Management and includes a new infrastructure within the unit that has improved the geography and enhanced the cleaning schedules for the zones. Each BES Zone Supervisor held customer meetings where they summarized the new adjustments, and allowed the customers to meet their staff and answered their questions. To equip our BES Supervisors with the tools needed to correctly assign the work within the new structure, BES Supervisors and Lead Techs attended Computer Training with Ms. Jennifer Toth (Information Technology Services) in February 2015. In addition, the BES Supervisors attended ARCHIBUS Training with Mrs. Pamela Duff (Facilities Information Systems). A big thank you to both Jennifer and Pamela for assisting the BES staff in some of their re-org checklist action items for training. The photos above depict the BES Supervisors and Lead Techs at the Computer Training and the ARCHIBUS Training.

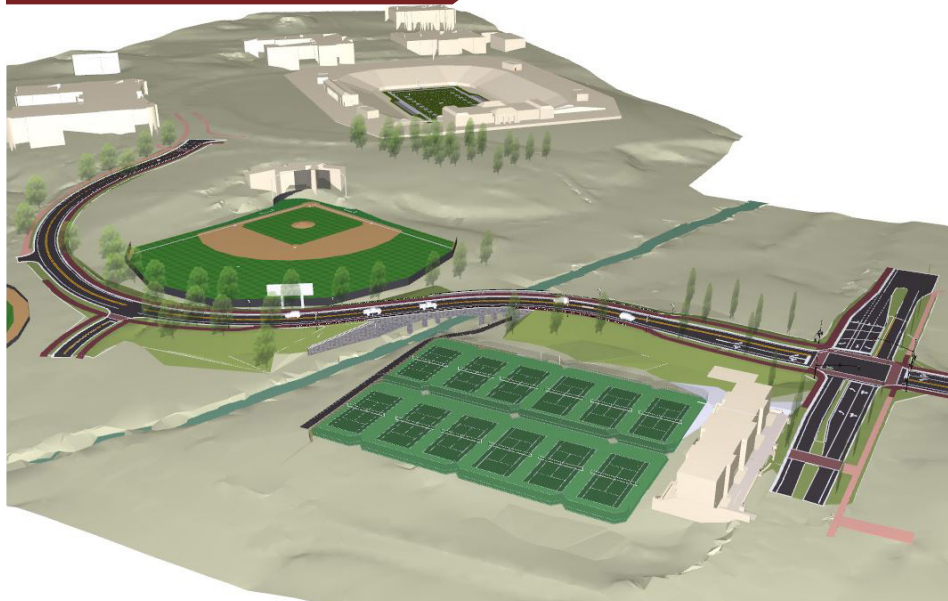


(OS1) Boot Camp & (OS1) Pilot

**B**ES is studying ways to improve their cleaning processes. They are working with ManageMen Inc. and have implemented an (OS1) Pilot project in the Friday Building. (OS1) is a systematic approach to cleaning based on engineering, science, and professionalism. The (OS1) process is a standardized, scientifically validated comprehensive cleaning system that includes site evaluations, recommendations, technical training, learning aides, management training, and operation guides. BES has already conducted an APPA audit and an (OS1) Process Audit to gain a baseline process cleaning score. They also work loaded the FTE's needed in the Friday Building based on the (OS1) process. The (OS1) Pilot is comprised of an (OS1) Bootcamp, Basic Training, a Progress Audit, and a Decision to Proceed Meeting. The (OS1) Bootcamp was held for two days, March 18 – 19, 2015. The Basic Training began on March 20 and will end in May 2015. During the (OS1) Bootcamp frontline cleaning workers and management are taught the essential cleaning principles, are given an opportunity work with new tools and supplies, and develop the baseline for improved metrics within the unit. The photos above depict the McEnery Zone at the (OS1) Bootcamp and in the Pilot building. When you see the team in the Friday Building please congratulate them!

# Capital Projects

By Dorothy Vick, Capital Projects



Rendering of Phillips Road Realignment



Phillips Road Realignment construction

Congratulations to Dorothy Vick, our Historically Underutilized Businesses (HUB) Coordinator, for receiving the 2015 HUB Good Faith Effort Award for HUB Advocate in Recognition of Outstanding Commitment and Support of the HUB Program and HUB Firms. The award was announced during the 34th Annual State Construction Conference on March 26, 2015. She and HUB Coordinators from the other UNC System campuses received the award from the NC Office for Historically Underutilized Businesses as the UNC System has been instrumental in surpassing the mandated 10% participation goal by persistently challenging their contractors and university staffs to do better.

Dorothy previously won this award in 2012 for effectively leading UNC Charlotte's effort to improve minority participation on campus construction projects by attaining the third highest participation percentage among the 17 UNC System campuses, exceeded only by NC Central University and Elizabeth City State University. Currently UNC Charlotte is averaging 23% overall participation, with 5.64% African American/Black participation, 2.22% Hispanic participation, 0.86% Asian American participation, 0.51% American Indian participation, 13.72% Female (Caucasian) participation and 0.03% Socially & Economically Disadvantaged participation. Way to go DV!

Phillips Road Realignment – anyone who travels on Cameron Boulevard can't help but notice that the Phillips Road Realignment project is underway.

The bridge is expected to be open by the start of the Fall semester (mid-August 2015) with some finish work taking place after the bridge opens. The entire project should be complete in the September 2015 timeframe.

As most of you know, construction is underway at US Highway 49 (University City Boulevard) and Cameron Boulevard to widen the entrance at Cameron Boulevard called the South Entrance Intersection Improvements project to accommodate traffic lights, bike lanes, pedestrian crosswalk and left/right turning lanes from Cameron Boulevard onto Highway 49.

Construction is expected to be completed late summer 2015. Until then, if you happen to exit or enter campus at Cameron Boulevard/Highway 49, expect delays and consider an alternate route as only one lane is open!

## 2015 HUB Good Faith Effort Award



Dorothy Vick

## 5th Annual FM Safety Fair - Another Winner!

By Clyde Derberry, Facilities Business Office

### What contributes to a successful Safety Fair?

- *Stellar weather – Carolina blue skies*
- *Over 230 in attendance*
- *Record vendor participation – over 20*
- *Great food*
- *Fun door prizes*

All these factors were present at this year's FM Safety Fair on May 6. Partnering with Grainger (Laurie McDermott, pictured right on the ladder) over the past five years has played a key role in our success. Laurie coordinated most of the product vendors.

Environmental Health and Safety, Risk Management, Hilti Tools and Smith Turf Inc. (STI) also participated. All vendors donated items for the prize drawings. Special thanks go to STI for donating the Toro mower which was a crowd pleaser for sure.

The 5th Annual FM Safety Fair would not have been a success without the contributions of our Safety Committee volunteers. The parking coordinators, the vendor set-up helpers, photographers, and departmental volunteers kept the Safety Fair running smoothly.

See you next year!



# Earth Month Fun!

By Devin Hatley, Recycling

## Campus Tree Planting



Thanks to all the volunteers who came out to plant trees on campus. About 15 student's showed up after re-scheduling due to weather to plant 100 trees behind South Village Deck.

## One of the BEST Earth Day Festivals Ever!



After the never-ending rain that we had a week prior, we were blessed with sunny skies and a temperature that screamed "get outdoors." From the time of set up until breakdown, the festival was lined with visitors.



Visit our Facebook page to see more photos of these events

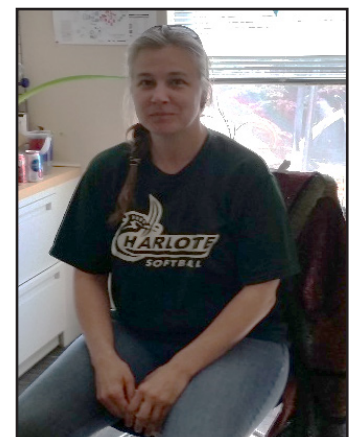


@unccrecycles

## Shannon Caveny-Cox, Recycling Coordinator

We have a new Recycling Coordinator!

Congratulations to Shannon Caveny-Cox for earning the Recycling Coordinator position. She brings many years of experience in the industry and at UNC Charlotte. Shannon has held roles in the FM Recycling Unit dating back to 1998, most recently as our Construction & Demolition Recycling Coordinator/ Waste Hauling Contract Administrator. The Recycling Team holds itself to high standards and a commitment to the environment, and we can expect even better things in the future.



Shannon Caveny-Cox

## Mark Your Calendars

### May

- 15** Facilities Management Picnic
- 18-21** APPA Leadership Academy - Center City
- 18** First Day of Summer Classes
- 25** Google Calendar Transition Memorial Day Weekend

### June

- 1-4** Mechanical Drive Systems & Rotating Equipment Training

### July

- 3** Independence Day Holiday (University Closed)
- 29** All Employees Meetings
- 31** Strategic Planning Session



Bring your sunscreen, beach chair, and join us for food, fun, and fellowship. We'll have sno cones!

The highlight this year is the **PIE TOSS!**  
Here's your chance to 'cream' a supervisor for a cause.

Stick around for the softball game at 2:00 p.m.

See your representative or sign up on site if you plan to play

## Facilities Management All Employees Meeting



**July 29, 2015 (3rd Shift)**

7:00 AM | College of Health and Human Services 145

**July 29, 2015 (1st Shift)**

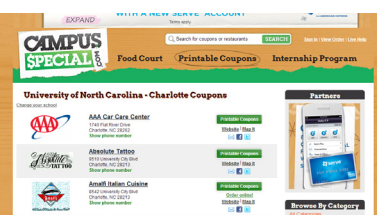
1:15 PM | Cone Center, McKnight Hall

Please submit questions for Mr. Phil Jones and the directors to address to BEVERLY IMES at

brimes@unc.edu or call 704-687-0513

**by July 22, 2015**

Did You Know?... You can go to the Campus Special website:  
<http://www.campuspecial.com/unc-charlotte/coupons>  
for all types of discounts for UNC Charlotte faculty/staff.



# Happy Birthday

May 2015 - July 2015

5/2	Gregory Towne	BES	6/23	Sherby Price	BES
5/3	Steve Tillman	Zone 2	6/24	Narcisa Flores	BES
5/4	Samuel Tallent	Zone 6	6/25	Danny Dang	High Voltage
5/5	Kathryn Horne	AVC	6/25	Alexander Davis	BES
5/6	Lee Arnold	Recycling	6/25	Kristie Ross	Design Services
5/6	James Revis	BES	6/26	Robert Carey	BES
5/7	Gregory Barnes	Zone 1	6/26	Annette Miller	BES
5/9	Josh Hyatt	Zone 7	6/27	Bubba Braun	Renovations
5/9	Carl Sampson	BES	6/27	Warren Monk	Grounds
5/14	Melvin Mayfield	BES	6/28	Michael Stewart	BES
5/16	Don Henry	Boiler Room	6/29	Dennis Kowalski	Zone 2
5/16	Bobby Robinson	Automotive	6/29	Tommie Stafford	BES
5/17	Lee Anne Tisdale	BES	6/30	Glenda Locklear	Zone 1
5/18	Mike Lizotte	Planning	6/30	Daniel Mullins	Zone 1
5/19	Paul Yost	Grounds	7/1	Ronnie Bell	Lock Shop
5/20	Jon Coty	FIS	7/2	Harvey Ballard	BES
5/21	Dot Munson	Recycling	7/2	Bill Cavelli	BES
5/21	Randy Walter	Grounds	7/2	Sintanis Joline	BES
5/22	Matt Smith	Zone 3	7/3	Jim Johnson	Central Ops
5/23	Greg Kish	BES	7/5	Pamela Hickman	FO
5/24	Julie Deese	BES	7/7	Anthony Thurmond	Grounds
5/25	Lola Norman	BES	7/9	Gloria Chalco	BES
5/25	Cojack Nsimba	BES	7/10	Jessica Deal	Central Ops
5/26	Coty Skaggs	Grounds	7/11	Umaben Pandya	BES
5/27	Bob Fitzgerald	Zone 6	7/12	Ronda Latham	BES
5/28	Jason Brissenden	Zone 6	7/13	Raymond Duckett	BES
5/28	Terry Eudy	Zone 1	7/14	Cheryl Lansford	Design Services
5/29	Tom Bastian	Capital	7/14	David Showalter	Grounds
5/29	Amanda Caudle	Design Services	7/14	Lotoia Young	BES
5/29	Melissa McLaughlin	Grounds	7/15	Paul Dilgard	BES
6/1	Kathy Fisher	Automotive	7/15	Dan O'Donnell	Zone 5
6/2	Steve Reis	Renovations	7/15	Shari Thompson	BES
6/3	Althea Cook	BES	7/16	Allen Gayden	BES
6/4	Bernetta Lee	BES	7/18	Kirk Kirstein	Zone 5
6/6	Ed Diaz	Zone 2	7/20	Jeremy Cunningham	Zone 2
6/6	Barry Kirkman	High Voltage	7/22	Brien Clapton	Zone 2
6/7	Randy Sidbeck	BES	7/22	Mark Neel	Zone 1
6/10	Susan George	BES	7/25	Kathy Brown	Zone 2
6/10	Lisa Lanier	Design Services	7/25	Randy Huffman	Central Ops
6/10	Robert Whisnant	Fire Controls	7/27	Steve Conder	Lock Shop
6/11	Beverly Imes	AVC	7/28	Beth Brown	FBO
6/11	Annie Joyner	BES	7/28	William Hester	BES
6/14	Neal Eudy	Zone 2	7/28	Lee Snodgrass	FO
6/14	John Fessler	Capital	7/28	Virgil Torrence	Grounds
6/14	Steve McMiller	BES	7/29	Joe Loder	Zone 6
6/16	Lance Anderson	Zone 1	7/29	Marta Luna	BES
6/18	Wesley Blanchette	Grounds	7/30	Parasram Gobin	FO
6/18	Melanie Witherspoon	FBO	7/31	Patrick Lukungu	BES
			7/31	Lasharn Lowry	BES



# UNC CHARLOTTE

The University of North Carolina  
at Charlotte

Facilities Management  
9201 University City Blvd.  
Charlotte, NC 28223-0001



We S.H.A.R.E. Facilities Management Values:  
Safety, Honesty and Integrity, Accountability, Respect for Others, Excellence