

# KUDOS

**March 2015**

 *Key Sign Out*

- **Errol Simon/Key Shop**

Errol,

I wanted to personally Thank you for helping streamline this process and taking the initiative for coordinating and getting approval on this from our key shop personnel.

This particular process has always been difficult and/or time consuming for me as I know many others too.

You are an asset to our organization for always providing such wonderful tips, hints & streamlines just like this!


Thank you very much!

Jennifer

*Jennifer Y. Stallings, Architectural Designer/Project Manager*

**Facilities Operations, Planning & Design at The University of North Carolina-Chapel Hill**

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 *Video Footage*

- **Eddie Perry - Access Controls**

Todd,

I would like to take a moment to thank and commend Eddie Perry for a job well done. On Tuesday when you asked Mike Oakley to have someone help obtain the video from the Business School break in Eddie was assigned the task. Not only did he help with obtaining the video, he immediately sent me a still image of the suspect. I was able to send the image out to our Officers as well as other local agencies. Within an hour we had the suspect identified. We had no prior contacts with this individual meaning he was unknown to UNC-CH Officers. Eddie's quick work and sense of urgency in this matter

resulted in the recovery of stolen property and issuance of warrants charging the suspect on five separate felony counts. Speaking on behalf of all of the members of CID I would like to acknowledge Eddie for his hard work and let you know how much we appreciate the partnership we have with all of the members of shop 504.

Thanks again,

Matt Dodson  
Investigator  
UNC-CH DPS

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 *Student Housing Phase III Project*

- **Jerry Guerrier**

I am writing to express thanks for all of the effort & guidance provided by Jerry Guerrier on behalf of the Student Housing Phase III project. His management, thoughtful advice and knowledge has been a tremendous help to not only myself but the entire DHRE Leadership Team. He has provided continuous communication, facilitated more than the usual number of meetings required for a design project and was available on numerous occasions when questions needed answers and clarifications were desired. As you know, this has been a project that many have been involved with for quite some time and to have had Jerry on the team made it much more manageable as well as provided us with the tools we needed to make informed decisions.

Hope you have a great rest of the day~

***Debbie***

**Deborah J. Bousquet** LEED ä AP  
Facilities Management Coordinator  
Department of Housing & Residential Education  
University of North Carolina at Chapel Hill

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 *McColl Vending Room*

- **Kelvin Marshall/Herb Richmond - Housekeeping**

Mr. Dixon,

I wish to convey my appreciation of the excellent work on the floor of the vending room here in McColl. I had asked Kevin and Herb if anything could be done to remove or reduce the scuff marks and dingy appearance of the floor. My compliments and thanks to those who did a great job making this floor look so much better.

Thank you,


Scott

Scott Blalock

Director of Facilities • Kenan-Flagler Business School

The University of North Carolina at Chapel Hill

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 *Weather Event - February 17-18*

- **Grounds/Housing Support/Housekeeping**

Dear Steve, Bob, and Ben,

Please pass along to your teams that worked yesterday and this morning the sincere thanks of Housing and our student-residents for your outstanding efforts with snow and ice clearing on roads, sidewalks, and building entrances. This exceptional effort has maintained the safety of our students and almost certainly prevented falls, bruises, and probably broken limbs. We realize that your teams made extra efforts to come into campus when it was closed to do this work, and for that we are extremely grateful.

Thanks for all you do,

Steve

**Steven T. Lofgren**

Assistant Director

Department of Housing & Residential Education

Hi Anna,

Greetings and I hope you are doing well. Special thanks to all of the members of your staff who provided support and came to campus for the purpose of clearing snow and ice clearing on roads, sidewalks, and building entrances. We are very appreciative of the extra time and effort on behalf of our campus community and the students we serve, Chris.

Christopher A. Payne, Ph.D.

Associate Vice Chancellor for Student Affairs

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 *Certified Automotive Fleet Management Certification*

- **Mark Stark**

Congratulations to Mark for completing his CAFM certification. The CAFM certification program offers the most up-to-date fleet management education. Successful completion of the CAFM program requires passing all eight disciplines within a three-year period.

The eight disciplines are: Asset Management; Business Management; Financial Management; Information Management; Maintenance Management; Professional Development; Risk Management; Vehicle Fuel Management. Kudos Mark!

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 *Chatham Park N Ride*

- **Grounds**

Bridget – Also, please express our appreciation to Ground’s staff that work so hard to get the campus back up and running. I certainly realize that it is no easy task for your shop, and we appreciate the efforts that are made, in not the best of conditions, to allow the university to operate. Cheryl

Cheryl B. Stout  
Director, Transportation & Parking

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 *Flood in Housing*

- **Saw Lin/Kyaw Nge/Iris Yarborough/Khun Aye/Sandra Fox/Tkru Hswe/Saw Wah/Sharon Goldston/Ndaye Kidimbu/James Trapp/Martin Chavious/Ben Triplett/James Glass/Shawn Womack/Steven Morris/Mark Platou - Housekeeping**

Ben,

Please pass along to your team the thanks of Housing and myself for their response and performance last Friday evening at Baity 1900. Thanks to you all’s and other’s efforts after regular work hours on a Friday evening, the residents were able to return to their rooms that night. This minimized the disruption to their lives, and allowed them to focus on their families and their studies.

I was especially impressed by the fact that the majority of the Housekeeping zone managers in Housing responded and worked the wet-vacs themselves. Additionally, the response by the crew with the truck mounted extractor was great. This leadership by example and the laughter and camaraderie displayed by the zone managers is a pleasure to see and is making Housekeeping an outstanding department in terms of service to students.

Have a great week,

Steve

Steven T. Lofgren

Assistant Director  
Department of Housing & Residential Education

Thank you for taking the initiative to stay over to handle the flood in housing on Friday. I know that it was right at the end of your shift and it would have been very easy to say my shift is over. You did not but stayed until it was under control. It is very assuring that I work with a Team that even if I am not there, that I know that the task will be accomplished.

Thank You !!  
Darius

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 **UBP ENGAGE On-boarding events**

- ***Kelvin Marshall/Herb Richmond/Corey Parker - Housekeeping***

Good afternoon Scott,

This is way overdue, but I just wanted to send you a quick note to share how much we appreciate all that you, Mr. Wayne and Jeff Post did to help with the execution of the UBP ENGAGE On-boarding events this past week. From coordinating building access to providing tables and chairs for 11 panels and three registration spaces, we greatly appreciate all that you do to accommodate our programming. Our student workers were especially grateful that you shared your expertise and helped trouble-shoot possible complications that come with such a large gathering. The Housekeeping Services contact that you provided them with was also greatly appreciated. We were here until 10:30pm Friday evening, and I was really concerned that we would need to do a clean-sweep the next morning. When I arrived at 7am the next morning, the building was spotless and ready for our employers!

Please share our appreciation and again, many thanks for all you do!!

Best,

Leslie E. Melton ▪ Assistant Director, Admissions & Recruitment ▪ Undergraduate  
Business Program  
UNC's Kenan-Flagler Business School

Weather Event February 7-8

• Facilities Services Division



Hello Everyone,

I wanted to take a moment to recognize the Staff who have worked the past two days to:

- clear the streets and sidewalks
- clean the buildings
- repair HVAC units,
- police the campus and provide safety
- administer critical systems and give technical support
- cook meals and clean the dining halls

While the majority of us went home, others braved the dangerous weather and treacherous roads to get to, or stay, on campus and provide critical services to keep students safe and comfortable; and the University going. Essential employees travel to and from campus at their own risk, in their own vehicles. There is no additional insurance to cover them. They deserve a big thank you for the work that they have done—and will do for us all.

If you see someone who has worked during the period of Adverse Weather, please tell them, "Thank You!"



Warmest Regards,

Charles D. Streeter  
Chair, Employee Forum of UNC-Chapel Hill  
[charles\\_streeter@unc.edu](mailto:charles_streeter@unc.edu)



134 East Franklin Street, Room 207  
Campus Box 3488  
Chapel Hill, N. C. 27599-3488

 *Weather Event February 7-8*

- **Housekeeping**

Hello everyone,

I also want to extend my appreciation to everyone for your efforts throughout this inclement weather. The snow and ice was difficult and the temperatures in the next few days will be well below normal. Please continue to take the necessary precautions to travel and work safely.

Your dedication to the University and one another is always inspiring.

Many thanks to you and your teams!

Anna

ANNA A. WU, FAIA, LEED™ AP

Assistant Vice Chancellor & University Architect

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 Carrington Hall Room 4015

- **Latoya Kinsey/Kelvin Marshall/James Holman - Housekeeping**

Thanks so much for all of your help in addressing this! I will work with the occupant to get her items cleaned up.

Thanks,

Sam Deal

Facilities Manager

UNC-CH School of Nursing

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 *Carmichael Arena*

- **Crystal Green - Houskeeping**

Crystal,

Good morning. I just wanted to write to you to express my sincere gratitude for the job you and your staff did this weekend. You guys kept the Arena looking great the whole time, and that adds so much to everyone's enjoyment – the fans, the workers, the student-athletes and coaches, along with my staff and the Event Management staff. We


all appreciate the hard work your team puts forth each and every time. Without you, this job would be a lot tougher, and the Arena would not be as special of a place.

Thank you, thank you, thank you!!!

Nate

Nate Hilton  
UNC Athletics  
Interim Carmichael Arena Facility Manager

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 Department of Phycology

- **David Brannigan/Tim Doss**

Hi Bridget,

I really appreciate your note, thank you. I'm so glad you reached out because I did not get the gentleman's name who was so kind to me (he has an accent – perhaps Australian or English?). I was really panicked and scared after I fell and he held my hand and made me feel better. I truly have no words for how grateful I am to he and the other gentleman that called for help (I think there were two men?). If you could please pass along my sincerest thank you I would appreciate it. I kept telling everyone – my husband, the nurses, doctors – how kind the gentlemen were that helped me. I will not forget their kindness.

Both the baby and I are doing well. I was hospitalized overnight due to the contractions that the fall brought on and was released yesterday afternoon. Thankfully, the baby is healthy and, for me, that's all that matters!

Thank you again and if you could please pass along my gratitude, I would really appreciate it.

Kind regards,  
Christina

Christina Rodriguez  
Accounting Manager  
Department of Psychology  
UNC – Chapel Hill

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 Snow Event Feb 27<sup>th</sup>

- **Grounds**



Many thanks to Grounds! Deborah and I both think this has probably been one of the best responses to adverse weather clean up we've experienced. Cheryl

Cheryl Stout  
Public Safety

- ✚ School of Journalism and Mass Communication Accreditation
- **David Ward/Bill Watts/Danny Hall/Bobby Bridges/James Buchanan**



UNC  
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AND MASS COMMUNICATION

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February 24, 2015

Anna Wu  
Assistant Vice Chancellor  
Facilities Operations, Planning & Construction  
103 Airport Drive  
CB 1090  
Chapel Hill, NC 27599-1090

SUSAN KING  
Dean, John Thomas Kerr  
Distinguished Professor

Dear Anna,

I know you understand the pressure and stress schools and deans go through when outside accreditors come to campus. We are open to every complaint, must reveal every weakness and lay ourselves open for review by our peers. We've spent the last year planning for our site team visit that was earlier this month – February 8 – 11. Like every school, we wanted to put our best foot forward.

Without your team, we would not have looked so good!

I want to make sure you know how thankful all of the faculty and staff here at the School of Journalism and Mass Communication are to the maintenance team led by David Ward. They went above and beyond the "must do." I am pleased to say that our ACEJMC report makes special mention about how good our building looks.

David and his crew of Bill Watts, Danny Hall, Bobby Bridges and James Buchanan, with support from Chip Fehr, were diligent, helpful, talented and a real pleasure to work with. They made the dingy and scuffed hallways look new. They turned the chipped and dangerous stair ledges into OSHA poster children! They brought once-impressive wood cases and wall panels back to their original luster. I was worried that the site team would find our school rather tired and seem not up to the demands of our changing technological needs. But the attention to detail from David and his team meant the repairs and the cosmetic touches made us look very 21<sup>st</sup> century.

I know the demands are high on this campus for repairs in a tight budget economy. Your team is often squeezed right in the middle of those demands. I feel the group that worked on our building represented the best of state government and UNC. They care about this campus, and they care about the level of work they produce. They were professionals who made it simply a pleasure to work with throughout the year.

I want to make sure we recognize a team that does your department proud. We at the school want them to know that we send a powerful Thank You.

Sincerely,

  
Susan King  
Dean

cc: Chip Fehr

 MBRB AHU Shutdown/preheat coil repair

- **Todd Freeman/Joe Magura/George Jacobs/Artie Neese/Stephen Howard**

The preheat coils at MBRB which failed during the single digit Temperatures 2 weeks ago were replaced this past weekend.

The AHU was shutdown Saturday morning and restarted Monday afternoon at 3.

The team which facilitated this project includes Todd Freeman, Joe Magura, George Jacobs, Artie Neese, and Stephen Howard.

They deserve full credit for working nights and weekends to design, manage, expedite materials and coordinate construction on this project. Because of their efforts the downtime was minimized and this critical AHU is operational. There are some other tasks to complete prior to declaring complete victory.

Additionally, the many deficiencies in the original installation which exacerbated the failure were corrected.

Thanks

Bill Roach, PE, LEED  
Interim Director of Engineering Services

SOM very much appreciates the efforts and execution of this shutdown. The information sent to notify the building occupants was complete and accurate and prevented the SOM from having to track down multiple shops to complete the information. Thank you to the efforts of those that worked after hours and on the weekend to get the job done.

Rob Kark,  
SOM, Planning office

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 NCAPPA Conference

- **NCAPPA Planning Committee/Speakers/Volunteers**

To Facilities,

I hope everyone had a great weekend. It was well deserved to recuperate as last week was an exceptionally busy week with us hosting the annual NCAPPA Conference and providing a Carolina experience to all 530 plus attendees! I had the opportunity to welcome everyone on Wednesday morning, and then attend several of the

presentations, and visited many booths. During this time I was stopped frequently by attendees who praised various aspects of the event. And each person was complimentary of their experience. It was a treat to hear their comments and I wanted to convey their praise and thanks to you as the senior leadership of Facilities Services. I want to specifically thank all of you for your superb planning and execution of this premier conference. It was by far, the largest and best NCAPPA Conference, ever. It was the first green event with all waste from the Blue Zone being composted. Importantly, we also supported the Carolina Cupboard and Stop Hunger Now! Please accept my thanks and pass on the great job that our many volunteers and presenters, over 100 employees, provided! Carly served as Chair, along with Mark, Bridget, Darius, and Robyn who were on the Committee while Masaya, Mark, and Dianne presented. Great leadership! Thanks to everyone who teamed together to support the gathering and make it such a success.

Bruce  
Bruce Runberg  
Associate Vice Chancellor Facilities Services

NCAPPA Planning Committee,

I just wanted to thank you all for the great job we did in our parts of preparing, supporting, and participating in the NCAPPA Conference! Things went incredibly well and all the feedback I heard was nothing but positive and grateful. Our visitors were absolutely blown away with our gracious hospitality, our friendly dispositions, our professionalism, our technical knowledge, and our willingness to help, direct, network, and share. The location was absolutely superb to deliver that "Carolina Experience", and it did! Our preparation showed an amazing eye for our attention to detail, specifically in how our classrooms and tours were organized, in how our transportation and logistics were conducted, the overall classrooms lay out: chairs, tables, projectors, screens, laptops, and proctored with informed and helpful staff. The list goes on and on (hope I haven't omitted anyone) each of us playing an integral part to achieve the overall success that this conference achieved. All our educational sessions and tours were highly attended, top notch, and thoroughly enjoyed. I have been to several NCAPPA events and I can honestly say that the folks attending our conference were 100% engaged in the sessions that they were attending, and I never got the impression that any class was simply an "hour filler". I have sincerely enjoyed working with all of you, and couldn't have asked to be part of a better team. Many thanks to you all - Mark

Mark Bristol

Hi everyone,  
Your leadership and the dedication of your staff again demonstrates that together Facilities accomplishes great things!

Congratulations to everyone for the tremendous success of the 2015 NCAPPA conference. You've set a high bar for future conferences and once again put Carolina over the top!

I'm so fortunate to be part of your team.

Many thanks and have a good weekend!  
Anna

Hi Carly,

What a great conference! You and your team should be very proud of the first class event you put together for the rest of the NCAPPA members. It was truly amazing to watch your plan come together!

Thank you so much for all of the hard work you and your team put in over the last couple of years to make it happen!

Brian Guns | Director, Building Environmental Services and Recycling  
UNC Charlotte | Facilities Management

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- ✚ Weather Event - Thank you from Students in Cobb
  - **Grounds**

