UDP New Employee Survival Guide

This is a reference guide about how our office works so you don't have to remember everything that is thrown at you in your first days on the job. Susan will train you on a lot of this, but you don't have to commit it to memory because you have this guide.

This guide does not include project info or skills related to your position; you'll get lots of training on these things during your first two weeks and beyond, it's more important for you to concentrate on that training.

You can ask Susan if you have any questions about anything at all but, if it's about technical stuff, it's better to ask Anna (Flournoy).

* means* Susan will train you, don't let her forget.

## Quick Links

CORE VALUES / UDP FUNDAMENTALS

Go to Teams and click on "Teams" tab on the far left, then click on UDP GROUP - General
Click on **Files** at the top and open the folder "UDP Fundamentals"
You can open the power point presentation that will explain the whole thing.
You can open the schedule so you can tell when your turn is coming up and what fundamental you have to post and read.
You can open the word doc, copy the text and paste it in a new post on this channel on the Monday that you are scheduled to do so. You'll also be asked to read it in the Monday meeting.
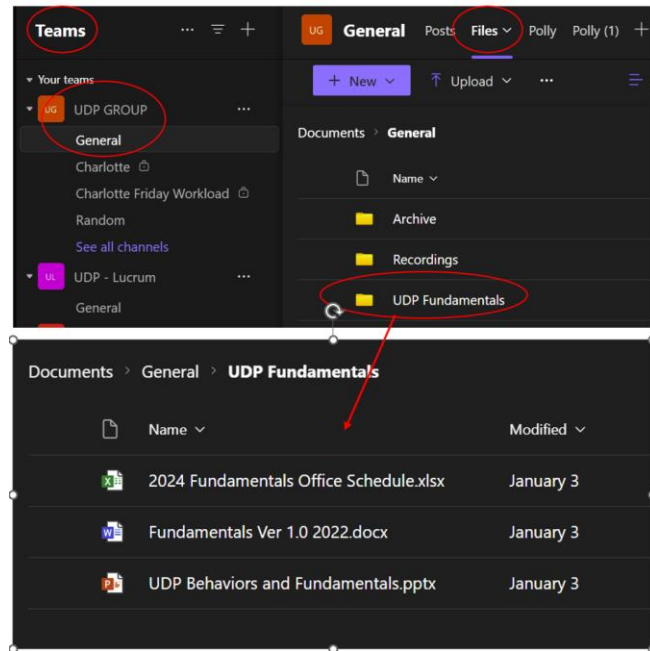
ENTERING BUILDING & OFFICE

1. Highwoods /Urban Design Partners:
   - Alexander Parking Garage – across from Wells Fargo Bldg.
   - Door Keycard & parking pass is on one keycard
   - Wells Fargo Bldg., 13th floor, suite 1310

REGULAR INTERNAL MEETINGS

1. **Monday Morning Meeting - 9:00** in Conference Room
2. **Monthly Meeting – 9:00** in Conference Room – *second* Monday of each month
3. **Monday workload Meeting – Raleigh office 9:00am continue** after company meeting
4. **Daily Check Ins** – Tuesday – Thursday- Brian walks around
5. **Friday Morning Check in Meeting**
6. **Happy Hour – Friday at 4:00** (bill .50)
7. Birthday Celebration – Day/Time TBD once a month (bill .50)
   (see TimeCard Guideline on Page 12 for instructions how to bill these meetings)

REQUEST TIME OFF

1. 1/2 day or more (4 or 8 hour increments only)
2. Talk to your **Studio Leader** & send them a calendar invite and receive advanced approval as specified below:
   a. Requesting less than one week off – 2 weeks notice to Studio Manager
   b. Requesting one week off – 1 month notice to Studio Manager
   c. Requesting more than one week off – 3 months notice to Studio Manager
   d. Requesting more than 2 weeks off – Special Approval Required
3. Enter on the Outlook **Time Off Calendar-** make sure your entry is "all day" and show as "Free"

    ask me why, g'head.
4. If you need to be off for less than half a day, just inform your SL asap
5. If you realize you are going to be late, inform your SL asap (don't text while driving)
6. Time off is billed to **0000-UDP CLT-Paid Time Off – PRL** (or PRL/BL if it's bereavement)
7. Less than 4 hours does not have to be billed. You can just make up the hours. Remember you are a salaried employee (unless you're an intern), you'll end up working more than 40 some weeks, it will average out.

OUTLOOK

1. Your signature & stationery are set
2. Email Filing – Susan will show you
3. Public Folders – Susan show you
4. Time off Calendar – It should be in your favorites - Susan will show you

TEAMS

1. Turn on your notifications for these channels:
2. **UDP GROUP** company wide
   - **General** is for OFFICIAL companywide important stuff
   - **Random** is for the fun stuff company wide
3. **RDU-UDP Group** is for Raleigh office (and Susan)
   - **General** info and fun stuff – reminders, opportunities, etc.
   - **RDU Projects** is for official info about projects
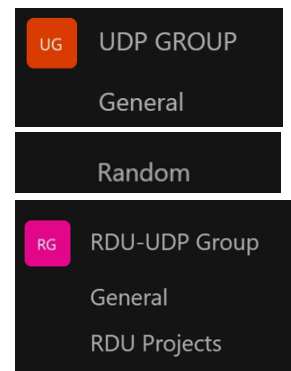
*KITCHEN *

1. RDU Office Location:
   - Breakfast items and coffee provided
   - Refrigerator for personal lunches
   - Snack Refrigerator
   - Snacks are kept in drawer in kitchen

RESTROOMS

1. Exit the office towards elevators, then walk straight back and turn left towards the fitness center, bathrooms on the left.

WORKING LATE

1. Susan will order you dinner if you need to work late to meet deadlines
2. Let her know by 4:00pm

TIMECARD

1. Do it daily or keep a running list
2. Submit by end of day on Friday – *Brian Richards needs this data on Monday morning*
3. Submit also on the last day of the month – Susan will remind everyone
4. See page 12 for detailed information
5. Susan will train you on timecards this week.
6. Susan checks TimeCards on Monday morning and sends reminders (waiting til Monday morning to submit is problematic, CORE can be slow to respond)
7. Always ask for a project number (project names are not always helpful, ask me about Sardis)

PRINTERS

1. There is one copier here – Canon iR-ADV C3826 – Set as default.
2. Plotter Machine – HP DesignJet XL 3600 PDF V4
3. Learn how to scan on Plotter and Canon Printer
   a. Scans from the Plotter are sent to a network drive and scan can be found here: N:\Admin\Scans\Raleigh
   b. Scans from the Canon are sent to your email (check your spam if you don't see it at first). They come from this email: donotreply@urbandesignpartners.com

PLOTTER SETTINGS

BASIC PLOTTER SETTINGS:

- Arch D – 24x36
- landscape
- grayscale
- actual size
- centered
- autorotate

(set your default settings to this)

(remember to reset to color if needed)

OFFICE SUPPLIES

1. Located on the back wall next to Brian's office
2. Tell Susan if you need anything you can't find
3. Tell Susan if we're low on anything
4. Susan can order desk organization accessories for you as well.

BROADVOICE/B-HIVE

We use Broadvoice for our phone system and it has a handy dandy phone app and computer app that you can utilize when you are remote or out on site. It is very user friendly and easy to set up.

When you arrive, there should be an email in your inbox that should prompt you to finish setting up your account. Once you have your account set up you can download the mobile app. The mobile app will work very similar to your desk phone in the sense that if someone calls your extension your cell will ring as though you are getting a call. If you call out (say you are on site and returning a call to a client) and you call through the app your caller ID will say Urban Design Partners not your personal number.

broadvoice

Welcome to b-hive Cloud Communications!

To complete your account setup, please update your password here.

You can access the portal at https://portal.broadvoice.com using your email address as your login.

Not sure how to get started? Check out our training videos and other resources, where you can find user guides and video tutorials to walk you through the most common tasks and activities.

If you have any questions/concerns, please contact customer support at 888-325-5875.

Thank you!

If you are taking advantage of the hybrid schedule and plan to work from home, you **must have this set up prior to beginning that schedule**. Working from home does not exclude you from taking calls. If you are in the office and wear earbuds to play music/podcasts it is a good idea to download the app as it will announce a call which you can then pause and take the call via desk or your cell.

You do not need to download this on your computer and phone you are able to choose either. A good thing to note, if you **do not** want to receive pop-ups/notifications when you are in the office/on vacation you will need to change your status on the phone and computer app to "**do not disturb**."

Further info about the app can be found here: N:\Admin\Employee Resources\Phone System\ b-hive Communicator Manual or you can ask Anna Flournoy with questions.

COMPUTER CARE 101

Your computer is like an extension of your arms and the primary piece to working in or out of the office (if you are doing the hybrid schedule or working from home one random day). You go to the doctor for checkups or the gym to get swole, right?

- Unplugging your computer from the dock each night and shutting down as much as possible.
- Ensure your computer is up to date.
- Make sure Autodesk / Adobe programs are also up to date
  - NOTE: some programs will prompt you for an update others do not

Check your computer for updates often! This is the easiest thing you can do to keep your computer happy.

Here is how to check:

1. Search "Check for Updates"
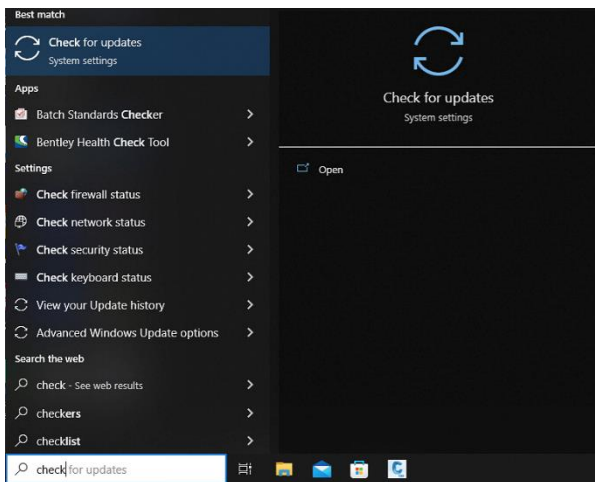
2. Click the "check updates" box (our computers do not update automatically so you will need to do this each time)
   a. Make sure you check for optional updates too! There will be a link that you can click to find those updates. Important driver updates are usually here so it is important to make sure you have those done and up to date. Here is where to find those updates (**Windows 11 on Left and Windows 10 on Right**)
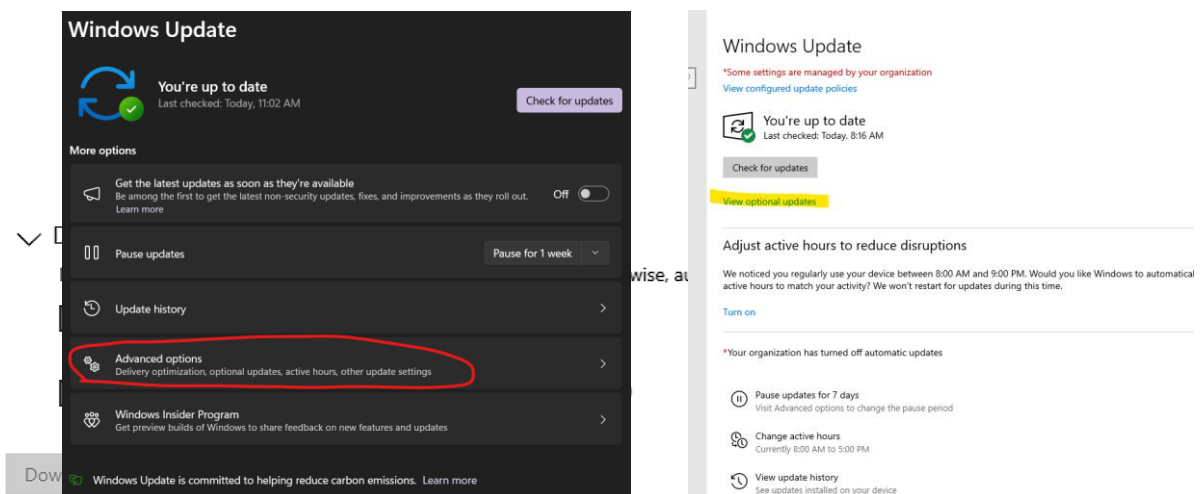
3. Your computer may require a restart, but you can do that another time if you need. Going to lunch or leaving for the day are good times to do that.

AUTODESK CIVIL 3D

If CAD is running slow or you get any errors. Go to the Autodesk Access app located in your menu bar and open it. Here is where you will find updates for the installed programs on your computer.
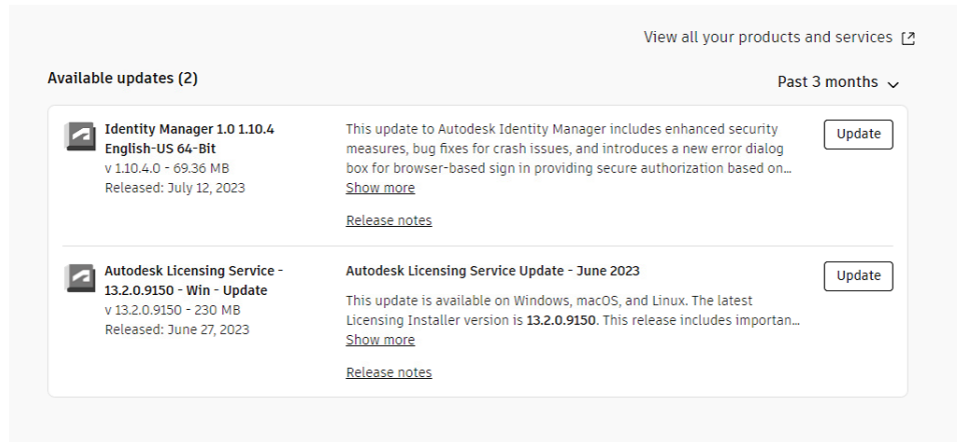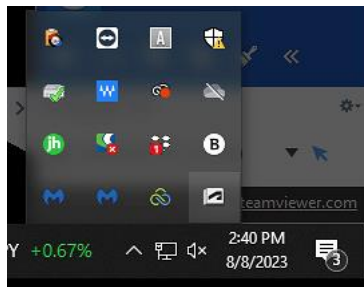
If you are having issues with CAD you are welcome to reach out to TPM at support@tpm.com to help you're your issue. The CAD Discussion Group is a collection of issues/solutions along with tips that you also may find helpful

**Licensing updates can usually be resolved with the "Licensing Service" update
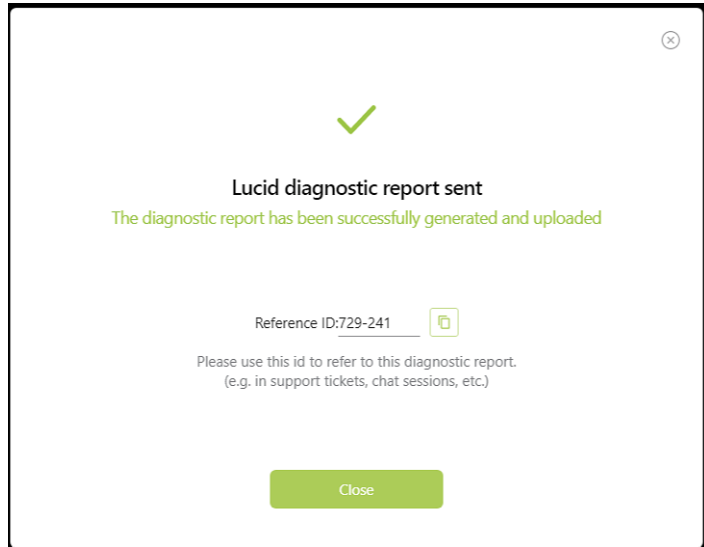
LUCIDLINK

Lucidlink is the cloud server that we use and allows you to have access to the server whether you are in the office or out on site. Your computer will have you logged in and set up but there are some important things to note:

If you are having an issue run a diagnostic report.

1. Go to Lucid in the menu bar
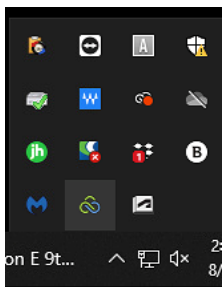
2. Click the 3 vertical lines and go to run diagnostic report
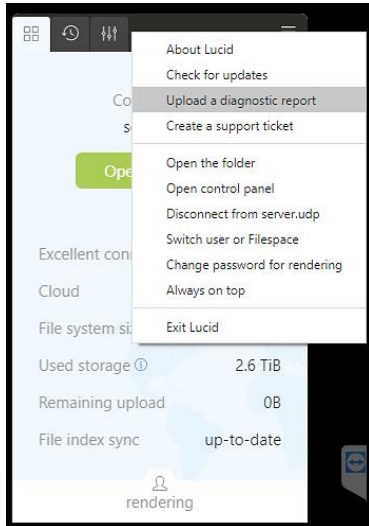
3. The report will give you a number that you'll need when you talk to support about the issue. The report takes a minute to run so don't worry if you feel like it is taking long.

You can also disconnect from Lucid if you choose by going to the same spot and choosing to disconnect from the filespace. This is good if you are somewhere where the network is unsecure.

UDP DIGITAL FILES

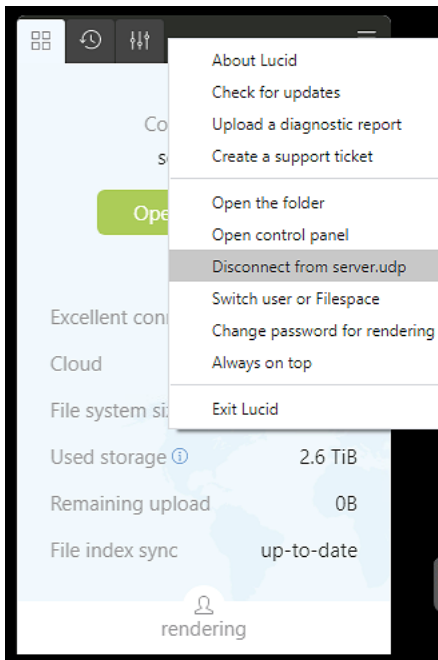You will find most anything you need on LUCID- start by checking out these folders:
Admin
   Core Processes
   Employee Resources
   Monthly Meetings
   Scans
   Training Items
   UDP Office Standards
Projects
   CLT Projects
Technical
   (too many to list)

HELPFUL LINKS

- http://www.dominionpayroll.net

You will get emails links to UHC and CORE

ODDS AND ENDS

- You need a Nerf Gun
- Don't forget to laugh
- Ask lots of questions
- Have fun
- If something is not right, tell someone
- Always ask for a project number
- If someone is not nice to you, tell Susan, she will beat them up 😊
- We do have a dress code – UDP CASUAL - not quite as strict as business casual but stricter than "graphic-tee-shirt-frayed-jeans-tattered-sneakers-casual". This is spelled out more in the UDP Employee Handbook.
- If Brian's door is open, you can ask him a question, if it's closed, he's busy or on a call
- Always ask for a project number

INSURANCE/FSA CONTACT

Angelo Saake
Angelo@imcipls.com
Director of Employee Benefits
O 704-799-1600 | C 704-408-6968

HR CONTACT

Anna Crisp PHR, SHRM-CP
Senior Consultant
C: 864.640.6843
O: 855.476.4357
anna@adepthrmsolutions.com
www.adepthrmsolutions.com
(Anna Crisp is not in our office. If you have an HR issue, you can always ask your SL, Paul, Brian or Susan and what you say will be kept confidential. But if you need a real HR person, contact Anna Crisp).

40IK CONTACT

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UDP ADMIN TIME GUIDELINES (0000-UDP CLT ADMINISTRATIVE)

Use the following guidelines as default times unless otherwise directed

MEETINGS (MTG-UDP Activity)

- Weekly staff meetings - 0.5 Hrs
- Monthly Staff meeting - 0.75 Hrs
- Daily Workload (Charlotte) - 0.25 Hrs
- Weekly Workload – 0.5 Hrs

TRAINING (TR Activity)

- Required Lunch and Learns - 1 Hrs
- Onboarding time should be billed to training, training on billable projects should be charged directly to the project number.

OPTIONAL ADMIN (ADMIN Activity)

- Happy hour - 0.5 Hrs
- Lunch and Learns – 1 hr

Time spent on optional activities does not replace project work

UDP MARKETING TIME GUIDELINES (0000-UDP CLT BUSINESS DEVELOPMENT/MARKETING)

GENERAL BUSINESS DEVELOPMENT (BD Activity)

- BisNow Events
- Conferences
- Networking

GENERAL MARKETING (MKTG Activity)

- Renderings for UDP Marketing administrator
- Career Fairs
- Park(ing) Day

Note: no project work should be billed here. If you can't bill to a project/marketing number in CORE, bill to 0000-UDP CLT Admin – Activity ADMIN and type the task/info in CAPITAL letters as a memo

BILLABLE TIME GUIDELINES

Schematic Design

- This phase is hourly.
- Bill any coordination (internal or external) and SD level design/drawing production to this phase.

Design Development/Permit Documents

- These phases are lump sum.
- Internal coordination time should be billed as "COORD".

    - Example: Internal Kickoff Meetings, Internal Design Discussions.

Permit Coordination

- This phase is hourly
- External coordination time with a jurisdiction

    - Example: Coordination with DOT on ramp configuration at an intersection, formatting CAD file to send to City for addressing/GIS purposes
    - Example: Comment review and processing
    - Example: Exhibit for comment clarification
        - This includes production of the exhibit and sending the exhibit to the jurisdiction.

- Filling out Plan Review applications

    - Example: FRO, NOI, Checklists

- Building permit coordination

    - Example: Sheet index formatting for County EPM submittal, Backflow Application

Meetings and Coordination

- This phase is hourly
- External coordination time with client, architect, other consultants

    - Example: Meeting with Client, Coordination with MEP, Formatting CAD files, emails

- Exhibits requested by a client or consultant

    - This includes production, review, and deliverable of the exhibit

BILLABLE TIME TIPS:

- If you are training another employee on a billable project, please BOTH charge to the project task and both use the Training (TR) billing activity and add specific notes about training in your memo, the project manager will decide if the training time is billable or not during invoicing.

    - Example: Teaching someone how to use EPAnet – bill this to the project # under Permit Docs, activity TR and add specific notes to the memo

- The QC Activity should be used for reviewing plans and filling out the QC Checklist only. Revisions due to QC should be on the DSG Activity.
- Do not assume your time should just go under Design Development or Permit Documents, there may be a more applicable Project Phase such as 'Utility Documents' or 'Stormwater' or a contract addendum.

    - Scroll down through all the options in the drop down for that project.
    - Check the contract for which phases are available and the phase descriptions.

UDP'S GUIDE TO THE BEST PLACES IN CHARLOTTE AND RALEIGH

* Spots UDP have worked on

Restaurants and Bars

BIG ED'S

Neighborhood: Downtown

Address: 220 Wolfe St, Raleigh, NC 27601
Hours: 8am-2pm

"It's a great place for breakfast food (also try the sweet tea!)" – Lexi Chacalos

BIRD PIZZERIA

Neighborhood: Optimist Park

Address: 510 E 15th St, Charlotte, NC 28206
Hours: W-Sat 4PM-8PM

"Best Pizza in town, hands down. Reservations are required for a pickup order - but it is worth it! Cute little pop-up patio out front where you can BYOB to enjoy with your meal." – Alex Spence

BISONTE

Neighborhood: Uptown

Address: 10 W Trade St f, Charlotte, NC 28202
Hours: 11am-10pm

"A place that makes me feel at home. Plus the pizza and wings are superb." – Ngina Drayton

BUDACAI

Neighborhood: Downtown

Address: 120 E Martin St, Raleigh, NC 27601
Hours: 12pm-9pm

"Yummy boba and Asian food, right next to Moore's Square." – Ella Rohlinger

 * Spots UDP have worked on

BURIAL TAP ROOM (TRANSFER FOOD HALL)

Neighborhood: Downtown

Address: 500 E Davie St, Raleigh, NC 27601
Hours: open until 9pm or 1pm depending on day

"Good beer!" – Brian Richards

CHARLOTTE BEER GARDEN*

Neighborhood: Uptown

Address: 1300 S Tryon St, Charlotte, NC 28203
Hours: M-F 11am-2am, S-S 10am-11am

"Central location and spacious, lots of beer options and good food!" – Ian Reagle

CONGO BONGO ON HILLSBOROUGH STREET

Address: 2400 Hillsborough St, Raleigh, NC 27607
Hours: 11am-10pm

"Good Mexican Food." – Nick Harrison

COMMON MARKET

Neighborhood: Plaza Midwood

Address: 2007 Commonwealth Ave, Charlotte, NC   28205
Hours: 8 am to midnight on the weekend

"Common Market is a great spot for a delicious sandwich, unique and local drinks, and random goodies! It's a little grungy which is part of the charm! The chicken salad sandwich is my fave." – Hannah Breed

 * Spots UDP have worked on

DIVINE BARREL BREWERY

Neighborhood: NoDa

Address: 3701 N Davidson St Ste #203, Charlotte, NC 28205
Hours: M-F 4pm-9pm, Saturday 12pm-10pm, Sunday 12pm-7pm

"Divine Barrel is located in the NoDa neighborhood and has some of the best beer in the city! My favorite kinds of beer are funky and sour. They are the king of fun sours in CLT!" – Hannah Breed

DOT DOT DOT

Neighborhood: Park Road

Address: Park Road Shopping Center Backlot, 4237 Park Road B, Charlotte, NC 28209
Hours: M-Thurs : 5pm-11pm; F: 5pm-1am; Sat: 4pm-1am

"The environment and the vibe of this original speakeasy in Charlotte is perfect." – Paul Pennell

INDIGRILLE

Located close to Park Road Shopping Center

Address: 1600 E Woodlawn Rd #150, Charlotte, NC 28209
Hours: 11:30am-9pm

"Great Indian fast casual food at a decent price. A good dinner spot."
– Ivan Bailey

KINGS KITCHEN

Neighborhood: Uptown

Address: 129 W Trade St, Charlotte, NC 28202
Hours: 11am-9:30pm

"A nonprofit that helps feed the poor and train up the "previously unemployable" into the restaurant trade! The fried chicken is a must try!"   – Bre Nelson

 * Spots UDP have worked on

MANHATTAN CAFÉ

Neighborhood: Downtown

Address: 320 S Wilmington St, Raleigh, NC 27601
Hours:11am-3pm

"Great place for lunch! It is walking distance from the office and the food is great!" – Megan Hardesty

OPTIMIST HALL*

Neighborhood: Optimist Park

Address: 1115 N Brevard St, Charlotte, NC 28206
Hours: 8am-9pm

"Local places, plenty of food and beverage options." – Charlie White

PACO'S TACOS & TEQUILA

Neighborhood: Southpark

Address: 6401 Carnegie Blvd #8a, Charlotte, NC 28211
Hours: 11am-10pm

"Their food is always great, and you have a lot of freedom with building the plate you want." – Ethan Garner

RENALDO'S CULINARY EXPERIENCE

Located near Westover Hills

Address: 1540 West Blvd Suite #107, Charlotte, NC 28208
Hours: 12pm - 8pm (varies)

"The variety of food and it's always delicious! Lobster mac n cheese, duck pizza, etc." – Nolan Groce

 * Spots UDP have worked on

RALEIGH BEER GARDEN

Neighborhood: Glenwood South

Address: 614 Glenwood Ave, Raleigh 27603
Hours: 11am-2am

"I like being able to experience all levels of this place; there are multiple floors, each with local and international brews and there is an outdoor space in the back with games; the food is good, too." – Maggie Whitlatch

RALEIGH RAW JUICE BAR & CAFÉ

Neighborhood: Downtown

Address: 7 West Hargett Street, Raleigh, NC 27601
Hours: 7am-7pm

"Love the healthy smoothies!" – Green Man

RHINO MARKET

Neighborhood: Wesley Heights

Address: 1500 W. Morehead St. Suite E, Charlotte, NC 28208
Hours: MARKET HOURS: Monday – Thursday: 7am – 10pm; Friday – Saturday: 7am – 11pm; Sunday: 8am – 7pm
DELI HOURS: Monday – Saturday: 7am – 9pm; Sunday: 8am – 3pm

"Yummy sandwiches, Lenny Boy Kombucha, gluten free snacks, Enderly coffee, fun staff, cool vibe." – Susan Wysotski

SOUTHBOUND*

Neighborhood: South End

Address: 2433 South Blvd, Charlotte, NC 28203
Hours: 11am-10pm

"Great food." - Michael Abate

 * Spots UDP have worked on

THE PERCANTILE AND CREAMERY

Located near Concord Mills

Address: 8635 Concord Mills Blvd. Concord, NC 28027
Hours: M-Th 7:30AM - 9PM - Fri. & Sat 7:30AM - 10PM

"Enjoy confections & coffee or wine in a bright and sparkly atmosphere with a vintage feel. Good for book club meetings, coffee dates or parties." – Christa Hodge

TREMONT TAVERN

Neighborhood: South End

Address: 2000 South Blvd #530, Charlotte, NC 28203
Hours:11am-10pm

"TVs for games and great food." – Connor Muzzey

VINSON'S PUB AND EATERY

Located in Clayton

Address: 800 E Main St #2628, Clayton, NC 27520
Hours:11am-8pm

"This place has an appetizer called Trash Can Nachos that is one of my favorite things to eat. When the weather is nice, the covered patio is perfect! Also, this restaurant is dog friendly!" – Megan Hardesty

 * Spots UDP have worked on

Coffee Shops

BITTY & BEAU'S COFFEE

Neighborhood: South End

Address: 1930 Camden Rd Ste 236, Charlotte, NC 28203
Hours: 7AM-5PM, 8AM weekends

"Nice coffee shop that hires people with disabilities." – Devin Gangadeen

BOULEVARD WEST

Located in Clayton

Address: 104 W Main St, Clayton, NC 27520
Hours: 7am-3pm

"This is one of my favorite places to get coffee and breakfast sandwiches on the weekends. This cafe is located in Clayton, about 20 minutes away from the office." – Megan Hardesty

GIDDY GOAT

Neighborhood: Plaza Midwood

Address: 1217 The Plaza, Charlotte, NC 28205
Hours: 7am-6pm

"A nice space to enjoy a cup of coffee and the people are friendly there!" – Savannah Miller

MILKBREAD

Neighborhood: Plaza Midwood

Address: 1431 Central Ave, Charlotte, NC 28205
Hours: 7am-8pm

"Casual spot for coffee & a quick breakfast alfresco! Milkbread donuts are heavenly. Also great for lunch - they have amazing salads, fried chicken, and don't skip the crispy cauliflower!" – Alex Spence

 * Spots UDP have worked on

NOT JUST COFFEE (JAY STREET)

Neighborhood: Wesley Heights

Address: 1026 Jay St, Charlotte, NC 28208
Hours:

"Spacious coffee shop with a nice outdoor patio, relaxing atmosphere and tons of tables. Also, there is a cute jewelry shop in the same building. Don't miss out on the avocado toast if you want a bite to eat." – Alex Spence

THE OPTIMIST

Neighborhood: Oakwood

Address: 1000 Brookside Dr STE 109, Raleigh, NC 27604
Hours:7am-6pm

"The Optimist is one of my favorite coffee shops in Raleigh, it is a cozy spot with lots of plants and nice outdoor area." – Alexa Russell

 * Spots UDP have worked on

Recreation

BOWLERO

Address: 4501 South Blvd, Charlotte, NC 28209
Hours: M-Thurs: 4pm-1am; Fri-Sun: 12pm-1am

PINS MECHANICAL

Neighborhood: South End

Address: 307 W Tremont Ave, Charlotte, NC 28203
Hours: M-Thurs: 4pm-1:30am; Fri-Sun: 12pm-2:30am

REEDY CREEK PARK

Neighborhood: Newell

Address: 2986 Rocky River Road
Hours: M-Sat: 9 AM - 5PM Sun: 1-5PM (Listed hours I think for the nature center, but the park trails are usually open until sundown)

"A relaxing place to go walk!" – Savannah Miller

SPARE TIME

Neighborhood: Pineville

Address: 9600 Pineville-Matthews Rd, Pineville, NC 28134
Hours: 10am-11pm

 * Spots UDP have worked on

SUPER ABARI GAME BAR*

Neighborhood: Plaza Midwood

Address: 1015 Seigle Ave, Charlotte, NC 28205
Hours: M-F: 5pm–2am S-S: 12pm-2am

WHITE WATER CENTER

https://whitewater.org/

Address: 5000 Whitewater Center Pkwy, Charlotte, NC 28214

* Spots UDP have worked on