

Physical Plant Newsletter



September 2010

To be the Facilities
Maintenance and Service
Provider of choice to our
Customers



Message from the Executive Director

Inside this issue

Message from the Executive Director	1
2010 Toolkit Training	1
Recognition & Awards	2
Kenneth Stanley	2
Letters of Appreciation	3
PPD News	4
Upcoming Dates & New Employees	4
Sustainability & Recycling	5

Finally! Rain, cooler temperatures and football season, not sure which I am most excited to see but I am certainly glad for all three. You will note in this edition that we continue to impress and serve our customers well, as seen by their notes to us...Great Job to All and for being great ambassadors for Physical Plant, Facilities and VCU! Also, we continue to move many Sustainability related items forward, it is an exciting time and our recent ranking in the top 6.7% of all universities by the Princeton Review is particularly satisfying.

Great job to all!

As we continue to move into this fiscal year I ask each of you to be cognizant of our daily priorities; We need to service first the customer; we need to be wise fiscal stewards of our funds and our customer's funds; and we need to be on time, on budget and do quality work. While we have broad organizational themes that we have talked about; Sustainability, the "look of the campus", AiM



Ed Bennett

implementation etc., will not be successful if we forget to "block and tackle." (Sorry to non-football fans, I had to use a football analogy).

Again, thanks for working hard, working smart, working safe and having fun!

2010 APPA Toolkit Training

Mission Statement

The Physical Plant Department is dedicated to providing timely, quality workmanship and service delivered in a cost effective manner to support the University's mission



From left to right: Jeff Bower, Denise McManama, Jay Bell, Angie Mitchell, George Smith and Robert Chisholm.....Photo by Bev Beaver

Six of our VCU Physical Plant employees attended APPA Supervisor's Toolkit Training in July, which was specifically for educational facilities personnel.

The program, which took place over five days, covered topics including the function of supervision, communication skills, maintaining relationships in the workplace, performance management, and customer service.

Congratulations to all six of them for being elected to attend and for completing the training.

Recognition & Awards



Extraordinary Awards

Steve Heinitz Christian Reed

Outstanding Achievement Awards

Gary Coffey	Robert Helwig	David Melling
Frank Gary	James Bowman	Christian Reed
Pat Dillon	Mark Bernard	James Bell
Geneva Levesque	Ann Mitchell	

Customer Compass Awards

Christian Reed

Spot Awards

Denise McManama

Bruce Cecil

Robert Huckstep

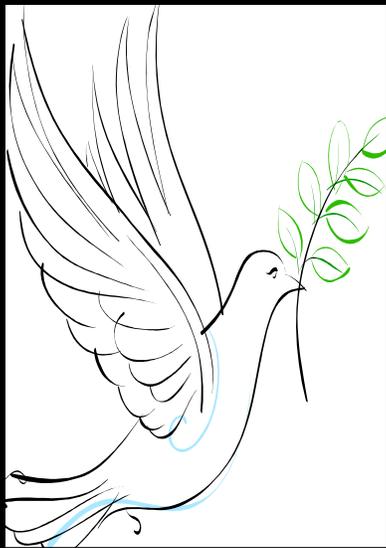
July 9, 2010

We notified Facilities that the AC was blowing warm air on the 3rd floor of McAdams House .

Chris Reed was very responsive and made sure that the AC was back up and running in fastest time he could possibly manage. Chris was so pleasant to deal with and always has such a positive attitude whenever he comes over to our building, we love his work ethic.

Laurie Carter

Executive Assistant
Office of the Senior Vice President



YOU WILL BE MISSED.....

Kenneth Stanley, from PPD Roofing, passed away on August 9, 2010 . Kenneth will be greatly missed here at VCU and our thoughts and prayers go out to his family and friends during this difficult time.

Letters of Appreciation



Mr. Barry Shapiro called me and had very high praise for Denise McManama in the Operations Center for her assistance in getting his wheelchair bound son (a new student here) assistance to enter the Hibbs building last Sunday.

He said that Denise was very helpful and took the extra steps necessary to aid his son. I told him I would pass it along.

Donna W. Thornburg
Director of Staff Operations
VCU Facilities Management

Dear Mark and Margaret,

I am writing to express my gratitude for the outstanding work that Sean Fisher completed on the wood floor in my office.

When I moved a piece of furniture a few months ago and found that the floorboards had rotted underneath it, I was disappointed and saddened. I treasure the features that give our building so much character, particularly the wooden floors. (We now know that the damage to my floor was caused by termites.)

When I came into my office this afternoon, I saw that the damaged floorboards had been replaced. The floor looks beautiful! I noticed, in particular, the way the boards were pieced together so carefully and how well the color matches the rest of the floor. The quality of the work is exceptional in all respects.

Please express my sincere thanks to Sean for his terrific work.

--Kathy Ingram

Romero,

I wanted to thank you again for your assistance. We really appreciate your quick response and you taking ownership of getting us corrected. Please let your boss know that I said you are an asset to VCU and are very appreciated!

Have a great day.

Jennings D. Dawson, III, MBA, CPA
Chief Financial Officer
Medical College of Virginia Foundation



Hello Ed,

Wouldn't you know - I checked the room on Saturday (9-25) and the patching was done!

Thanks anyhow for all you have done to make the LSEE Suite so pleasant. Bit by bit students are starting to use it.

We do so appreciate the roll that Fac. Management has played to make the space so welcoming.

Sincerely,

Helen Ruth Aspaas

(Ed Hartless' Group)

Beverly,

Recently, I had issues with the walls in my office with the plaster and paint due to humidity. Ed White was the person working on this repair project. I wanted to let you know that he did a great job and was a pleasure to have working on this project.

Thank you,

James R. Wasilewski, MBA

Hi Mr. Cooper,

Thank you for having such a wonderful employee as Neal (I don't know his last name). He fixed our plumbing problem that had been plaguing us for a good while. He was confident that he could fix it and he did. He worked consistently and fast AND he cleaned up after himself. In summary he did everything you would expect from an exemplary employee. I'm so glad that Neal was assigned to our job.

I think you are fortunate to have such a stellar employee and I wanted to add my voice to what I'm sure are a number of glowing reports that you must have had about him.

Peggy Smith

Special Projects Manager

Physical Plant News



Above: Pam Hockman changing a light at 700 W. Grace Street

- AiM Software- Test site is in place and subcommittees have been formed for FMD input and testing
- The Bicycle Tire Inflator installations behind Franklin Street Gym, on Linden Street and beside Hunton Hall are complete.
- ACE Recycling Roll-off for leaf composting has been set-up
- Service Awards will be October 12 & 14th
- Sustainability and Business Operations worked together in implementing a new copier program at the PPD Admin Building. The copier does not take toner cartridges and runs off of wax. This will be energy efficient and cost effective. All of the desktop printers are being recycled
- Snow Removal Plan for FY10 is in progress
- Some new revised PPD Policies will be coming out soon, please make sure you review them
- HepB Shots—please make arrangements for new employees and/or current employees to get their updated shots
- Have a Happy Halloween and a Happy Thanksgiving!

Upcoming Dates & Events

October 12-14- *Governor's Energy Conference*

October 12 - *Service Awards Reception - MCV Campus (Larrick)*

October 14 - *Service Awards Reception - MP Campus (Student Commons)*

October 15- *Sustainability Day (Student Commons)*

October 16 - *Open House*

October 21-22 - *Reading days - no classes on MPC*

November 6 - *Open House*

November 25-28- *University Closed- Thanksgiving*

December 11 - *Commencement, last day of classes*

December 13-21 - *Final exams*

December 24- Jan 2nd- *University Closed*

Welcome New PPD Employees

Fayez Dajani

Joseph Ellis

John Evans

Nery N. Prera

Larry Robinson

Paul Thrift

Matthew Wilkes

Dennis Woody

Jenny You

Charles Tyndall

Alicia Styles

Christopher Sempek

James Waller

Samuel Clark

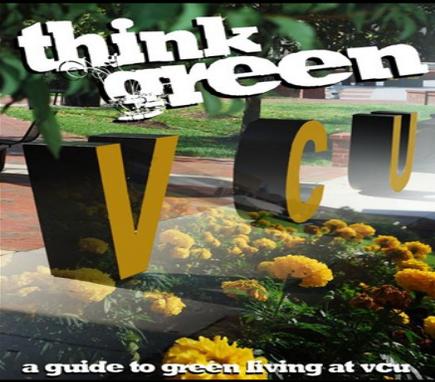
Jared Dickerson

Trae Harris

Artis Street

Any newsletter contributions can be sent to Melissa Parrish; maparrish@vcu.edu

Sustainability & Recycling News



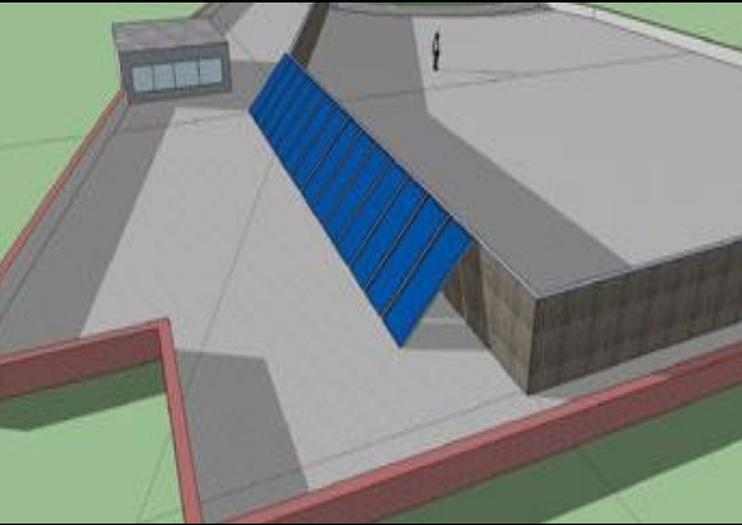
Think Green: Check out the guide on the VCU Goes Green website for additional info



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Above: Bobbi Jo Jackson with a Big Belly Solar Trash Compactor

- Big Belly Solar Trash Compactors have been installed and more are being installed in the near future on both campuses
- Sustainability Day will take place on October 15th from 11:00 a.m.– 4:00 p.m. at the Student Commons
- VCU has installed additional bike racks across both campuses
- The Governor’s Conference on Energy will take place on October 12th– 14th. VCU President Dr. Michael Rao will host the Opening Plenary Session of the Conference
- VCU was rated in the top 6.7% of all Universities in the 2011 Princeton Review’s Green Rating
- The VCU Sustainability Committee meeting was held on September 1st and the next meeting will be held on November 19th. Subcommittee meetings have started meeting for this fiscal year
- A new VCU [CarPool](#) program to encourage three or more faculty or staff members to ride together will reduce the number of single occupant vehicles commuting to campus, improve air quality and safety and reduce traffic congestion. Perks for participants include free parking, free emergency rides home through RideFinders and preferred parking assignments
- VCU is installing solar panels and photovoltaic systems at several locations across the university. They will provide one-third of the new student housing hot water needs and 75 percent of Shafer Dining Center’s. The solar photovoltaic systems will provide power for the parking deck lights and charging stations for electric cars. Any excess power generated will go back on the grid and Dominion will pay the University
- Mobility hubs are being established on both the Monroe Park and MCV campuses for buses, zipcars, bicycle racks and power stations for Segways. VCU also is continuing to provide students with free GRTC bus passes.



Above: Artist rendering of a solar panel array planned for the Shafer Court Dining Center.



Richmond Community Members and VCU Student, Staff and Faculty Members now have access to Zipcar, the world’s largest car-sharing company as of Monday, August 23rd.

There are 2 cars available at the MCV Campus Bookstore and 2 cars available at the Monroe Park Campus Cabell Library. Go to www.zipcar.com to join today.