

# PHYSICAL PLANT

## WINTER 2014/2015

### Inside This Issue

1. From the Associate Vice President  
    , Facilities Management Dept.  
  
    Employee Departures
2. Employee News  
  
    Special Employee Recognitions
5. Physical Plant Celebration
6. Employee Accomplishments  
  
    Continuing Education
7. Around the Campus
8. Upcoming Events  
  
    Special Announcement

### Physical Plant Mission:

*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.*

### Physical Plant Goal:

**To be the Facilities Maintenance and service provider of choice to our customers.**

## FROM HARRY WYATT

Happy new year Physical Plant and welcome back from the winter break. As the snow season approaches, let's celebrate the past year of hard work and dedication as we look forward to another productive year. Thank you everyone for a successful 2014!

This coming year will offer up it's own challenges as Richmond hosts the 2015 World Road Cycling Championship in September. Physical Plant will play a vital role in the event's success as we support the employees and students of VCU during the week long event. We are confident that our success in last year's USA Cycling Collegiate Road National event will prove invaluable during the 2015 event that will bring on average 450,000 spectators to Richmond.

The Executive Director of Physical Plant search committee has narrowed the candidate selection and interviews will be scheduled in January and February. The search committee and I are confident that the group of candidates selected for interviews are great prospects and hope that one will prove a valid option for the challenge of Executive Director of Physical Plant.

## EMPLOYEE DEPARTURES

**Bill Curry** – Retired after over 30 years of service at Virginia Commonwealth University.

**Edgar McCord** – Shop 950 retired from VCU after 37 years of service.

**Robert Suthard** – Interim Executive Director of Physical Plant concluded his temporary position in September.

## EMPLOYEE NEWS

### Welcome to our new staff members!

#### SPOT Awards

Amy Anthers – Contract Admin  
Jessi Costello – Business Services  
Saray Seng – Steam Plant  
Robert Huckstep – Zone 400  
Vincent Judkins – Zone 500

#### Recognition Awards

**Daniel Grenoble** – General Services

Diandra Hill	Business Services
Tim Strissell	Director of Engineering & Utilities
Kenneth Webb, Jr.	General Services
Larry Robinson	General Services
Frank Castelveccchi	Shop 950
Jeffrey Craft	Shop 950
Robert Hudgins	Zone 300
Dominique Gash	Business Services
Jerred Daniels	Zone 300
Anthony Esposito	Zone 500
David Jeter	Zone 400
Jeffrey Austin	Steam Plant

## SPECIAL EMPLOYEE RECOGNITIONS

**From: Allison R Bell**

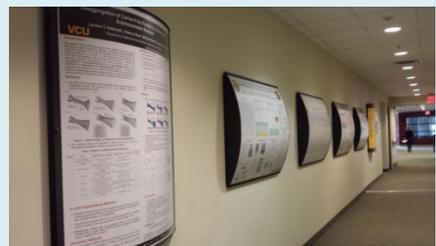
Date: Jun 19, 2014

Subject: Re: Kudos to Mark and James

I wish to commend your two employees, **Mark White** and **James Hinkle**, for their industrious work which they performed for my department this past Tuesday (6/17) and Wednesday (6/18).

This week Mark and James came to my office to assist with hanging 6 large poster displays in our hallway. After opening the boxes, it was determined that the manufacturer had sent the incorrect type of display (a vertical hanging display versus the horizontal hanging display that we needed). Instead of telling me that I needed to send the displays back to the manufacturer and reschedule (which they had every right to tell me), both gentlemen took time to discuss the options available on getting these displays hung, and then proceeded to make the agreed upon modifications to the boards. Of course the modifications were not an easy task as they required cutting a new hanger area into the boards with a jigsaw and drilling holes into the plexiglass so that two small screws could be employed to hold the plexi in place and not have the front fall down.

The work was done quickly, professionally, and most important - in a customer-oriented manner. Mark and James should receive recognition for their stellar performance on this ticket! I have worked with them many times in the past and always had a pleasant experience with each project. Keep up the excellent work gentlemen!



## SPECIAL EMPLOYEE RECOGNITIONS

**From: Kathy A Sylvia**

Date: October 9, 2014

**Trey Henley** was awesome in resolving my problem. Trey Henley, **Stanley Johnson and Claudia Street** were fast, friendly and I finally have some cooling in my office. Excellent customer service provided. Thanks so much!

**From: John Nisewonger**

Date: Thu, Nov 13, 2014 at 8:50 AM

Subject: RE: re Lot of 2 Red Goat Garbage Disposals

Just to let you guys know, **GovDeals Warehouse** do an excellent job of being organized and make picking up items fast and easy. Easy to contact you and you actually answer emails back in a timely fashion. I've been doing it on my lunch break.

I buy items from a lot of places on govdeals and can't tell you how many times people give me wrong addresses, contact names or make it seemingly impossible to find item as no one knows anything about it. Keep up the good work and I will def. continue to buy.

Thanks and see you all again soon.

**From: Teri Dulong-Rae/FS/VCU**

Date: Fri, August 15, 2014

Subject: surplus is awesome

Good morning,

I just want to let you know how much I appreciate the work surplus guys have done for me recently. **Jerry Ware** sent me to **Lew Bailes**, who was a huge help in getting my office redecorated with very nice furniture and with clearing out the old furniture. They were a pleasure to work with, and the trip to the surplus warehouse was actually quite fun. I recommended it to a friend who works in another department who also had a great experience "shopping" for replacement office furniture. Thank you so much!

**From: Jeffrey S Smith**

Date: August 12, 2014

Subject: Thanks!

I just wanted to let you know how much help **Monford Davis** has provided Media Support Services during our audiovisual renovations in Harris Hall. We needed to replace a number of ceiling tiles and Monford was able to provide the tiles we needed in a timely manner. This allowed us to get the installations done ahead of schedule. Ceiling tiles may not seem like a big deal, but we need new ones to cut around the speakers, projector and screen. Not having them on hand really slows down the install. Please let him know how much we appreciate his efforts.

**From: Kimberly L Hollaway**

Date: Wed, Jun 4, 2014 at 1:34 PM

Subject: Hey...Kim here Dentistry (Let-it-Snow)

I wanted to let you know that **Chris Watts** was/is extremely helpful!!

There's a door/way to Perkinson that weighs a TON to push/pull open; due to malfunction. I sent work order, he recv'd and called me when finished first component...he's waiting on new hinges to replace.

Now that's what I call Customer Service!! There are several women who use this door -- like you and me that are shorter, do not weigh much and WE really have to throw our weight into push/pull open this door.

Just wanted you to know...how much I appreciated his service and his follow-up call!!

## SPECIAL EMPLOYEE RECOGNITIONS

**From: Suzanne Fairman**

Date: August 7, 2014  
Subject: Excellent Job!!!

First off I'd like to thank you for having one of your guys clean the chandeliers. It seem like that's a job outside of your shop's scope. Second, I'd like to commend **Jim Beggs** on the EXCELLENT job he did cleaning each of the chandeliers. Each light is made of a lot pieces and each one shines. Thank you and have a great day!

**From: Erin McClinton**

Date: Wed, Jun 4, 2014 at 1:12 PM  
Subject: Another great experience with VCU Reuse Department

Good afternoon Sylvia.

Just wanted to shoot you another quick note to recognize the superior service our department received today by **Dan Grenoble** and his staff to expedite a surplus pick-up. Bill Cole is having new office furniture delivered tomorrow and the physical plant staff worked extra hard today to remove the desks that were in his office so that it would be empty tomorrow for the delivery of the new furniture.

I cannot thank these gentlemen, and your staff, enough for their patience and hard work to complete this project today.

**From: Jennifer Brown**

Date: Wed, Oct 15, 2014  
Subject: Events

I wanted to take a moment to let you know who wonderful **Bradley Bower** is to work with. Recently, Chief Venuti has brought 2 very important conferences to VCU at the last minute and finding space was an issue. Brad worked tirelessly with myself and Chief Venuti to find adequate locations for at conference October 30-31 and another November 11-14. Between, **Brad, Jennifer and Katie**, they shuffled things around and were able to accommodate our requests with professionalism and understanding. These two events are a HUGE deal for the university, as there will be attendance from Universities across the country at both events.

You guys are really an asset to the university and I hope to continue working with you all in the future.

**From: Steven Heinitz**

Date: June 4, 2014  
Subject: Jessie Costello

I wanted recognize **Jessie Costello** for her outstanding customer service. She consistently have assisted me with obtaining new uniforms that meet my needs, She also has been very helpful with my P-card Statements.

**From: Donna W Thornburg**

Date: September 30, 2014 09:23 AM  
Subject: **Lockshop**

I just wanted you to know that we had a slight emergency this morning in Stagg House with doors being locked (to which we have no keys) and **Ray Gholson** and his folks were very responsive to our request for quick action.

We truly appreciate the help.

**From: Katherine A Mottley**

Date: June 9, 2014 at 3:15:29 PM EDT  
Subject: Kudos to Bobby Jorgenson

Just wanted to send you a quick e-mail to acknowledge **Bobby Jorgenson** for what a great job he always does. Most recently, he restored the hot water over here in Renovations. Bobby has always been quick to respond, explains the problem at hand, friendly and gets the job done with a smile on his face. Bobby deserves a spot award!

## PHYSICAL PLANT CELEBRATION



*Thank you to the staff of the Physical Plant and your Commitment to Virginia Commonwealth University.*



### Congratulations Superlative Award Receipts!

Best Problem Solver – Jeff Grimm	Best Problem Solver – Dannie Taylor
Best Customer Service – Lewis Bailes	Best Attitude – John Devincenzi
Leader of the Pack – Brad Bower	Most Dependable – Denise McManama
Most dependable	Most Dependable – Clinton Jordan
Most Organized – Bobby Jorgenson	Friendliest – Alicia Styles
Time Keeper – Shauntee McKeever	Never a Dull Moment – Jeff Bower
Sanger Flood – Dave Melling	Taskmaster – Sean Fisher
Snow Stand Out – Shannon Alley	Stick to It (Never Give Up) – Robert Gentry
Beyond the Call of Duty – Carl Sloppy	Dedicated to the Finish Line – Paul Johnston



## EMPLOYEE ACCOMPLISHMENTS

2014 VCU Compliance and Ethics Week - **Teresa L. Wilcken** was nominated and recognized by her colleagues for outstanding ethics, integrity and/or respectfulness and won a prize pack. Good Job Teresa!

## CONTINUING EDUCATION

### Congratulations to:

**Beverly Beaver** – September 11, 2014

Completed all modules for the APPA Institute for Facilities Management.

**Cliff Williams & Vince Judkins** – October 3, 2014

Completed a week long Daiken/ MacQuay factory chiller training.

**Margie Nesmith, Deirdra Collins** – June 2014

Completed VCA Training.

**Teresa L. Wilcken** – June 2014

Completed VCA Training.

**Curtis Sexton** – December 2014

Completed Heating, Air Conditioning and Refrigeration I Training.

## AROUND THE CAMPUS

Since our last newsletter:

- **2014 Conference and Scheduling Services (CSS) Highlights:**
  - Event Management System (EMS) Implementation - We have downsized from 3 databases into 1 database, while increasing the number of buildings from 15 to 192, increasing the rooms from 126 to 2,946, increasing the schedulers from 26 to 175, and increasing the web users from 850 to 4,789. The implementation is still in progress with VCU Arts, Qatar, and Athletics up next in the queue to be added to our system.
  - Dean Evans Annual Event Management System (EMS) Conference: requested Nichole Smithson and Bradley Bower to speak as part of a panel for two round tables at the conference to share the success of our onboarding process and process of transitioning systems into the Event Management System (EMS).
  - The Association of Collegiate Conference and Events Directors-International (ACCED-I) Regional Conference: Bradley Bower has been requested to present on how we are using EMS to centrally schedule space with decentralized management and our approach to accomplish this. Mary will also be presenting at this conference about Students Supervising Students.
  - One Stop Shop Certification: VCU Conference and Scheduling Services is now One Stop Shop Certified. A certified one-stop shop (one contract and one itemized bill from the University) operation provides the most effective planning atmosphere to successfully stage a collegiate conference or event.
  - Event and Space Management: Manages evening and weekend events at the Scott House, all centrally scheduled space for non-academic events and meetings including outdoor spaces, and manages Board of Visitor receptions and events for Laurie Carter
  - Conferences: VCU CSS successfully completed its first year of conferences. 35 groups passed through our halls, various facilities, and used multiple campus resources. Our groups returned surveys with high rankings for services received by our department. Groups highlighted the major improvement from previous years. Campus partners were equally pleased to work with us this past conference season as they also indicated a smoother flow than usual.
- **Security Cameras Project:** Physical Plant has installed and commissioned 273 security cameras throughout MPC, 104 cameras throughout MCV, and 17 cameras at Stony Point clinic. Currently we are in the process of installing cameras on the interior and the exterior of parking decks on both campuses.
- **VCU Child Development Center Halloween Costume Parade** – October 31, 2014. PPD Team members supported the CDC Costume Parade. Lots of great costumes this year! Special thanks to CDC Director Muriel Azria-Evans.



- **CVC Campaign** – Thank you to all who participated in this years VCU CVC Campaign. The CVC Campaign is an annual charity pledge event. The campaign ended on December 15<sup>th</sup>. The next campaign will occur next fall.
- **Toys for Tots** – Thank you to the Physical Plant members who participated in the iconic toy drive. Special thanks to Steve Davidson for setting up the donation locations.



Steve Davidson, right, as a child participating in Toys for Tots.

## UPCOMING EVENTS

- **Ronald McDonald House Charities (RMHC)** – The RMHC is a non-profit organization that provides a home away from home for seriously ill children and their families. They are seeking volunteers to prepare a meal. The event date is Friday, February 27, 2015 from 2-5pm. Staff are eligible to use their Community Service Leave to participate, pending Supervisor approval. If you are interested in volunteering or supporting the event with a monetary donation, please contact Seletra Sutherland. Cooking skills or experience not required. Physical Plant...let's make a difference!

## SPECIAL ANNOUNCEMENTS

- Richmond has been selected by the Union Cycliste Internationale (UCI) to host the **2015 World Road Cycling Championships**, September 19-27, 2015. This is only the second time the United States has ever hosted this Olympic-scale, highest-caliber, road racing event and will bring approximately 450,000 spectators and 1000 athletes to the City of Richmond. The course(s) will run through or near both Monroe Park Campus (MPC) and Medical College of Virginia Campus (MCV). Although VCU employee's may be encouraged to take leave during the event, this will not apply to Physical Plant employees due to the nature of our responsibility to maintain VCU facilities.
- Thank you for your prayers, sympathy, cards, gifts and kindness during the illness and passing of my mother - Benita A. Price.
- VCU Human Resources Training - VCU Human Resources offers learning and development courses for employees on computer technology training, management development, career planning and tuition waivers/ reimbursement, retirement, customer service, and conflict resolution. Please check out their website at <http://www.hr.vcu.edu/learning-and-development/> for more information.