I would like to again welcome our newest team members to Physical Plant! It was great that many of you could join us for our annual PPD celebration, many thanks to those who spent hours organizing, cleaning up, setting up and moving stuff around to make it a great event. The ice cream was a hit and will be back next year. Also, the cake will be cut much earlier in the program...

I cannot thank Contract Administration, the Housing Zone, Business Services, and the many others who helped us navigate through some rocky waters to get all the housing ready for new occupants. I also have to admit that it was fun; it had been a number of years since I had been on campus during move in and the energy and excitement of the students and their parents was contagious. It reminded me why we are really here. It was also encouraging to see our volunteers from Zones, the Support Shop, Warehouse, Grounds and other areas who came in to help and were willing to do whatever they were asked to make the move in experience better for students and parents. As a member of the PPD team I was proud of our performance and attitude. Thanks!

I want to remind all of us that the consolidation of Housing, Student Commons and the maintenance and custodial activities is a HUGE deal and must change our mindset with regard to priorities. Students live, cook and sleep in housing, it is their home and it is our top priority as an organization, the Student Commons is the busiest building on campus and has activities till ten pm and later, many with important guests to the university. The Recreation Centers serve almost 6000 customers a day, probably by far the busiest facility of its type in the Richmond area. There are many factors that affect student retention and success but combined these activities are one of the most significant if not the most significant. We have been given a great responsibility and challenge, and one we are up to.

You are an awesome team! Ed
# Welcome New Staff Members!

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Date</th>
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</thead>
<tbody>
<tr>
<td>Bradley Bower</td>
<td>Scheduling and Services Coordinator</td>
<td>6/25/13</td>
</tr>
<tr>
<td>Anne Keyser</td>
<td>Facilities Services Tech Coordinator</td>
<td>5/31/13</td>
</tr>
<tr>
<td>Marcus Carter</td>
<td>Summer Worker</td>
<td>5/1/13</td>
</tr>
<tr>
<td>Matthew Hathaway</td>
<td>Student Worker</td>
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<tr>
<td>Sam Richardson</td>
<td>Student Worker</td>
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<tr>
<td>David Brown</td>
<td>Student Worker</td>
<td></td>
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<tr>
<td>Aaron Furr</td>
<td>Lead Physical Plant Ops Tech</td>
<td>5/10/13</td>
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<tr>
<td>Jonah McDonough</td>
<td>Lead Physical Plant Ops Tech</td>
<td>5/25/13</td>
</tr>
<tr>
<td>Philip Russell</td>
<td>Multicraft Tech/Lead Craftsman</td>
<td>5/25/13</td>
</tr>
<tr>
<td>Johanna M. Braat</td>
<td>Executive Assistant to Ed Bennett</td>
<td>6/2/13</td>
</tr>
<tr>
<td>Ronald Coleman</td>
<td>Park Keeper</td>
<td>8/5/13</td>
</tr>
<tr>
<td>Seletra Sutherland</td>
<td>Housing Facilities Coordinator</td>
<td>8/10/13</td>
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<tr>
<td>Mary Bramley</td>
<td>Conference Services Coordinator</td>
<td>9/10/13</td>
</tr>
<tr>
<td>Robert Schnizler</td>
<td>Conference Services Coordinator</td>
<td>9/10/13</td>
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## HIGHLIGHTS FROM THIS YEAR'S PPD CELEBRATION

A great break was had for employees of Physical Plant at the yearly PPD Celebration. Staff enjoyed great music orchestrated by our very own Lewis Bailes. We had a great team on the grill, who made delicious hotdogs, hamburgers, and for those vegetarians, Boca Burgers! Other delectable items such as potato salad, baked beans, chips, cookies, sodas, and of course Cake and Ice Cream! For some lucky ones, there seemed to be a lot of extra ice cream tickets going around. Romero passed out raffle tickets for some great prizes, and Ed Bennett handed out some fun awards. Thankfully, the heat wasn’t quite as oppressive as last year. Huge thanks to all of the volunteers involved in making this all happen. Special thanks to Parker Long, our photographer who took so many great photos. I wish I could put them all up here. Here’s a few.......
**SERVICE AWARDS**

<table>
<thead>
<tr>
<th>Years</th>
<th>Names</th>
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<tbody>
<tr>
<td>5 Years</td>
<td>Garry Branch, Pamela Hockman, William Langan, Shauntee McKeever, John McNeil, David Melling, David Quinn, Larry Robinson</td>
</tr>
<tr>
<td>10 Years</td>
<td>James Bibbs, Monford Davis, Maria Dennis, Bryan Moody</td>
</tr>
<tr>
<td>15 Years</td>
<td>David Cooper, Robert Jorgenson, Denise McManama</td>
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<tr>
<td>20 Years</td>
<td>Steve Cobb, Harry Davis, Neil Day, Henry Gonzalez, Emma Minor</td>
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<tr>
<td>25 Years</td>
<td>William Curry, David Plott, Mark Powell, Clifton Williams</td>
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</table>

<table>
<thead>
<tr>
<th>Years</th>
<th>Names</th>
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</thead>
<tbody>
<tr>
<td>30 Years</td>
<td>John Bower, Russell Harrington, Bernard Pryor, Cassandra Taylor</td>
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<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>40 Years</td>
<td>Robert Richmond</td>
</tr>
<tr>
<td>45 Years</td>
<td>Ronnie Webb</td>
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**AWARDS AND RECOGNITION**

**SPOT Awards**

**Brenda Woodson**— on 4/15/13, Brenda contacted Steven Davidson about alarms coming through the BAS system she had not seen before. Her continued insistence and concern prompted him to drop what he was doing and to determine what was going on. There was a problem with the air compressor that could have caused a very dangerous situation with the potential of toxic fumes entering lab spaces and offices. Brenda, known for her understanding of the systems and deductive ability to determine a problem, is to be commended for her prompt action in communicating a building alarm issue in a professional and efficient manner.

**Stephen J Ward**—The Lockshop was notified of an emergency situation regarding a lost building master. Mr. Ward was sent to assist Housing with rekeying 413 small format cylinders and over the course of the project ended up taking lead and directing outside contractor and lockshop personnel. This included many overtime hours and weekend work.

**Robert Gentry**—On June 9, 2013, while Robert was on call, he responded to a chiller (AC) problem at the West Broad St. Bookstore. Within an hour or the original call, (a Sunday), Robert resolved the problem extremely quickly while going above and beyond the call of duty. While speaking with the manager of the Bookstore, it was indicated that they had been having problems with the freezer unit (not maintained by VCU). While checking things outside the building, Robert and the manager ran into the non-VCU contractor who had just arrived to work on the unit. Robert quickly facilitated the conversation and through his involvement established that a local expert was on-site and therefore he was able to prevent any “quick-fixes” by the local contractor. Roberts’ involvement along with his advice undoubtedly saved the Bookstore a lot of time, money and frustration. Going the extra mile, and being the team member that Robert is, made a great difference!

**Outstanding Recognitions**

**Roland Zumbrunn**—Dave Cooper was informed that one of his Zone Superintendents would need to be on Short Term Disability, which was an unexpected situation. Roland, being a team player, agreed to fill in immediately. He filled in from January 22, 2013 until April 15, 2013. We were able to continue to give the constant management support needed during this time to keep work flow and the customer base satisfied.

**Sean Brasch**—Under the same circumstance, Sean was asked if he would be willing to fill in until the Zone Superintendent, out on Short Term Disability, was able to return to work. Sean, being a team player, agreed to fill in from April 15, 2013 until June 7, 2013. We again were able to continue to give the constant management support needed during this time to keep work flow and the customer base satisfied.

**Steven Heinitz**—Received an Outstanding Achievement and Award for successfully completing and passing the LEED Green Association Certification exam on 4/2/13!
Dear Claudia, Sylvia, and Lew,

The Theatre Department and I deeply appreciate the generosity and courtesy we received from Surplus today and specifically Lew. I called and Lew was extremely helpful and friendly and when myself and another faculty member from the Theatre Department came to look at items, Lew took great care of us. The items we received will serve as an invaluable resource to our faculty and our students. Thank you again for your support and assistance. Bonnie S McCoy

Sean Fisher

Sean Fisher was recently recognized for a job well done. Susan Tatu, RN, of Student Health, at MCV Campus Clinic wrote this to Harry Davis: “I wanted to drop a note to commend Mr. Sean Fisher on the efficient and excellent work he did for us altering our front desk at Student Health, MCV Campus. Mr. Fisher and a colleague visited once to see what we wanted, again to remove the desk needing alteration and once more to install the newly crafted front desk. He was also available by phone.

The resulting change has given much more comfort to our front desk staff. The ease with which this was done, no disruption of service, a very workable substitute during the transition and the speed with which it was completed, with no mess combine to make this one of the easiest renovations we have ever had.

Thank you to your staff for their professional work.

Shauntee McKeever

I’m writing to let you know about an excellent customer service experience I had with one of your inspectors, Shauntee McKeever. Shauntee has been working with the VCU SMC for a while now and every time I see her she is polite, helpful and a delight to work with.

Just last week I contacted her about working with our cleaning crew to come up with a solution to clear out one of our storage closets that had been taken over by cleaning products. Shauntee immediately responded to my request, contacted the folks that could help and fixed it. I think the whole process took less than 2 days.

She’s great and I thought it was important that you know.

Robert Chisholm and Wayne Johnson

Sylvia and Dr. King: I am so happy that this was taken care of for you. I told you that Mr. Chisholm would take care of you. The team we have in our building are outstanding. Please let Wayne know that they are always asking what they can do for us and anytime we have a problem they are right on it. Love working with your whole staff.

Alice Westerberg

On 8/9/13, Sylvia J Britt wrote: Good afternoon Mr. King, I thank you for your kind comments, and I will certainly pass them along to the QA Inspector for Harris Hall, Robert Chisholm (and his supervisor, Wayne Johnson).

Mr. Chisholm represents the Physical Plant Contract Administration organization with the utmost commitment to customer satisfaction and demonstrates professionalism throughout his daily activities.

Thank you again for taking the time to pass along a positive experience.

Sylvia J. Britt, VCO

On 8/9/13 William E King wrote:

Good Afternoon Sylvia,

My name is William E. King. I am the new Ombudsperson at VCU. In fact, I am just completing my first week at the university.

I was given your name as the possible contact, by Lynn Welton. I wanted to alert you to a situation, and encourage you to pass my thanks on to the responsible party.

Upon arriving to my office (Harris Hall, 5th Floor, Room 5148), I noticed that the office could use a thorough dusting, in terms of the window ledges and furniture. With the assistance of Alice Westerberg, the next day an individual from your maintenance department came to my office on Thursday morning, to visit with me regarding my concern. He made a commitment to have the office cleaned that evening.

As I arrived to my office this morning, all the dust had been removed from the window ledges and the furniture.

I am greatly appreciative of the effort and wanted you to be aware of the employees effort. Secondly, I hoped that you would share my gratitude with the individual(s) responsible.

William E. King

Gary Branch and Joe Tune

On behalf of the VCU Alumni Relations Office, my team and I want to acknowledge and thank two of your very hard working employees, Gary Branch and Joe Tune. My Team and I truly appreciate the willingness and support of these two outstanding employees to assist our office in getting a banner hung in Monroe Park just in time for VCU Welcome Week. The positive attitude of Mr. Branch and Mr. Tune to take the extra time from their busy schedule on such short notice, made it work for us to send such a warm message to the new students and parents during move-in weekend. Thank you so much for these two knights with shining smiles who rescued our office in a time of need.

Veda Bellamy – VCU Alumni Relations

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Special Thanks

The VCU Physical Plant Department purchased its first compressed natural gas (CNG) vehicle. The Ford F-250 four-door truck has been converted to compressed natural gas fuel using the Westport WING Power CNG conversion system. The lightweight CNG conversion system only weighs 250 pounds. Currently, the USA has some of the world’s largest natural gas reserves. Because of this abundant supply of domestic natural gas, the cost of a gaso-

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News from the Department

Compressed Natural Gas Vehicle

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SkySpark

The Physical Plant division is deploying new technology.

SkySpark is an automated fault detection and diagnostics software package, which is customized to collect and analyze large amounts of data from building systems to provide operations personnel with meaningful and actionable data. Using the SkySpark platform, we will be able to quickly uncover irregularities in systems performance and make changes. The live integration of SkySpark with the building automation systems will provide us with a permanent mean for monitoring the performance of our facilities to ensure persistent energy efficiency, system performance, and occupant comfort.
VPD Instrumental in Fall 2013 Student Move-In

The Physical Plant Department played a vital role in preparing for and assisting with the move-in of thousands of students to Housing facilities for the first time in August 2013, culminating in an intense weekend for the Nine Month Halls. A spirit of cooperation filled the air as tradesman from nearly every shop and zone, as well as numerous behind the scenes groups, pitched in to lend a hand.

For the first time this year, residential halls were staffed with administrative, maintenance, custodial, lock shop and other key support personnel from across Physical Plant ready to resolve customer issues as they developed. This immediate attention to concerns generated appreciative comments from parents, students, the Residential Life & Housing team, as well as several members of university leadership. One parent commented, "You guys sure are organized, move-in was a breeze."

Another positive outcome was the relationship building that occurred between employees. By scheduling team members to provide services across the campus, the staff had an opportunity to work in alternate locations and develop relationships with co-workers they had never met before.

PPD will continue to play a crucial role during future move-ins, so ideas for improving the process are welcome. If you had an opportunity to participate, we thank you for your dedication and hard work as we strive to make a positive difference for everyone involved!

Physical Plant Department welcomes...Seletra Sutherland

Seletra will serve as the department's Housing Facilities Coordinator. As a liaison between Physical Plant and the Residential Life and Housing team, she will coordinate the resolution of facility problems, with a focus on customer service. Prior to joining the VCU team, Seletra owned and operated a real estate firm that managed apartment communities and mixed-use commercial properties. She has a team player mentality and is looking forward to making a positive contribution to the facilities management department.

Contact information: Seletra Sutherland – ssutherland2@vcu.edu – 804-316-3053

VCU Sustainability

Thanks to all our Sustainability Reporters, Coordinators and Interns, we are staying on the frontline of Social Media! See below in what ways we’re doing this:

- VCU Goes Green Facebook – 1,776 likes
- VCU Goes Green Twitter – 213 followers
- VCU Flickr – 15 albums
- VCU RamBikes website
- VCU Goes Green blog
- VCU Goes Green YouTube video channel – 52 videos
- VCU Goes Green Picasa web album
- VCU Goes Green Tumblr – 55 pages

In Sierra Magazine’s seventh annual ranking of the nation’s greenest universities, VCU placed in the top 25 percent of schools for the second year in a row. The rankings appear in the magazine’s “Coolest Schools 2013” edition. The university was 39th out of 162 schools measured. Other Virginia schools ranked in the survey include George Mason university (69th), The University of Virginia (84th), the University of Richmond (100th) and Lynchburg College (159th).

Housing News

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Upcoming Dates & Events:

- **Seasonal Flu Shots** –
  September 17th, 9am–4pm University Student Commons, Virginia Rooms A&B
  September 18th, McGuire Hall Annex, Room B-20
  September 30th, University Student Commons, Richmond Salons IV
  September 28th 10 a.m. to 3 p.m. VCU Broad Street Mile
  October 1st, McGuire Hall Annex, Room B-20
- **VCU Participating in Richmond Heart Walk**, September 28, 9am taking place at Brown’s Island
- **SRAPPA Conference** – October 12-16
- **Local APPA Leadership Training** – November 4-7

We welcome any new suggestions for the department newsletter: i.e.: a question/answer column, etc.

“Ask Jo”

Johanna M. Braat, Editor

jmabraat@vcu.edu