



## Facilities Management, IN THE ZONE!

JMU Facilities Management is in the zone... the winning zone that is. We like to say that Facilities Management (FM) is JMU's other winning team when it comes to accomplishing its goals for JMU football game weekends. Recently, JMU hosted ESPN College GameDay and the buzz afterward was all about how FM's committed team handled the cleanup blitz afterward. How does FM do that?

FM managers know it can be hard to accomplish anything without a plan. So managers strategize by narrowing down actual *what ifs* to determine where the FM team can dedicate time, people, and resources to make a great event happen. No task is considered trivial to FM managers and supervisors who keep their "players" focused on execution, process and delivery. *That is a strategy that leads to great results.*



Landscapers are running a pattern play every football game weekend at JMU. The FM landscape team is trimming trees in tailgating areas. Last minute mowing and trimming is done with attention to detail so much so that even grass growing in a sidewalk

crack is tackled before games! Stadium seats, side-walks, ramps and tunnels are pressure washed before every game.

*"Facilities Management works all kinds of events but there is no better example of our managers' commitment to team development than a home football game. Our management recruits the best people, empowers them to come up with plans for events that are customer service oriented, contingency-based and efficient in every way. Perhaps most importantly, our managers make sure that the folks on their teams have everything they need to be successful in their role here at JMU. Across the board, our work is the epitome of teamwork."*

*Craig Short, Executive Director*

Just before each game, FM's "defensive engineers" empty every trashcan in every campus area supporting football games and reinforce refuse collection with putting extra receptacles at concession and gate areas. When the game is underway before half time, FM employs stealth maneuvering and empties cans again as inconspicuously as possible. JMU witnessed with the recent GameDay videos posted on the FM Facebook page, that FM ran a final grand sweep from the backfield, past the neutral zone, right up the middle to the end zone and cleared every football event space of even the last speck of litter. On College GameDay, housekeepers and landscapers achieved FM's *goal to make the space look like the event never happened*. Touchdown!

*FM staff are pros who know well how to do what they do. We never approach a game weekend with our fingers crossed. We plan, strategize and coordinate. We do not invent our plays on the spot. We go in prepared so if anything does happen, it won't affect the game or the fan experience."*

*Rodney Lam, Associate Director, Operations*

Fan Zone, getting Godwin and Hanson fields fenced, roped, and marked for parking. Coordinating with JMU Public Safety, FM runs wide interception and places barricades throughout campus to close or restrict designated areas and direct traffic for fan entrance to and departure from campus. Transportation shuttles assist visitor movement across campus. Behind the scenes, trades pros from FM are in place, running pre-game tests on the scoreboard, sound system and stadium lighting. FM pros hold their defensive formation throughout game to be sure that elevator problems, heating or cooling issues or other electrical or mechanical fixed asset interruptions are rushed, tackled and sacked!

FM goes into a huddle with other departments including Athletics, Events Management, Public Safety and Catering to communicate and coordinate every event detail and need including planning for tents, porta johns and heavy equipment delivered to VIP areas. Operations staff prepare the



Working together for JMU football game preparation and tear down has taught the FM team how to be disciplined, how to be mutually accountable, the value of practice and sacrifice, how to finish something started, and how to stand for something bigger than yourself. Spectators who get to watch the FM handoff cannot help but cheer. To the FM team, the event touchdown that really matters happens when the last piece of litter is removed, campus life returns to normal, and the accolades start coming in on the JMU Facebook page from fans of JMU's other winning team... Facilities Management!



## News...

- **Connections Day** (for new hires): Wednesday, November 8, 8:15 a.m.—1 p.m., Montpelier room in e-Hall. Sign-ups are required.
- **Retirement:** Paul Layman, Heavy Equipment Lead Worker, is retiring after 12 years of service. Last day of work will be at the end of November. Congratulations!
- **Duo:** The log in process for MyMadison is converting to a new two-factor authentication system, [Duo](#). ALL employees must enroll by January. Review the [Enrollment Guide](#) for instructions. Information Technology (IT) has scheduled open labs to assist employees with this process. They are being held every Friday from now until the end of this year in JMAC 4 from 8:30 a.m.—10 a.m.
- **Upcoming holidays:** Thanksgiving holiday (November 20—November 24), Winter holiday (December 20—January 2)
- **Like FM on Facebook!** Search “JMU Facilities Management” on Facebook for the official site.



# Happy Thanksgiving!



### Caught in the A.C.T.: November Recipient

**Asa Taylor** (Operations Management) for his quick response in addressing a pressing safety issue.

See FM's [Caught in the A.C.T.](#) site for more information

### Promotions



Patrick Puffenbarger  
Asst. Landscape Manager



Christine Estep  
Housekeeping Supervisor

## JMU Facilities Birthdays for November

Derek Knott 11/1	Kelsey Yancey 11/1	Jonathan Hatter 11/3	Todd Shifflett 11/3	Dewey Smith 11/3
Robbie White 11/3	Mike Anderson 11/4	Mary Campbell 11/6	Brittany Payne 11/6	Tom Diehl 11/7
Tina Landes 11/7	Hollis Loy 11/7	Diana Taylor 11/7	David Winegard 11/7	Mark Long 11/9
Jason Campbell 11/10	Madison Eppard 11/10	Deborah Lehman 11/10	Scott Auville 11/11	Mark Hill 11/11
Eric Sours 11/11	Roger Foley 11/12	Brent Harlow 11/14	Paul Layman 11/14	April Andes 11/15
Ashley Hensley 11/15	Ricky Dove 11/16	Matt Black 11/17	Seth Carper 11/17	Dale Chestnut 11/17
Rebecca Ramsey 11/17	Geneta Trumbo 11/17	Scott Jones 11/18	Phyllis Lohr 11/18	Jeremiah Gay 11/19
Juli Lambert 11/21	Kevin Arehart 11/22	Hannah Bailey 11/22	Dale Glass 11/22	Michael Puffenbarger 11/22
Melissa Roach 11/22	Jordan Smiley 11/22	Karen George 11/23	Kevin Lessington 11/23	Tonya Schimp 11/23
Avery Smith 11/23	Jacob Letzelter 11/24	Rick Birtchet 11/25	Chris Dickerson 11/25	Bethany Knicely 11/26
Dan Mead 11/26	Fred Tate 11/26	Mark Campbell 11/27	Kaki Carter 11/27	Matthew Jefferson 11/28
Teri Kitta 11/28	Mike Bocock 11/29	LaVern Dillard 11/29	Melissa Griffin 11/29	Quentin Madden 11/29
Richard Bowen 11/30				