



**DEPARTMENT OF VETERANS AFFAIRS  
VA SIERRA NEVADA HEALTH CARE SYSTEM**

May 27, 2009

In Reply Refer to: 654/00

Mr. Andy Brown  
Operations Manager  
Glen Mar Construction, Inc.

Mr. Jim Walker  
President  
Jet Plumbing & Drain Services

Dear Sirs:

The Construction project, Sewer Line Replacement, 654-09-412 recently completed at the Reno Veterans Hospital, (VASNHCS) was a complete 100 percent success. This project was one of our most difficult to accomplish. This project was made even more difficult due to the location of the work to be done. This project took place in front of the hospital entrance with hundreds of walk-up and hundreds more of drop-off Veterans seeking medical attention. It is also the entrance for all of our staff that treat, our Veterans.

It is with my utmost respect and appreciation that I would like to praise the professionalism, workmanship, responsibility, and concern of the Contractors and their employees for making this project one of the best efforts this VA has encountered in some time. From the beginning meeting of what was expected of the contractors and their employees to planning the work, conducting the work, and completing the work this project ran perfect.

The biggest obstacle to take place was the vehicle and foot traffic entering the construction area from all directions. The Contractors and their employees guided our Veterans around the construction zone, making sure that absolutely no accidents occurred. Due to their excellent safety efforts not one Veteran was injured, or kept from entering the front hospital entrance for their appointments. Some employees of The VA Voluntary Service, the VA Nursing Staff, the VA Primary Care Teams, as well as several more Veterans expressed to me their appreciation to the Contractors and their employees for assisting them around the construction zone. Some even said, "I wish those gentlemen could be here all the time".

Once again I would like to thank Glen Mar Construction, Inc., Jet Plumbing and Drain Services and their employees. I would enjoy working with them again without hesitation. Please see the following names for congratulations form the Veterans Hospital.

UNDERGROUND DEPARTMENT

Bill Burgess, Supervisor

Pat Herrmann

Troy Burge

David Wehking

DRAINS DEPARTMENT

Don Smith, Supervisor

Kevin Jones

Herm Kilburne

PLUMBING DEPARTMENT

Tommy Stegmaier, Supervisor

In closing I would like to personally thank Jim Walker, President of Jet Plumbing, & Drain Services, and Cam Bennett, Superintendent, for Glen Mar Construction, Inc. Their outstanding leadership, scheduling, and take-charge attitude made this project a success.

Sincerely,

JOSEPH W. SHACKELFORD  
Engineering Technician, (COTR)