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## AN UNDERGROUND COMMITMENT

*B. Frank Joy*  
celebrates 100 years  
in Washington, D.C.

INSIDE:  
YOUR SPRING  
REGIONAL  
**BUYERS'**  
**GUIDE!**



B. Frank Joy employees celebrate the 100-year anniversary of the company, founded in 1916.

# AN UNDERGROUND COMMITMENT

B. Frank Joy Celebrates 100 Years in Washington, D.C.

by Vicki Speed

**W**hen it comes to building underground utility networks, few would argue that B. Frank Joy's contributions to the Washington, D.C. metro area over the last 100 years are second to none. The company has been an integral part of everything from presidential inauguration preparations to the construction of beloved sports venues.

Yet, behind these signature projects is a family on a clear mission that spans generations. B. Frank Joy is—and always has been—a family-owned company with its roots dug deep into military service and the community.

## THE LONG HAUL

This year, B. Frank Joy LLC celebrates 100 years of service to the Washington, D.C. metropolitan region. The family business began in the early 1900s as a coal, feed and

ice-hauling business. In 1916, Emma Ward Swart hired her 17-year-old nephew, Bernard Frank Joy, to work as an office clerk. In 1917, Frank and his partner, Sam Agnew, purchased the business—and thus B. Frank Joy LLC was founded.

When the U.S. entered World War I in 1917, Frank and his partner were called to serve in the Navy while Frank's new wife, Helen, kept the business going.

Shortly after returning from his naval service in 1921, Frank bought out Agnew's portion of the company and incorporated. Under his leadership, the hauling business, by that point using trucks rather than horses, grew steadily as Frank supplied top soil from the Joy family farm—one of the last garden farms in the district—to monuments, street medians and park grounds.



In 1925, Frank expanded his services, establishing a truck-renting partnership with Potomac Electric Power Co. (PEPCO) and the C&P Telephone Co. (now Verizon)—budding business relationships that soon launched a new era in the company's services. By 1932, the business had eight or nine hauling trucks.

## A NEW CONDUIT

As Frank's business continued to grow, so did his family. His son Thomas Leigh Joy (Leigh), the youngest of three children, graduated from high school and joined the Marines to fight in World War II. While serving in the Pacific, Leigh was awarded both a Silver Star and a Purple Heart at the Battle of Peleliu.

While Leigh grew up working in his father's company, he didn't begin formal employment until he returned from the war in 1946—an exciting year of opportunity for the company.

In that year, B. Frank Joy became the first contractor in the District of Columbia to install underground conduit and manholes—a specialized service that remains at the core of its present operations.

Behind Leigh's leadership, the company took advantage of new technologies such as the hydraulic backhoe, first introduced in 1948, and PVC pipe, first introduced for commercial application in 1952.

When Frank passed away in 1955, Leigh took over as President of the company.

Of particular note, B. Frank Joy was hired to inspect all manholes and tunnels under the streets

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**“Since the first turkey giveaway, our company has strived to treat every employee like family—and provide them with the incentive to treat each other in the same manner.”**

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Kevin Joy, Board Chairman, B. Frank Joy

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surrounding the U.S. Capitol a few days prior to John F. Kennedy's inauguration in 1961 and contributed to the construction of Robert F. Kennedy Memorial Stadium, which opened in 1961.

## FIBER OPTIC FOCUS

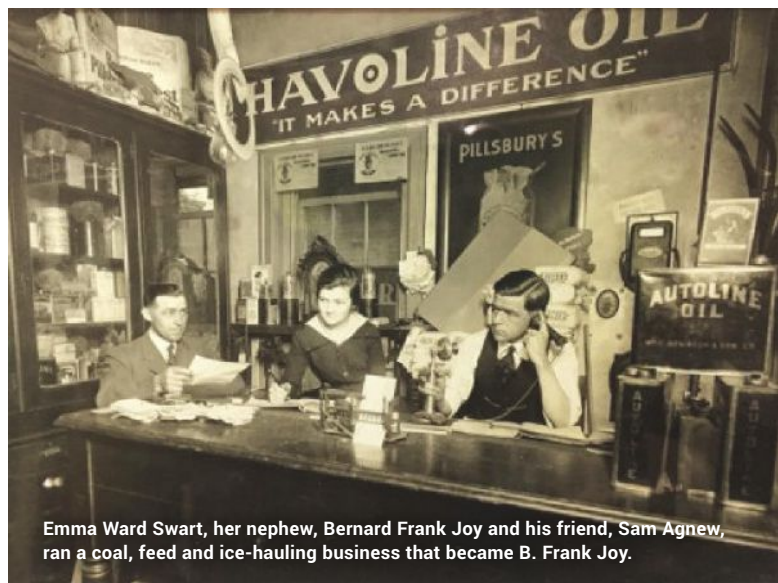
Leigh retired in 1985 after turning over the reins to his son, T. Kenneth Joy (Ken)—also a military veteran.

Ken earned a B.S. in economics from Wheeling College (now Wheeling Jesuit University) before entering the U.S. Navy Aviation Officer Candidate School in 1968. He received his gold wings as a Naval Aviator, flying P-3s on anti-submarine patrols from 1970-1973, and was a multi-engine

instrument instructor from 1973-1976. He resigned from the Navy and joined B. Frank Joy in 1976 after being “recruited” by his dad to help diversify the company. Ken became President in 1982.

Under Ken's entrepreneurial leadership, B. Frank Joy diversified its specialized underground services to include the installation of fiber optic cable, gas line and mains as well as trenchless pipe repair. By 1990, the company had grown to more than 1,000 employees, and was best known for installing underground fiber optic rings in the heart of downtown Washington, D.C.

Ken's entrepreneurism expanded into other arenas as well. He



Emma Ward Swart, her nephew, Bernard Frank Joy and his friend, Sam Agnew, ran a coal, feed and ice-hauling business that became B. Frank Joy.

started Greensboro, N.C.-based ECOFLO, a full-service hazardous waste management company with a treatment/storage/disposal facility (sold in 1997 in a leveraged buyout), and Carapace (also owned by B. Frank Joy), a wholesale distributor of DuPont Corian®. In the 1990s, Carapace grew into the largest Corian distributor in the country, with warehouses in Savage, MD, Charlotte, NC and Norcross, GA.

## GENERATIONAL SHIFT

The company leadership and its people, with integrity always as a core value, pride themselves on their contributions to the underground infrastructure that distributes power in and around Georgetown. They've rebuilt a live manhole for Dominion Virginia Power in the heart of Rosslyn and built all new duct banks around large-diameter water mains in Georgetown. These are just two of the many projects that the company has completed in the last 50 years.

In 2006, Melissa Koehler was named President, while Ken still serves as

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**“Forever mindful of our humble beginnings, we are proud to have reached a much sought-after, rarely-achieved century mark.”**

Melissa Koehler, President and CEO, B. Frank Joy

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Chairman of the holding company, Joy Holdings LLC. Melissa is the first President/CEO who is not a direct descendant of the company's founder.

Ken says, “She possesses all of the key leadership attributes that have made B. Frank Joy so successful: integrity, long-term strategic thinking, and respect for the individual. Her last name might be Koehler, but in her heart and her actions, she's a Joy. She IS family.”

Kevin Joy, Ken's son, currently serves as an Advisory Board member and fourth-generation owner. Prior to joining the company in 2010, Kevin served in the U.S. Marine Corps as a military policeman, continuing his family's long and storied contributions to military service.

## POWERED BY ITS PEOPLE

As proud as B. Frank Joy's leadership is of its contributions to the infrastructure and modernization of the D.C. metro area, they are most proud of their people. The Joy family says it has always believed that treating each and every employee like family—and encouraging them to do the same—is essential to B. Frank Joy's success. That message has been demonstrated since its early days through words and actions.

William “Hawk” Hawkins joined the company in 1932. In an interview nearly 50 years later with the editor of the company newsletter, Hawkins said, “It was during the Depression, people were starving back then. It was around Christmastime and ‘Mr. Frank’ really surprised me. He went across the street and got a big box of groceries and gave them to me. He told me, ‘Hawk, things are not like they could be but it is up to me to make them better—things will get better.’”

In the early 50s, Frank and Leigh began one of the company's most beloved traditions, the annual Thanksgiving turkey giveaway. They initiated the tradition of personally distributing an 18-20 pound turkey to every employee, and to many retired employees, after overhearing an employee say he'd never had a Thanksgiving turkey for his family. The tradition continues to this day.



B. Frank Joy has helped build Washington, D.C.'s underground infrastructure since the 1940s

COURTESY OF B. FRANK JOY



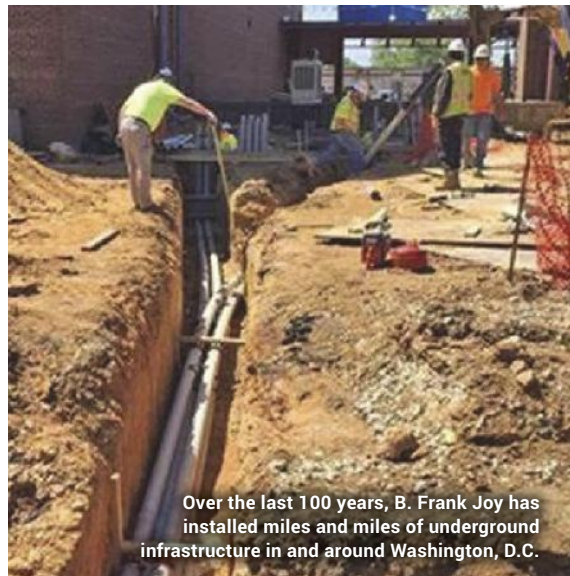
**Ken Joy, Melissa Koehler and Kevin Joy continue to build on the core values first put in place by the company founder, Bernard Frank Joy, 100 years ago.**

In the early 1980s, Leigh and Ken started another ongoing tradition, the annual crab feast, serving crabs, ribs and chicken at an afternoon outing for all employees. This event has been expanded to include special recognition for top production and safety performers.

Kevin says, “*Powered by People* is another core value of our company and exemplifies our commitment to our employees. Since the first turkey giveaway, our company has strived to treat every employee like family—and provide them with the incentive to treat each other in the same manner.”

B. Frank Joy also supports the local community in a variety of ways, examples of which include Prince George’s County Christmas in April, Literary Council, and Extreme Makeover: Home Edition. The staff supports national campaigns, such as United Way and those focused on cystic fibrosis, and belong to organizations that boost the professional community, including Associated Builders and Contractors and National Utility Contractors Association.

Koehler adds: “Forever mindful of our humble beginnings, we are proud to have reached a much sought-after, rarely achieved century mark. B. Frank Joy has become a regional leader in providing the services that all underground



**Over the last 100 years, B. Frank Joy has installed miles and miles of underground infrastructure in and around Washington, D.C.**

infrastructure projects—both big and small—require. It is with great pride and joy that we celebrate this milestone with our employees, partners and friends. Here’s to another 100!” 🦉

*Author Bio: Colorado-based Vicki Speed is a contributing writer with over 25 years of experience, specializing in the AEC industry.*



# RAISING THE BAR FROM DOWN BELOW

## Innovation Runs Deep at Insight LLC

by Allyson Markey



Insight LLC has one of the largest fleets of utility locating, vacuum excavation and video pipe inspection equipment on the east coast.

**D**o you ever consider what is under your feet? Look down—what are you standing on? Grass, carpet, concrete? If you're like me, you don't spend 2.2 seconds considering the subsurface. We expect our toilets to flush, our water to run, our lights to turn on, our cable to work, and our burners to light so we can make our family dinner.

But, oftentimes, what is below the ground is more interesting than what is above it. And the companies that ensure that our pipelines, ovens, showers, TVs, and internet are up and running are those we should be thanking. People like the men and women of Insight LLC (trade-marked insight™)—a 75-person-strong, Fairfax County-based utility service company that utilizes state-of-the-art techniques and equipment to perform day-to-day work.

Operating out of Chantilly, Va., the Insight team brings together decades of utility experience and a vast wealth of knowledge to provide utility locating and designating services, vacuum excavation and surveying to

federal, state and local governmental agencies and to private sector clients in the Washington, D.C. area.

The company is owned and led by Susan Arnold and her husband, Dennis “Denny” Showalter. After spending nearly 15 years in the utility locating industry, they decided to launch their own business in 2004. “Not only are we passionate about underground construction and utility servicing, but we want to be a disruptive force in the industry to make it—and ourselves—better,” says Susan. “So we decided to put our blood, sweat and tears into starting Insight.”

But starting an industry-changing business isn’t easy. Early on, the couple realized that exceptional teamwork—especially between them—was how their company would make its mark as an industry leader.

“We started out in an office in our basement, with one vacuum excavation truck we had purchased,” says Susan. “We both set up the company, as a team, and instill our ideas of teamwork into everything that we do.”

But it wasn’t only great teamwork that got the business off the ground—it was also Denny’s technical background. He is a leading expert in



Pictured here is Dennis “Denny” Showalter, who founded Insight LLC with his wife, Susan Arnold.

the industry, with over 28 years of professional experience in the field of utility locating. His notable achievements include serving as the current President of the local National Utility Contractors Association, as a former board member for the National Utility Locating Contractors Association, and as an industry representative for many committees and organizations, including the Best Practices Committee of the Common Ground Alliance, the Damage Prevention Advisory Committee of the Virginia State Corporation Commission, and the Virginia Task Force 2000, which reviewed and recommended changes to the state’s damage prevention legislation.

“Denny has such a great reputation in the industry and his breadth of knowledge is second-to-none,” Susan says, “but then again, I am biased!”

## UTILITY CONTRACTOR STEPS UP WITH AN INVENTIVE SOLUTION

Unfortunately, even legislation can’t prevent problems from happening. And in the world of underground contracting, problems can lead to some seriously (and literally) sticky situations. Take, for example, a pipe break underneath the historic Exorcist Steps.

For those who are not fans of the 1973 horror film *The Exorcist*, the infamously nicknamed stone staircase is featured during one of the movie’s major turning points. In reality, the now 122-year-old stairs are located in Georgetown, a historic neighborhood and commercial/entertainment district located in northwest Washington, D.C.

While meeting with a client, Denny discovered the need for repairs at

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**“Not only are we passionate about underground construction and utility servicing, but we want to be a disruptive force in the industry to make it—and ourselves—better.”**

Susan Arnold, Insight LLC

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Dangerous confined space entries are made safe with the right personal protective equipment and safety measures.

the base of the Exorcist Steps, where an old clay pipe had collapsed under the stairs. For three years, DC Water had been working to find a solution, and other consultants had been hired to remedy the situation, but none was able to make the final fix.

Why weren't they able to make the fix? Because due to the historic nature of the site, they were unable to do any excavation work.

"I wish I could say that the historic nature of the site was the only problem," adds Susan, "but it wasn't. We realized that there was a manhole at the stop of the steps, which is

in over 30 feet of fill. Oh, and the manhole is located next to several new multimillion-dollar condos. Needless to say, excavation was not going to happen."

After speaking with the client, the Insight team determined they would have to fix the pipe from the inside out, using a bladder system. Typically, a bladder is pulled from one access point to another while it repairs the pipe. But with only one access point (the manhole) and no means to create another one, they needed to devise a new, innovative solution—one that was not on the market.

So they did.

"We realized that instead of pulling the bladder across, we would have to push it. So one of our great team members engineered a method that uses a camera to push the system through the pipe," says Susan. "We didn't know if it would actually work. No one did."

Being an industry expert comes with its perks. Namely, great relationships within the industry. The company contacted the bladder manufacturer and worked with international engineering consultants to see if the device would work. They also reached out to peers for additional insight and opinions.

"There were extensive tests. We set up demonstrations of our system with the client, bladder manufacturer and regulators," says Susan. "And you know what—it worked."

Next came the moment of truth. With bated breath, the crew lowered their device into the real pipe. A team member entered the pipe, using a laser attached to the camera to watch the installation. And while working slowly through the night in the dark underground, by morning, the pipe was fixed.

"It was a spectacular moment," recalls Susan. "We were so proud of the project and our team. It was wonderful."

**"We believe that being a part of the community means supporting and building not only our business, but the industry as a whole. That's why our partnerships with other organizations are so important."**

Susan Arnold



## INDUSTRY INSIGHTS

Since then, the company has worked on some of the biggest projects in the region, including the Owings Mills Town Center in Owings Mills, Md., DC Water's Clean Waters Project, and the U.S. Coast Guard Headquarters in D.C.

But perhaps it's what the company is accomplishing in the industry that is most important. The team has worked tirelessly to ensure that safety remains a top priority, including shaping utility damage prevention legislation that ensures that utilities are safely located and excavated. They have also participated in the creation of industry safety standards, specifically serving on the committee tasked with rewriting the District of Columbia's "One-Call Law."

The business is also active in multiple industry organizations, including the National Utility Contractors Association, Associated Builders and Contractors (Virginia and Metro Washington chapters), Washington Building Congress, Heavy Construction Contractors Association, the Northern Virginia Building Industry Association, and the American Society of Highway Engineers.

"We love this industry, truly," says Susan. "And we haven't met a professional—client or competitor—that we don't like. We believe that being a part of the community means supporting and building not only our business, but the industry as a whole. That's why our partnerships with other organizations are so important."

So the next time you observe the ground beneath your feet, take a moment to appreciate that there are great companies like Insight that are making sure the underground is as safe as the ground above. 🍷

*Author Bio: Allyson Markey is a contributing author located in San Diego, Calif.*



Insight LLC has extremely stringent safety standards, and works tirelessly to ensure that safety is a top priority on every project.



The company's trucks, crews and innovative techniques are available 24/7.

# CONTRACTORS

# STEP UP TO PATCH UP

## CHILDREN'S NATIONAL MEDICAL CENTER

by Vicki Speed

**W**hen a burst water pipe damaged the ceiling, walls and mechanical systems of the Children's National Medical Center, shutting down the facility's primary entrance on Sunday, November 13, 2016, local contractors scrambled to minimize the impact to hospital operations and patients.

Andrew Shivickas, Project Manager with HITT Contracting, says, "I got a call from the hospital on a Sunday morning and immediately called Eric Hoffman at Eastern Industrial Scaffold Services, who was familiar with main entrance scope and scale from previous work. We met first thing on Monday morning."

The damage extended from the main entrance all the way to the three-level, below-ground parking garage. The first step was to build a work space for all the different specialty teams that would be needed to repair the vast space.

Hoffman says, "The people mover presented the biggest challenge to assembling an effective work platform. We had to come up with a scaffold that would allow specialty contractors to work on the walls, floors and ceiling—but not touch the conveyors or the associated mechanical systems."

No single conventional scaffolding system would work. Therefore, Eastern Industrial Scaffold Services combined several different systems that are not "technically" designed to fit together.

First, they assembled a 47-foot-long, 20-foot-wide swing-stage motor system and wire-rope chokers hanging work platform, with rigging attached to the beams above the ceiling. Then, they assembled the scaffold decking and used the motor system to carry the entire system to the final resting place below the ceiling, 20 feet above the ground. Once the platform was in place, additional wire ropes were installed as backups and additional supports.







Looking at the suspended work platform above the people movers.

The next step was to connect a 7-foot-wide modular tiered scaffolding system, which essentially floats between the four people movers and stretches 165 feet below the main floor into the parking garage, sloping as needed to allow crews to work below the people-mover systems.

Two six-person crews from Eastern Industrial Scaffold Services worked alternating 12-hour shifts around the clock to get the scaffold operational for repair teams to start by Wednesday.

Once the scaffolding was in place, the demolition contractor removed

the drywall ceiling and walls. A remediation team followed to clear out any moisture that could cause mold, the mechanical team repaired the pipe, the drywall team replaced walls, and painters applied the finishing touches. While work continues on the people movers, the rest of the damage is now repaired, thanks in large part to the swift response of a great team of local contractors.

United by a shared goal to minimize the negative impact of this event, they quickly and strategically devised repair strategies to limit the displacement of the hospital's young patients

and to leave a direct path for families and visitors to see their loved ones.

For these building and construction specialists, treating the needs of *people* came before all else. 🐼



Modular tiered scaffolding system floats between the people movers.