



IFMA News

a publication of the Richmond Chapter of the International Facility Management Association

February 2014 Issue

THE PRESIDENT'S MESSAGE...

Celebrating Our 29th Year



Human Performance

I recently attended a class on Human Performance and it was for two and a half hours. I have to be honest and say that going in my thoughts were....."how am I going to stand this much time in this class?". And by the way what in the heck is Human Performance?

I can say now that the time went very quickly because the teacher was good and interesting, and the topic is one that can help you in home and work. The purpose of the class was not only to introduce the idea of Human Performance, but to get employees to reduce errors. When this happens, less re-work is done, there is less confusion in the workplace, employees do their work more safely, and profits are improved. Who wouldn't want all these results?

The theme of the day was **Predict likely errors and apply multiple defenses**. The teacher gave us two handouts (of course) and one listed 15 tools or defenses which are designed to make you think of possible errors and missteps during the work. With time and the reuse of these tools, many of these tools become automatic thus reducing the chance for error. The fifteen tools are: 3-way communication, after-action review, checklist, coaching, confirm terminology, operating experience, peer check, place-keeping/flagging, pre-job briefing, questioning attitude, self check, situational awareness, stop when unsure, tactical work zone and touch or point. Before I go on, for those of you that don't know where I work, I work for Dominion (electric power company), so many of these tools have an obvious construction lean to them.

The instructor admitted to mainly working with Dominion Virginia Power field crews. These are the linemen, meter readers and electricians that install electrical service for new businesses and restore service during outages.

Several of the tools above might not be applicable for an interior design firm, a flooring contractor or even a general contractor. Use them as you see they fit your business. I do want to dig a little deeper into two of the tools above with the first coming with a very relevant story.

The first tool is **checklist** and before I tell the story I will admit that I am a checklist guy, and not just because I'm an older person whose memory isn't what it used to be (you're only as old as you feel!).

A few years ago a doctor at Johns Hopkins University in Baltimore saw the national statistics for infections started in ICU (intensive care units) which is where he worked. For the given year, new infections at Hopkins were

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MEETING

February 2014 Meeting

Date: Tuesday, February 11, 2014
Time: 5:30 pm
Place: VCU School of Medicine
Program: Tour
Cost: Members \$10 Non-Members \$25
RSVP: By Thursday February 6, 2014

Next Board Meeting:

Date: March 4, 2014
Time: 4:30 p.m.
Place: Markel Bldg. 4600 Cox Road

Next Membership Meeting:

Date: March 11, 2014
Time: 5:30 p.m.

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IFMA Richmond Chapter News
is a publication of the Richmond Chapter of the
International Facility Management Association.
This newsletter is designed to provide a channel
of communication to members and prospective members.

IFMA, PO Box 808, Richmond, VA 23218

AROUND THE CHAPTER

by Bud Vye, Retired CFM



Great to see **Tim Hume** so sprightly and pain free at the January meeting so soon after having both knees replaced.

Also good to see **Kim Zirkle** for the first time in a while at the meeting. As a former Chapter member of some duration, I think she heard a few of us say, "When are you going to rejoin?" so I hope she will.

As one who functions as a volunteer lobbyist for bicycle and pedestrian improvements down at the legislature, spending much of my time in the Transportation Committees, its nice to see the friendly face of retired member **Claude Harrison**, who serves as the Clerk of the House Transportation Committee and its four subcommittees. Since the subcommittees meet at 7 a.m., its early to bed and early to rise for Claude during these two months. Thankfully, all the bills I'm interested in go to the same subcomm, so I only have to do one 7 a.m. per week, on Mondays, which is more than enough.

And, as a VCU basketball season ticket holder, not a game goes by that I don't see some Chapter members there. **Kathy Taylor, Karen Noel, and Bob Thompson** are regulars, plus I often see others on a more sporadic basis.

As he was threatening to do, **Charles Trice** retired from the Credit Union at the end of the year, and I believe **Everett Kalafaitis** will now be joining to represent the firm in the Chapter. Welcome aboard!

Saw a note in MetroBiz that the DePasquale Delph Gentilhomme Group had been commissioned for the design of new facilities for the Baptist Church in Stuart's Draft, reminding me that **Claude Gentilhomme** (who I haven't seen in at least a decade) was an active member of the Chapter in its early days, and even then had established a reputation for specializing in Church design. If anyone should run into him, invite him to come to one of our meetings as my guest, as I'd like to see him again.

A couple of places we have met at in the news, as the **Sports Quest** saga continues to play out with the 342 people who had joined the Fitness Center that never was built finally receiving refunds. They turned out to be about 18% of what they had paid to be charter members, with the funds coming from the bonding company, since the project's assets are down to zero.. Looks like we met there at about the high water mark of the project in July of '11, just before everything started to unravel for Steve Burton and his over-ambitious and underfunded project.

A much more positive story at the **Kaplan Voekler Cunningham & Frank** law firm where we toured their offices in Old Manchester after we met nearby at Plant Zero in April of '08. The firm then was known as Gregory Kaplan and they had done a very nice job of making office space out of an old warehouse. Outgrowing that space, they moved across the river in October to Shockoe Bottom where they now have 17,500 sq.ft. in the former These Four Walls furniture store. Just a short walk away, Baskervill is the only fa-

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MEMBERSHIP CORNER

By Julie Mutchler, Membership Committee Chair

Welcome to our newest members !

Michael Binns

Owner, President
Acoustical Solutions
2420 Grenoble Rd.
Richmond, VA 23294
Email: mb@acousticalsolutions.com

C. Scott Davis

Director of Facilities
Goodwill of Central Virginia
6301 Midlothian Turnpike
Richmond, VA 23225
Email: scott.davis@goodwillvirgia.org

Michael Frederick

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Email: allen.hurt@colonialwebb.com

Jennifer Nichols

Business Development Manager
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Richmond, VA 23228
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Billy Puetz

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Shawn C. Rourke

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Target Corporation
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Midlothian, VA 23113
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Chad Wilder

Distribution Manager
Cort Business Services
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Richmond, VA 23294
Email: chad.wilder@cort.com

On behalf of the Chapter Board, "Thank You" to the following for renewing/rejoining this month.

Floyd S. Bonacorsi, FMP

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miliar name I saw listed as being involved with the project.

Two firms with Chapter connections in the news as **Dominion** posted a record efficiency rate of 93.7% for its four nuclear plants in 2013. That's the percentage of time the plants run without being down for maintenance, refueling, or unplanned outages, and since those plants provide the utility's least expensive power when they are running, its a big deal.

And **Philip Morris** announces plans to invest up to \$680 million to build two new plants for testing and producing new, "reduced risk" products. The only problem is, they will be outside of Bologna, Italy and not in this area.

Some news from the Museum sector, as **The Children's Museum** announces plans to open their third satellite location, a 12,000 sq.ft. unit up in Fredericksburg some time this Spring. Apparently the first two satellites, in West Broad Village and the Winterpock Crossing Shopping Center in Chesterfield, have been very successful so the expansion continues.

Meanwhile downtown, the **Valentine Richmond History Center** on Clay St. is currently undergoing some serious interior demolition which appears to be gutting the interior in preparation for a complete rebuilding that will cost about \$8.5 million. Another month of demolition is scheduled, with construction to be completed in the summer, followed by exhibit building with a target opening date in October. Sounds like it might be a good location for a meeting, perhaps in November.

And the **War Memorial** announces plans for a new wing to honor Virginians who have died in the War on Terrorism. The \$18 million project will add a 350 seat auditorium, a 200 space parking deck, and a new exhibit gallery to the existing facility. Ground breaking is scheduled for late summer and completion some time next year. Looks like another future meeting place to put on the list.

And the **Science Museum** receives its largest gift ever, \$4 million from the Gottwald family foundation, which will support their new 17,000 sq.ft. Community Event and Exhibition Center which will be built out back between the Museum and the Redskins Training Center.

Some unusual listings in the Real Estate market, as Richmond based Motley's has listed **St. Paul's College** in Lawrenceville for sale. 36 buildings, including an Episcopal Church, on 182 acres, plus an adjoining 577 acres, separately or as a package. Sounds like they are talking to some higher education institutions who might be interested in putting a satellite unit there.

Another is **Brandon Plantation**, one of the earliest in the country, which is back on the market. The historic 4,500 acre property with 7,773 sq. ft. main house was sold back in September, but the deal has fallen through. Now the Los Angeles and New York City based auction house that is handling the sale will do it again, but not with an auction format that required bidders to post a \$250,000 deposit as was done on the first go round.

The property was patented by the King in 1616 to Capt. John Martin, one of the explorers who founded the Jamestown colony, and was named Brandon, which was Martin's wife's family name. After a century with some other owners, named Quinley (one of whose brothers was married to William Shakespeare's daughter) it was acquired by the Harrison family, which included two Virginia Governors who later became Presidents (Benjamin and William Henry).

After being with the Harrisons for two centuries, it was sold in 1926 to Robert Daniel, Sr., a financier, Virginia State Senator and survivor of the Titanic. His son, Robert Daniel, Jr., a five term U.S. Congressman, died in 2012, and his estate is selling it. Its an absolutely beautiful area, and if you haven't seen it, you should. It's across the Benjamin Harrison bridge (now you know where the bridge got its name) to a left on Rt. 10 to the Burrowsville area and then a left on Rt. 611 about 5 miles in toward the James. Who ever turns out to be the new owner better not be planning to subdivide it or turn it into a housing develop-

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ment!

And some odds and ends, as the \$4 billion **National Harbor** project, seven miles south of DC, on the Maryland side of the Potomac in Prince George's county, announces plans to install a \$15 million, 175 ft. high Ferris Wheel, which is scheduled to start operation this April. Each gondola will seat 8 people who will each pay \$15 for a slow, 2 revolution ride. Should be a great view from up there! Still a couple of years away is the \$925 million MGM resort and casino (the state's first), which will be the focal point of the project.

Down in Virginia Beach, a Tampa based contractor put in a bid for a new bridge that was \$20 million below the next bidder and significantly below the City's estimates. Apparently recognizing that they had made a \$20 million mistake when the bids were opened on 12/20, the contractor asked to be released from the contract within two days as required by state law. The city is now going through the required process of having the bidder prove that they made a genuine mistake, rather than just bidding low to undercut the competition, but has notified the 2nd bidder to prepare to proceed. As I expect all of you have learned, the last thing you should want is a contractor who is going to lose a lot of money on your project, since corners will certainly be cut.

Just a short time into **legalized marijuana** out in Denver, and the dealers are already asking for relief. Despite being a monopoly for the first year (only dealers who had previously been selling medical marijuana have been permitted to sell it for recreational purposes) its proving cheaper to buy the grass from an illegal source, since the legal ones have been hit hard with license fees, taxes, requirements that they have to grow their own, and now the IRS is devoting a lot of attention to them. It'll be interesting to see how this plays out, as the jurisdictions and the dealers all have gotten greedy in seeing this business as a great source of revenue, and its not working out that way.

The area's last **Blockbuster** (now owned by Dish Network) closes as the new owner shuts about 300 of them nationwide, with the only ones remaining open being in remote areas that don't have cable service. I occasionally have rented a movie in the past, when I have missed it on its first run through. Now it looks like I'll have to look in that Redbox kiosk outside the drug store I frequent.

I hope you caught the irony of the global warming scientists whose ship got stuck in the ice down in Antarctica.

But you may not have caught the item where the Kentucky High School Athletic Assn. has recommended that the schools discontinue the postgame handshake lines, which instead of promoting sportsmanship, have resulted in more than two dozen fights in the last three years, statewide.

Or the story out of Minnesota, where a fisherman in an ice fishing derby, with a first prize of a \$10,000 ice fishing house, was caught cheating by bringing in a live pike from a hatchery in order to present it as the largest catch. leading guilty in court, he was sentenced to a week in jail.

In closing, I know you caught the fact that 60 watt incandescent lamps have now been officially phased out as of 1/1 as the move toward more electric efficiency marches on.

IFMA Vendor Database

Looking for help on a particular problem or issue?

One of our member vendors may have just the solution you're looking for. Be sure to check them out and use their services if applicable.

Go to www.IFMARichmond.org, Community, Vendor Database and click on the link supplied.

Bring a Prospective Member to a Meeting

Please be advised that the Board has an established policy for anyone who would like to bring a prospective member to a meeting. If you let the Membership Committee place the RSVP for the prospective member, there will not be a guest fee charged for that attendee.

Again, the RSVP must be placed by the membership Chair, Julie Mutcher, jmutcher830@gmail.com. Guests are always welcome but member prospects will help us grow.

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at 11% and this doctor found that to be incredibly high and not acceptable given that Hopkins is one of the top ten hospitals in the country. So after thinking about this for a while he embarked on a program change with management approval to see what he could do. By the way his promise to management was that he believed he could materially improve this situation for \$1000 and in ten minutes (per training session).

In the ICU there, only doctors inject the needles for blood transfusions and drug administration. This doctor beforehand wrote down eight steps that each doctor should follow every time to ensure no infections would be created. He had the nurses observe how the doctors were doing with his list without naming names, just gathering data. He quickly saw that there was work to be done in the basics and so he got permission to create a hospital wide **checklist** to be used. Within a short period of time the 11% went to 0%. As you might suspect this concept went national and in fact international with many lives saved and costs reduced. Hospital stay times were reduced with other benefits as well.

Our instructor pointed out how the aviation industry has long used checklists when not only starting an airplane, but during investigations of accidents. The two pilots who fly a 737 use a two page checklist. The checklists are made in advance when there is no pressure on and the lists can be tweaked over time to add or delete as necessary. Then if the person using the list diligently performs all the items on the list he or she will automatically reduce the chances for error that time and experience have shown can happen.

The second and last tool I will review is **situational awareness** and you can easily see that when you drive you are in one of the four levels which our instructor discussed for this tool:

Red Alert where you are aware of an imminent hazard;

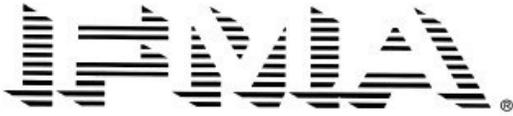
Focused, where you notice something but don't know if it is a hazard;

Scanning, when your mental radar is actively scanning 360 degrees for hazards and anomalies; and

Tuned out, when you are unaware of your surroundings with mental radar off.

Think about driving home each day from work when you see someone either talking on a cell phone or worse texting. That probably puts you in Red Alert, but that other driver is either Tuned out or Focused.....on the cell phone. Needless to say the alert driver who is paying attention to driving has a much greater chance of NOT making an error in driving home.

Humans being what they are, there are always going to be mistakes made. However predicting the errors that people in your business make and applying multiple defenses to combat those errors will result in a stronger Human Performance.



The Richmond Chapter of the International Facility Management Association

2014 PREPAID MEETING INVOICE

FEE: \$110

NAME _____

ADDRESS _____

PHONE NUMBER _____

E-MAIL ADDRESS _____

Payment Options:

Remittance by Check:

IFMA RICHMOND CHAPTER
ATTN: Barbe Shaffer, IFMA Chapter Administrator
P.O. Box 808
Richmond, VA 23218

PAYPAL:

Go to www.ifmarichmond.org

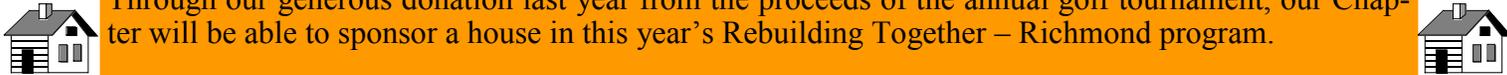
- Go to the calendar
- Click on the date February 14, 2014
- Click on "More" to expand
- Click on Register and fill in the blanks with an asterisk
- Click Register again when complete
- The next page is where PayPal information is entered.

PREPAID DUES ARE NON-TRANSFERABLE

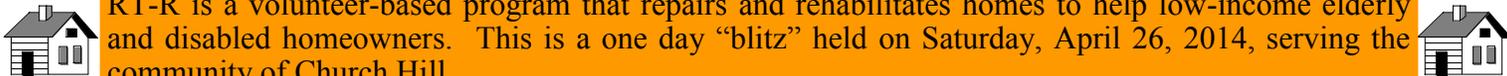


SAVE THE DATE

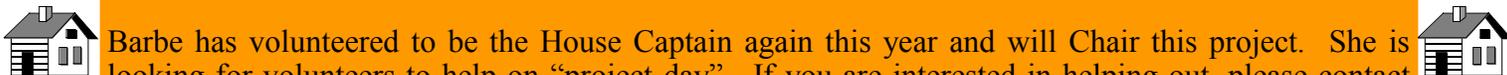
**IFMA TO SPONSOR REBUILDING TOGETHER – RICHMOND HOUSE
SATURDAY, APRIL 26, 2014**



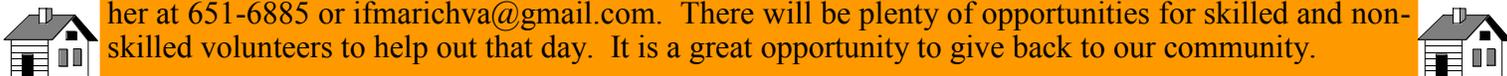
Through our generous donation last year from the proceeds of the annual golf tournament, our Chapter will be able to sponsor a house in this year's Rebuilding Together – Richmond program.



RT-R is a volunteer-based program that repairs and rehabilitates homes to help low-income elderly and disabled homeowners. This is a one day "blitz" held on Saturday, April 26, 2014, serving the community of Church Hill.



Barbe has volunteered to be the House Captain again this year and will Chair this project. She is looking for volunteers to help on "project day". If you are interested in helping out, please contact her at 651-6885 or ifmarichva@gmail.com. There will be plenty of opportunities for skilled and non-skilled volunteers to help out that day. It is a great opportunity to give back to our community.



Thanks for your support!



**Visit our Local Chapter Web Site
www.ifmarichmond.org**

Put it in your Favorites Folder right now

JANUARY MEETING REPORT

by Bud Vye, Retired CFM

A clear and cold night on January 14th didn't keep anyone away as we had 62 in attendance, but a number unfamiliar with the layout of West Creek found the map and its directions confusing in the dark and wandered around a bit before spotting the IFMA signs. The ones who had gotten there easily had done so by exiting 288 at Tuckahoe Creek Parkway and following the Capital One signs around the traffic circles until they saw the huge Central Parking Deck with the IFMA sign at the entrance. Then a walk over to the Town Center building next door to Building 7, where we had met back in April of '07. Around the building and up the long ramp, and there we were, with the water feature bubbling outside. Checking in with Security, it was up to the 2nd floor to check in with Bernadette, and around to the open area above the entrance, where we had a standing room only Social Hour and meeting.



Light hors d'oeuvres featured a nice selection of veggies, wine and cheese so extensive networking was in order. At length, President Jim Mallon called the meeting to order and recognized the first time members and



guests and welcoming back Golf Tournament Chair Tim Hume, back in action after having both knees replaced at the same time. Tim acknowledged his introduction by doing a little buck and wing before reporting that he is still rehabbing but that the pain is gone.

Next up were Program Co-Chairs Karen Frebert & Paxton Whitmore, who announced that we would be at the VCU Medical campus next month to check out their new building. (Definitely an easier venue to locate, but not sure the parking will be). Business concluded, President Mallon then introduced former Chapter Member Kim Zirkle, now working as a project manager for NGKF and assigned to the Capital One account, our host for the evening. She welcomed us to the West Creek Commons, the center piece of Capital One's latest expansion project, which also included the Deck we parked in and another office building called Building 8. Although she wasn't authorized to divulge the square footage or cost of the building, she was able to share the facts that Odell were the architects, Hourigan the GC, & VHB the landscape architects.

Within the building, Haworth provided most of the furniture, with some from Steelcase through Creative, who also provided the carpet and tile from Tandus, as well as the Mediascape. IES handled the Electrical; Convergint the Security; and Restaurant Associates the Cafeteria., with some of the plants being provided by Buckingham Greenery. The eight office buildings on the campus are managed by CBRE and accommodate about 9,000 employees.

With the basics being provided, it was time to tour the building with Kim & Ken Breeden as our guides. Unlike with the guides on the bus tours, Kim didn't need to carry an umbrella as she was easy to spot in her bright red outfit. First stop was a complex with movable walls for formal meetings. It was set up for about 20, but could handle as many as 500 if all the walls were opened up. Reservations for these meeting spaces are made with Benchmark, who handles the room



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set up. Many spaces for informal meetings were noted as we moved through the building, with those with tables having ID stickers on them, which would give you some fun facts and could make a reservation for you if you wanted to reserve a specific one.



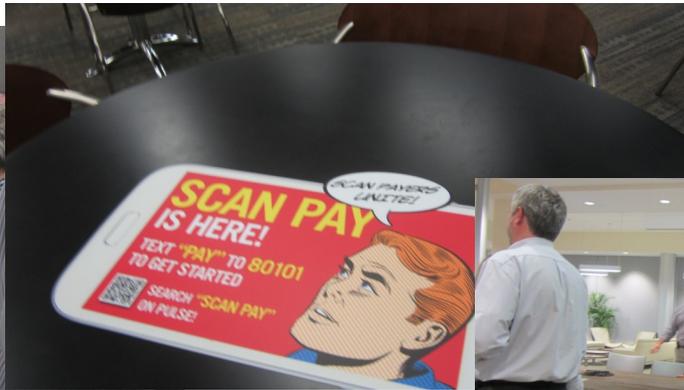
Into what we used to call a Break Room, but here is called a “Galley”, which had a pair of fancy coffee machines, that looked like they ground the beans right there as the first step in making you a cup. TruGreen's Jennifer Nichols, the only evening coffee drinker in our group, pushed a few buttons and made herself a cup which she stated was quite good. From the size of the food service fixture in the center of the room, it appeared that much more than just snacks were served here, and Kim answered the question by stating that the food available here is excellent, as she has even seen filet mignon on the menu and they have their

own bakery here, from which employees can order items to pick up and take home with them at the end of the workday.

Out of the Galley and back to the front of the building where we had our Social Hour and Kim showed us the glass front with decorative lighting that looked like stars in the sky and had an automatic shade system. Downstairs where we noted the ever popular Starbucks on our left (one of two on the campus) with a number of lounge like seating arrangements where staff could relax or hold informal meetings. Around the corner to look in on a section of the huge cafeteria, with many of the tables containing large stickers urging the employees to sign up for the new Scan Pay system they are in the process of installing. Lots of art in the building, particularly in the cafeteria.



A final gathering to ask questions of Kim and then out the door, where we found our way back to the deck and to 288 a lot easier than some of us had found our way in. A big THANKS to Kim for arranging the meeting and to her and Ken Breeden for guiding our tours.





The 2014 Energy & Sustainability Conference, co-hosted by the Virginia Chamber of Commerce and VCU, will soon be here. Please **block off February 11th and 12th** for the largest energy and sustainability conference in the region.

Held at the Greater Richmond Convention Center, there will be 140 great speakers, including an **invite to Governor Terry McAuliffe**.

The Conference focuses on how and why organizations leverage energy and sustainability strategies to improve their business metrics and/or their mission. It is the hope that the insight provided by some of the best and brightest executives in Virginia will be an invaluable asset to those attending the 2nd Annual Energy and Sustainability Conference.

For more information, download the flyer by visiting the conference website: www.esc-east.org.

PARTICIPATING ORGANIZATIONS



Facility Fusion



Recharge your career in 2014: Attend Facility Fusion

You've heard of World Work Place, but have you heard or even been to IFMA's Facility Fusion? Fusion is a smaller scale version of World Work Place that brings you not only access to many FM-related services and products, but opportunities for continued education and networking with other FM's from around the world. This year's event will be held right in our back yard at the Gaylord National Resort & Convention Center. We hope to see many of you in attendance.

Are you prepared to meet your 2014 career objectives? [IFMA Facility Fusion](#)* will help you get there. Experience a fusion of cutting-edge FM education and best practices that will lead to *real* results. [Register now & save up to US\\$200!](#)

Facility Fusion 2014: FM in Action

A diverse three-day program of [educational sessions](#) will introduce forward-thinking concepts and will prepare attendees to drive innovation in the workplace. Session topics include:

[FM Technology Implementation Case Study
Saving Energy and Money One Watt at a Time](#)

[The Future of FM Technology: Urbanization, Big Data & Analytics](#)

[Implementing the Federal Buildings Personnel Training Act](#)

[Smart Occupancy: How GSA is Reshaping the Government Workplace](#)

[And more! View all educational sessions.](#)

[Learn about Fusion power speaker Jason Roberts »](#)

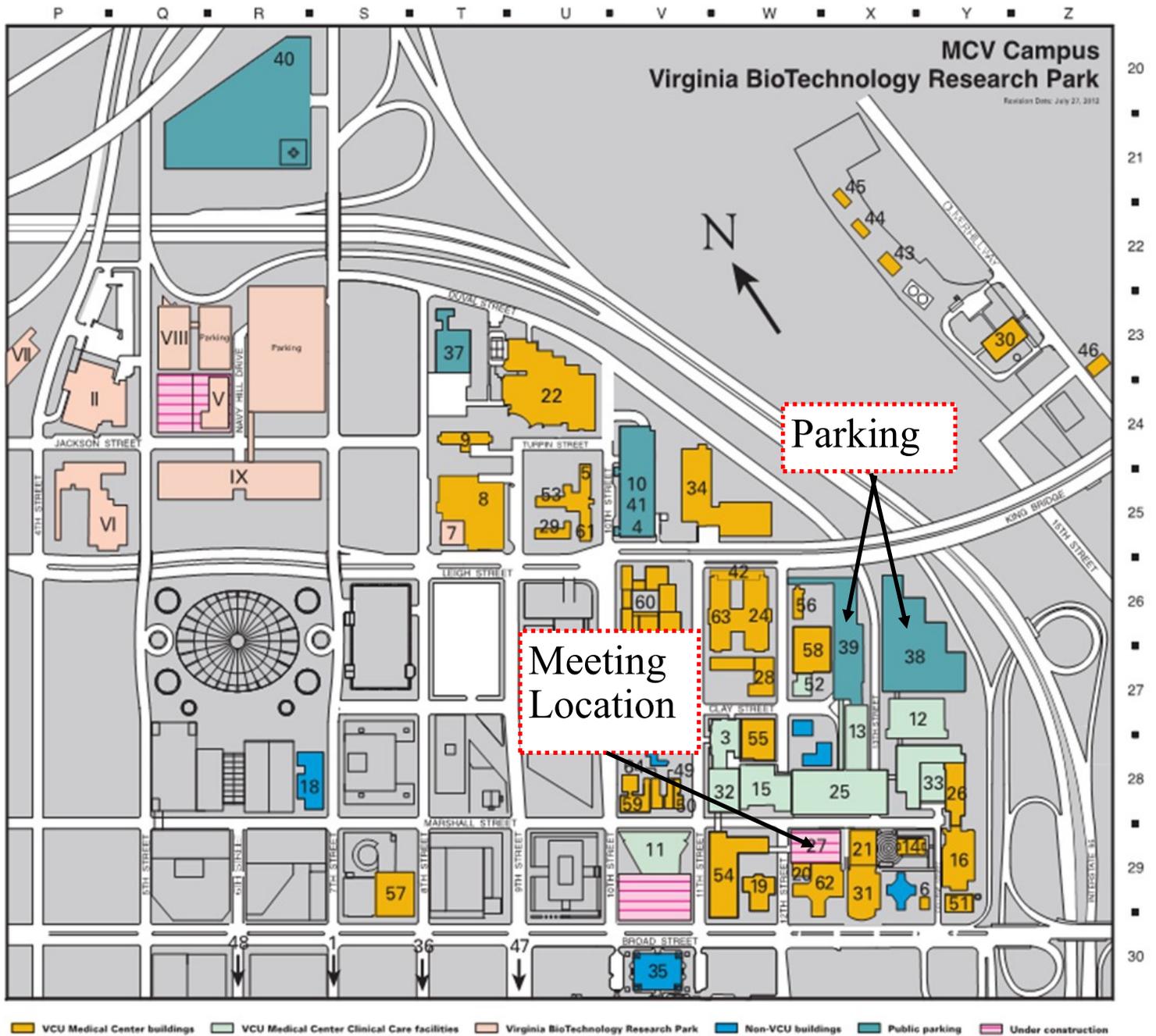
[Take facility tours »](#)

[Learn about the BIM conference »](#)

[Learn about Spring Symposium »](#)

Conference website: <http://facilityfusion.ifma.org/dc/>

**MAP VCU School of Medicine's McGlathlin Medical Education Center - Building #27 (X-29)
1201 East Marshall Street**



PARKING:

#38 (Y-27) - Parking, D Deck, 515 N. 13th Street

#39 (X-27) - Parking, E and S Deck, 12th and Leigh Streets



The Richmond Chapter of the International Facility Management Association

Richmond Chapter Monthly Meeting February 11, 2014

Join us for this great opportunity to view this wonderful venue! The VCU School of Medicine's McGlothlin Medical Education Center was completed in January 2013. The building is a state-of-the-art teaching facility for medical students, residents, physicians, and other healthcare providers serving communities across Virginia. The 12-story, 200,000 square foot facility consists of classrooms, medical simulation labs, computational research labs, a 250-seat tiered auditorium, pedestrian bridge linking to the Main Hospital and administrative offices. This structure enables the School of Medicine to increase enrollments from 730 to a goal of 1,000 medical students under a revised, technology enhanced, and evidence-based teaching pedagogy.

Thanks to our 2014 Annual Sponsors

PLATINUM



Where:

VCU School of Medicine's
McGlothlin Medical
Education Center

1201 East Marshall Street
Richmond, VA 23298

Parking: See Map

Time:

5:30-6:30 pm Networking/Social
6:30-7:30 pm Meeting/Tour

Presenter:

- Keith Hayes – VCU School of Medicine
- Lorri Finn and Sara Lasseter – KSA Interiors

RSVP by:

Thursday, February 6, 2014
Simply e-mail Barbe Shaffer at
ifmarichva@gmail.com
or register on our website at
www.ifmarichmond.org
and pay by PAYPAL

COST:

Members: \$10

Non-Members: \$25

Registrations are required. An additional \$5 will be charged at registration if you have not registered prior to the event.

Credit card payments accepted at the door.

Be sure to include your guests name and company

No Shows will be billed

February Meeting

**VCU School of Medicine's McGlothlin
Medical Education Center**

**1201 East Marshall Street
Richmond, VA 23298**

**Tuesday, February 11th
5:30 PM**

www.ifmarichmond.org