



# IFMA News

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

November 2013 Issue

## THE PRESIDENT'S MESSAGE...

Celebrating Our 28th Year



If you read all the varied national magazines related to Facilities Management (FM) you will learn that the FM industry oftentimes doesn't get the respect that you would expect for a profession that typically is responsible for getting new buildings designed and constructed and operating and maintaining a company's buildings. I'm not sure why although perhaps it could be the various non-technical college degrees of some people in the FM community, or a lack thereof. Another reason could be that building construction and maintenance costs money and is thus a cost and not a revenue center.

Regardless, without exception the FM folks I have come in contact with virtually at all levels are intelligent, hardworking and dedicated to keeping their buildings up to the extent that their budgets and management let/direct them. The FM profession is generally the practice of operating and maintaining a company's buildings. However many companies large and small vary in what they include for Facilities Management. Two groups come to my mind and they are Security and IT-Telecommunications. For a company the size of Dominion these are two separate and distinct departments with a specific mission. In this Dominion example, Facilities Management is asked to be the lead department at least for construction and renovation projects.

With this background on FM, the topic of **leadership** came to mind and despite how much or how little respect the FM profession may currently get we can increase and improve the perception of our profession with energetic, on time and quality **leadership**. I'm using **leadership** in the broadest sense. Providing our management with timely and accurate budgets and constant budget control is one way to **lead**. Each member of a Facilities Management team is a **leader** whether they know it or not. Most levels of an FM department interact with their customers and have an opportunity to "**lead**" a process or work activity with the customer seeing the end result. Use all these opportunities to excel, remembering that our customers are the reason for our jobs. Learn your trade (not just physical trades) well and guide your management when requested as well as when opportunities arise.

In addition to learning your trade with time and experience, ask others in your field with your company and others too. Go to trade shows and seminars and agree to meet with sales people and business development managers. Speak with your top notch contractors who know their business and additionally talk to architects and engineers and ask them questions where your knowledge is weakest. This increased knowledge base will not only make you feel better about yourself, but will make you

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## M E E T I N G

### November 2013 Meeting

**Date:** *Tuesday, November 12, 2013*

**Time:** *5:30 pm*

**Place:** *COTU Brewery*

**Program:** *Tour*

**Cost:** *Members \$10    Guests \$25*

**RSVP:** *By Thursday November 7, 2013*

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### Next Board Meeting:

**Date:** *December 3, 2013*

**Time:** *4:30 p.m.*

**Place:** *Markel Bldg. 4600 Cox Road*

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### Next Membership Meeting:

**Date:** *December 10, 2013*

**Time:** *5:30 p.m.*

## 2012/13 OFFICERS

### **President**

Jim Mallon, CFM  
[Jim.Mallon@dom.com](mailto:Jim.Mallon@dom.com)  
771-3090

### **Vice President**

Connie Hom, CLP  
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### **Secretary**

Harvey Jones, FMP  
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273-3076

### **Treasurer**

Bernadette Coleman, CFM  
[bernadette.coleman@bdnreit.com](mailto:bernadette.coleman@bdnreit.com)  
521-1831

### **Immediate Past President**

Tom Wood  
[twood@svmservices.net](mailto:twood@svmservices.net)  
285-8882

## CHAPTER ADMINISTRATOR

Barbe Shaffer, CDT, SDA/C  
[ifmarichva@gmail.com](mailto:ifmarichva@gmail.com)  
651-6885

## COMMITTEE CHAIRS

### **Membership**

Julie Mutchler  
[jmutcher804@yahoo.com](mailto:jmutcher804@yahoo.com)

### **Programs**

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### **Paxton Whitmore**

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### **Sponsorship**

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### **Public Relations**

Lloyd J. (Bud) Vye, R-CFM  
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### **Website & Social Media**

Paxton Whitmore  
[pwhitmore@svmservices.net](mailto:pwhitmore@svmservices.net)

### **Newsletter**

Ranny Robertson, PE, R-CFM  
[rrjr41@gmail.com](mailto:rrjr41@gmail.com)

### **Professional Development**

Maureen Roskoski, SFP  
[maureen.roskoski@feapc.com](mailto:maureen.roskoski@feapc.com)

### **Hospitality**

Jane Waring, FMP  
[jwaring@markelcorp.com](mailto:jwaring@markelcorp.com)

### **Golf Tournament**

Tim Hume, CFM  
[timh@hermitagecountryclub.com](mailto:timh@hermitagecountryclub.com)



## **AROUND THE CHAPTER**

*by Bud Vye, Retired CFM*

Great to see the big turnout at the Redskins Training Center!

Particularly good to see **KBS's Wayne Harrell** and learn that he has re-upped. He goes way back with **Ranny, Rob MacIver** and me to the early days of the Chapter, when he was at A.H. Robins. He's not been totally out of touch in the mean time, since he has been with us, and his firm has been a sponsor, when we've met at projects they were the GC on, including the Country Club of VA aquatic facilities in May of '10, Glen Allen H.S. in October of '11, & the Colonial Shooting Academy in July of '12. Great to have you back on board, Wayne!

Also good to see **Bob Borchers**, who always seems to make the trip down from Charlottesville to be with us. This time he was easy to spot, as he had dug out his Redskins jersey, and was the only one of the attendees in proper uniform.

And **Charles Trice**, without crutches or a boot, looking perfectly mobile for a change, as he's looking forward to retiring from the Virginia Credit Union at the end of the year. He said "No more surgery for a while, but the other ankle needs it eventually."

Time has gone by since I first heard from **Corinne Harvey** that her grandson up in Maryland was developing into a good basketball player, and doing well on his AAU and school teams. Now I learn that he's gotten a scholarship, and is a freshman at Gonzaga, a big time program way out in Spokane, Washington. I'll keep an eye on how he's doing, and report from time to time.

As I do with **Jack Podlesh's son, Adam**, who is in his 7<sup>th</sup> season in the NFL, and punting this year for the Chicago Bears. He's having a decent year in the upper half of the Punter's stats, with a 43.0 yard average.

Also good to have Past President **Sara Cowherd** (from back in '05-'06) with us for the first time in a while. Thought she might have been stricken with Past President's Syndrome (where they serve their term, then disappear, never to be seen again), but apparently not. Good to see you again, Sara!

**Vitamin Shoppe's** \$39.4 million, 312,000 sq. ft., distribution center on Rt. 1, just north of Ashland is now operational and has begun to ship out inventory to 56 locations in four states, as they gradually ramp up to where they will be supporting about 120 stores by year end.

While the **Sun Trust Mortgage Division**, based over on Semmes Avenue, announces that they will be responding to the rising interest rates on residential mortgages (and resulting drop off in re-financing activity) by cutting off about 100 staff by the end of the year. Since my daughter works over there, I've got more than a passing interest in watching that situation. So far, no one's been told who's on the list, so all are getting their resumes, and job interview suits, in order while they await the word.

## MEMBERSHIP CORNER

By Julie Mutcher , Membership Committee Chair

### Welcome to our newest members !

#### Wayne Harrell

Senior Project Manager

KBS Inc.

8050 Kimway Dr

Richmond, VA 23228

Email: [wharrell@kbsgc.com](mailto:wharrell@kbsgc.com)

#### Lisa Witt

Young Professional

City Wide of Richmond

808 Moorefield Park Dr. Suite 105

Richmond, VA 23236

Email: [lwitt@gocitywide.com](mailto:lwitt@gocitywide.com)

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On behalf of the chapter board, "Thank You" to the following members for renewing this month.

#### Bob Borchers

Office/Facilities Manager

PRA International

995 Research Park Blvd, Ste 300

Charlottesville, VA 22911

Email: [borchersbob@praintl.com](mailto:borchersbob@praintl.com)

#### Michael Edwards

Account Manager

Atlantic Constructors, Inc.

1401 Battery Brooke Pkwy

Richmond, VA 23237

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#### Michael Marcialis, RPA, FMA

Senior Facility Manager

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#### Gregory P Campbell

President

Smarter Interiors

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Email: [gcampbell@smarterinteriors.com](mailto:gcampbell@smarterinteriors.com)

#### Gary W. Grubb

President

Custom Woodwork Inc.

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Richmond, VA 23230

Email: [ggrubb@customwoodworkinc.com](mailto:ggrubb@customwoodworkinc.com)

#### Craig A. Sharp

Senior Facility Manager

Brandywine Realty Trust

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Glen Allen, VA 23059

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### New Member Spotlight

#### Wayne Harrell

Senior Project Manager—KBS Inc.

Wayne Harrell is a Senior Project Manager at **KBS, Inc.** Founded in 1975, **KBS Inc.** has built a framework of providing quality, comprehensive construction services with the flexibility to meet clients' needs. The foundation of their belief is that long-term partnerships begin with those relationships developed on each project. It allows projects to be managed with the customer's needs in mind. That is why 80% of their business is repeat business. **KBS Inc.** is consistently rated among the top 30 construction firms in the Mid-Atlantic region. **KBS's** work extends from its headquarters in Richmond to its regional office in Virginia Beach and to projects in Roanoke, Washington, D.C. and beyond. Go to [www.kbsgc.com](http://www.kbsgc.com) and check out all the projects they have done and get more details on the firm.



# **SAVE THE DATE!**

## **LOOKING FOR VOLUNTEERS**

**IFMA TO PARTNER WITH HANOVER HABITAT FOR HUMANITY  
SATURDAY, NOVEMBER 2, 2013**

Through our generous donation last year from the proceeds of the annual golf tournament, our Chapter will be able to partner with HHH by volunteering on Saturday, November 2 to work on one of their homes.

What will you build? Habitat for Humanity builds houses and so much more. A Habitat build site is where hanging a door opens a world of opportunity, where laying a foundation can transform a neighborhood, where installing a window offers a clearer vision of the future, and where renovating a home can renew a community. So, what will you build? Join us on Saturday, November 2 and see what a difference we can make.

The location for this year's build will be 14500 Old Ridge Road, Beaverdam, VA 23015. The site is next door to St. James Baptist Church. The specific tasks to be accomplished are still undetermined since we don't know what this weekend's crew will accomplish.

More information will be forthcoming as we work with HHH on our plans for volunteer day working at the construction site. We are looking for 10-12 volunteers to work from 8:30 am to 3:30 pm. Homes are built with volunteer labor under the supervision of Garrett, construction supervisor. No previous skill or experience is required. HHH will provide all training and tools necessary. If you are interested in volunteering or have any questions, please contact Barbe at [ifmarichva@gmail.com](mailto:ifmarichva@gmail.com) or 804-651-6885.

# What is Facility Management Software?

From the ERP Analyst at Software Advice website, Michael Koploy

The International Facility Management Association (IFMA) defines facility management as the “practice of coordinating the physical workplace with the people and work of the organization.” This encompasses a range of activities, from portfolio forecasting to equipment maintenance and space planning. Facility maintenance software supports these activities with applications for managing assets, maintenance records, real estate portfolios, space and more.

## Core CAFM Functionality

A well-implemented facilities management system will help companies reduce the costs of maintaining their facilities, improve the flow of information across departments, and boost operational efficiencies. Common applications found in CAFM include:

### Maintenance Management

Allows organizations to create and track work orders for maintenance activities. All building maintenance software offers some type of maintenance application, which is sometimes called work order software. Some systems offer facility condition assessment, which helps organizations evaluate the physical condition of their buildings, and preventive maintenance, which automates routine tasks. This is similar to CMMS (computerized maintenance management software), but CMMS providers offer more sophisticated maintenance applications than those found in facilities maintenance software.

### Asset Management

Tracks and manages an organization’s assets—where they’re located, which departments use them, their frequency of use, and when they need to be repaired or replaced. This helps organizations understand how to optimize the use and placement of assets, which reduces capital expenditures.

### Space Management

Helps organizations optimize the physical space in their buildings. It provides holistic and real-time information outlining how a space is used, which assets and personnel are in that space, and how they’re arranged. This helps avoid leasing or purchasing additional, unnecessary space. Many space tracking applications integrate with CAD or BIM files so users can view the information in a floor plan rather than a data sheet.

### Move Management

Supports organizations in keeping moving costs down by identifying the most efficient and least disruptive moving process. This plays a simple but important role—especially for organizations with hundreds or thousands of employees and assets. Move management software tracks the move schedule, costs and any related documents, like move requests and approvals. It integrates with space tracking, HR, and asset tracking applications so that move liaisons can check availability of space, move the right employees, and make sure their assets arrive on time.

### Capital Project & Program Management

Helps organizations manage capital construction projects. It allows them to track key business processes and project information throughout all stages of a building’s lifecycle, from pre-construction to operations and maintenance. Most systems offer a large set of applications which can include managing funds, bid and procurement, scheduling, document storage and resource management.

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### **Lease Administration**

Provides a central repository for tracking important lease documents and information. This helps organizations reduce data errors, avoid costly penalties, and accelerate data entry by automating lease tracking processes. It's especially helpful for organizations that manage a large lease portfolio and that track varying lease expiration dates and tenancy terms.

### **Real Estate Portfolio Management**

Tracks everything from square footage to building cost performance and leased versus owned space. Having a single place to track this information reduces administrative costs and helps companies maintain up-to-date information about their properties. In addition, portfolio forecasting tools help organizations predict their future space needs and occupancy costs. These tools assess historical data, and allow users to test "what-if" scenarios to make accurate predictions. Finally, companies can use reporting and analysis tools to analyze portfolio financial data and performance, then compare it with key performance indicators or industry benchmarks in order to find ways to reduce costs.

### **Environmental Sustainability & Energy Performance Analysis**

Helps organizations monitor and reduce energy consumption and their carbon footprint. With more and more organizations seeking LEED certification, energy performance tools are the latest addition to facility management systems. Many solutions have monitoring, reporting and forecasting capabilities. Monitoring tools track how much energy and water is used in an area of a building, and the amount of greenhouse gas emissions or other types of waste the building produces. Reporting and analytics tools aggregate this information so that facility managers can identify consumption trends and make informed business decisions. Forecasting tools help organizations understand the financial impact of sustainability projects (e.g., "green" renovations). These features help save energy costs over time.

### **Benefits of Facility Management Software Applications**

**Reduce "Churn" Rates and the Expenses Associated with Managing Space Poorly.** Moving is expensive, particularly if an organization lacks formal planning surrounding its moves. Churns--the process of moving employees and assets--require both downtime and investment, which can be significantly reduced by utilizing CAFM applications.

**Extend Asset Lifespans.** An attentive maintenance program extends the lifespan of assets while minimizing the total cost of ownership. Reactive maintenance is costly, results in unplanned downtime, and can create an unsafe work environment. Developing a rigid asset upkeep schedule ensures that assets perform at their peak while maintaining a smooth operational schedule and employee safety--all without unexpected costs due to equipment failure.

**Reduce Energy-Related Expenses.** Some organizations are taking a look at their energy performance for the first time. Reporting dashboards calculate total energy consumption while helping to identify operational inefficiencies. This kind of analysis demonstrates how an organization is performing and where there's room for improvement, while encouraging sustainable behavior among a building's occupants. Organizations can often see an immediate savings in energy-related costs by implementing environmental performance dashboards.

*At KSA Interiors we are actively engaged in providing computer aided facility management services using CAFM (computer aided facilities management) software for several organizations and, in particular, a large local corporate client. Although our firm has assisted this corporate client with facilities services for nearly thirty years, several years ago it became obvious that introducing CAFM services would prove particularly beneficial to their daily operations of space management, move management, and strategic planning. In 2006 our team worked with the client to draw up very specific selection criteria, review the capabilities of several CAFM software providers, and assist in the final selection. During the launch of the CAFM system, we worked with a technical support partner to facilitate initial implementation to carryover key data and drawings. Our hope is that this previously-published article will give you a solid understanding of facilities management software and gear you towards the appropriate solutions in managing your company's real estate portfolio.*



**CFM EXAM REVIEW COURSE**  
**NOVEMBER 14-15, 2013**  
**8:00 AM – 5:00 PM**  
**Dominion**  
**5000 Dominion Boulevard**  
**Glen Allen, VA 23060**  
**Private Dining Room on Ground Floor**



**REGISTER BY November 4, 2013**

**How to Register:**

 [www.ifmarichmond.org](http://www.ifmarichmond.org)

 IFMA  
 Attention: Barbe Shaffer  
 Chapter Administrator  
 PO Box 808  
 Richmond, VA 23218

 [ifmarichva@gmail.com](mailto:ifmarichva@gmail.com)

? E-mail: Maureen Roskoski at [maureen.roskoski@feapc.com](mailto:maureen.roskoski@feapc.com)

**Registration Information:**

Name		Title
Company		
Organization		
Address		
City	State	Zip
Phone	e-mail	

**Registration Fees:** (includes study book, breakfast, lunch, snacks)

\$375 Member                       \$575 Non-Member

**Payment Method:** Check with registration form (Payable to IFMA – Richmond Chapter)

**Hotel Information:** (Local Hotels – registrant responsible for own accommodations)

Aloft	1 877-goaloft
Hyatt Place	1 888-735-2978
Hampton Inn	1 888-370-0981
Springhill Suites	1 866-460-7440
Holiday Inn Express	1 888 HOLIDAY (888 465 4329)



# PENCIL US IN



Next year's GOLF TOURNAMENT will be held on  
Monday, September 15, 2014  
Hermitage Country Club

**TOURNAMENT PROCEEDS TO BENEFIT:  
REBUILDING TOGETHER &  
HANOVER HABITAT FOR HUMANITY**

Start planning now for a sponsorship opportunity  
and add this event to your budget for 2014.  
Sponsorships are \$850 (check) or \$875 (credit card) and includes the cost  
of 4 players, meals, signage and company recognition.  
Contact Tim Hume at 804-708-8927 or Fax 804-708-8945  
or e-mail [timh@hermitagecountryclub.com](mailto:timh@hermitagecountryclub.com)  
regarding sponsorship availability.



**Are you ready to do more for your part of the environment?**

**Did you know we can send the newsletter to you electronically?**

**In the electronic version, the pictures and some highlights are  
even in color**

**To be added to the E-Distribution List, please send an email from  
your preferred delivery address to the Editor at  
[grrjr41@gmail.com](mailto:grrjr41@gmail.com)**

**You'll get the newsletter earlier—and you just may like that!  
And be sure to pass it on to your friends and colleagues as well.**

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Also lots of layoffs at **Capital One** in West Creek, **Bank of America Mortgage Group** at Villa Park, and **Genworth**, as a movement to “efficiency and cost management” sweeps across the Financial sector.

Noted that the restaurant on the Canal Walk where we held our Membership Social back in September of '07, when it was the Black Finn, has reopened under the **F.W. Sullivan** banner, after being vacant for more than a year. Maybe this time it will get enough traffic to keep it open, as we are very slowly making progress toward making the area look like San Antonio's RiverWalk, which has been the objective for some time, but we've still got a ways to go.

Ribbon cutting on October 15 signifying the completion of improvements at **Great Shiplock Park** just down the hill from where we met at Odell in May. Check it out if you are in the area. I've been honored by my Bike Club with a bench in the park, which will be the western Trailhead of the Virginia Capital Trail (53 miles from Richmond to Williamsburg, along Rt. 5) when the Trail is completed in a couple of years. Also part of the Shiplock Park project are some improvements to the river access at the adjacent Chapel Island, which you can reach via a walkway over the upstream lock gate. Looks like the City is finally starting to implement its Riverfront Plan, as Mayor Jones mentioned at the ceremony that the completion of the old walkway bridge from Brown's Island across to the South side is now moving forward.

Almost ready for another ribbon cutting on the second segment of the Cannon Run Trail, along Richmond-Henrico Turnpike in the North Side area. You can see the uphill end of the Trail segment from Brookland Park Boulevard and the Richmond-Henrico Turnpike, which when its fully completed will run from Shockoe Bottom (not far from the Jail, where construction seems to be making good progress) up hill to Laburnum near the RIR auto raceway.

While in the area, also worth taking a look at is the **Highland Grove** development in the vicinity of Dove St. (about half way up the Trail). A Public-Private partnership between the Richmond Redevelopment and Housing Authority and a Charlotte developer has been building a big redevelopment project on a blighted area that formerly contained the Carrington Gardens, Northridge Apartments, and Dove Court housing projects. First phase of the project, with 128 apartments, is now being moved into, with about the same number still to come, along with the adaptive reuse of the former National Guard Armory on Dove St. as an elementary school.

From the Sports Pages, the comeback of the USA/Oracle team in the America's Cup sailing competition was nothing short of miraculous. Needing only one win out of the next 8 races to clinch the Cup, the New Zealand team saw the Oracle team change skippers and win 8 in a row to dash the Kiwi's hopes. Just proves that Yogi Berra was right when he said, “It aint over til its over.”

And the Red Sox doing well in the baseball playoffs while looking like the House of David team, as most of the team is trying to outdo each other in growing the scruffiest, ugliest beard they can. Doesn't seem to be affecting their performance, as Mike Napoli (arguably the ugliest beard of all) is hitting better than he ever has.

And I joined the 3200 who came out to the Siegel Center to see VCU's Black & Gold intra-squad game. The Rams are loaded with talent this year, but expectations are also high (pre-season ranking of 15 in the country). Scoring will be led by Treveon Graham & Melvin Johnson as Juvonte Reddic seems content to help out rather than take the lead as a scorer. Weber and Brandenburg at guards round out the starters. Should be tough to beat, and fun to watch, with a lot of depth behind the starters, but they've still got to play the games.

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## OCTOBER MEETING REPORT

by Bud Vye, Retired CFM

A cool, clear evening on October 8 saw a big turnout of 88 show up at the Field House of the **Bon Secours Washington Redskins Training Center**. Plenty of parking available in the lot off of DMV Drive & Leigh St., even though another meeting was being held in the building at the same time as ours. Through the entrance with a glance to the right at the spacious weight room and back to the rear of the building where our group was socializing in a pair of rooms used by the Redskins for Press Conferences during Training Camp. Light hors d'oeuvres and beverages provided by Mosaic caterers with a great view of the two side by side football practice fields beyond the Drill Field and area for VIP tents (with the FFV cookie factory being turned into apartments in the distance beyond) through the big windows, and the Social Hour passed quickly by.



Without amplification, and with some difficulty, President **Jim Mallon** got the group's attention and convened the meeting. After some very brief business announcements, with Golf Tournament Chair **Tim Hume** being commended for an outstanding tournament, the up coming CFM Prep Course being announced, and Programs Chair **Karen Frebert** reporting that the November Meeting site was not yet nailed down (subsequently it was announced that we would be at the Center of the Universe (COTU) Craft Brewery off of the Lewistown exit of I-95), Jim proceeded to introduce the evening's sponsors and speakers.

First up was **Danny MacNelly** of the 3NORTH design firm, which had handled the architectural work on the project, along with the Timmons Group. Lots of visits and research regarding how other NFL teams, and the Redskins at their Ashburn facility, handled their training camps, but with an eye toward how Bon Secours would use the site during the other 49 weeks of the year, as well as suggestions from the Skins as to improvements they would like to see. The result was a state of the art facility, that sets a new standard for NFL training camps, many of which have been on college campuses, before the arrival of their students. Now, those teams are coming here to view this facility.

Next we heard from **Jane Milici** of Hourigan, the GC on the project, who had also been our hostess at our April meeting at the VCU Learning Center. As she had told us back then on that project, she said there never was a doubt that they would make the deadline on this one, despite the extremely tight schedule, and close scrutiny from the media and public. She was followed by **Brian Brown**, Senior Project Manager with Hourigan, who was the Project Manager on this project. He reported that, despite the typical challenges with an extremely fast tracked schedule, the job actually went pretty smoothly, which he attributed to excellent cooperation from all the parties involved. From the point of Design Development documents being issued, the project schedule was to be completed in 25 weeks. Despite 38 days of rain and 8 days of snow, the project was completed one week early, within 24 weeks. Neither Jane nor Brian mentioned who had been responsible for cutting down the trees they weren't supposed to, in the early stages of the project, and no one asked the question.

Lastly we heard from **Jane Ferrara**, the CEO of the City's Economic Development Department, who had been involved in putting the \$10 million deal together with the several entities involved. Despite more than normal rain (and some resultant muddy conditions), in the vicinity of 160,000 fans showed up for the three weeks of practice sessions at the Center. The Redskins booked more than 3400 hotel nights during the three week period, with the team staying at the Omni, and Richmond Regional Tourism is working with

(Continued from page 10)

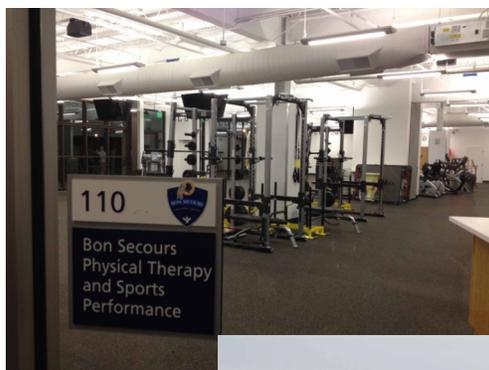
VCU's Sports Leadership program to conduct an economic impact study to determine whether there were more economic benefits from the project. Beyond this, the City's public private partnership with Bon Secours will result in \$40 million in new investment and 211 new jobs in the City. Additionally, the new Park space, vita-course, amphitheater, and playing fields associated with the project will offer events and programming opportunities throughout the year when the training camp is not in session.

We then broke into several groups to tour the facility, first going up the steps to the 2<sup>nd</sup> floor to see the three unfinished Tenant Suites (one or more of which may be finished and used by Bon Secours). Along the way, we were joined by **Lesa Williams of SMG**, whose firm will be responsible for managing the facility, as they do with the Coliseum, CenterStage, and the Landmark Theater. While up there we had a great view out the rear windows of the beautiful sunset before coming back down on the north side of the building and thereby avoiding disturbing the other group who had been meeting in the Training Room on the first floor. Back on the first floor, it was into the Locker Room with its 94 spacious lockers. Although none of them had their name plates on them, **Amanda Tyson** had found out which one had been used by RGI and had her picture taken in front of it.



Joining **Brian Brown's** group in the Laundry Room, we learned that the installation of the 600 gallon hot water heater was a unique challenge of the project and a result of the fast track schedule. The early concern that it would be large enough in capacity to handle the early days of camp when a full complement of over 100 players, coaches, and staff would be on hand proved not to be a factor as many of them went right from practice onto the shuttle to go back to the Omni and undress and shower there. What was a problem was the size of the special order unit, and the fact that it wasn't due to arrive until well after the building around it had been constructed. With some creative removal and replacement of structure, and rigging the unit in from above by crane, the problem was solved, and plenty of hot water was on hand for both showers and washing of muddy uniforms.

The other group's meeting now concluded, we went back across the first floor through the Training and Weight Rooms to exit the Main Entrance and conclude another excellent and very interesting meeting. Big thank you's to **Danny MacNelly** of 3NORTH, **Jane Milici & Brian Brown** of Hourigan, **Jane Ferrara** of the City's Economic Development Dept., and **Lesa Williams** of SMG for their parts in making it so, and to Programs Chairs **Karen Frebert & Paxton Whitmore** for putting the program together, as we will follow with interest what uses are made of the unfinished portion of the 2<sup>nd</sup> floor as well as what programs Bon Secours uses the first floor for.



# 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, [jmutcher804@yahoo.com](mailto:jmutcher804@yahoo.com). Guests are always welcome but member prospects will help us grow.

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*(Continued from page 1)*

more valuable and useful to your employer. And yes this is **leadership** because those around you will see this effort and initiative. It will raise their impression of you and your profession and it will set an excellent example for others.

You can **lead** your management in FM areas when they ask for your budget for the next year. Naturally they will question you on your proposal but that is to be expected in any business. With a well thought out plan you can guide how much money your department gets or doesn't with the use of historical budgeting information, manufacturer's and contractor's recommendations, and FM best practices. As we all know, finances drive every business, so ask for those monies that you feel you need, but be smart enough to have a general idea of the range of what your management can/will afford.

Most companies contract out much of the work that needs to be done whether it is project work (new construction, renovations, fit-outs) or maintenance and repair. Learn who the best contractors are in all the fields you deal with and give them opportunities. Blanket contracts are wonderful so you aren't spending more time bidding work than you are getting things fixed. Yet, blanket contracts come up for renewal, so be ready with your new contractors when that time comes. **Lead** your company in continuing to look for top quality contractors who are also cost competitive.

For FM personnel, don't let HR do everything when you need to hire someone (hiring doesn't come often and getting great workers is critical). Network now so you know where to get electricians or HVAC people when the time comes. Know someone at the local community colleges or technical schools. Call them when you have an opening and tell them to spread the word. **Lead** the process and don't simply rely on your HR folks as good as they may be.

If you are responsible for contract services such as janitorial, landscaping, pest control and the like, test and check your scope of services. **Lead** the effort to ensure you are asking for what you need and want and no more. Oftentimes scopes of work in a contract are very old and don't get reviewed or looked at much. You might be paying for something you don't need or want. Ask your contractors what other companies do for their scopes. You will get some good ideas from contractors who do this kind of work every day. Share your findings with your management. If you find cost savings, wonderful! If you find that your scopes of work are right about what companies your size typically have, well then that is good to know too.

**Lead** your department in response time to your customers. With staffs being reduced and workload added, this may be a challenge. However, whenever possible exceed your customer's expectations. This won't go unnoticed by those in your department above and below you. This is powerful **leadership**. Whatever your role in FM is, you can set a great example and help your department to strive for a world class reputation. Remember that to be a good leader you must first learn to be a good follower. Since everyone has a boss, you will routinely be a leader and a follower. Strive to **lead** in both cases.



The Richmond Chapter of the International Facility Management Association

## Richmond Chapter Monthly Meeting November 12, 2013

Join us for this great opportunity to view this wonderful venue! The Center of the Universe Brewing Company began back in 2009 when Chris Ray and his brother Phil began brewing beer in their houses. The hobby turned into an obsession, and the obsession has led them to open up a craft brewery in Ashland, Virginia. Located in the heart of Central Virginia, it is affectionately known as "The Center of the Universe". COTU will be brewing an assortment of ales using only whole ingredients, while sticking to the traditional all-natural method of brewing beer.

The meaning of "Center of the Universe" is important to the founders of COTU. With so much emphasis today on globalization and the lack of corporate stewardship, COTU wanted to be a company that truly embraces the local community. "Center of the Universe," to COTU, is taking pride in where you live and respecting the people with whom you interact. We believe it is our responsibility to understand and appreciate how our actions affect the community that supports us.

### Thanks to our 2013 Monthly Sponsors



### Richmond Flying Squirrels

### PLATINUM



### GOLD



### SILVER



#### Where:

#### Center of The Universe Brewing Company

11293 Airpark Road  
Ashland, VA 23005

Parking: Parking Lot

#### Time:

5:30-6:45 pm Networking/Social  
6:45-7:15 pm Meeting  
7:15-8:00 pm Tours/Social

#### Presenter:

#### RSVP by:

Thursday, November 7, 2013  
Simply e-mail Barbe Shaffer at  
[ifmarichva@gmail.com](mailto:ifmarichva@gmail.com)  
or register on our website at  
[www.ifmarichmond.org](http://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

# November Meeting

**Center of the Universe Brewing Company**

**11293 Airpark Road  
Lakeridge Industrial Air Park  
Ashland, VA 23005**

**Tuesday November 12th  
5:30 PM**

**[www.ifmarichmond.org](http://www.ifmarichmond.org)**