



IFA News

August 2012 Issue

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

Celebrating Our 27th Year

THE PRESIDENT'S MESSAGE...



We kicked off our new year on July 10th at the Colonial Shooting Academy. 62 members and guests joined us for one of our most unique and fun meetings in recent memory. See Bud Vye's report in this newsletter. On August 14th, join us for our meeting at SnagAJob's new corporate headquarters in Innsbrook. Greg Moyer, SnagAJob's Chief People Officer will host our visit. SnagAJob has received numerous recognitions as a great place to work. Come and find out the role that their new building design plays in building their unique culture for their Snaggers! Many of us will likely leave the building envious.

Switching gears, I would like to share with you the goals that your new board has established for the July 2012 – June 2013 year.

Our Purpose remains the same – to provide continuing education in the form of monthly education seminars and facility tours as well as facility management networking opportunities within the Central Virginia area.

To realize our Purpose, we have established the following objectives:

- Increase our membership from about 182 to 200 members. We want at least 110 of those members to be professional facility managers.
- Schedule a diverse mix of facility tours, education programs and networking opportunities that appeal to a broad spectrum of our membership and attract new member candidates.
- Launch an initiative to encourage facility sustainability and recognize buildings and their owners for achieving basic sustainability standards.
- Provide continuing education opportunities for facility managers.
- Introduce a new annual sponsorship program in addition to the current meeting and golf tournament sponsorship opportunities.
- Become a clearing house to match up facility management job opportunities and job candidates.
- Run another successful golf tournament that generates at least \$10,000 in charitable contributions for Rebuilding Together Richmond and Hanover Habitat for Humanity.
- Effectively communicate our initiatives by upgrading our website and social medial capabilities.
- Create a vendor database of associate members that is easily accessible to our professional members.

The board has committed itself to investing their own time and energy to work on these objectives. However, we certainly welcome the participation and support of other Chapter members as well. Please let me know if you have an interest in working on any of these initiatives and objectives!

Your President,

M E E T I N G

August 2012 Meeting

Date: Tuesday, August 14, 2012

Time: 5:30 pm

Place: Snagajob

Program: Tour

Cost: Members \$10 Guests \$25

RSVP: By Thursday August 9, 2012

Next Board Meeting:

Date: September 4, 2012

Time: 4:30 p.m.

Place: Markel Bldg. 4600 Cox Road

Next Membership Meeting:

Date: September 11, 2012

Time: 5:30 p.m.

2012/13 OFFICERS

President

Tom Wood
twood@svmservices.net
285-8882

Vice President

Jim Mallon
Jim.Mallon@dom.com
771-3090

Secretary

Bernadette Coleman
bernadette.coleman@bdnreit.com
521-1831

Treasurer

Ken Coll
kjcoll13@comcast.net
723-4184

Immediate Past President

Jeff Bradley
jbradley@valcourt.net
226-6969

CHAPTER ADMINISTRATOR

Barbe Shaffer, CDT, SDA/C
ifmarichva@gmail.com
651-6885

COMMITTEE CHAIRS

Membership

Julie Mutchler
jmutcher804@yahoo.com
Harvey Jones
harvey.g.jones@dom.com

Programs

Matt Sobel
matt.sobel@hilldrup.com

Sponsorship

Elizabeth McKinney
emckinney@markelcorp.com

Public Relations

Lloyd J. (Bud) Vye, R-CFM
bdvye@comcast.net

Website

Paxton Whitmore
pwhitmore@svmservices.net

Newsletter

Ranny Robertson, PE, R-CFM
railside72@comcast.net

Career Resource

Carla Strothers-Durr
carla.strothers@cbre.com

Professional Development

Maureen Roskoski
maureen.roskoski@feapc.com

Hospitality

Jane Waring, FMP
jwaring@markelcorp.com

Golf Tournament

Tim Hume
timh@hermitagecountryclub.com



AROUND THE CHAPTER

by Bud Vye, Retired CFM

I don't think many of our members realize that **KBS's Wayne Harrell** was an active member of the Chapter back in our early days when he was on the staff at A.H. Robins. In talking with him in connection with our meeting at the Shooting Academy, he reminded me that this was the 6th Chapter Meeting at a facility that **KBS had been the GC on**, which is certainly a record, of which Wayne is quite proud. Going in reverse, the last one was the new Glen Allen High School in October of last year. Prior to that was the Country Club of Virginia aquatic facilities in May of '10. Then Luck Stone headquarters in August of '08. CarMax headquarters in West Creek in February of '06. And the first one being the Crestar (before they were acquired by SunTrust) Riverview Building way back in May of '98. With all that, he wonders why we haven't yet had a meeting at the War Memorial's Galanti Educational Center, which is another KBS project of which he is quite proud. I told him I'd pass his suggestion on, since I've personally attended meetings there, and it is quite a nice facility.

In talking to **Solar Film's John Chewning** at the meeting, he remarked that his firm is doing some work for **Allianz** at the former Circuit City corporate headquarters Deep Run I building (where my office used to be) and that I wouldn't recognize the interior layout anymore. Looks like another place to consider for a meeting venue when they get moved in, and we'll have to see if we can work it out with **Crystal Ozmar**. I recall that some of the interiors were quite striking when we met at their Innsbrook location in October of '08 when they were still called Mondial Assistance.

In asking Past Chapter President **Sam Jennings** if he was keeping busy, he replied "too busy", as he is working on the VCU Data Center, which I didn't realize was on Bank St., right across from the new entrance to the State Capitol. Sam's also doing some work at Biotech I, and on a number of laboratory projects.

Also pleased to hear that **Mike Maroney** is keeping busy with his contracting work, which he moved into after his employer, S&K, closed their doors. As those who have worked with him on our Rebuilding Together projects know, Mike is a skilled mechanic, and I'm not surprised he's doing well as a contractor.

Noted that **QTS**, where we met back in February, has completed the security upgrade that was in progress when we were there. Glad we met there when we did, as it sounds like they might not want us in there now if the security is as tight as reported.

And **Hardywood Brewery**, where we met in January, looks like they are getting another competitor. I previously mentioned **Center of the Universe Brewing** which is working toward a Fall opening up at Hanover Air Park. Now a fellow by the name of Sean-Thomas Pumphrey leaves his job as a car salesman at McGeorge Toyota and is working to get one up and running by next Spring on his family farm seven miles west of Goochland Courthouse. He's named it **Lickinghole Creek Craft Brewery**, after the creek that runs by his property, and he doesn't initially plan to have events at the loca-

tion. I think that's a wise decision since his location is not nearly as convenient as Hardywood's or the Air Park. Hardywood became a hugely popular happy hour destination when all they could do was give free tasting samples until the law went into effect on 7/1 permitting them to sell beer on the premises, even if they don't sell food. Until then, they had a sign on the wall saying, "Please restrict yourself to two samples", as some were making a good thing of it. Having to pay for the beer doesn't seem to have reduced the customer count by much, and they had a huge day on the 4th of July (which they promoted as "Brewdependence Day" where an estimated 5,000 showed up. It definitely looks like Eric and Patrick are making a go of it, which I think is inspiring the competitors to give it a try.

Ever since it was filmed, I've been waiting to hear when "**Lincoln**" was going to hit the theaters, since I know several guys who grew beards and got small parts in it, and it will be fun to try to spot them on the screen (if they don't end up on the cutting room floor). Now the word comes down that it will be November 9, as Spielberg was insistent that it not be until after the Election.

Good to see that the **Farm Bureau** (we met at their headquarters in West Creek way back in March of '94) has stepped up and partnered with the Tennessee outfit that bought the State Fair and Meadow Farm. They are a natural fit to be involved with the Fair, and its great that the Fair will go on as originally scheduled, for 10 days starting on 9/28.

Attended the **CarMax** Annual Meeting on 6/25 in Innsbrook. As always, CEO Tom Folliard runs a relaxed and upbeat meeting that is not unlike a pep rally. They had a challenging, but decent, year and have resumed their expansion plans after throttling back for the last few years. They are now up to 112 stores, and plan to build about 10 in each of the next three years. New markets for this fiscal year include Denver, Harrisonburg, Des Moines, Lancaster, PA & Bakersfield, with additional stores in L.A., Nashville, Ft. Myers & Jacksonville.

Also enjoyed attending the **Farewell to the Huguenot Bridge** event on July 1. Though it was very hot, many turned out in the morning. VDOT supplied a nice touch by having a tent which issued chalk and encouraged all to graffiti their names or comments on the old bridge before demolition began the next day. Though I had driven over the bridge countless times and seen all the patches in the deck, this was my first time walking on it and it really was in bad shape.

Those of us who live in the Brookland District of Henrico knew that we were eventually going to get a replacement for our **Dumbarton Library**, on Staples Mill just below Glenside. Few realized however that it was going to be about 1.5 miles to the south, near Broad & Libbie where it will be part of the Staples Mill Centre development that will include a 2 acre lake surrounded by residences and shops (and probably lots of geese). Scheduled completion is not til 2016, so its still a ways in the future before we have to watch out for the droppings while we are returning our books.

Seems like all the big projects being announced are in Chesterfield, with the **Capital One Data Center** and one of **Amazon's Distribution Centers** in the Meadowville Park (where we met at Northrop Grumman back in Oct. of '07) and **Sabra's Hummus expansion** at its facility in the Ruffin Mill Industrial Park.

And, in closing, a comment I found interesting by a business owner and fellow subscriber to an advisory letter I read, although I'm not sure the distractions have only affected the nonprofessional employees ----

"IT advances introduced five-10 years ago have generally increased the productivity of the professional staff in our organization," writes another reader, "but as the technology has become more accessible to the nonprofessional staff in the last five years, the **technology has decreased their productivity**. Smart phones, texting and social media have only distracted my nonprofessional employees from their daily work. My employees are more productive in managing their personal lives, but at the expense of my business. They produce less today than they did five years ago because they spend their working hours posting on Facebook, shopping online and checking/sending their text messages."
Anything here remind you of your workplace?

CAREER RESOURCE

By Carla Strothers-Durr

The mission of the Career Resource Committee is to connect job seekers with potential employers. If you are seeking employment, a career change or are looking to fill a position, consider us part of your networking strategy. Send your qualifications, job requirements or job description to committee chair, Carla Strothers at Carla.Strothers@cbre.com.

Position to Fill

Lead Position with Euresat at T-Mobile location

Position Summary: Job ID: MD05211216589

Responsible for ensuring excellent service to on-site clients and vendor support within the Business Support Services Team

Essential Duties and Responsibilities:

- Achieve Budget/Financial Responsibilities
- Assist in reporting financial data and statistics within TeamFinance in Business Service Managers absence.
- Supports Business Services Manager in Controlling expenses
- Overall responsibility for weekly Payroll and new associate processing in Business Service Managers absence.
- Order/maintain necessary supply inventories for all services.
- Customer liaison in BSM absence.
- Measure customer satisfaction and implement action plans for areas below standard.
- Assist in establishing work standards and work flow.
- Maintain Total Quality Management process.
- Manage quality process as it relates to Business Support Services and set targets for quality improvements.
- Conduct weekly one-on-one session with Business Services Manager to provide corrective feedback as needed.
- Conduct periodic meetings with vendor representatives to insure quality performance.
- Ensures proper staffing/coverage for all departments.
- Communicate and ensure all employees/vendors are aware of any/all site objectives and plans.
- Maintain all safety requirements for staff members and vendors.
- Assist in Coaching and developing staff and vendor base.
- Supports BSM in Planning, organizing, directing, coordinating and supervising functions and activities of the department.

Education, Training and Experience:

Required: High School Diploma, GED preferred or equivalent combination of education and experience.

Preferred: Bachelor's Degree or equivalent combination of education and experience.

Charlotte-based Compass Group North America is the leader in foodservice management and support services. By combining fresh ideas with the industry's greatest talent, we continue to set the standards for food and service excellence. Our vision for success is a powerful one – to continue to rise above the competition in every aspect of our business – from leading-edge technology, to purchasing, to foodservice, to catering and vending, to facilities management and support services. That kind of commitment commands only the best, and it's our **great people** providing **great service** that generates our **great results**. In turn, it's important to us that our talented employees be given the proper resources to achieve their fullest potential. Play a key role in our future success:

For additional information or questions, please contact
Michelle.Denic@compass-usa.com



IFMA TO PARTNER WITH HANOVER HABITAT FOR HUMANITY

SATURDAY, SEPTEMBER 22, 2012

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, September 22 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, September 22 and see what a difference we can make.

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 or 804-651-6885.



Education Opportunity

SUSB 0700: IFMA SFP (Sustainability Facility Professional) Credential Program – Fall Classes in Fairfax, Virginia

More than just complying with a building rating system, sustainability encompasses a broader view. It is a commitment to improving the facility's impact on both the environment and people over time. The IFMA SFP Credential Program will provide you with the tools to enhance your sustainability knowledge. In this three module program, you will learn to integrate sustainability efforts with the values and strategies of your organization. Become a leader in creating, managing, and operating sustainable facilities across the FM spectrum. Learn to leverage "doing the right thing with doing things right." For more information, please click on the link below.

http://www.ocpe.gmu.edu/programs/facility_mgmt/sfp_credential.php

MEMBERSHIP CORNER

By Julie Mutcher , Membership Committee Co-Chair

Welcome to our newest members !

Steven E. Bonnaville

Facilities Director
The Taubman Company
9200 Stony Point Parkway/ Management Office
Richmond, VA 23235
Email: sbonnaville@taubman.com

Michael G. Calkins

President
Trolley House Refreshments Inc.
4915 Waller Rd.
Richmond, VA 23230
Email: michael@trolleyhouseva.com

Michael D. Cline

Cort Furniture Rental
7921 W. Broad Str.
Richmond, VA 23294
Email: mike.cline@cort.com

Julia B. Rayfield, CID

Senior Interior Designer, Senior Associate
Gresham Smith & Partners
10 S 6th St. Ste 100
Richmond, VA 23219
Email: julia_rayfield@gspnet.com

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

Lloyd Brucher

HVAC Sales Engineer
Johnson Controls
4232 Park Place Ct
Glen Allen, VA 23060
Email: lloyd.a.brucher@jci.com

Klaus H. Illig

Facility Manager
Department of General Services, Henrico
County, VA.
1435 Battery Hill Dr.
Richmond, VA 23294
Email: killig@hotmail.com

Sharon Ross

Director of Operations & Space Planning
McGuire Woods LLP
901 E. Cary St..
Richmond, VA 23219
Email: sross@mcguirewoods.com

Jerry L. Dew, Jr.

Sales Director/Operations Manager
C & W – TESCO Inc.
Southlake Blvd Ste B12
Richmond, VA 23236
Email: jdj@cwtesco.com

Matthew T. Kimball, FMP

Senior Analyst of Facilities and Fleet
Operations
Verizon Wireless
12700 Penny Ln
Midlothian, VA 23112
Email: matthewtkimball@gmail.com

Robert E. Shearer, CFM

Facilities Manager
Virginia Housing Development Authority
601 S Belvidere St
Richmond, VA 23220
Email: robert.shearer@vhda.com

Cynthia S. Giroux

Business Development Manager
ARAMARK
1301 Oliver Hill Way
Richmond, VA 23219
Email: giroux-cynthia@aramark.com

John J. Norkunas, PE

Senior Project Manager
Javan Engineering
2406 Copper Hill Ct.
Midlothian, VA 23112
Email: jnorkunans@javaengineering.com

Carla Y. Strothers

Project Manager
CBRE
4813 Fort McHenry PKW
Richmond, VA 23060
Email: carla.strothers@cbre.com

Rick W. Hughes

Principal/Project Manager
Facilities Bullpen LLC
10999 Founders PI
Mechanicsville, VA 23116
Email: rickhughes@facilitiesbullpen.com

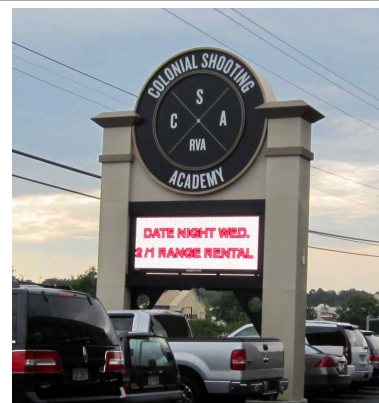
Randolph N. Reynolds, Jr.

Partner
Reynolds Office Properties, LLC
6641 W. Broad St. Ste 100
Richmond, VA 23230
Email: randyjr@reydev.com

JULY MEETING REPORT

by Bud Vye, Retired CFM

In pulling up to the former Colony House Furniture building at 6020 West Broad St. on 7/10 I was immediately struck by the fact that the parking lot was almost completely filled. After finding a space all the way in the back, I walked up the walkway alongside the building to the entrance, reading some of the key rules of the facility that were hanging overhead. Entering the **Colonial Shooting Academy**, I was impressed by the well lit, nicely fixtured Retail Area, with an extensive selection of rifles displayed on the wall, with hand guns, optical items, and accessories displayed in show cases.



Across this area to the Cafe in the right front corner of the first floor, I joined our turnout of 62 which was packed in while socializing and enjoying a nice selection of cheeses, veggies, and ham biscuits from a table in the center. Non-alcoholic beverages only is the hard and fast rule in the Shooting Academy, so no wine or beer this time. At length, **President Tom Wood** got the group to attention, and called upon **Golf Tournament Chairman Tim Hume** for a report in which he noted that several sponsors are still needed for this year's event. Keeping the business very brief, Tom called upon **Sponsorship Chair Elizabeth McKinney**, who introduced our sponsors for the evening, the first of whom was **Adam Webb of Colonial Mechanical**, which had handled the HVAC and

plumbing on the project. He noted the unusual challenges they had confronted in this area with the high amounts of particulate and gases being discharged indoors from the firing of all the weapons, and how the system was over designed with 284 tons of AC and plenty of filtration to solve the problem. Compared to an average building, which is designed for a ton of AC to serve 325 sq. ft., and 1.35 cubic feet of air per sq. ft., this one was designed for a ton to serve 211 sq. ft., and 1.75 cubic feet of air per sq. ft. A little later, Chapter member **Bob Thompson** added his comments to those of Adam's regarding Colonial involvements in the project, concluding with the remark that they were quite proud of the results they had achieved in keeping the air in the building free of particulate and noxious gases.



Following Adam, **Wayne Harrell**, the Sr. Project Manager for KBS, who was the GC on the project, distributed a fact sheet that also included some interesting before, during, and after photos of the challenging, \$12 million project, which involved turning a vacant, 60,000 sq. ft. former fur-

niture store, with a leaky roof and a significant asbestos removal problem, into the finished product in about 7 months after the plans were approved and the permits issued. A new roof, lots of steel to contain the bullets, and extensive insulation to control the noise of the shooting, along with the HVAC work that was handled by Colonial, were the features of the project.

Last of the presenters was **Ed Coleman**, a veteran competitive shooter, who is General Manager of the Academy. Having gotten the idea for this type of facility from visiting a 32 lane range in Scottsdale, AZ, he thought this location would be ideal for one and joined forces with two partners, one of whom was one of the owners of the vacant furniture store building. Although the building was not ideally laid out for such a facility, with four different levels, an excellent job of design came up with 50 lanes, in 5 ranges, plus a "Shoot House" for law enforcement personnel in the basement, making it the largest such public facility in the country. Opening in early March of this year, it appears to be a highly successful and well run operation.

We then broke down into several groups for tours of the building, and after a short briefing our guide took

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us upstairs to see the **Constitution Club** room (\$2,500 initiation fee + \$200 per month dues, with 25 members currently enrolled) for full privileges including the adjacent, 7 lane, 25 yard, Members Only Range. As with all the ranges, all participants and spectators must wear eye and ear protection when shooting is in progress. All targets are placed at the desired distance, and brought in, by a rail system, so no one is ever down range while shooting is in progress.



Our guide then took us down stairs where public shooting was in progress on the 14 lane, 25 yard, Range #3, with most of the lanes occupied. Lane rental is \$20 per hour. Bring your own weapon and ammo, or rent one from the Academy at \$20 per hour, and buy your ammo here. All persons must successfully complete the range safety briefing before they can shoot. A Range Officer must be present and in charge, if even one lane of that range is being used. Spent shells were being swept up for recycling by an attendant, and the spent projectiles are also collected for recycling when the range is inactive.

Our tour concluded, most of our attendees viewed the safety briefing and received our cards, and a number rented weapons and purchased ammunition to do some shooting. **Doug Hilemn** and **Wayne Harrell** both commented that they had had groups from their companies here for social outings, and that all had enjoyed it. Thus ended another unique and informative Chapter meeting, marking our first ever visit to a Shooting Academy.

Big Thank You's to **Adam Webb & Bob Thompson from Colonial Mechanical** and to **Wayne Harrell of KBS** for their firms' sponsorship and to **Ed Coleman** for hosting us, as well as their presentations in making the meeting a memorable, and highly educational one.



Bringing Home The Gold: A Case Study of the Austin Convention Center's pursuit of LEED Gold Certification

Maureen K. Roskoski, SFP, REPA, LEED AP O+M
Facility Engineering Associates
David Thomas, CFM, LEED AP O+M
Austin Convention Center

The Austin Convention Center (ACC) accomplished a significant achievement in becoming the first convention center in Texas, among only two convention centers in the country, to achieve Leadership in Energy and Environmental Design (LEED®) Gold Certification under the Existing Building rating system in November of 2011. This was not a short or easy journey, but rather a well-planned, methodical approach to LEED Certification. The journey began in 2007 when in addition to decreasing natural resource consumption and incorporating sustainability in to the operational practices, the Austin Convention Center decided to pursue LEED Certification. In addition to making the Austin Convention Center more competitive in the national and regional convention market, the LEED certification would ensure maximum operation efficiency and financial savings for years to come. Moving on these determinations, ACC worked very closely with other city departments including Public Works, Climate Protection, Purchasing, Fleet, Solid Waste Services, Building Services, and Austin Energy, to prepare the facility for the rigors of the certification process.

The Plan

The project really ramped up in 2009 when Facility Engineering Associates (FEA) was hired as the LEED Consultant. As a team, we wanted to see where ACC stood in terms of meeting prerequisites and points after starting to implement sustainable practices at the facility. We set up a five step process to create a path for LEED certification for the convention center.

Strategic Plan Assessment – Determine what level of certification is achievable and what will the effort be and how much will it cost.

Strategic Plan Development – Determine what credits would be pursued and prioritize actions.

Plan Implementation – Implement the projects required to meet the prerequisites and selected credits.

Commissioning – Comprehensive retro-commissioning of the convention center's air HVAC, exhaust, lighting, and building controls systems.

Documentation Preparation – Prepare the required LEED documentation for submission.

At the beginning of the project, the team thought Silver level of certification was feasible and that Gold would be difficult, but achievable. So, the goal was set for Gold.

The Team

Having a strong and committed team is crucial to the success of any energy management and sustainability program. We assembled a team of individuals from both ACC and FEA and matched their expertise with the LEED categories. This allowed us to assign credits and responsibilities to specific individuals. Over the course of the project, we held web conference meetings with all team members to check in on credit status and to provide a resource to facilitate completion of assignments. Figure 1 shows our team and how we divided up responsibilities.

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ACC Team Member	Category	FEA Team Member
Peter Davis	Leadership & Project Sponsor	Laurie Gilmer, PE, CFM, SFP, CxA, LEED AP O+M
David Thomas, CFM, LEED AP O+M	Project Management & Team Leadership	Maureen Roskoski, SFP, REPA, LEED AP O+M
Anthony Collier	Sustainable Sites	Wayne Malek, PE, CFM, LEED AP
Jerry Sabaugh	Water Efficiency	Maria Fara, SFP, LEED AP O+M
Curtis Jolly	Energy & Atmosphere	Conrad Kelso, PE, CEM, LEED AP O+M
Taje Allen & Ana Gomez-Sanchez	Materials & Resources	Maria Fara, SFP, LEED AP O+M
Taje Allen, David Thomas, & Curtis Jolly	Indoor Environmental Quality	Mayra Portalatin, SFP, LEED AP O+M
David Thomas & Ana Gomez-Sanchez	Innovation	Mayra Portalatin, SFP, LEED AP O+M

The Hard Work

Over a period of one year, the team worked on implementing all of the necessary changes to operational practices, to the building systems, and to occupant behavior. Many changes involved improving operating procedures that have little or no cost associated with them. In areas where system or building upgrades were needed, our integrated approach allowed high benefits to be achieved at low costs because of synergies between areas of environmental protection and technologies.

The implementation efforts are summarized by the LEED categories below:

Sustainable Sites

Being in an urban environment, there is not a lot of site area at the convention center. However, the team sought to incorporate sustainability into the management of the site. A Green Site and Building Exterior Management Plan was implemented that established best management practices that significantly reduced harmful chemical use, energy waste, water waste, air pollution, solid waste, and/or chemical runoff. We evaluated and improved our practices related to maintenance equipment, animal and vegetation pest control, landscape waste, fertilizer use, cleaning of building exterior, and paints and sealants used on the building exterior. In addition, only native and adaptive plant species are used in the landscapes on-site to decrease the need for fertilizer and irrigation. Another aspect in the Site category in the LEED program is alternative commuting.

ACC already excelled in this area being in a modern urban environment. Alternative commuting options at ACC included bike racks and several means of public transportation. To increase options, ACC added priority parking spaces for alternative vehicles and installed electric car charging stations.

Water Efficiency

In order to significantly decrease domestic water consumption, ACC performed a retrofit of many of the plumbing fixtures. ACC replaced the 3.5 gallons/flush water closets with 1.6 gallons/flush fixtures. In addition, the urinals were upgraded to 1.0 gallons/flush fixtures. We also started tracking our irrigation water consumption on a consistent basis to get a better understanding of usage patterns. This allowed us to identify and fix leaks in the system. The use of native plants also allowed us to decrease the need for irrigation.

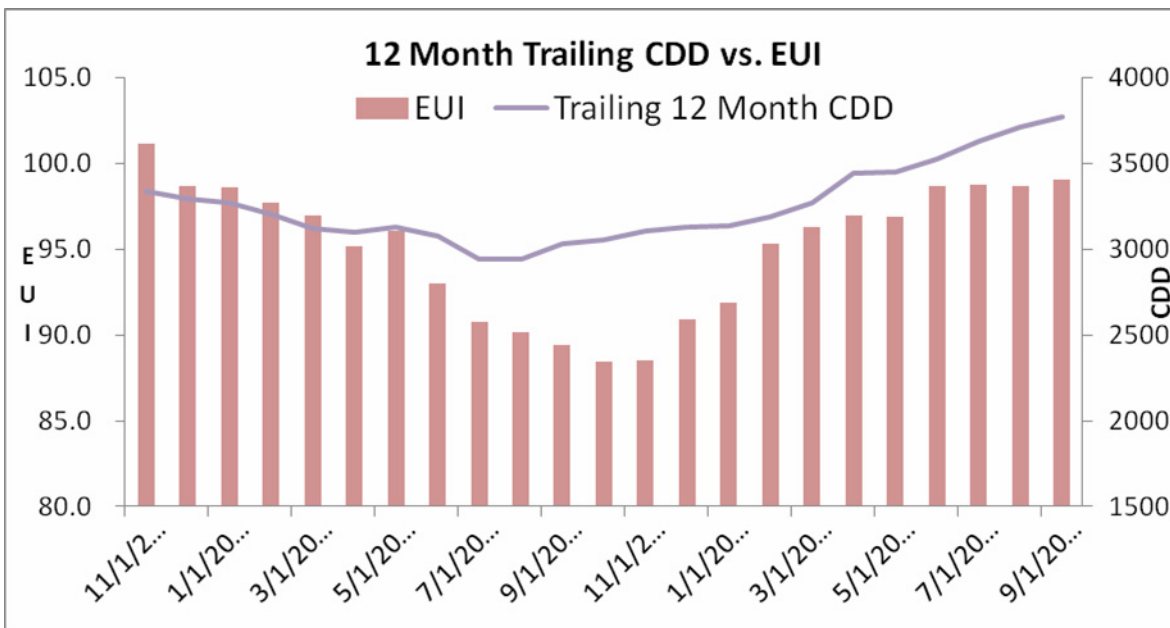
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Energy & Atmosphere

Utility reduction and cost avoidance were core goals for the project. ACC conducted retrofitting of the areas that we knew could be improved. We conducted a lighting retrofit project that included the use of LED and fluorescent lighting to reduce energy consumption and mercury content where possible and to redirect exterior lighting to reduce light pollution. The schedule for the interior and the exterior lighting systems was modified to make sure that unnecessary light is turned off, and most offices and restrooms were equipped with motion detectors. FEA performed a comprehensive Retrocommissioning project which tested all major energy consuming equipment and helped get the building back to a baseline standard.

We saw a 10% improvement in energy consumption in the first year. Further reductions however were very difficult to achieve. After decreasing energy consumption in 2010, energy use started to trend upwards in 2011. A few complicating factors influenced this, including weather and the fact that the majority of our consumption is based on client request (events at the center) rather than an internal matter that we can more easily control. We decided to dig a bit deeper in to the rise in energy consumption by performing a cooling degree days (CDD) and heating degree days (HDD) analysis. Our analysis found that between 2010 and 2011, the number of CDD increased 24%, yet the total energy use of the building only increased 11%. Figure 2 shows that although the total energy at ACC increased, we were actually operating more efficiently. The blue line shows what the energy consumption would have been as shown in energy use intensity (EUI) based on the weather if we had not implemented those energy conservation measures. When you add in rate increases, this results in approximately \$450,000 in cost avoidance.



Benchmarking our energy consumption was also a hurdle. As a non-ratable building in the ENERGY STAR Portfolio Program, we had to find our own way of benchmarking our energy. A master account was set up in Portfolio Manager for convention centers across the country to share their data. This provided a place for us to compare our building to other similar buildings. Although it was not always easy to convince convention centers to share their energy data, using Portfolio Manager allowed us to benchmark and show we were operating at an energy efficiency level 26% better than our peer-comparison baseline.

ACC purchases renewable energy certificates for 100% of the electricity and is in the process of installing a small solar panel array on the roof.

Materials & Resources

The Materials & Waste category was an area for ACC to really shine as they perform all of this work in house. On the purchasing side, ACC created a software interface that would allow them to track sustainable purchases and set an aggressive goal of 60% of all general purchases, such as paper, office equipment, furniture, furnishings and 90% of all cleaning, maintenance items (paints, sealants. etc) and durable goods (electronic equipment, furniture,

(Continued on page 13)

etc.) meeting the sustainable purchasing guidelines. We surpassed our goal and are at 97% of general purchases, 100% of indoor air quality-compliant products, and 100% of cleaning products meeting the sustainable purchasing guidelines. This amazing feat was accomplished through education of all who make purchases on what the sustainable purchasing guidelines were and diligent tracking of all purchases. On the waste side, major efforts were made to revamp the recycling process and increase the recycling percentage. At ACC, the Material Resources Waste Management Team sorts and properly disposes of all event waste. The recycling program increased through routine waste audits and policy development. Recycling efforts include paper, cardboard, metal, batteries, light bulbs and ballasts, plastic, toners, glass, carpet, food scraps, disposable food and beverage wares. Additionally recycled crushed glass is used in all ash trays and as landscaping mulch. A composting program was added that helped increase our recycling rate to 68%.

Indoor Environmental Quality

In addition to the efforts made to use more sustainable products in the cleaning program which helps create better indoor air quality, ACC also reviewed their pest control program. The Integrated Pest Management program was solidified through formal policy development. Another major component and prerequisite in LEED for Existing Buildings is to test the outside air that is brought in to the building. With 66 air handlers and 46 exhaust fans, this was no easy feat. This part of the project took a significant amount of time and effort. As the units were tested, those that were not fully functioning and those that were not in compliance had to be fixed and re-tested. The majority of the work to bring the air handlers and exhaust fans in to compliance was done by the in-house ACC maintenance team. The result is a balanced system that provides a more comfortable place to work and visit.

Innovation

ACC achieved all of the innovation points by showing their unique practices in sustainability, particular as it relates to public education. ACC has a commitment to sustainability that spans beyond its operations and focuses on the education of employees, clients, event attendees and the community in general. ACC created a Green Exhibit Room that included TV monitors that showcase sustainable initiatives at the convention center as well as educational programming, documentation and posters with information on the convention center's recycling and composting program, the ENERGY STAR program, the USGBC partnership, and Green Choice Program, exhibition shelves with sustainable food and beverage information provided by the catering contractor, documentation about ACC involvement in the testing of new solar inverter technologies for solar power, and a Carbon Calculator Kiosk, managed by Austin Energy, which is open to the public and event attendees who want to measure their personal carbon footprint. The activities under this program will support staff education, professional development, environmental awareness and advocacy, public engagement, and non-profit partnership. Education is the bridge from the past to the present and into the future it is important to recognize that education is the first step necessary to achieve the success of sustainable actions. It is through the infusion of sustainability concepts and through learning experiences that ACC will help foster environmental awareness. Education is the best way to ensure that our employees understand sustainability goals, efforts, and the need for sustainable operations and maintenance best practices.

The Accomplishment

ACC is proud of their effort to not only achieve LEED Gold certification, but in their additional project achievements, including reducing indoor water usage by 32%, recycling 68% of their waste, decreasing their carbon footprint by 93%, and operating at an energy efficiency level 26% better than their peer-comparison baseline. The LEED process gave ACC a great opportunity to fully integrate sustainability in to their everyday business and build a successful Operations Program. Through this infusion of sustainability in to facility management, the LEED rating system gives Facility Managers a tangible way to quantify sustainability success in their field.

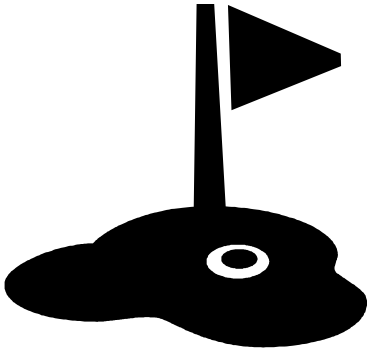
The Future

The building blocks created by the LEED certification of the Austin Convention Center will assist ACC in meeting the goals of the Austin Climate Protection Plan and the Solid Waste Service's Zero Waste Plan. In addition, this significant achievement provides a road map for other City departments to pursue LEED for Existing Buildings certification. ACC is also using their work with the LEED certification to outline how all City of Austin facilities should report to City Council on their sustainability programs by creating a matrix with Baseline, Outcomes, Outputs, and Reporting Structure in all areas of Facility Operations. ACC pioneered the way and has shown other facilities, particularly unique facilities that face greater challenges, that LEED certification is not only possible, but can vastly improve the way you operate your buildings.

2012 Golf Tournament

September 17th 2012

IFMA Golf Tournament News



We get better every year and our annual charity golf tournament is no exception. This year we have a few surprises for prizes and again great golf, food and venue for the event. **Hermitage Country Club** will be our host for the tournament. The date is Monday September 17th, 2012 beginning at 10.30 AM. Along with the good we have had a few challenges this year. The darned economy has reduced our returning sponsors and we need 8 more sponsors to fill up. Only if the tournament is full can our charities benefit because our operating costs have to be covered first. Please if you have contacted me with interest follow up and commit. If you haven't considered sponsoring then please consider. It will be the best \$850.00 you will spend this year marketing your firm. If there is no way you can sponsor then consider joining us with donating a nice prize for the raffles and door prizes. Everyone wins here especially our charities. Hanover Habitat for Humanity and Rebuilding Together need our support. We can do this and with your support we will.

Tim Hume
Golf Tournament Chair

Proceeds go to Rebuilding Together and Hanover Habitat for Hu-





The Richmond Chapter of the International Facility Management Association

**Richmond Chapter of IFMA
August Meeting
Tuesday, August 14, 2012**

Snagajob

4851 Lake Brook Dr.
Glen Allen, VA 23060

Come join us for a great evening at the new Snagajob headquarters. Snagajob was named the #1 Best Small Company to Work for in America in 2011 and CEO Shawn Boyer was named the nation's Small Business Person of the Year in 2008. So much of Snagajob's success can be attributed to its focus on its employees and providing a great working environment for them to conduct business.

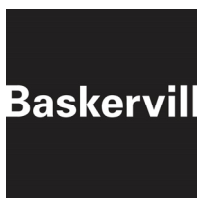
A truly unique work place, Snagajobs focus of design was its employees. This space provides them an environment that they use to service their clients better, provides them spaces to meet, unwind and interact with one another. The Snagajob culture is so important to their overall business and this space portrays exactly that.

The building is approximately 68,000 sq. ft. encompassing two floors. Some of the unique touches to this space include a "Town Center", a "Hill", expansive kitchen area, beer tap, chalkboard wall and an indoor slide.

**Host/Presenter: Greg Moyer, Snagajob
Presenter: Susan Orange, Baskervill**

**5:30-6:30 pm Networking/Social Hour
6:30-6:45 pm Chapter Business
6:45 - 7:30 pm Presentation/Tour**

THANKS TO OUR SPONSORS



RSVP by Thursday, August 9, 2012
Simply e-mail Barbe Shaffer at ifmarichva@gmail.com
or register on our website at www.ifmarichmond.org
and pay by PAYPAL

Be sure to include your guests name and company
Members: \$10.00 Non-Members: \$25
No Shows will be billed

August Meeting

Snagajob

4851 Lake Brook Dr.
Glen Allen, VA 23060

**Tuesday August 14th
5:30 PM**