



March 2015 Issue

THE PRESIDENT'S MESSAGE...



“You’re the unrivalled champ, you’re the boss of the camp” are lyrics from Don McLean’s song ‘One In A Row’. “You’re the unrivalled champ, you’re the boss of the camp”. These are words all of us want to hear from our clients. For our Professional members – your team members, visitors, tenants, residents and guests are your clients. For our Associate members – the professional members and facility managers are your clients.

In 1998, B. Joseph Pine II and James H. Gilmore, published a thought-provoking paper in the Harvard Business Review, titled The Experience Economy, in which they suggested that the early 21st century would be dominated by a shift toward ‘customer experience’ as the next economy (following the agrarian economy, the industrial economy, and the more recent service economy).

“An experience occurs when a company intentionally uses services... to engage individual customers in a way that creates a memorable event,” wrote Pine and Gilmore, “While prior economic offerings – commodities, goods and services – are external to the buyer, experiences are inherently personal, existing only in the mind of an individual who has been engaged on an emotional, physical, intellectual, or even spiritual level.”

Since then, leading analysts such as Gartner, and commentators who write about customer relationship management, have increasingly recognized the importance of managing the customer’s experience. In a competitive ‘buyer’s market’ in the last few years, companies that have increased their investment in customer experience management have reportedly seen much higher customer satisfaction and referral rates.

Any of your clients that have a bad experience as team members of the company, as residents or guests, as tenants and visitors of your facilities, as facility managers; it can have a negative impact on your company’s reputation and brand. According to experts in customer relationship management, loyalty is increasingly being driven by a company’s interaction with its customers (however customers is defined for you) and how well the firm delivers on the customers’ wants and needs.

Continued on page 9

MEETINGS

March 2015 Membership Meeting

Date: Tuesday, March 10, 2015

Time: 5:30 pm

Place: VCU Learning Center

Program: Panel Discussion—BIM

Cost: Members \$15 Members w/ Cert. \$10

Non-Members \$35

RSVP: By Thursday March 5, 2015

Next Board Meeting:

Date: Tuesday, April 7, 2015

Time: 4:30 p.m.

Place: Markel Bldg. 4600 Cox Road

Next Membership Meeting:

Date: Tuesday, April 14, 2015

Time: 5:30 p.m.

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Golf Tournament

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IFMA RICHMOND CHAPTER NEWS

Is a publication of the Richmond Chapter of the International Facilities 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

BIG Congratulations to Past Chapter President (1999-2000) Bob Mills on his elevation to the AIA College of Fellows. I'm not that familiar with how things work in that profession, but I think that's one of the highest forms of recognition they confer upon their members. Bob is certainly deserving of it, as he has made a significant contribution to the profession at Commonwealth Architects in the area of adaptive re-use and rehabbing of numerous existing buildings in addition to his service on a long list of Boards and Commissions, Well done, Bob! We're proud of you.

On the other hand, nothing seems to go too smoothly with the City's projects as the Stone Brewing deal can't seem to get finally worked out so construction can proceed; they are still dickering over the details of the Redskins Training Center deal; but they did, with the help of the State Legislature, get the matter of CenterStage's \$1.75 million in overdue Real Estate Taxes settled, as legislation was passed making both that facility and the Altria Theatre tax exempt. Next project up will be the \$3 million facelift of Kanawha Plaza scheduled to take place this summer. Let's see if they can get that accomplished without too much controversy, as it's right in dead center where all the action will be for the Cycling World Championships in September.

I'm a little surprised, with all the visitors expected for that event, to see that the DoubleTree at 301 W. Franklin (just upstream of the Jefferson) is closing on March 2, not to reopen until next January as the new owners do a major renovation to the 15 story, 230 room property in the process of converting it to a Graduate Hotel. That's a new name in our area, but the chain apparently places hotels in College towns, targeting parents and visitors to those institutions.

More closings to note, as Radio Shack finally throws in the towel, after 94 years, with Sprint and Amazon said to be interested in a number of their locations. And the Westhampton Theater announces plans to close at the end of this year after 74 years, as the new owners are still considering several ideas for development in that Libbie & Grove area, since they also own several other nearby properties. Their specialty of off-beat films has pretty well been pre-empted by the Criterion (out in the parking lot in front of the BowTie) which has more screens and much more accessible parking. And the Children's Museum will be closing their West Broad Village location at the end of May, moving to Short Pump Town Center in June, and reopening in the Mall in July. Not sure what prompted that move.

The wildly popular Sugar Shack donut shop across Lombardy from the Governors School was closed briefly for renovations; their downtown location on E. Main was closed permanently; one on Hull St. in Old Manchester is being opened, as are locations in Midlothian, Freder-

(Continued on page 6)

MEMBERSHIP CORNER

By Julie Mutcher, Membership Committee Chair

Welcome to our newest members!

Emmanuel Adediran

Specialists
Richmond Government
Richmond, VA
Email: Emmanuel.adediran@richmondgov.com

Diane Fusco

Business Development Manager
Sustainable Water
4860 Cox Road
Glen Allen, VA 23060
Email: diane.fuscho@sustainablewater.com

John Rimbey

Supervising Engineer
Syska Hennessy Group
8001 Villa Park Dr
Richmond, VA 23228
Email: jrimbey@syska.com

Jeffrey Simon

Section heads
City of Richmond
6532 Sexton Drive
Chesterfield, VA 23832
Email: Jeffrey.simon@richmondgov.com

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

Anthony C. Corcoran

Altria Client Services
3828 Sherbrook Rd.
Richmond, VA 23235
Email: Anthony.c.corcoran@altria.com

Dot Hart, CID, IIDA, LEED AP

Project Manager
Lincoln Harris
113 Tuckahoe Blvd
Richmond, VA 23226
Email: dot.hart@lincolnharris.com

Karen Noel, CID, IIDA, LEED Id+c

Project Manager
Wells Fargo
1021 E. Cary St, Suite 800
Richmond, VA 23219
Email: Karen.c.noel@wellsfargo.com

Paxton A. Whitmore

ServiceMaster Services, Inc.
2109 C North Hamilton St
Richmond, VA 23230
Email: pwhitmore@svmservices.net

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.

IFMA's SFP Coming To Richmond!!

New Dates! New Location!



Become a leader in developing sustainable FM strategies

Sustainability Facility Professional®

Our chapter is committed to your professional development and we want to bring this important credential opportunity to our members. We will be subsidizing a portion of the costs of this class to provide you with a significantly reduced rate. This will be a great opportunity to take this class at a much lower cost. Stay tuned for costs and dates.

IFMA's SFP® is an assessment-based certificate program delivering a specialty credential in sustainability. By earning your SFP credential, you will develop and gain recognition for your expertise in sustainable FM practices while impacting your organization's economic, environmental and social bottom lines.

Dates: March 20 and 21, April 24 and 25, May 22 and 23

Location: Luckstone Companies, 515 Stone Mill Drive, Manakin Sabot, VA 23103

Costs: \$1,875.00 Richmond Chapter Member - \$1,950 Non-Richmond Chapter Member

Costs include hard copy and electronic copy of course materials, light breakfast each day.

Costs do not include SFP credential application costs.

WHY YOU SHOULD ATTEND

- Significantly reduced rates!
- Class will be offered here in Richmond
- The program equips SFPs with the tools necessary to integrate sustainability efforts with the organization's values and strategies
- Learn how to present a business case for a sustainability initiative
- Discover how to evaluate initiatives from a financial point of view and speak the language of the Chief Financial Officer
- Learn how to track and report accomplishments

Read success stories on the value of the SFP [here](#). See how others have saved money with the tools they learned in this class and gather the benefits you need to get approval for this class. For questions, comments, or to reserve your spot now, contact Maureen Roskoski, IFMA Richmond Professional Development Chair at maureen.roskoski@feapc.com

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The course covers:

Strategy and Alignment for Sustainable Facility Management

- Organizational strategies
- Developing a strategy
- Sustainability considerations
- Establishing goals and initiatives
- Communications and reporting

Managing Sustainable Facilities

- Sustainability policy development
- Applying sustainability to FM plans
- Program development and implementation
- Change management
- Performance management tools

- Finance for sustainable facilities
- Purchasing and procuring for sustainable facilities
- Standards, systems and support

Operating Sustainable Facilities

- Energy
- Water
- Materials and resources
- Workplace management
- Indoor environmental quality
- Quality of services
- Waste
- Site impact

Learn more about the SFP at IFMA's website – <http://www.ifmacredentials.org/sfp>

Register on www.ifmarichmond.org Click on Sign Up Genius on the website to register!



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.

(Continued from page 2)

icksburg, Charlottesville, & Florida as Donut Shops seem to be the current concept everyone wants to open. Meanwhile, Derek Cha, the guy who started the previous craze with his Sweet Frog frozen yogurt shops five years ago and now has their store count up in the 300's, is selling out to a venture capital outfit, and turning his entrepreneurial talents to his new concept Zzaam, which is a Korean barbecue restaurant. Something tells me it may not catch on as quickly as the frozen yogurt shops did.

One craze that hasn't peaked yet is that for Craft Beer, and setting up small breweries to make it. One visit to Hardywood on a Friday or Saturday evening will give you an idea of just how popular this trend has become with the millenials. Now it is confirmed that the trend has gotten the attention of the King of Beers, as Budweiser's Super Bowl and subsequent ads are poking fun at such trendy flavors as "pumpkin-peach ale" and showing a Clydesdale shaking his head "no" as a shopper picks up a case of an odd brand, and pointing him instead toward the Budweiser. This change of drinking habits is serious business for the company as one of their recent studies found that 44% of drinkers age 21 to 27 have NEVER tried Budweiser, and from the brand's peak year in 1988, when it sold 50 million barrels a year, it has now declined to 16 million barrels.

Not closing, but scaring everyone in Chesterfield by saying they may have to close the Dutch Gap power station (and other coal fired plants) if the EPA persists in tightening their air pollution rules, Dominion did succeed in getting everyone's attention. Unquestionably a big employer and taxpayer, the plant is also one of the biggest polluters and carbon emitters in the state, so hopefully over the long haul, the problem can be solved by converting to natural gas, or in some other fashion.

With their only track in the state closed, and its license turned in, the Horse Racing industry gets a couple of bills through the legislature that will redirect some revenue from online betting to a new nonprofit organization that they hope will be able to come to an agreement with Colonial Downs or some other entity and bring back racing in the state. As I've mentioned in the past, I'm a racing fan and have been a weekend regular down at the track during their meets. I'm obviously in the minority, however, and there hasn't been enough attendance or betting for the track to survive financially. The only tracks in the country that are surviving have casinos, or at least slot machine betting, at them. Since Virginia is unlikely to approve either any time soon, I'm not hopeful that we will see any resumption of live racing in this state, maybe ever. I can survive without it, but I really did enjoy going down there once or twice a week, when they were running, and will miss being able to do so.

Other legislation that passed in this session legalizes Uber & Lyft, and perhaps other car sharing services that may spring up, to operate in this state. I'm not much of a user of taxicabs so have been watching the action from the sidelines, not being able to get excited about the concept, one way or the other. It may however, provide enough competition to the cab companies to keep the fares down, although I never had the impression the cabs were making a lot of money, since I primarily saw them doing a lot of waiting around at the airport or train station.

Another new concept runs into some obstacles as the FAA issues new rules about the Commercial use of Drones. We've all heard about Amazon's plan to deliver packages, and I've heard some talk about Pizza delivery, which I thought was an application that made a lot of sense. Proposed regulations restrict such use to an area where the drone must be "in line of sight from the operator", which I think is far too restrictive. Amazon agrees with me and is vigorously protesting, asking for a radius of ten miles. We'll see how that shakes out, but one way or the other we're going to see them buzzing over us.

(Continued on page 7)



Richmond

SAVE THE DATE

IFMA TO SPONSOR REBUILDING TOGETHER – RICHMOND HOUSE

SATURDAY, APRIL 25, 2015



Swansboro. The house that we will be working on this year is located at 3116 Maurice Avenue.



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”. Here is a list of some of the items we will be working on:



Replace doorbell

Construct new hand rails at front porch



Gutter Repair

Window repair



Drywall repair

Replace bathroom fixtures



Replace kitchen sink faucet

Insulation



Construct new crawl space access door Yard work



If you are interested in helping out, please contact Barbe 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!



(Continued from page 6)

Good news from out in West Creek as CarMax store count is now up to 143, in 72 markets, and they announce plans to hire more than 2,500 workers nationwide, with more than 80 in this area. And a bit of a surprise from out in Silicon Valley, as rumors persist that Apple is putting together a team that is going to be developing an Electric Automobile (but is not interested in buying Tesla). That's also a situation worth watching, as “times, they are a'changing”!



IFMATM **Richmond
Chapter**
International Facility Management Association

2015 PREPAID MEETING INVOICE

CERTIFIED PROFESSIONAL MEMBER: \$110
PROFESSIONAL OR ASSOCIATE MEMBER: \$165

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

Signup genius: Go to www.ifmarichmond.org
Click on the Sign Up Genius Button and
select 2015 Pre-Paid Membership Meetings
and follow directions.

PREPAID DUES ARE NON-TRANSFERABLE

(Continued from page 1)

The term ‘Unrivaled Client Experience’ describes a set of values similar to the exceptional guest experience found in the world’s best hotels. It is the sum of all the experiences that clients (however clients is defined for you) have with your organization while they are in your facilities. The approach involves a strategy that focuses your company’s operations and processes on anticipating and responding to the needs and expectations – a seamless delivery of services that sets you apart and elevates your brand and encourages client loyalty.

According to James Allen, businesses must be able to execute the 3D’s – Designing an enticing environment; Delivering the experience by focusing the team across various functions; Developing consistency in execution. The latter is the key, says James Allen, and will ultimately determine a company’s success. Companies that want to deliver a consistent ‘Unrivaled Client Experience’ are having to adapt and rethink client experiences. Are you adapting? Are you providing an ‘Unrivaled Client Experience’ in your facilities? Give a thought to James Allen’s 3D’s.

Our IFMA Richmond Chapter is working to provide you an ‘Unrivaled Member Experience’ with fabulous tours and educational programs and with professional development breakfasts. We have an excellent Building Information Modeling (BIM) Program at the VCU Academic Learning Center (a previous hard hat tour) and an upcoming Professional Development Breakfast. See you in March!

Letter from Lisa Patten

Executive Director Evelyn D. Reinhart Guest House

Thank you for the opportunity to share with your IFMA members the history behind Bon Secours’s hospitality program at St. Mary’s Hospital, which lead to the fantastic building of the Evelyn D. Reinhart Guest House. We are grateful to have had the opportunity to partner with KBS and Odell on this wonderful construction project. As a community health system, we recognize the power of collaborative relationships! They are the key to building healthier communities.

As noted during the presentation on February 10th, in just eight months of operation, the Reinhart House has served more than 300 families, some traveling from Florida, Massachusetts, Texas and Oregon to be near loved ones at St. Mary’s Hospital. Community members have entered our home on numerous occasions to serve in many heartfelt ways, from writing notes filled with prayers and well wishes to caregivers, to preparing more than 50 meals that have most assuredly generated positive energy for our families. We have received more than 60 deliveries of in-kind gifts such as nonperishable food, supplies and other household products that help us maintain our home and comfort the families. And most importantly, our dedicated Guest House volunteers have committed 200 individual service hours. We see the impact of this kindness in the eyes of our caregivers every day. The impact is truly priceless.

The Evelyn D. Reinhart Guest House relies on volunteers and philanthropy to support our day-to-day operations. We are always seeking energetic and committed volunteers and donors to help us build a healthy and fulfilling environment for our guests. If you are interested in supporting the Guest House mission, please contact Lisa Patten, Executive Director, at [804-314-1579](tel:804-314-1579) or lisa_patten@bshsi.org. Please also visit the Guest House website at www.reinharthouse.com. Thank you!

Lisa Patten | Executive Director

Evelyn D. Reinhart Guest House
Bon Secours, St. Mary’s Hospital

1100 Libbie Avenue | Richmond, VA | 23226

W: [804-281-8521](tel:804-281-8521) | M: [804-314-1579](tel:804-314-1579) | E: lisa_patten@bshsi.org

FEBRUARY MEETING REPORT

by Bud Vye, Retired CFM



A brisk, cold night on the 10th as we found parking spaces and came into the front entrance of St. Mary's Hospital. Up the long moving stairway, and then asking the lady at the Information desk for directions to the Education Center. Very nice of her to come out and walk with me into the main vestibule where she pointed down the corridor and directed, "Turn left just before entering the Dining Room, Go all the way down the Hallway, then Turn Right and you will be there." Sure enough, there we were, in a room set up classroom style, just about the right size for our turnout of 64, with Barbe & Bernadette checking us in at a table on the right, and the Refreshment table set up on the left. A nice assortment of hors d'oeuvres and fancy sweets with lemonade and ice tea down at the end, provided by the hospital's food service department.

After a suitable amount of networking time, President Connie got the group to get seated so she could welcome them. First recognized were the two new members in attendance, Erica Woolard of the Virginia Union Facility Dept. and John Rimbey from the Syska Hennessy Group. Then she asked the Sponsor's reps to stand and say a few words about their firm, which Meril Gerstenmaier of Stewart, Don Hostvedt of Odell, Jim Hopkins of MOI, and John Gillenwater of KBS briefly did. Karen Frebert followed by announcing the upcoming meetings all the way through June, and moved right into this meeting by introducing Lisa Patten, the Executive Director of the Evelyn D. Reinhart Guest House of Bon Secours St. Mary's Hospital.

Describing herself as the "main fund raiser" for the facility, she started with the history of the project, which goes back to 1997 when the St. Mary's Volunteer Auxiliary recognized a need to provide comfort and care to the families of patients at the hospital. They started by transforming four small houses on the Hospital campus into guest cottages to meet the needs of families who required overnight accommodations. Starting with a lead gift of \$1 million from the Reinhart Foundation that had been established to honor Evelyn D. Reinhart's legacy of caring ---- a former Army nurse who became a volunteer at St. Mary's as her children grew older, then re-certified her nursing credentials, continuing to be a much beloved volunteer while working as a private duty nurse at the Hospital. Sadly, she was diagnosed with ovarian cancer and died in 1986 at the age of 60. Additional capital funds quickly followed the lead \$1 million gift and the guest house campaign raised just over 3.8 million to build the Reinhart House. The Guest House was planned by Odell (who does a lot of work for Bon Secours as some will remember from our meeting at St. Francis hospital in August of '06), the four houses on the Libbie Ave. site were razed. GC KBS began construction in September of '13, and the Guest House opened on June 9 of 2014, with a final project cost of about \$4 million.

The 14,000 sq. ft. two story, Colonial style building contains 16 private rooms, all with bathroom and their own HVAC controls, with common kitchen, dining room, living and multi-purpose rooms and a playroom for children, all of which we saw later on the tour. Guests are asked to make a lodging donation of \$45 per night, but are never turned away for inability to pay. They have facilities to cook, or bring in their own meals, and often outside groups come in and prepare meals for guests. Noting that she would answer any questions when we toured the building, she turned the rostrum over to Bill Portes of Odell Associates, who briefly stated how proud they were to continue to do a number of projects for Bon Secours, and how particularly proud they were of this one. Their charge was to "make it be a home, not a hotel" and they strongly feel that they have done so. They are particularly pleased with the variable refrigerant flow HVAC system, and are currently pursuing LEED Silver certification for the building.

Next up was Jonathan Reid the project manager for KBS, the project's GC, who praised the BIM coordination that had taken place with Odell that had allowed them to overlay all systems in 3-D. He gave

(Continued from page 10)

a strong plug to Hobbs Associates, who had provided the VRF system manufactured by LG and was instrumental in its installation. He also noted the following key subcontractors ---- Framing by Merricks Construction; Electrical by Ace Electric; HVAC Controls by Unlimited Air; and the Elevator by ThyssenKrupp. He mentioned the winter weather a year ago with 15" of rain & 14" of snow as posing a serious challenge to their schedule, which was met only with the liberal use of swamp mats. Also mentioned was the difficulty in using a fluid applied air barrier on the wood sheathing. With lots of muddy boots, however, the project got completed on time, and they, too, are very proud to have been the GC on it.

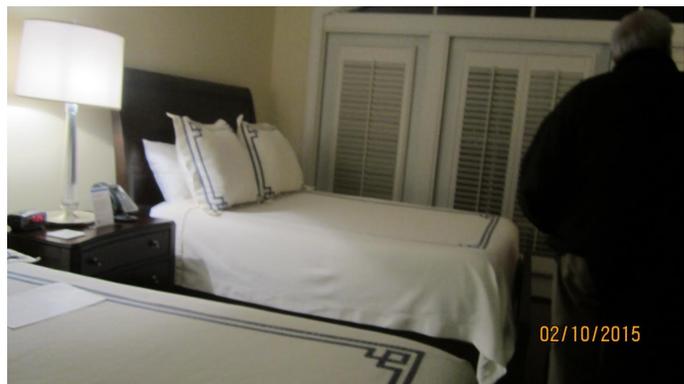
Presentations concluded, Lisa Patten gave us directions on how to get over to the Emergency Room Entrance where we made our way outside and over to the Guest House's back entrance (the front facing Libbie Ave.). Two groups were shown through the building, and I was with the one guided by Maryam Yachnes, who stated that it was an amazing place, and a very easy to operate building. Although 7 of the 16 rooms were said to be presently occupied by families of patients, none



were in evidence, all apparently visiting over at the Hospital. The rooms we saw were beautifully furnished. Buckingham Greenery is to be commended for having donated the plants in the building. The kitchen is designed where two different cooks (or groups) could be functioning at the same time without getting in each others way. The dining room appeared to be large enough to accommodate all of the guests at one time, should they all show up at once. The living room with fire place burning, and Mrs. Reinhart's portrait above it (one of her smocks is framed and



hanging in another room), had a very warm and comfortable feel to it. A nice laundry room, should any guests be there long enough to need it (most stays are two or three days). All involved have certainly done an excellent job of providing a warm and comfortable home away from home for the distant families and caregivers of the St. Mary's patients, and Lisa Patten mentioned that Bon Secours now has an excellent model to use as they consider offering the same type of facility at their other Hospitals. More information is available at the reinharthouse.com website and should you be interested in making a donation or pursuing a sponsorship you can contact Lisa by email at Lisa_patten@bshsi.org.



The tour concluded, it was out the back door into the cold, and across the Hospital's parking lot to get back to our cars. Many thanks to Lisa Patten and Bon Secours for having us; to Odell, KBS, MOI, & Stewart/HG for their sponsorship; to Lisa, Bill Portes & Jon Reid for their presentations; and Karen Frebert for putting another excellent program together.

Attention:

Richmond Chapter Professional Members

Professional Forum Breakfasts –

Free for IFMA Richmond Chapter Members!

We want to bring educational value to our professional members and provide a venue to promote the sharing of best practices and provide you with information that you can take back and implement in your day to day operations. These events will focus on a specific topic and are designed to bring together a small group of FMs for idea-sharing in an interactive environment. We will create a collaborative environment in an effort to explore the topics and share best practices in more detail. These can also be used to obtain maintenance points and we will show you how to submit these events for those points. We hope you can join us.

Our March meeting topic is:

Big Data: How to Manage Facility Data

Do you get multiple reports with various data that is supposed to help you run your facility? Do you get too much or too little data? One of the most common complaints from facility managers (FMs) is that they can't get the right information to make decisions or justify the existence of the facilities' department. Often, FMs have too many reports and metrics available yet none are actually delivering the information that is needed. To get the right information, it is important to clearly determine what decisions need to be made, how the data should be presented, and the frequency of the decisions. There are hundreds of potential facility management metrics that can be used to track FM performance. The key to determining what KPIs to track is to align the metrics with the organizational strategies and goals. We will discuss this challenge and leave you with the Top Five KPI's you should be tracking.

March 18th - 7:30 – 9:30 am

7:30 – 8:00 AM - Registration / Breakfast

Light breakfast fare will be provided, compliments of Trolley House Refreshments

8:00 – 9:30 AM - Breakfast Meeting

Location: Baskervill, 101 S 15th St, Ste 200 | Richmond, VA 23219

Committee: Maureen Roskoski, Harvey Jones, Michelle Scott

STRIVE FOR FIVE 2015 PROGRAM

We want YOU, OUR MEMBERS, to participate in our monthly meetings, our professional breakfasts, and Building Richmond Together.

From January 2015 through June 2015, any member participating in at least (5) IFMA National and/or Richmond Chapter events, the member's name will be put into a drawing. The drawing will be held at our

Annual Meeting at Squirrelama at the Diamond on Tuesday June 9, 2015.

There will be several \$100.00 Gift Certificates and Prizes randomly drawn from the members that have participated in at least (5) events. You can be a winner in so many ways!

Come attend and participate in IFMA and STRIVE FOR FIVE!

IFMA Annual Golf Tournament **PENCIL US IN**

Next year's GOLF TOURNAMENT will be held on
Monday, September 21, 2015
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 2015.

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 e-mail timh@hermitagecountryclub.com
regarding sponsorship availability.

New Payment Processing: Sign Up Genius!

In an effort to make signing up for events more efficient and user-friendly, IFMA Richmond Chapter is utilizing Sign-Up Genius!

Below the calendar of events on the web site, you will see a yellow button labelled “Sign Up! Sign Up Genius”.

To sign up and pay for upcoming events, click the yellow button.

Once you click on the button, you will be taken to the event page for which you would like to register. There are several options or “Slots” listed. Choose the appropriate option by “checking” the orange “Sign Up” box within the selection.

Once the option has been selected, click the light blue “Submit and Sign Up” button at the bottom of the event page. You will then be taken to a page where you will be prompted to enter your first name, last name, email (entered twice).

There is an option to create an account with Sign Up Genius (this is not a requirement). You may also select to have an iCalendar reminder of the event sent to your email.

If paying by credit card or via Pay Pal, click the orange button that says, “Sign Up and Pay Now.”

You will be taken to a secure payment page (payments are processed by Pay Pal; however, **you are not required to have a Pay Pal account to pay for events**). If not paying by Pay Pal, choose the second option (Pay with a debit, or credit card, or Pay Pal credit).

Once you make your selection, you will be taken to the payment processing page. Once the payment has been processed, you will receive a confirmation email that your registration is complete.

No Shows will be billed unless you cancel your registration 24 hours prior by email to: ifmarichva@gmail.com



IFMATM Richmond Chapter

International Facility Management Association

Richmond Chapter Monthly Meeting March 10, 2015

Join us for this great opportunity to learn more about BIM (Building Information Modeling) with a knowledgeable group of professionals from Hourigan Construction, Baskervill, and Draper Aden forming a panel discussion. The topic of the discussion will be based on owner & facility manager deliverables and benefits through the design and construction process. The group will focus on operations and management use of models and data deliverables at project closeout. We look forward to an excellent discussion and demonstration from the regions leaders in BIM implementation led by IFMA Past President, Jim Mallon, as our moderator.

Thanks to our 2015 Annual Sponsors

PLATINUM



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SILVER



BRONZE



Where:

VCU
Academic Learning
Commons
Room 1107 Auditorium
1000 Floyd Avenue
Richmond, VA 23284

Parking: Off street parking

Time:

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

Presenters:

Michael Henley & Jake Althizer
Hourigan Construction

Jay Woodburn
Baskervill

Dave Spriggs
Draper Aden Associates

Jim Mallon
Dominion

RSVP by:

Thursday, March 5, 2015
Simply e-mail Barbe Shaffer at
ifmarichva@gmail.com
or register on our website at
www.ifmarichmond.org
and pay by PAYPAL

COST:

Members: \$15
Members w/certification: \$10
Non-Members: \$35

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



IFMA™ Richmond Chapter

International Facility Management Association

P.O. Box 808

Richmond, Virginia 23218



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STAMP
HERE

March Meeting

VCU Academic Learning Commons

1000 Floyd Ave.

Tuesday, March 10th

5:30 PM

www.ifmarichmond.org