



June 2016 Issue

THE PRESIDENT'S MESSAGE...



Ladies and Gentlemen the time has come. I can't believe that this is my last President's Message of my term as President of this great Chapter. It's really true what they say that time does fly when you're having fun. As I reflect back, it feels like yesterday that I stood up in front conducting our Chapter meeting in July of 2015 at the newly renovated Cort furniture building on the Boulevard.

I can recall Past Presidents Mike Cline, Tom Wood, Jim Mallon, Connie Horn, and others giving me their reassurances that things will go well. This Chapter, our Chapter has a very special place in the history of IFMA by being one of the original, oldest Chapters when the phase "Facility Management" was rarely talked about.

Each year our slate of Officers and Chairs are faced with the challenge of making sure our members are getting the best ROI for their membership and 2015-16 was no different. Our mission statement for 2015-16 stated the following: "Provide education and networking opportunities for Facility Managers and allow Associate members to create new business opportunities".

With our monthly membership average of 180 members, 11 annual sponsors... 11 ANNUAL SPONSORS, successful golf charity event, and a great mix of facility tours and educational sessions some would say we had a great year. These efforts were brought to you by the "AWESOME" individuals of our current board. These are individuals who volunteered their time in really seeing to the success of the Chapter on a monthly basis. So I will have to agree we've had a successful year.

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MEETINGS

June 2016 Membership Meeting

Date: Tuesday, June 14, 2016

Time: 5:00 pm

Place: The Diamond

Program: Squirrels Baseball Game

Cost: Members \$15 Member w/cert. \$10

Non-Members \$35

RSVP: By Thursday June 9, 2016

Next Board Meeting:

Date: Tuesday, July 5 2016

Time: 4:30 p.m.

Place: CORT

Next Membership Meeting:

Date: Tuesday, July 12, 2016

Time: 5:30 p.m.

Visit our Local Chapter Web Site

www.ifmarichmond.org

2015/16 OFFICERS

President

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Vice President

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378-2323

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Treasurer

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Golf Tournament

Tim Hume, CFM
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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

A couple of Open Houses in the last month by firms with Chapter connections, as Dominion Service Company held theirs at the Poe Museum on May 5.

It was raining pretty steadily, and parking in that area is in short supply, so several I spoke with parked at the Holocaust Museum's auxiliary lot not too far away. They had the foresight to have a tent set up over the garden area, so the weather didn't seem to dampen anyone's spirits, and actually served to get everyone closer together under the shelter. Very nice refreshments, lots of current Chapter members in attendance (plus a former one in the person of Smarter Interiors' Randy Alderson, who goes way back to the Chapter's early days). Many of those I talked to sounded like they were at that venue for the first time, and it made for a nice affair despite the wet conditions. Thanks to Renee McDowell, the event's hostess, for the invite!

Two weeks later, on the 19th, ServPro had one to celebrate the opening of their new office in Midlothian. Regretfully, I had a conflict and couldn't attend, but Ranny did and reported that it also was a nice affair with a number of Chapter members in attendance. Thanks here are due to our President elect Kathy Taylor for the invite, along with my regrets for having to miss it. Also noted that ServPro has joined Budweiser as a major sponsor for the Innsbrook After Hours concert series, which I would think will certainly expand their name recognition in the region.

For those unable to attend the meeting with Dean Kashiwagi at Luck Stone, he wrapped up his presentation by contributing a couple of valuable publications which we had a drawing for. Nice to see that the winners were Bob Borchers (who had made the trip down from Charlottesville to attend, as he regularly does) and Sponsorship Chair Brian Workman. Congratulations to both, on their good fortune!

As I had reported last month, Luck Stone had announced that they would be selling their Charlottesville based Har-Tru division, which harvests and sells the material used on almost all the so-called "clay" tennis courts. Turns out the buyer is Tuckahoe Holdings, a brand new private equity firm run by brothers Peter & Stuart Farrell, whose father is Thomas Farrell, the CEO of Dominion. Some may also recognize Peter as the representative in the House of Delegates for far western Henrico, Goochland, and Louisa counties. Sounds like the brothers are planning to leave the 38 person staff of the division intact and treat it as an investment, rather than taking an active role in running the company. No word yet as to who will be buying the Luck Stone Center, which we toured at our August meeting back in 2008, and were all quite impressed with.

Good to see Steven Atkins of the ABC Board listed in the most recent issue of FMJ among those receiving their Facility Management Pro-

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fessional designations. Well done, Steve! Also, congratulations to our Board member, Cameron Bridges for receiving his FMP as well. Always good to see certifications added to the Chapter roster.

Also good to see a couple of names with Chapter connections appear in the 5/23 issue of the Times Dispatch, as Lori Jennings (a Chapter Board member in several capacities back in the 90's) gets a nice write up about her IT placement firm, Jennings ProSearch, in the Metro Business section, while KSA's Cameron Stiles gets mentioned in the Metro section as her church in Ashland (of which she is the Treasurer) celebrates its 150th anniversary. A couple of weeks earlier, you might have noted Creative's Bob DeLille mentioned for his continuing efforts in helping Ashland's homeless population find housing, as the Apple Garden motel is being closed, as well as for his being part of the Richmond contingent of movers and shakers that made the fact finding trip to San Diego recently. Well done to you, Bob, and keep up the good work!

Dominion announces plans to demolish the building they own just to the west of OJRP and replace it with a 20 story, 908,000 sq.ft. office tower, but sounds like they haven't yet decided whether to eventually do the same to OJRP, or to update it with a major renovation program.

CarMax continues to expand and adds another 6,000 sq. ft. in the Lady Byrd Hat factory building near the Turning Basin to the 26,000 sq. ft. they leased back in February for their IT and technology group.

And Rocketts Landing has continued to grow since we met there in the unfinished space back in July of '09 that eventually became The Boathouse restaurant. Next phase, just approved by the Henrico Planning Commission, calls for 28 three and four story single family town houses on the down stream side of the Cedar Works building. If you want to see what the place looks like now down there, and watch an interesting event, put Saturday, August 6 on your calendar and plan to go down for the Dragon Boat Festival, which has been getting bigger and better every year.

Always seems to be plenty to report on about the Grocery Store wars, as Wegman's opens their Midlothian store with great fanfare and a big turnout, Lidl is reported to be in the process of taking over Colonial Downs' off track betting parlor on West Broad, and the Times Dispatch features this topic for one of their Public Square forums, headlined by retail trade publication pundit Jeff Metzger, who spent much of his time bashing Martin's customer service (unfairly, I thought), and extolling that of Publix, who he feels will be coming in to take their place.

Quirk opens their rooftop bar, that we visited in the dark back at our February meeting, and now we have ones going in on top of the Hofheimer Building (where Peter Chang is going in down below and they've been holding "Sunsets at the Hof" Happy Hours for the past month), and at 700 E. Main (across the street and up the hill a block from the Capital Ale House). If it ever stops raining, I'm going to take a tour of these three some evening in the near future, and check them out.

Although some of its fans think of it as a local outfit, Krispy Kreme has actually been owned by a Winston-Salem, NC firm, and is part of a chain with 1,100 stores, most of which are overseas. Now its being bought out by JAB, a Dutch outfit that looks like its putting together a coffee, donuts and bagels conglomerate, as they already own Keurig Green Mountain, Peets Coffee & Tea, Caribou Coffee, and Einstein Bagels. I can see some cross-branding coming

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MAY MEETING REPORT

by Bud Vye, Retired CFM



The long in the planning project to bring in an international level speaker for one of our Chapter programs came to a successful conclusion on the 10th. Thanks to the generous sponsorship of Luck Stone, who not only made their dining room available as a venue but also covered the transportation and lodging expenses that made it possible for us to have Dr. Dean Kashiwagi (well known for his numerous appearances on the programs at World Workplace) with us to make not one, but two, presentations.

Dr. Kashiwagi, the third generation son of Japanese immigrants, has been on the faculty of Arizona State University at Tempe for 23 years and both he and his 26 year old son,

Isaac, who accompanied him on his trip, were proudly wearing ASU shirts at both the morning and evening presentations. The former, held at Dominion's Innsbrook facility in a far corner of their cafeteria, developed fairly late in the planning process so was not as well publicized or attended as the evening session. Titled "Utilizing Innovation in Utility Projects" while the evening session was listed as "The Next Generation of the Facility Manager", neither title was really an accurate depiction of what was covered, which really was a description of his thought provoking BEST VALUE process, several parts of which run completely contrary to traditional Procurement practices.

The two hour morning session, with 8 in attendance in person, plus 17 more remotely via a conference call hook up, (only 3 of us being Chapter members; the rest all Dominion employees) devoted a great deal of time to introducing Arizona State U. and then reporting on previously successful BV projects. Citing a study that ranked ASU as the "Most Innovative University in the USA", ahead of Stanford & MIT, and calling the school the largest in the country, due to their huge enrollment in on-line courses, he made a strong case for ASU's credentials and for handling projects using the Best Value process. With the first major BV projects at ASU itself, the state of Minnesota, and the US Army Medical Command ---- MEDCOM, appearing to be highly successful and claiming cost savings of from 5 to 30% , non - believing skeptics kept calling for the projects to be audited. Four audits, by the State of Hawaii, the Army Corps of Engineers, a university in the Netherlands, and the National Procurement Assn., all concluded that the results being claimed were accurate, so the audits have become one of the BV processes' major selling points, and the program is now being used in Norway, Poland, Denmark & Finland.

With our curiosity piqued by his lengthy introduction and listing of credits for the successful projects, Dr. Kashiwagi launched into the specific features of the process, some of which were repeated, and some expanded upon during the evening session at Luck Stone, which was attended by 40. Once again, we had Andrea Huntjens and her Sophisticated Soirees handling the refreshments with her usual introduction of something new at this session (no figs in a blanket this time, but some tasty turkey balls, along with what looked like pieces of kielbasa) so that everyone seemed to be pleased. A brief business meeting, featuring the unanimous election of the previously announced slate of officers conducted by Past President and Nominating Committee



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Chair Connie Hom preceded our guest speaker's continuation of the material covered in the morning session. Combining the material covered in both sessions on the Best Value process, I'll share some points that stuck with me along with some from his slides ----

Utilize the expertise of the EXPERT (often the Vendor or a Consultant), and don't continually tell them what to do. Resist the temptation to "Manage, Direct, and Control" them, which results in an adversarial environment, mistrust, and reactive behavior. Experts make it simple and minimize risk by promoting transparency. The number of people between the expert and the organizational head must be minimized. Over-management of vendors is to be avoided. Experts identify and mitigate risk. Risk is what a "non-expert" creates. The Expert's Plan creates transparency, with a detailed schedule from beginning to end and expertise to be used in areas where there is insufficient information. All of this requires embracing a line of thinking that is contrary to traditional methods that call for you to "Manage, Direct, and Control" the Contractor.

In order to do this requires another non-traditional approach in the selection of vendors and contractors which Kashiwagi calls the PERFORMANCE INFORMATION

PROCUREMENT SYSTEM (PIPS) which does not disclose a budget for the project, but lets the candidates submit a BEST VALUE RFP which represents what the client "thinks they want" and the vendor's price for doing it.

The average submitted price, plus or minus 5%, becomes the COMPETITIVE RANGE. All vendors not in the Competitive Range are disqualified unless they provide dominant information (a good reason why they are the best candidate).

Then the PIPS process proceeds from Pre-Qualification to Selection (through 4 filters), to Clarification and Execution.

All of this goes contrary to much I have had to operate under in my previous careers, where low price got the bid unless you could go into great detail to disqualify them, but Kashiwagi and his 4 times audited testimonial projects claim higher performance, lower prices, far fewer change orders, greater transparency, and higher levels of owner satisfaction using this method. Much food for

Best Value RFP

- Represents what the client "thinks they want".
- Can include full specifications or just a vision.
- Specs, budget, current conditions, etc. doesn't have to be 100% accurate.
- Pass / Fail requirements.

Interview Questions

1. Please explain the difference between this required scope of work and your previous similar projects?
2. What are the risks that you do not control, and how are you going to mitigate the risks?
3. Why were you selected to lead this project? What value do you bring?
4. What is your understanding of the clarification period if you are rated the highest performer?

Selection Criteria & Weights

- | | |
|---------------------------|-----|
| • Level of Expertise (LE) | 30% |
| • Risk Assessment (RA) | 20% |
| • Value Added (VA) | 10% |
| • Price | 10% |
| • Interview | 30% |

Project Submittals

- Level of Expertise, Risk Assessment, Value Added
- Maximum 2 pages per submittal [Maximum of 6 total]
- Submittals should have:
 - High performance claims
 - Verifiable performance metrics [VPM]

MEMBERSHIP CORNER

Cameron Bridges and Scott Reed, Membership Committee Chairs

Welcome to our newest members!

Melissa Holman
Interstate Building Maintenance Corporation
mholman@interstatemaintenance.com

Jeremy Harvey
Luck Stone
jharvey@luckcompanies.com

Andrew Cheatham
ESC Mid Atlantic, LLC
acheatham@esclimited.com

Lindy LeFevre
JLL
lindy.lefevre@am.jll.com

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

Emmanuel Adediran
Richmond Government
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@richmondgov.com

Harvey Jones
Dominion
harvey.g.jones@dom.com

Russell Narkie
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narkie@charlottesville.org

Sara Cowherd
FM Solutions
sarac@fmsolutions-us.com

Shannan Kujawski
EBC Carpet Services
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Derek Oliver
Westminster Canterbury Richmond
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Chris Hood
CBRE
chris.hood@cbre.com

Glenn Lewis
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John Rimbey
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Allen Hurt
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Ken Miller
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kmiller@wcrichmond.org

* New and renewing members listed since previous publication. Current as of the time of writing.

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,
Cameron Bridges bridgesca@cox.net or Scott Reed sreed@prologuesystems.com

Congratulations to our Newest FMPs

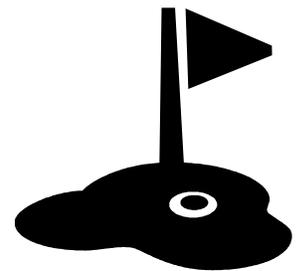
Cameron Bridges, FMP

Steven Atkins, FMP

IFMA Annual Golf Tournament



This year's GOLF TOURNAMENT will be held on
Monday, September 19, 2016
Hermitage Country Club



Contact Tim Hume at 804-708-8927
or e-mail timh@hermitagecountryclub.com
regarding sponsorship availability.

All proceeds benefit our local
charities —



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Please allow and join me this moment in time to **THANK** those individuals directly: Kathy Taylor, Steve Pancham, Bernadette Coleman, Connie Hom, Barbe Shaffer, Karen Frebert, Andrea Niedhammer, Brian Workman, Cameron Bridges, Scott Reed, Maureen Roskoski, Tim Hume, Paxton Whitmore, and our historians and ageless (Newsletter) Ranny Robertson, and (Around the Chapter) Bud Vye.

Thank you and I appreciate each and every one of you!!! But the time has come. Time to pass the torch or in our case pass the IFMA first pitch baseball! A new tradition I announced at our last meeting where the incumbent President will hand over the baseball from their term to the new President prior to their first pitch. Kathy, I hope you're warming up that arm! Let's see if 10-20 years from now that ball still exists.

I have the utmost confidence in Kathy and her slate of Officers and Chairs to continue and build upon our great history for 2016-17. To our members, please continue to be involved, active, and engaged in this Chapter as we prepare for a new year.

In closing, thank you all for this great opportunity you have allowed me as your President of Richmond's IFMA Chapter for 2015-16. I can only hope you saw this as a positive experience as I have. In the words of President Obama...."Jones out"!! (with microphone dropping)

"Nothing is impossible, the work itself says...I'm possible"!!

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here, with the coffee outfits selling the donuts and bagels, with Krispy Kreme and Einsteins adding the coffee from one of their team mates.

Just to show how cut-throat the fast food restaurant scene has become, Zaxby's, a fast casual chicken chain, just paid high dollars to buy the Arby's with the big sign, on the south side of Broad, between DMV and the Science Museum, as they move in with about a dozen locations in the area. In case they hadn't noticed, that's Chicken Fiesta (a fast casual chicken chain) already sitting there right next door.

More action in Scott's Addition, as we heard predicted at our first meeting at CORT in November of '14. Now Evatran, the maker of wireless recharging stations for electric cars, is planning to take the 20,700 sq. ft. remainder of the HandiCraft Cleaners building at 1501 Roseneath Rd. to move their offices and manufacturing from smaller spaces at 2219 E. Franklin and 7 N. 25th in the Bottom.

While over at The Diamond, some renewed hope about a new stadium, as VCU Athletics gets into the discussion with the City and the Squirrels as the three are working to identify a new stadium location nearby, that would leave the present site for a mixed use development. The huge ABC warehouse on the east side of Hermitage Rd. starts getting mentioned, although they state that no one has made them any offers yet. Since they move a lot faster than the City, looks like a good solution would be to let VCU build the stadium, since their baseball team would play there, and lease it to the Squirrels. With that kind of solution, I might have a fighting chance to see a game there while I'm still here on earth.

Advantages of Technology

- Minimize project cost by 10-30%
- Clients utilize expertise
- Quality and performance increases
- Transparency encourages higher quality
- One man year can accomplish the above
- Marketing Tool in School Systems [speed up capability of K-12 kids and parent/student relationships]

thought here, if you can sell your upper management on trying a project this way, to see how it comes out.

All in all, two thought provoking meetings by a very interesting presenter, who threw in a lot of personal philosophy for good measure. Many, many thanks to Luck Stone and Jeff Sechrest for hosting the evening session and making it possible for us to bring Dean Kashiwagi back here from Arizona. Also, to Dominion and Chapter President Harvey Jones for hosting and handling all the arrangements for the morning session. And a BIG Well Done to Karen Frebert for sticking with it for several months to bring this top level program to fruition.



2015 IFMA World Workplace Conference Highlights:

This year's World Workplace Conference was held in the beautiful state of Colorado in downtown Denver. IFMA's World Workplace is a hands-on interactive learning and networking event for professionals who support all aspects of the work environment. This year there were over 5000 people in attendance from all over the world. This event allows Facilities Managers and those who support them to find solutions to common facility challenges. Listed below are some of the tours and educational sessions:



-Sports Authority Field at Mile High: Home of the Denver Broncos and is the only NFL stadium with a steel seating bowl, allowing fans to create a metal clamor known as "Rocky Mountain Thunder". The field consists of 22.5 miles of piping for the hydronic soil system. We were able to tour the football field, the high-end suites, view the mechanical systems and the state-of-the-art scoreboard control room.

-Opening Keynote Address: "Harnessing Innovation" with Josh Linkner. Josh is a Tech Entrepreneur & Investor, and bestselling Author. Josh built his businesses from a blank page into a combined value of over \$200 million dollars. He spoke very passionately about how to use our imagination to create game-changing drivers of growth and innovation while others miss the mark.

Sessions:

-"Performance-based Service Contracting, Partnering & Monitoring: Make Contracting a Success, Not a Burden":

-"Control Your Budget Before It's Too Late":

-"Life Cycle Value Tradeoff of Noise Mitigating Measures using BIM-Simulation"

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-"Benchmarking Energy & Water Use in Commercial Buildings"

-"IFMA Expo Floor" Display of the latest and greatest products and technology in the world of Facilities.

Thank you for allowing me to attend this year's conference and having the opportunity to continue to develop professional and personally.

Harvey Jones

This Year's Attendees

Anthony Corcoran, CFM

Todd Cosgrove, CFM

Cara Derricott

John Edwards, P.E.

Chris Hood, Architect

Shawn Howell, CFM

HarveyJones ,FMP

David Lawson, RPA, FMA

Bert Lunsford, CFM

Darlene Martin, CFM

Scott Moore, P.E.

Scott Reed

Maureen Roskoski, LEED AP, SFP

Caroline Sheehan

**Would you like to attend next year's WWP
as Todd Cosgrove did this year?**

See page 12 for this Year's World Workplace Giveaway

World Workplace Giveaway

Do you want to go to World Workplace in San Diego this October but don't have the funding? Our chapter is offering one opportunity for a member to go to World Workplace – ON US!



We have one sponsorship that will cover full event registration and travel expenses.

The winner will be chosen at random from those who submit an application.

Preference will be given to Professional Members.

The winner will each receive an early bird *Full event registration plus up to \$1,500 in travel expenses. Winner will be responsible for making their own travel reservations.

Applications shall be submitted to Maureen Roskoski,

our Professional Development Chair, at maureen.roskoski@feapc.com

Applications are due by July 29, 2016 and the winners will be announced by August 3, 2016. Winner must register by August 13, 2016 to receive the early bird pricing included in this offer.

*Full Event Registration includes: All-access pass to conference and expo activities, including the welcome reception, sessions, the opening keynote, all networking events and breaks, lunch vouchers, closing keynote and awards luncheon, IFMA's Awards of Excellence Banquet and online access to the conference proceedings.

IFMA World Workplace, San Diego, California

October 5-7, 2016

<http://worldworkplace.ifma.org/>



World Workplace Giveaway

Application 2016

1. Name:

2. Company:

3. Membership Type (Professional or Associate):

4. Reason you want to attend World Workplace:

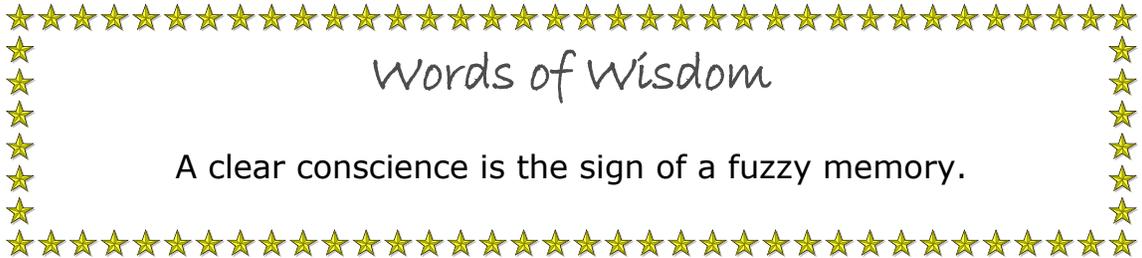


Visit our New & Improved Local Chapter Web Site

www.ifmarichmond.org

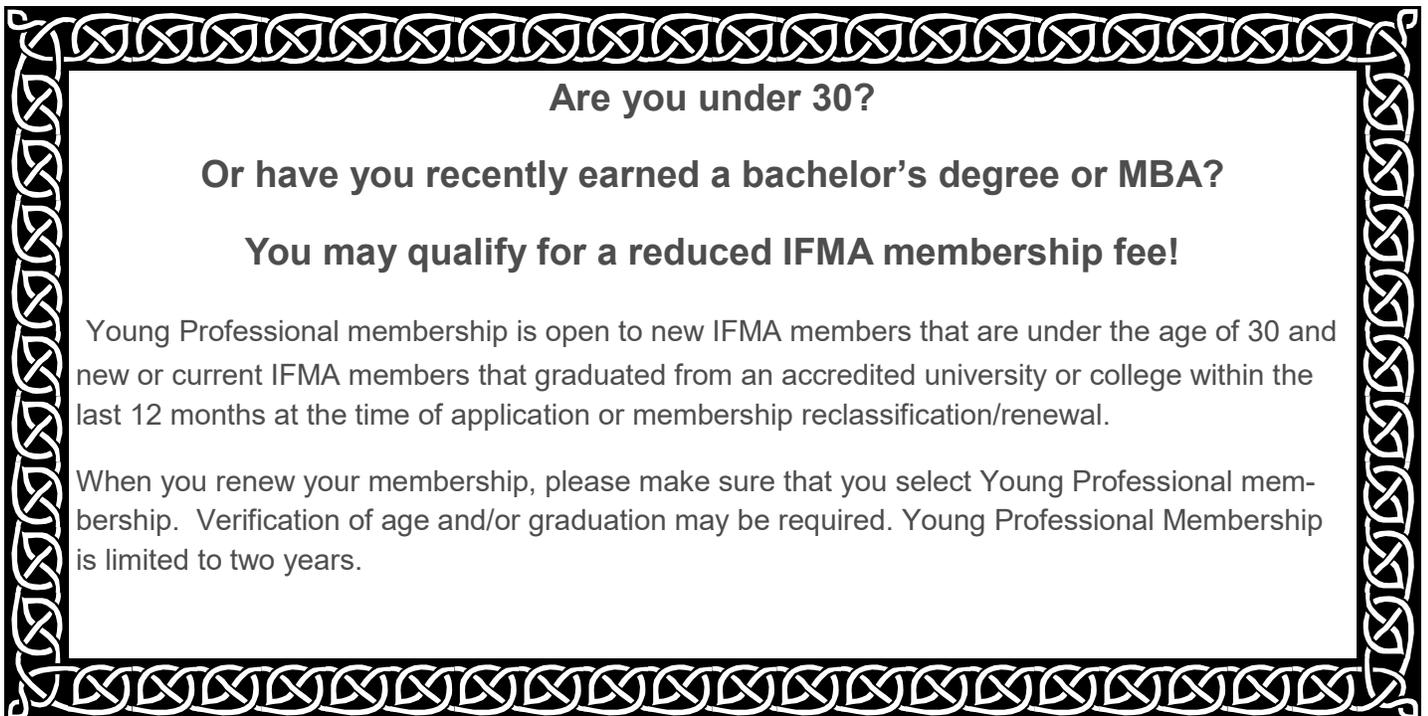
Put it in your Favorites Folder right now

Thanks to Blaes Communications



Words of Wisdom

A clear conscience is the sign of a fuzzy memory.



Are you under 30?

Or have you recently earned a bachelor's degree or MBA?

You may qualify for a reduced IFMA membership fee!

Young Professional membership is open to new IFMA members that are under the age of 30 and new or current IFMA members that graduated from an accredited university or college within the last 12 months at the time of application or membership reclassification/renewal.

When you renew your membership, please make sure that you select Young Professional membership. Verification of age and/or graduation may be required. Young Professional Membership is limited to two years.



IFMATM Richmond Chapter
International Facility Management Association

**Richmond Chapter Monthly Meeting
Squirrel-a-rama
Tuesday, June 14, 2016**



Richmond Flying Squirrels vs. Binghamton Mets

- 5:00 - 6:15 pm: Registration. Food and beverages. Induction of 2016-2017 Officers. Located at the ORC Birthday Zone.
- Kathy Taylor to throw out the first pitch.
- 6:15 pm: Head into the stadium to take our seats. We will be located in Section 113 & 114 in front of the ServPro Suite 9.
- 6:35 pm: Game Starts
- Bud Vye will be on the Flying Squirrels Radio Network to promote IFMA and our Richmond Chapter.

Exclusively sponsored by our Platinum Sponsors

PLATINUM



Thank you also to our 2016 Annual Sponsors

GOLD



SILVER



Where:



The Diamond
3001 N. Boulevard
Richmond, VA 23220

Parking: Parking Lots

Time:

5:00 pm: Networking/Social and Installation of Officers
6:35 pm: Game starts

RSVP by:

Thursday, June 9, 2016
Simply e-mail Barbe Shaffer at ifmarichva@gmail.com
or register on our website at www.ifmarichmond.org
and click on Sign-up Genius and pay by credit card or at the door

COST:

Members: \$15
Members w/certification: \$10
Member Spouse: \$15
Children: \$10
Non-Members: \$35
Fee includes food, beverages and admission to the game

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



PLACE
STAMP
HERE

June Meeting

The Diamond
3001 N. Boulevard
Tuesday, June 14, 2016

5:00 PM



www.ifmarichmond.org