



# IFMA™ Richmond Chapter

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



**October 2018 Issue**

## THE PRESIDENT'S MESSAGE...



IFMA Richmond – it continues to be a pleasure working with and alongside each of you in this organization, I have great respect for the contribution every IFMA member makes to the ever-important industry of Facility Management.

Well I certainly hope you were prepared for disaster response as a Facility Manager because in the month of September there were several opportunities to exercise that training and preparedness. From Hurricane Florence that didn't quite live up to the hype in Virginia, to the 8 confirmed tornadoes on 9/17/18 in the Richmond metro area, it was a busy month in the area of disaster response. I hope none of the facilities and properties you manage were affected, but if they were please reach out to us if you're in need of any cleanup assistance.

Several of our members will be attending IFMA World Workplace in Charlotte, NC October 2-5, and I will be one of them. Be on the lookout for a report in next month's newsletter with some of the highlights from my visit.

We had a great turnout and discussion during our September meeting at the Luck Stone for the Educational Panel on Space Utilization. Make sure to continue reading for a comprehensive report from Bud Vye our Public Relations Chair. For October we have an exciting meeting planned at a local brewery on Tuesday 10/9 at 5:30pm so stay tuned for more details on that.

Adam

## MEETINGS

### October 2018 Membership Meeting

**Date:** *Tuesday, October 9, 2018*  
**Time:** *5:30 pm*  
**Place:** *Willow Oaks Country Club*  
**Program:** *WWP Round Table & Tour*  
**Cost:** *Members \$15 Member with Cert. \$10*  
*Non-Members \$35*  
**RSVP:** *By Thursday October 4, 2018*

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### Next Board Meeting:

**Date:** *Tuesday, November 6, 2018*  
**Time:** *4:30 pm*  
**Place:** *Magellan Health, 11013 W Broad*  
*5th Floor*

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### Next Membership Meeting:

**Date:** *Tuesday, November 13, 2018*  
**Time:** *5:30 p.m.*

**Visit our Local Chapter Web Site**  
**[www.ifmarichmond.org](http://www.ifmarichmond.org)**

## 2018/19 OFFICERS

### **President**

Adam Larsen  
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### **Secretary**

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### **Treasurer**

Rob White  
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### **Immediate Past President**

Jeff Sechrest  
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## CHAPTER ADMINISTRATOR

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## COMMITTEE CHAIRS

### **Membership**

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### **Public Relations**

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### **Newsletter**

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### **Professional Development**

Maureen Roskoski, CFM, SFP  
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### **Golf Tournament**

Tim Hume, CFM  
[timh5427@gmail.com](mailto:timh5427@gmail.com)

**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*

Pretty quiet over the first half of the last month for me, and then a lot of action. Hurricane Florence appeared to be bearing down on us, slowly, giving us more than the usual amount of time to make preparations. Then it stalled and moved away from us in a southerly direction, dropping huge amounts of rain on the Wilmington & New Bern areas. When it is announced that \$60 million appears to be the cost for our state's preparations, including shelters at Christopher Newport U. and Wm. & Mary that were lightly used, and one at VCU that wasn't used at all, where the cost per person per day worked out to about \$650, opposition legislators cry "gouging" and "poor planning".

Then the tornados on the rear end of the hurricane hit us on the afternoon of Monday, 9/17. I think I saw one of these up close as I was driving east on I-64 between Gaskins & Parham, when all of a sudden I see what looks like a wall of water in front of me. Barely seeing the lights of a tractor trailer in the next lane over, I duck in behind him, happy to have him slowly running interference for me as I can barely see out the windshield and I have no place to get over onto the shoulder. Only a few seconds past the Parham overpass and the cell seems to be gone with the rain intensity much diminished, so I can see to get off 64 at the Glenside exit and complete my trip home. Not til the next day when reading the Weather Service reports do I realize that that must have been the tornado that touched down in the Parham & Patterson area that I drove through. Thank You, Lord, for staying with me! That could have been a real problem.

Then during the next day, I'm still trying to figure out who (and how) hacked into both my Credit Card & my Debit Card in a very short period of time on the same afternoon, charging more than \$1200 in Gift Cards (from Gift Card Granny) on my Credit Card, plus about \$400 on my Debit Card (also for gift cards, but from Gift Card Spread). Fortunately, both of my card companies spotted the unusual activity and we closed out both cards immediately, with the banks taking the hits. A couple of days later, I learn from two friends that they both also were hacked on the same afternoon at about the same time (but not for gift cards). Must be more credit card skimming going on than I had realized. And must be pretty lucrative for the skimmers, in whatever far distant locale they may be, if no one is pursuing and catching any of them.

Then, on my way home the next day from a conference at the Doubletree in Midlothian, the quarter I'm throwing into the exact change toll hopper at the Midlothian entrance to the Powhite Expressway misses its mark and falls to the pavement. With no more quarters handy, four cars behind me, and no semaphore down in front of me at that entrance, I proceed onto the Expressway. Upon getting home comes the challenge of trying to pay my quarter so as to avoid receiving a violation. RMA does have a website to cover that eventuality, but it's not user friendly,

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and doesn't recognize my license plate number as being in violation. So, after more than an hour of trying to get straight, I'm letting it ride and waiting to see if I get a violation notice.

The Distracted Driving Summit that had me over that way did yield some interesting information to me, as I learned that Georgia had become the 15<sup>th</sup> state to completely ban the use of hand held communication devices, with their law going into effect on 7/1. Since I had been working on similar legislation for our state for several years now, it appears that the upcoming legislative session may be the one where we finally get it passed, as polls are showing more than 75% of the populace recognizing that it has become a problem of epidemic proportions, with pedestrian, bicyclist, motorcyclist, and motorist fatalities all spiking upwards over the past two years after previously being on a downward trend for a decade. Now all we have to do is get the legislators on board (who have told us that they can't support this, since that's when they get their work done while driving back and forth to Richmond). Be forewarned, and break the habit, if you are now texting or calling while driving, since you may have to do so next year at this time when we get this legislation passed. Hopefully it won't take a tragedy to get it passed, as it did in GA, where seven young women in two cars heading to the Beach were all killed while pulled over to the side on an Interstate highway by a tractor trailer whose driver was sending a text message and didn't see their cars.

All that being enough excitement for one week, I'll turn to what news we do have, where the biggest news for me is that my county of Henrico has finally stepped up to the plate and joined with GRTC to extend the Broad St. bus service from Willow Lawn all the way to Short Pump, which took effect on 9/16. This long overdue improvement of transit service will add 30 new stops, and extended hours of operation, to the West Broad route and will be a huge help for many people who have to get to work out there from down in the city.

And Richmond Raceway (where we met at the Torque Club back in March of last year ) cuts the ribbon on their DC Solar Fan Grounds project in time for the 9/22 Race Weekend. Announced to us by Jeff Hedrick at our meeting, this marks the completion of their \$30 million project to make the sport more "fan friendly" by opening up the garage and pit area so the fans can get closer and see what's going on down there.

Spoke too soon last month in indicating that two of the area's long running projects had finally gotten to completion, as both Monroe Park and the sidewalk on Wistar Road seem to have slowed down as they approach the finish line. It does, however, look as though I will live to see them completed, maybe even in the next month or two.

Didn't realize last month that the electric scooters were becoming such a controversial item nationwide, as two riders (one in Dallas and one in San Francisco) die after falling from them, leading to calls for helmets being required for riding on one, while California governor Jerry Brown vetoes legislation requiring such usage. After having Richmond police collect and confiscate all of their scooters after they entered our market by dumping a bunch of them in the VCU neighborhood, it appears that there may have been "method to the madness" of BIRD's business plan, as they received far more publicity that way, with an advertising budget of zero, than any other campaign could have achieved for them, and now Mayor Stoney is moving forward with discussions for City Council to develop policies and permits to legalize such scooters. I did learn, however, from a couple of sources who had tried such scooters in other cities, that many of them had been abandoned on side-

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## SEPTEMBER MEETING REPORT

by Bud Vye, Retired CFM

Although we had just begun a number of days of preparations for the well-advertised onset of Hurricane Florence, the 11<sup>th</sup> was a normal warm, end of summer day as a nice turnout of 50 (beefed up by a solid WE HUB contingent) arrived at Luck Stone for our meeting. Well-advertised in advance as the first of three programs to be presented to three IFMA Chapters ---- Richmond in September; Washington, DC in October; & Baltimore in November ---- by a diverse panel representing WE (Workplace Evolutionaries) HUB Mid-Atlantic on the topic of Measurement and Metrics: Understanding the Psychology and Utilization of Space, it looked to be a very interesting program.

The well qualified panel featured a Facility Manager, Randy Campbell, FMP, from UVA, two Interior Designers --- Ginny Johnston, CID, from Capital One & Laura Marcus-Plant, CID, a Principal at the ENV design firm here in Richmond, and Anh Tran, a Senior Associate at Little Diversified Architecture, moderated by Bob Fox, AIA, IIDA, LEED AP, who is with Fox Architects, and Ellie Moody, of Steele Strategies, who appeared to be the Assistant Moderator. After a brief announcement by Golf Tournament Chair Tim Hume to the effect that we were closing in on a full field of 36 teams with two weeks still to go, and a strong pitch by visitor Case



Runolfson on behalf of the IFMA Foundation, which supports a number of Facility Management research projects, the evening's program got underway.



Unfortunately, the program got off to a poor start as the Moderator brushed off several requests for he and the panelists to use the microphone and amplification that had been provided by Past Chapter President Jeff Sechrest of the host facility, stating arrogantly that “anyone having trouble hearing probably ought to move their chairs up closer”, which was an impossibility given the way the seating was set up. With that, the program continued without the use of the amplification as Randy Campbell, the only one of the panelists who could project his unamplified voice, told us how he had significantly increased the productivity of his Maintenance group at UVA's Research facilities at the Sciences & Engineering campus by having lunch for the group periodically at which they would decide what the menu would be. The increase in camaraderie that resulted among the group yielded enough in productivity that it far out-weighed the cost of the lunch, according to Randy, but he was not able to be specific when someone from the audience asked “How is Productivity in that unit defined and measured?”

After Randy, the rest of the un-amplified first trip around the panel yielded very little as all three of the female panelists, plus the moderator, were soft spoken and many in the audience could hear very little of what they were saying. Then, more than a half hour into the program, a person in the audience went to Ellie Moody, who was part of the WE HUB contingent but was not part of the panel, and told her that she had brought several guests to the program but since none of them could hear much of it they were all planning to leave if the panelists didn't start using the amplification. With that, Ellie left and came back with the microphone, handing it to the panelist who was then speaking, and all of us began hearing what the panelists and moderator were

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**PART TIME FACILITIES MANAGER NEEDED  
IN PRINCE GEORGE, VA - \$30 PER HOUR**

Ace is looking for ONE-part time hourly Facilities Manager / sub-contractor to spend approximately 4 hours per day / 5 days a week (20 hours per week) at our Distribution Center (DC) located at;

Ace Hardware Distribution Center  
7000 Hardware Drive  
Prince George, VA 23875

Duties would be consistent with the role of a Facilities Manager (Property Management / Security / Safety), but on a part time basis. We are looking for someone to manage existing contracts, supervise liquidation of equipment, transfer assets to other locations, handle remaining facilities issues, respond to alarm issues, work with staff to keep the building clean for Real Estate showings, etc.

This 800,000sf Distribution Center is presently in transition (and on the market to be sold) and will be closed at the end of 2018 / early 2019. We currently have a limited staff of approximately 20 employees in this location, clearing out inventory. We are liquidating much of the racking and remaining equipment through a 3rd party. One full time security person and one lead maintenance person are also on staff to assist. Ace's expanding business model required us to open a 1.2 Million square foot DC in Fredericksburg, PA and we are expanding our Columbus, Ohio DC as a result of our growing business. We made a decision to close down our Prince George DC.

Interested candidates should send an e-mail to;

Jim Falk  
IFMA Member / FMP Credential Holder  
Ace Hardware Corporation  
Director of LP & Property Administration  
2200 Kensington Court  
Oak Brook, IL.  
[jfalk@acehardware.com](mailto:jfalk@acehardware.com)

# **IMPORTANT ANNOUNCEMENT**



## **IFMA Annual Golf Tournament**

**HAS BEEN**

# **Rescheduled for November 5th**

## **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](http://www.IFMARichmond.org), Community, Vendor Database and click on the link supplied.

## MEMBERSHIP CORNER

Barbe Shaffer, Chapter Administrator

### Welcome to our newest members!

Melissa Baker  
Paul Davis of Greater Richmond  
melissa.baker@pauldavis.com

Chad Gill  
Concreate, Inc.  
chad@thisisconcrete.com

Sherry White  
UNOS  
sherry.white@unos.org

Clarence Elliott  
UNOS  
clarence.elliott@unos.org

Josh Knight  
Spotsylvania County  
knight@spotsylvania.va.us

Lorri Finn  
KSA Interiors  
lfinn@ksainteriors.com

Nathan Kott  
City Wide of Richmond  
nkott@gocitywide.com

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

Brian Dudley  
UNOS  
brian.dudley@unos.org

John McGhee  
john.mcghee@roanokeva.gov  
City of Roanoke, VA

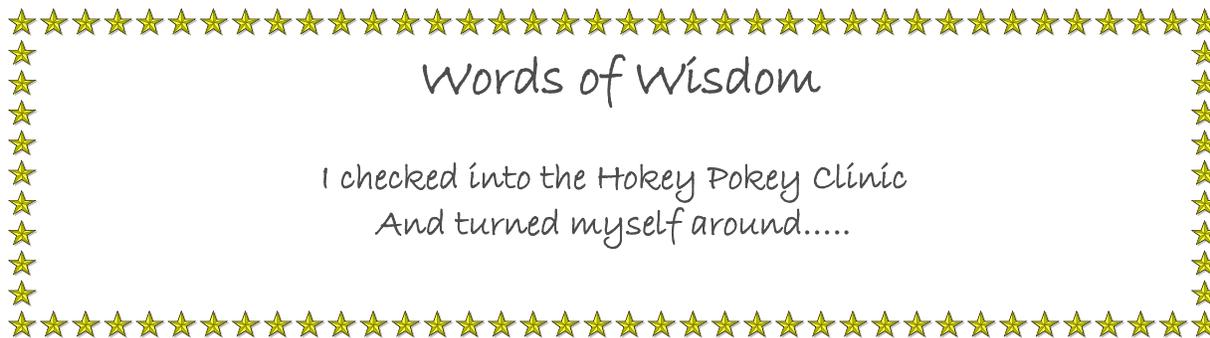
Kris McWilliam  
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Albert Lunsford  
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L. J. Swain  
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\*New and renewing members listed since previous publication. Current as of the time of writing.



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walks as they had run out of their charge so the companies still have to solve the problem of recruiting a cadre of people to collect, charge up, and distribute, their scooters after they solve the problem of getting permits and approvals. Still to be established is whether they belong on the sidewalk, or in the street. (I expect it will be the street, as is generally now the case with bicycles.)

And here comes one of my favorite events of the year, the Folk Festival, as I look forward to running into a number of folks from the Chapter there, and to hearing some types of music I don't otherwise get exposed to.

saying.

Among the points we were now able to hear were, from Anh Tran --- “Advances in Building Automation is yielding much in the way of increased data, particularly regarding lighting, energy usage, and temperature in the workplace that is helpful in supporting a productive workplace.”

from Ginny Johnston --- “the results of Capital One's recent Work Environment Survey, containing some excellent information, is now available on the company's website” and “the company is now running a shuttle for staff between their West Creek & Tyson's Corner locations, four times daily.” (Given the traffic up that way, it would seem to me that a lot of staff time on the buses could be saved by the use of more video-conferencing.)

from Laura Marcus-Plant --- “she had been involved in a pilot experiment, where staff had been required to work primarily from home, and it proved to be a disaster, proving that people want to come into the office (for the socialization and other reasons), or have the option to do so, at least some part of their work week”. Also, “the younger generation of workers wants flexible work hours and work environment, including the ability to listen to the radio, or music, with ear buds on, at their work station.”

Thus, after the Moderator reluctantly agreed to begin using the amplification, we actually had an “interactive panel discussion” as had been advertised, although it was so loosely structured, it was difficult to notice the Measurement and Metrics part of it. From our experience, for the programs at the other two Chapters, we would strongly suggest that they have amplification for the moderator and panel right from the beginning and that the Moderator be strongly suggested to structure what the panelists are asked to talk about, so it might more closely resemble the “Understanding the Psychology and Utilization of Space” title that the program has been advertised as. Failure to do so may again result in a disappointing program, despite the use of a highly qualified and capable group of panelists.



Thanks to Past Chapter President Jeff Sechrest and Luck Stone for again doing an excellent job of hosting a “Learning at Luck” program for the Chapter; to Mike Calkins & Groovin' Gourmets for their usual nice job of providing the refreshments; and for the WE HUB contingent for coming down to be with us. Too bad the surprising resistance of the group's moderator to using the amplification provided prevented many of us from hearing what the panel had to say for almost half of the program.





## Richmond Chapter Monthly Meeting Tuesday, October 9, 2018

**Willow Oaks Country Club**  
6228 Forest Hill Avenue  
Richmond, VA 23225  
Parking: Parking Lot

**TIME: 5:30 pm: Networking/Social Hour**  
**6:30 pm: Member Round Table Highlights of World Workplace and Post Renovation Tour of Willow Oaks Country Club**

You are invited to join us for a Member Round Table to hear all the exciting events that took place at this year's World Workplace from Chapter members that attended.

RSVP by: Thursday, October 4, 2018  
Simply e-mail Barbe Shaffer at [ifmarichva@gmail.com](mailto:ifmarichva@gmail.com)  
or register on our website at [www.ifmarichmond.org](http://www.ifmarichmond.org)  
and click on Sign-up Genius and pay by credit card or at the door

**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 are accepted at the door. No Shows will be billed.

PLATINUM



GOLD



SILVER





**IFMA™ Richmond Chapter**

International Facility Management Association

P.O. Box 808

Richmond, Virginia 23218



PLACE  
STAMP  
HERE

# October Meeting

**Willow Oaks Country Club**

**6228 Forest Hill Ave**

**Tuesday October 9, 2018**

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