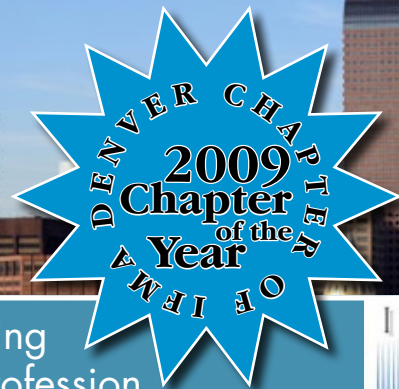


Voice OF THE Rockies

Denver Chapter
of IFMA

Advancing and Supporting
the Facility Management Profession



FALL 2010



FM ADVOCACY DAY

Dean Stanberry

It's great when I can start an article referencing a classic Frank Capra movie...

Along with chapter President Judy Leyshon, it was my privilege to represent the Denver chapter at FM Advocacy Day in our nation's capital September 21st & 22nd. Now it is my privilege to share with you what we learned and why advocacy needs to become a part of your FM lexicon.

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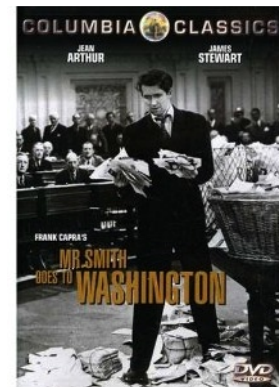
Taking a step back; IFMA has had an advocate presence in Washington D.C. for approximately ten years. This period has taught the association about the legislative process and helped to establish IFMA as a credible representative for the Facility Management agenda. Approximately three years ago the association formalized this role, hiring Jeffrey Johnson as the Director of Government Relations, stationed in the capital.

For the past three years, FM Advocacy Day has limited attendance to the IFMA Board of Directors. With past successes under their belt, the event expanded to include chapter leaders in 2010.

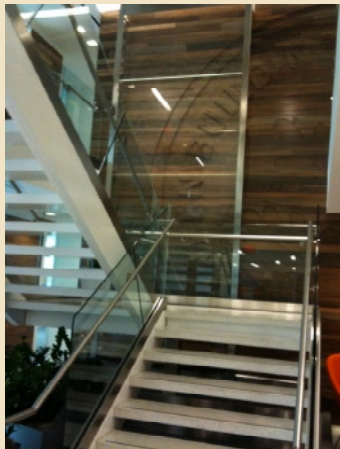
Fast forward; the 2010 event boasted thirty-three representatives ranging from Southern California to the Capital Chapter. In addition to Jeffrey Johnson, the event was attended by Barbara Zlatnik, IFMA Assoc. Director of Member Resources, Don Young, IFMA VP-Communications, and Tony Keane, IFMA President/CEO.

Road Trip...

As a few of us arrived early for the event, I arranged for a tour of the U.S. Green Building Council's headquarters, just 2 miles from our hotel. On the tour we met with Chris Smith, US-GBC COO, Bryan Howard, Legislative Director, and Corey Enck, Director-LEED Technical Development. Ana Ka'ahanui, Manager-Education and Events conducted a tour of their impressive headquarters facility. Completed in 2009, this leased space is the epitome of sustainable construction.



Continued on page 2



Although not highly visible in this photo, even the glass water feature in the main entry serves a sustainable purpose helping to cool the surrounding air and remove particulates. IFMA and USGBC enjoy a good working relationship, with our mutual directors of legislative and government relations conversing on a weekly basis.

The USGBC's impressive headquarters is difficult to describe, but stay tuned to their web site (<http://www.usgbc.org>). They plan to have a virtual video tour of the facility posted in time for their annual Greenbuild conference in Chicago November 17-19, 2010.

On To The Show...

Later on Tuesday IFMA's FM Advocacy participants met in the Omni hotel for an afternoon covering the current political environment, FM advocacy issues, tools for effective advocacy, grassroots advocacy tools, and the state monitoring program initiated by IFMA's Philadelphia chapter. This aggressive agenda was efficiently led by Jeffrey Johnson, with assistance from Jim Wise of Pace, LLC. Pace is the lobby consulting firm engaged by IFMA to assist with its legislative affairs agenda.

I won't go into detail on the topics listed above, but suffice to say – it was an afternoon of “drinking from the fire hose”. Watch for future announcements and information as the Denver chapter of IFMA ramps up its own local advocacy efforts.

The evening welcome reception hosted by the Capital Chapter of IFMA gave the participants a much-needed chance to unwind from the day's events and get to know each other. Most participants made an early end to the evening, as the next day started very early and promised even more whirlwind activity.



Wednesday the 22nd found us gathering at the congressional visitor's center. This is a relatively new facility, underground behind the Capital building. Here we were joined by approximately 200 members of the [Federal Facilities Council](#). Operating under the National Academy of Sciences, the FFC's mission is to identify and advance technologies, processes, and management practices that improve the performance of federal facilities over their entire life-cycle, from planning to disposal. Through the efforts of the FFC, we were treated to an impressive agenda of legislators and leaders from a host of facility related governmental agencies. To give you a sense of the wealth of knowledge shared throughout the morning, let me just list the agenda participants;

- Welcome Remarks: Lynda Stanley, Director of the FFC, Tony Keane, IFMA President & CEO
- Kevin Kampschroer, Director, Office of the Federal High-Performance Green Buildings, U.S. General Services Administration
- Jay Hicks, Managing Director for Planning and Real Estate, U.S. Department of State
- Hal Alguire, Director of Public Works, Fort Carson's Sustainability Initiative

THIS 'N THAT

SAVE THE DATES:

October 27 to 29, 2010 - The universal facility management experience! - IFMA's World Workplace in Atlanta, GA. 2010 marks IFMA's 30-year anniversary

– Join the celebration! Go to www.ifmadenver.org for details on keynote and power speakers, educational sessions, facility tours, networking events, IFMA Foundation events and to book your hotel in the World Workplace official block for discount rates.

- John W. Jimison, Senior Counsel, House Energy & Commerce Committee
- Congressman Rau Grijalva (D-AZ-7th), House Education & Labor Committee
- Congressman Pete Sessions (R-TX-32nd), House Rules Committee
- Deborah M. Estes, Senior Counsel, Committee on Energy & Natural Resources
- Congressman Russ Carnahan (D-MO-3rd), Chairman, High Performance Buildings Congressional Caucus
- John Collins, Professional Staff Member, Committee on Homeland Security and Governmental Affairs
- Stephen Hagan, GSA Building Information Modeling

And that, believe it or not, only took us to lunch!

The Main Event...

Off to a quick lunch at a cafeteria in one of the Senate office buildings and we were ready for our afternoon of meetings with congressional staff. Unfortunately, I missed the opportunity to visit the Senate gift shop. Probably all for the best, given the price of most government services...

In our congressional staff meetings, we had three primary objectives (asks);

1. Support HR. 5112/S. 3250 – The Federal Buildings Personnel Training Act of 2010

This bill has been passed in the Senate and was awaiting approval in the House. It mandates training for federal facility managers. This benefits the IFMA population as once adopted at the national level, it increases the visibility of FM training for both the public and private sectors.

2. Join the High Performance Building Congressional Caucus

This caucus is currently active in the House of Representatives, so the objective is to promote participation

amongst the Senate as well. This caucus raises the visibility for issues of building performance, sustainability, and environmental concerns.

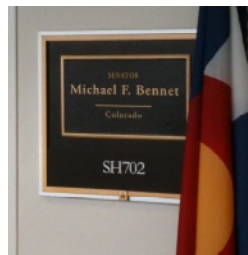
3. Continue Funding for the GSA Office of High Performance Federal Green Buildings

Led by Kevin Kampschroer, this office received around \$5B of stimulus funding to "green" federal facilities. The stimulus money has been allocated, but the office needs continued funding to operate and identify the next opportunities to improve performance across the federal facility portfolio.

The final objective was to establish IFMA as a resource with subject matter expertise for facilities, high performance buildings, and sustainability related to operations and maintenance. Congressional representatives often look to public sector associations for credible information to support legislation – and IFMA should be one of those go-to sources.

The group broke into smaller teams with specific meeting schedules. Accompanied by Bryan Vickers with Pace, LLC, our first stops were to the Colorado congressional offices of Senator Michael Bennet (D-CO) and Senator Mark Udall (D-CO). In both cases we met with their Legislative Aides; introducing ourselves, the IFMA organization, and presenting our requests. We also discussed the Denver chapter of IFMA to put the requests into the context of their constituents.

As we had some extra time, we then joined the IFMA delegates from Virginia to visit the congressional offices of Senator Mark Warner (D-VA) and Senator Jim Webb (D-VA). These meetings were the same format, but our IFMA colleagues



THIS 'N THAT

MEMBERSHIP REMINDERS

- When your contact information changes (i.e. job change, e-mail, address, phone numbers, etc.) you need to notify IFMA International at www.ifma.org. Click on the tab at the top of the page, "Tools & Resources", then select "Membership Directory" on the left hand side of the page, at the top of the next page select "My Account." IFMA International will then notify the Denver Chapter of IFMA so you can continue receiving communications from the Chapter
- If you lose your job, you can qualify for a "retirement" status membership. The base IFMA dues for this category are \$100 annually plus \$50 for the Denver Chapter of IFMA dues. When you return to the work force, your membership will be re-categorized.
- You can pay your membership dues on a quarterly basis. Contact IFMA International at www.ifma.org or call Membership Services.

from Virginia took the lead in speaking to their representatives.

As our day came to an end everyone was grateful to stop and take a breath, but regretted the event was over. Washington D.C. has an energy and buzz that defies description – it can only be experienced. Once you're there, it's easy to see the attraction it holds for those who aspire to get involved and make a difference.

We can't all converge on Washington, but we can get involved and make a difference right here in Colorado;

- Watch for new advocacy information appearing on the [chapter web site](#),
- Become informed on the issues and legislation affecting your profession,
- Above all – Get Involved!

Dean Stanberry

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Letter From the President

Judy Leyshon, CFM, President,
Denver Chapter of IFMA



With the arrival of each new season there are things I always think about. In the winter, I think of the spring and everything thawing out. In the spring, I think about how everything

is new and fresh; the start of a new fiscal year and the opportunity to have the best year yet. There are new performance measures, a new budget to work with and maybe new personnel. In the summer season, I plan my facility inspection season for my client, which pretty much takes care of the whole summer. Then, in the fall, I think of budgets and World Workplace. World Workplace provides the opportunity to meet new people from all over the world in the facility management field and discover the new trends and technology that will help me in my career.

There are so many things I love about IFMA and Facility Management. I see this career as a place for daily opportunities and new experiences. World Workplace is a super opportunity for all of us to get together and discuss the built environment. If you can make it, please take advantage of this opportunity. You will come away with a wealth of information, new global acquaintances, and an experience you will not soon forget.

Another example of opportunity is this chance to be an advocate for the FM profession to people who make things happen and in a place full of energy and excitement. Recently, Dean Stanberry (past Denver Chapter of IFMA President and IFMA Foundation board trustee) and I had the opportunity to join IFMA HQ and other chapter leaders on a mission

to Washington DC for the annual Advocacy Day and Policy Day. The purpose of the two days of meetings was to help establish IFMA as a credible representative for the Facility Management agenda. For more information please see Dean Stanberry's article in this edition of the Voice of the Rockies.

These are just a couple of examples of opportunity available to you. One of the best ways to help your career is to use the Denver Chapter of IFMA and all its resources to help you achieve your goals.

Judy Leysbon, CFM is the Denver Chapter of IFMA President. She can be reached at Judy.Leyson@McKesson.com

2010 AFEC Review

Carolyn Visalli, CFM, Denver Chapter of IFMA AFEC Chair

The Denver Chapter of IFMA co-sponsored the Advanced Facilities Management and Engineering Conference (AFEC) for another successful year! Held September 29-30th at the Denver Merchandise Mart in beautiful, sunny Colorado, this has proved to be the must-attend event of the year in our Region!

by the eloquent and popular Professor Corey Ciocchetti. The most well-attended seminar session was Wednesday's "New Energy Saving Technology for Facility Managers" by Mary Horsey. All sessions were approved for CEUs and CPDs for your IFMA and BOMA designations. New this year, 31 of the sessions were approved for GBCI CE credits by the USGBC Colorado Chapter.

The AFEC Committee and Westfield Properties teamed up this year to provide the excellent opportunity to tour the new LEED Platinum 1800 Larimer Building in downtown Denver. The 2nd annual networking reception followed immediately after at the Wynkoop Brewery just a few blocks away. This reception was open to all conference attendees and allowed them to improve their industry connections.

This year was the 9th annual AFEC conference, and the 5th year the Denver Chapter of IFMA has participated as a co-sponsor, joining AFE (Association of Facilities Engineers) and BOAC (Building Operators Association of Colorado). Thank you to all IFMA members that participated in AFEC 2010, with a special thanks to our members that exhibited and contributed door prizes, decorations, and sponsorships.

It's never too early to start planning to attend next year's Conference and Expo! The 2011 AFEC Show is slated for October 5-6 at the Denver Merchandise Mart.

If you would like to join the planning committee for the 2011 Advanced Facilities Management and Engineering Conference and Exhibits, please contact Carolyn Visalli at 303-656-8353 or carolyn.r.visalli@xcelenergy.com. Planning meetings commence in November.

Despite continued economic distress, over 750 participants attended to take advantage of over 110 exhibits and demonstrations, 39 seminars featuring industry leaders, and a Keynote



Pathway to Efficiency: Energy Audits from Start to Finish

Gregory J. Hugbel, EIT, LEED AP, Project Engineer, Facility Engineering Associates

In these economic times identifying opportunities to run your company more efficiently is key. This same concept can be applied to operating your facility. The energy costs associated with operating your facility can account for a significant amount of your organization's total operating cost. Identifying opportunities to operate your facility more efficiently can help to decrease these costs. As a facility manager, building engineer, or building owner, you may think you will have to spend a substantial amount of money on energy efficient capital expenditure projects that are expensive upfront and take a while to payback. To make sure your money is spent wisely, performing an energy audit will help to identify and prioritize the best opportunities for investment.

Establishing the Scope of Your Energy Audit

An energy audit is a method that systematically identifies and develops opportunities to help reduce energy consumption and thus decrease your building operating costs. Energy audits can vary in scope and complexity. Focusing your audit is imperative and what exactly to include in your energy audit scope will depend partially on what your organization is willing to invest into energy efficiency, the complexity of your facilities, and the amount of detail and analysis you wish to receive from the audit.

If you currently do not have a large budget for capital replacement projects, or you simply want to have a better understanding of your facility's energy consumption and need a starting point, a scope that focuses on operation and maintenance practices with less emphasis

on major equipment replacement may be your best option. This type of energy audit is intended to offer a high level view of how your facility is operating. It is perfectly reasonable to start at a high level in order to understand how your facility is currently performing, and move to a more detailed assessment later. In addition, this type of energy audit is intended to at least identify capital investment projects but these measures will require further detailed analysis if the decision is made to pursue one of them.

If you already have a good understanding of your facility's energy consumption, or your facility has made the commitment to invest into capital replacement projects, either due to the life of existing systems and/or the goal to have a more energy efficient facility, a more detailed scope that dives into the weeds of your facility's heating, ventilation, and air conditioning (HVAC) systems may be more appropriate. This scope would entail understanding more of the specifics of your HVAC systems in order to clearly and properly identify cost, estimate savings, and plan for implementation of the system replacement/upgrade projects.

Keep in mind that energy efficiency is about finding a good balance between saving energy and occupant comfort. No matter what you decide to include in the scope of your energy audit, finding the balance between these two areas is important and must be considered when evaluating energy efficiency opportunities.

Conducting an Energy Audit

Once the scope of your audit is established, a game plan will need to be put into place in order to properly focus your efforts. There are some key tasks that should be performed when doing an energy audit. When performing these tasks, make sure that you are looking for

ways to optimize your system and reduce energy where it makes sense.

- **Understanding your building and building systems** – Perform a walk-through survey of your building in order to gain a better understanding of the building's construction, equipment, and entire energy-consuming systems. Here you will need to identify opportunities for equipment replacement and upgrades in addition to identifying system modifications that may improve the overall performance of a major building system such as the chilled water system. An example of an equipment replacement/upgrade project would include replacing existing motors with premium efficiency motors or installing variable frequency drives to control your cooling tower motors. It will also be important to identify these major energy-consuming systems and define the different space functions within your building.
- **Understanding your operation and maintenance practices** - Talk with engineering and operation staff regarding the operation and maintenance of the building's energy-consuming systems. Identify maintenance problems and/or practices that affect energy efficiency. Review through the building automation system (BAS) or energy management system (EMS) to help further understand operation of the major energy-consuming system. A large portion of the effort to optimize the operation of the building systems will focus on reviewing through the BAS/EMS in order to identify areas to operate more efficiently. The BAS/EMS can also be used to help with testing the operation of the building systems to determine energy conservation measures such as faulty sensors/controllers, improper operation, and systems that may have failed or are in the process of failing.
- **Analysis of building energy consumption** – Start with a review of the utility bills. The more utility bills that can be reviewed the better. It is important to use these bills to understand the current energy consumption of your building and, if possible, the trend of your energy consumption in years past. Knowing where you were, in terms of energy consumption, and where you are now, will help you set goals on where you want to be in the future.
- **Review of utility rate options** - Review your current utility rates. This will include rates for your monthly demand and consumption charges. You will also want to identify your on-peak, mid-peak, and off-peak charges. Once you have a proper understanding of your current rate structure, research other utility rate structures available through your current utility provider and ones available through other providers.

These tasks are intended to act as a guideline. Keeping in mind that all facilities are unique, you may need to perform additional tasks that will benefit your specific facility. For example, your facility may have a large kitchen/cafeteria area and because of this you may want to include some additional tasks to help focus your scope on improving the efficiency of the equipment in this area. After performing these tasks, the next step will be to compile a list of identified energy conservation measures. Typically, energy conservation measures are divided into two categories: low/no cost energy conservation measures and capital improvement energy conservation measures. The low/no cost energy conservation measures typically address issues and identify opportunities for savings by making recommendations concerning operation, maintenance, and general best practices. These measures do not normally require

capital investment to implement. The capital improvement energy conservation measures will focus more on equipment replacement/upgrades that will require capital investment in order to implement.

Making the Business Case for Implementing Measures

The low/no cost measures are typically easy to implement, but getting funding for the capital improvement measures can be more difficult. In order to make the business case and determine if an identified energy conservation measure is financially feasible, performing an economical analysis will be necessary.

This analysis should include the energy cost savings that will be seen from the measure (include consumption and demand savings), the cost to implement the measure, and the additional maintenance cost or savings that may be experienced from the measure. Now that you have the information needed to determine total savings and the total cost to implement the measure, it is possible to calculate the payback associated with the energy conservation measure.

In general, you will want to implement projects with the shortest payback period since they will have the quickest return on investment. The approach for implementing projects with longer payback periods will need to be based on your organization's economic approach and energy goals. The energy goals of an organization that is simply leasing a building for five years may be very different from one that owns a building. Aligning your energy goals with your overall organizational goals is key to performing a successful energy audit.

Once your projects are implemented the final step of your energy audit is the measurement and monitoring of your facility. It is time to prove that what you have implemented has produced results.

This can simply be done by reviewing through your utility bills and tracking the savings that has been experienced from the energy conservation measures that have been implemented. This step should hopefully further emphasize the economical benefits of performing an energy audit because it will show the real savings associated with the audit. Now you will want to build upon your success and set new energy goals for the future.

Greg's engineering background includes assessment of mechanical, electrical, plumbing, and fire protection systems for federal and commercial facilities throughout the U.S. He has also performed ASHRAE Level I & II Energy Audits, mechanical systems calculations, and water systems efficiency evaluations for buildings seeking LEED-EB certification. Greg has written several articles on water and energy conservation, and presented on ENERGY STAR's Portfolio Manager program at NFM&T 2009. Greg is also co-author of the IFMA Foundation's EPA's Portfolio Manager Guide as part of their Sustainability "How-To-Guide" series.

FM—A Different Part of the Story

Harry Hill, Facility Superintendent, City and County of Denver



I remember a quote from some years ago, I don't remember who said it but it is always relevant, "We manage things and we lead people". When you stop and think about it where does this leave us as Facility Managers? It would mean that all we do is manage our facilities. Well our facili-

ties for the most part are static, they don't move they just sit there. When we look at the dynamic parts of our facilities such as our HVAC, plumbing, security and landscaping as well as the other amenities that help us keep our business going then there are things to manage. We get to know the idiosyncrasies of our rooftop units, the plumbing fixtures and the eccentric personnel that grace our corridors.

So how do we manage all of these things? We don't, well not on the face of it anyway. What we do is lead the people that do manage them. The ones that turn the wrenches, unclog the toilets, change filters and dump the trash. Often even as Facility Managers we take some of the operation of our facilities for granted. This isn't always a bad thing. What this means is the personnel that report to us or that we control have the confidence in and backing of their leaders so that they can perform their jobs at the highest levels. But don't get me wrong there are FM's out there that are truly hands on and are among the wrench turners.

There are two areas that the FM's I know focus on in their leadership. First there are the personnel on their team, the building engineers, trades personnel, custodians, security officers and depending upon your facility any other number of people. These people have a direct, daily bearing on the operation of our facilities and as such have the capacity to affect how effectively the company performs its core business. When we as Facility Managers and as leaders are able to provide the tools necessary for our personnel to perform their tasks it ensures the success of our business. We also provide feedback to them as to how good of a job they are doing. Without evaluations our personnel cannot judge how they perform in doing their job

or where they might stand in relation to others in their field. In other words when it is time for a raise will it be apparent if they receive one or not.

The other side of the leadership equation is the building of relationships that provide goods and or services for us to ensure the continued function of our facility. From designers and architects to suppliers and contractors we can strengthen these relationships with constant communication. This should be more than an occasional sales call. An honest exchange of information between the parties can serve to strengthen the ties. It will also help to stave off potential misunderstandings as company business structure and methods change with the times.

As leaders it is necessary to remember that it is not only what we say but our actions and how we make them that help us. Our employees, peers, supervisors, vendors and contractors observe and listen to us. They watch to see if our deeds match our words and present a message that is consistent with company policies and practices as well as in good judgment. Moving into the future we are constantly asked to do more with less the leadership we provide and the relationships we build will help in our success and that of the company.

Making the EPA's ENERGY STAR Program Work for You

Brian Dawson, CEO, Calico Energy Services

The Environmental Protection Agency's (EPA) ENERGY STAR program is a great way for building managers to save money while helping to protect the environment. The program encourages the adoption of energy-efficient products to measure current energy perfor-



mance. ENERGY STAR-certified buildings receive significant tax benefits, and typically increase in value by an aver-

age of 16 percent¹ – not to mention that certification makes a statement about the building owner’s and/or manager’s support for environmentally friendly facilities.

Unfortunately, gathering data for ENERGY STAR certification can be a lengthy and difficult procedure. The process of collecting, submitting and validating energy usage data can quickly turn into an administrative headache, particularly for multi-tenant commercial buildings.

That’s where software management tools can help. Such tools facilitate the submission of building-wide energy usage data to the ENERGY STAR program, and they can radically simplify the process of categorizing, analyzing, managing and submitting energy usage data.

Building managers should look for software that connects back-end utility data systems with ENERGY STAR’s online Portfolio Manager, and provides automated submission of energy usage reports to comply with the EPA’s monthly reporting requirements. Usability is also important, so features such as dashboard interfaces and ease of deployment are key. Software tools should also include the ability to:

- protect confidential customer data,
- quantify the impact of energy efficien-

cy projects on energy usage, and

- provide automated access to building-wide energy usage data.

Brian Dawson is the CEO of Calico Energy Services, a Seattle-based company offering Green Certification software designed specifically for building managers, property management firms, utility company administrators, program managers and account managers. Green Certification allows managers to submit data usage directly to the EPA’s system and reduces the administrative burden by up to 97 percent.

¹ Source: *Doing Well by Doing Good? Green Office Buildings*, a 10,000 building study by the Center for the Study of Energy Markets, University of California Energy Institute, September 2009

FMP Member Spotlight

Byron Edwards, FMP, Western Area Power Administration



Byron Edwards is currently the chapter’s Education Committee Chair for the Denver Chapter of IFMA. Byron volunteered to work on the Education Committee because of his passion for education and

professional development. Byron’s past professional background includes, Construction Management, Operations Manager and Training Manager while enlisted in the U.S. Army for over 20 years. It was his past position as a Training Manager that led him to his future educational goals and career selection.

Before retiring from the U.S. Army, he completed his B.A. in Organizational

Management with a minor in Human Resource Management. After retiring, he began working for U.S. Department of Energy's Western Area Power Administration. It was here where he became a member of IFMA (a requirement by his agency for his professional development as a facility manager). It was when he became a member of the Denver Chapter of IFMA that he wondered what he could do help the chapter offer more in educational opportunities for its members.

In 2008, he worked with the chapter's board to start offering competency courses locally to its member. After realizing that many members were spending more money on travel expenses than on the courses themselves, Byron began organizing and hosting FMP courses in the Denver area. That began the first group of members completing the FMP program locally. Bryon was a part of this first group. The program is in its third successful year. Since starting the program, over 40 members of IFMA have obtained the FMP designation.

In 2009, Byron began research on creating certificate and degree programs within the Denver Metro area. After evaluating the curriculums at the various colleges and universities, Arapahoe Community College has agreed to proceed with both a certificate and degree program in 2010.

Byron doesn't believe in the quote "You can't teach old dog new tricks." He modified it by adding "Only if it doesn't want to learn one." He loves his role supporting the chapter's endeavors. He dedicates at least six hours weekly to serving as the chapter's Education Chair.

Byron's other passion is music. He used to be a disc jockey. He has played in various cities throughout the U.S. and overseas, including, Germany, Italy, Macedonia and Bosnia. He possesses a large

music collection of various genres. He is currently working on live broadcasting on his own internet radio station.

Professional Member Spotlight

Ben Plucker, Facilities Supervisor, TW Telecom



This professional spotlight focuses on Ben Plucker. Ben's Chapter Pin Design for the Denver Chapter of IFMA was recently selected for the new official chapter PIN. In the past, Ben

has enjoyed attending ski trips, the golf tournaments and the occasional monthly meeting.

Ben enjoys the educational information he gains from IFMA. "I'd like to take advantage of the networking more, but that's not exactly my forte."

Ben works as a facilities supervisor for TW Telecom. They are one of the top three business Ethernet service providers nationwide. But what really sets them apart from other providers is a deep-rooted, customer-first mindset at every level of the company, from the CEO on down.

When asked what he likes best about his job, Ben says, "Being the "Go-To guy." I like that most people know that they can come to me for a lot of different issues and if I'm not the one to take care of it I can at least point them in the right direction."

When asked about the most interesting thing Ben has had the chance to do he says, "I was blessed and privileged enough to work with the US Navy Marine Mammal program when I was in the Navy. Basically I got to dive and work

Continued on page 12

with the Navy's dolphins. It was a very fun and unique experience."

Ben enjoys the mountains, weather and skiing in Colorado.

Ben has a 10 month old daughter named Elisa Grace Plucker. He also has a dog named Tali who is a golden retriever and black lab mix.

His hobbies are skiing, mountain biking, camping, hiking, four-wheeling, scuba diving, working out and anything outdoors.

Associate Member Spotlight

Steve Junge, Market Sales Manager, Kimball Office



Steve Junge is a new member of the Denver Chapter of IFMA and the current Golf Tournament Committee Chairman.

Steve enjoys IFMA for the opportunity to participate in a professional organization where his business experience can potentially benefit a wide variety of other members from diversified backgrounds and occupations. Additionally, he is interested in the exchange of ideas and information pertaining to how commercial furniture solutions can solve certain facility management issues and reduce workspace costs.

Steve is a Market Sales Manager for Kimball Office. Kimball is a leader in office furniture manufacturing by delivering relevant and sustainable furniture solutions, innovations and services that are based on customer needs. Kimball

Office is a family-founded company and a customer first focused corporation with a long history of quality craftsmanship and heritage brand furniture.

Steve enjoys the opportunity to work with Kimball's distribution and design partners to develop the best possible furniture solutions for his customers. He says, "I am proud to work for a company like Kimball Office that builds high quality, well designed furniture that will stand the test of time."

When asked about the most interesting opportunities Steve has had he notes traveling to interesting places in the world with Kimball and my wife, Debbie. He also has enjoyed skiing, biking and golfing at remote locations with local friends.

Steve thinks that the best thing about Colorado is that it is easy to return to no matter where you have been or how great the vacation was.

Steve's wife, Debbie, is the principal of Junge Associates, a business consulting and sales training organization.

EDUCATION UPDATE

FMP Program

The chapter is hosting the "Business of FM and Operation & Maintenance courses the week of December 6, 2010 to assist the members who need to complete the program in its current format. The Business of FM course will be on December 6-8th (compressed from 4 days) and the Operations & Maintenance course on December 9-10th. In 2011, the format for the program will be changed with updates in courses in the program. The chapter is currently working with IFMA to begin hosting on-site course in the coming year. If you need to attend

one or both of the courses, please go to www.ifmadenver.org to register.

CFM Exam Review

The chapter is hosting its second CFM Exam Review of the year on November 8-9, 2010. This is the definitive course of preparation for IFMA's Certified Facility Manager Examination. The course is designed to assist facility professionals seeking certification with preparation for the competency-based examination. Please go to www.ifmadenver.org to register.

Education Committee Needs Participants

The Education Committee is looking participants to lead the following duties:

The first Co-chairperson provides development of educational seminars. The person in this role:

- Coordinates with the Programs Committee
- Identifies presenters, speakers, and instructors for meetings and courses
- Researches the biographies of presenters, speakers, and instructors
- Provides budgetary information for presenters, speakers, and instructors.
- Provides articles for the Chapter Newsletter and Update

The second Co-chairperson provides the leadership to hold CFM mentoring courses (Annual CFM Exam Review, FMP, and competency courses). The person in this role:

- Schedules the annual CFM Exam Review, FMP, and competency courses
- Finds a venue to hold scheduled courses
- Coordinates with the first co-chair-

person for presenters, speakers, and instructors

- Coordinates the logistics for the courses (books, meals and refreshments)
- Provides budgetary information for the courses
- Provides articles for the Chapter Newsletter and Update

The third Co-chairperson provides CFM Maintenance Records for Chapter members and request CEUs/Maintenance points. The person in this role:

- Requests for CEUs/Maintenance points for educational sessions, events and programs to IFMA
- Manages the records associated with each educational session, event or program
- Provides budgetary information for the annual renewal of CEU/Maintenance points request
- Provides if needed articles for the Chapter Newsletter and Update

If you are interested, please contact the Education Chair at education@ifmadenver.org.