



Winter 2009

VOICE OF THE ROCKIES

Advancing and Supporting the Facility Management Profession

Denver Chapter of IFMA

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Notes from the President

Judy Leyshon

"Change is coming!...It is time for change!" We have heard this mantra over and over, for the last few months in politics, and have been witness to how change is and has affected our personal lives, and our careers. So here is another change...Hi I am Judy Leyshon and your new chapter president.

As facility managers we are change agents, we initiate change, we facilitate change that is mandated, we roll with the punches, in short, and we make it happen. We have a unique and until recent years, little understood profession. Thanks to the efforts of the leadership staff at IFMA headquarters and leadership at the local chapter level, we are finally becoming a globally recognized profession, staffed with professionals.

Personally I love this profession, and I, perhaps like many of you did not choose it, it chose us. I landed in facilities by accident and to be honest having spent 17 years in it, I cannot think of a more satisfying career. In the beginning, my job was flying by the seat of my pants, making it up as I went a long, and just going with whatever was thrown my way. How times have changed! Now the job is: Balanced Score Cards, Key Performance Indicators, performance evaluations, Cost Savings Initiatives, Service Level Agreements, and the list goes on. As the new year approaches, we are busy working on budgets, project timelines, staffing issues, performance reviews and training plans. There never seems to be enough time in the day to do all the things placed on our plates, but we do it because we are facility managers!

As many of you are experiencing, in light of the deepening economic crisis affecting our country, our clients, and the companies we work for, many corporations this year are forgoing extravagant holiday parties, and using these funds to help deserving charities instead.



This year the Denver Chapter is doing much the same; we are focusing our community service on non-profits needing help with our area of expertise- facilities. We will be helping the Colorado Coalition for the Homeless with 13 apartment buildings needing property inspections. The Girls Scouts of Colorado and the Girls and Boys Clubs have requested our help. We have had a very successful silent auction and will be donating over \$3,500 to the Coalition.

This new year fraught with so much change is a great opportunity to get back to the basics - taking care of those in need. The Denver Chapter is a good tool to become more involved with the community and help make a difference in the workplace, in our profession, and in you. Join a committee, volunteer for an activity, or serve on the board, help make the changes.

One of the most important things I have learned over the years is; do not forget to include a little time for yourself in the process. (I know.... just one more thing!) Make time for those things you especially enjoy, do not forget your loved ones, get involved in your community, and be sure to find a way to have fun. If each of us could do just one thing to make each day a little better, imagine the impact that would have not only on ourselves but on those around us as well.

Change is coming! It is time for change! It starts with each of us, one person at a time. I encourage you this coming year to grasp opportunities to affect positive change, whether personally or professionally. Before you know it, another year will have come and gone. Amazing how quickly time goes by.

Editor's FM Chat Harry H. Hill, III, Facility Superintendent, City and County of Denver

I wanted to reprint this now in this time of uncertainty and anxiety. I had written this as a way to look at how we performed our jobs on a daily basis. Because of this I focused on what I would almost call the negative impact of having so many methods of communication at our disposal. After receiving several emails from colleagues that have recently been laid off I think of the positive impact these devices can have. They can and should be used to propel oneself into the next opportunity that awaits them. But as I said in the end of this piece find the best tool that will help you the most in moving to that next adventure. So I hope you will do as I did and look at this in the other light.

Tools of Communication

Smoke signals and drumbeats

This all started in antiquity and has brought us to where we are today. Now as then there has always been the need to communicate. There were many reasons and forms to make oneself heard over distances and to relay important and possibly life saving information. Tribes sent signals to bring news of game returning to the hunting grounds. The drums spoke of a potential attack by hostile enemies. The tools that we use as Facility Managers have increased and improved exponentially over the past 20 to 30 years. At one time to send a document across town there was the postal service in about two days, then the courier for the same day service. Enter the Fax machine. The time now is reduced to minutes however, at that time it wasn't accepted as a legal document so what was the point except the exchange of information.

Next the advent of the cellular telephone and simultaneously the thing called the World Wide Web was making itself known to those outside of pure IT technology. With this our computers have become faster and more powerful. The telephones we use have become smaller and more sophisticated. We now have telephones with voice mail, email access, internet access and a camera! We have Blackberries and other PDA's which keep track of our calendars, our communications, and our lives. When you add the



possibility of satellite functionality to our communication devices you can be reached anywhere in the world. We can do teleconferences with our counterparts while we drive to the golf course and they are standing on top of Mt. Everest.

There are reasons and purposes for the tools in a Facility Managers tool box. If we stop to determine which of the devices will give us the most benefit not only are we helping ourselves but we are helping our clients. They have a reasonable expectation to get a response to an inquiry however the response may be delayed because you receive an email message, text message, page and a cell phone call. These are all from one person because you didn't get back to them in what they considered a reasonable time. Read instantly. How many emails have you read that you know took someone ten to fifteen minutes to compose and they sit two workstations away? Are you on the receiving end of emails and telephone calls from requests made the day before as you were walking out the door? Consider the time it takes to review all the communications you receive in one day and how they fall on your priority scale. When a request is made over several different mediums it takes away from the time you actually have to address the issues.

As our computers, PDA's, cell phones and Blackberries get faster and smarter there is the expectation that we too will get faster and smarter and will do things, quick fast and in a hurry. I think the pace of communication has picked up to a point where we feel the only way to keep up is to use all of the tools at our disposal. This couldn't be further from the truth. To keep ourselves from pushing to the point of terminal velocity we should choose the tools that work best for us and for the job.

So, if you want to get in touch with me just light the fire and let the smoke rise and I'll be listening for the drums.

Education

FMP Program

The Facility Management Professional (FMP) program's next course is on March 18, 2009. The Operations and Maintenance Competence is the second course in the FMP program. The overview of the operations and maintenance area of facility management learning objectives include the following:

- Part 1: Introduction to Operations & Maintenance
- Part 2: Operations: Building Systems
- Part 3: Operations: Grounds and Exterior and Interiors
- Part 4: Other Services
- Part 5: Work Management

If you plan to attend, look for the advertisement on the Denver Chapter of IFMA's website, www.ifmadenver.org and register now! In order to have adequate time to order the study materials we need you to register ASAP. This will be the chapter's third round within two years of hosting the Facility Management Professional (FMP) program locally.

Real Estate Competency Course

The Real Estate Competence course scheduled for February 18-19, 2009 will be cancelled due to the unavailability of an instructor. We are currently working to reschedule for a later date once we can secure an instructor. Please stay tuned for a future posting and scheduling for the course.

Member Spotlight: John McDonough

This member spotlight focuses on John McDonough, FMP. John is the current Denver Chapter Vice President, Co-Chair of Education and Photographer. In the past John has been a contributing writer and photographer for the newsletter as well as "Chapter Jester".

When asked what he gains by being a member of IFMA, John notes, "Learning the challenges that Facility Managers face on a daily basis and building relationships with both FM's and the many associate members has increased my value to my company. Above and beyond the professional benefits, being involved with IFMA has led to many great friendships as well."



John works for Facility Engineering Associates, PC. He cites the people he gets to work with and learn from on a daily basis as that which he likes most about his job.

"FEA is an interesting group that provides a vast list of services and has attracted some of the best people in the country. Every person here really tries to go above and beyond our clients' expectations and we have recently created a Best Place to Work initiative to continue to attract and retain the best people. I am also challenged and charged up everyday which makes the hours fly by."

When asked what opportunity was the most interesting one he has had in his lifetime, John writes, "Wow, tough question! To try and pull one thing to the top would be difficult. I am interested in so many things and have never ceased to be amazed at all the wonders that surround us daily. I have been in 41 of these United States and a dozen foreign countries but if I had to highlight one I'd have to say our travels to Lisvernanne Ireland. There we stayed in the house where my Grandfather was born, met my third cousins and learned the stories of my rebellious ancestors. It gave an insight as to where I get my strong willed streak (to put it in terms that can be published here)."

In reference to living Colorado, John says "The beauty of Colorado got into my soul the very first time I saw it 30 years ago. Until that first encounter I always saw myself on a beach somewhere as the ocean was, and is still in my blood. Being outdoors, hiking, camping, motorcycling, skiing, rollerblading, trying to capture on film the beauty that is everywhere or just sitting on a ridge looking at storm clouds tumbling across some of the bluest skies anywhere, Colorado speaks to me on so many levels. After seeing so much of this amazing country, Colorado is where we chose to live."

John is married to his "best friend, soul mate and inspiration, Tracey. We have two boys, four legs each, they happen to be cats (shh, don't tell them) Arlo and Tyler."

"My passions are photography and writing. I don't think I have hobbies although I guess being Mac Giver, chief handy man and remodeler around the house might qualify. "

Member Spotlight: Andrew Christie

This member spotlight focuses on Andrew Christie, an associate member of the Denver Chapter for the past year. He is also very involved in the Boulder networking group.

Andrew gains several benefits for his involvement in IFMA, including several opportunities to network with potential clients in a relaxed environment. He appreciates the opportunity to learn about facility management, which in turn helps him to better serve his clients.

Andrew works for BCinteriors, as a contractor furniture salesperson. He says that his job is always challenging, and he never knows what tomorrow will bring.

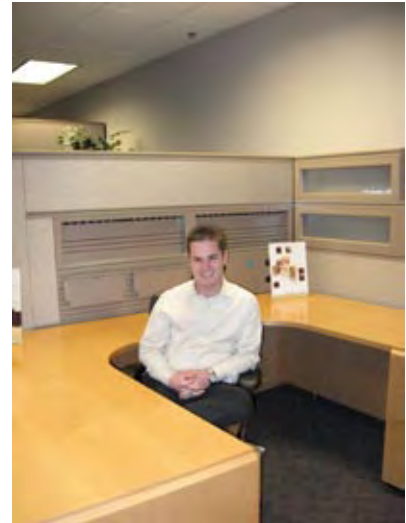
One of the best memories Andrew has was a chance he took to go on a two week trip to Alaska. The trip was a backpacking/ sea kayaking trip that he will never forget.

When asked what he likes best about Colorado, Andrew notes, "Absolutely everything. I have lived in Colorado all my life, and until I find some place better I will stay here. "

Andrew grew up with two sisters, one older and one younger. From his older sister's family, he has a niece and a nephew who are 3 and 1. They have become the focus of the entire family for the past three years now. He also still has both of his grandmothers who live in Colorado.

Currently Andrew has no pets; however his parents still have their family dog. Molly is a 14 year old poodle.

Being from Colorado, Andrew's favorite hobbies include snowboarding, golf, football games and hockey games. However these are just a few of his favorites, he says he is usually up for almost anything outdoors.



Awards of Excellence

The Denver Chapter of IFMA was presented with TWO Awards of Excellence at the Awards of Excellence Banquet at the 2008 World Workplace. Many hours of hard and dedicated work by Byron Edwards (Chair of the Education Committee), Gloria Geier (Chair of the Programs Committee), and Adam Crowell and Ed Morris (Chair and Co-Chair of the Membership Committee) resulted in the Chapter receiving the awards for 2007-2008 Excellence in Membership Marketing and the 2007-2008 Excellence in Professional Development. These awards are among the most prestigious an IFMA chapter can receive!

As you can see from the following summaries the Chapter exceeded their Membership and Professional Development goals and are definitely deserving of these awards:

- Chapter Award of Excellence in Membership Marketing, Large Chapter – This year the Denver Chapter of IFMA achieved a 13% net membership growth (target goal 10%), as well as an 84% retention rate (target goal 80%). The Membership Committee's strategy is based on consistent recruiting efforts and member recognition. Each committee member is responsible for calling 30-35 prospects within a two-month period. Retention efforts include personal calls to members to commemorate first-year anniversaries, as well as calls to members with expired memberships reminding them to renew. The chapter believes in getting new members involved immediately – active members benefit from the value of participation, and the chapter is strengthened by the energy and enthusiasm generated in its committees and events.

- Chapter Award of Excellence in Professional Development, Large Chapter – In support of the Chapter's Strategic Plan, the Denver Chapter's Education and Professional Development Committees took the lead in promoting the advancement of its members' career development. The Chapter hosts monthly IFMA i-Sessions at no cost to attendees; and the Education Committee hosted the Chapter's first on-site Facility Management Professional (FMP) Program. Each year, the Chapter partners with The Advanced Facilities Management and Engineering organization (AFE) to host the Advanced Facilities Management and Engineering Conference (AFEC), allowing the Chapter to share information with a large number of Colorado-based engineers. In April 2008, Denver Mayor John Hickenlooper was invited to speak to the Chapter about the Mayor's Green Initiatives Program, as well as the challenges and opportunities the Democratic National Convention would bring to the city.





2009 Membership Drive

Attention All Members

Would you like to win monthly Visa Gift cards along with the opportunity of winning the Grand Prize and at the same continue to grow our Denver chapter? We need your Help! Please read on.....

Announcing the 2009 Denver Chapter of IFMA Annual Membership Drive

For all Members: For each new Professional member you recruit up until the Holiday Party (Dec. 2009), you will be given a \$25.00 Visa Gift Card. We will announce gift card winners at each monthly meeting.

Your name will also be entered each time you recruit a new Professional member for the Grand Prize Drawing at the 2009 Holiday Party. The more you recruit the better chance you have to win the Grand Prize!!

Grand Prize
\$500.00 Gift Certificate to
The Brown Palace Hotel & Spa

Rules:

Only new Professional Members (Facility Managers) will be counted.

It is your responsibility to make sure that the new member you recruit completes the application form including Your Name as the person who sponsored them with IFMA in order for you to get proper credit. Payment must be included with the application.

The Membership Committee will track and determine the winners each month for the Visa Gift Cards and will also track all membership applications submitted by December 2009 for the grand prize.

Now let's go out and grow our chapter!!!

New Membership Dues Reminder

Effective July 1, 2008 the Denver Chapter of IFMA received approval from IFMA International to bundle annual membership dues with the costs for monthly chapter events. The "bundle" will include all our great monthly events except **The Golf Tournament and Seminars/EXPO at The AFEC Show.**

Our new chapter dues for the Basic Package will be **\$255.00** and **International's new dues are \$179.00.** The old chapter dues were increased by \$125 to cover the costs of the monthly events. The new chapter dues amount will cover the cost of eleven luncheon meetings, tours, and social events the Chapter provides each year. You still have a choice of the Basic Membership package or the Premium package as shown below:

Total/Year = \$434.00 Basic Package
Total/Year = \$546.00 Premium Package (Includes a Council membership)

When the anniversary date for renewing your dues arrives you'll receive an invoice reflecting the new bundled dues. The "bundling" package means you won't have to worry about paying for each chapter event every month out of your pocket or waiting for an expense reimbursement from your company!! The Chapter's Board also feels members will be encouraged to attend more monthly meetings which will result in increased attendance at chapter events since the monthly event fees have already been paid with your dues!!

Please remember you must still register on-line for all events!!!!

If you have any questions, please contact:

Adam Crowell – Membership Chair at 303-880-4011 or
Ed Morris – Membership Co-Chair at 720-890-3222

IFMA Silent Auction & Toy Drive

On Dec 8th, IFMA held it's annual holiday party. The turnout was wonderful and both the Silent Auction and Toy Drive for the Colorado Coalition for the Homeless (CCH) were very successful. As seen in the pictures numerous large bags of toys were collected. Both direct donations and the proceeds from the Silent Auction were also excellent.

The party was held at the Denver Zoo including free viewing of the beautiful holiday light displays. In addition to IFMA members and their guests, 3 guests from CCH were present. They are Stan Eilert, Jennifer Wilson and Micki Warnberg. IFMA president, Rick Gulick, invited them to show, and discuss, pictures of families that were helped by donations to the Coalition.

The holiday party ended with a beautiful "holiday" snowfall!

Thanks to Myrnan Fronzack for all her work on the Silent Auction and to the Community Service Committee (Nancy Fairchild & Eric Patterson) for organizing the Toy Drive and signing up members for the new Volunteer List. The latter are IFMA members who are interested in volunteering for various service projects. Please call or email Eric if you would like to be added to this list.



Jennifer Wilson & Micki Warnberg from the Colorado Coalition for the Homeless



Nancy Fairchild of IFMA, Jennifer Wilson, Micki Warnberg and Stan Eilert (with large bags of toys)

Calendar

The Denver Chapter of IFMA meets every second Tuesday of each month. There are a couple of meetings this year that because of conflicting events prevented us to meet on the second Tuesday. Be sure to verify the dates when planning to attend.

February 10, 2009 11:30am Guest Speaker Maggianos –DTC
Teena Shouse-Contract Management
More info to come



March 10, 2009 3:00 pm Tour of Invesco Field
 Walking tour of Invesco.. See how Green technologies and procedures are implemented at this facility.

April 14, 2009 11:30 am Guest Speaker Maggianos-DTC--
Universal Protection Service—Corporate Security

May 12, 2009 11:30am Guest Speaker Maggianos-DTC
Cognitive Ergonomics



June 2009 Golf Tournament---TBD
 TBD - Enjoy "A Day on the Green"—no, not related to LEED. Even if you are not a golfer this is the time to give it a try. For those who are golfers, you have last year's winners to beat.



July 14, 2009 MAX Construction - Home building volunteer event

August 2009 Date—TBD--Rockies Game

September 8, 2009 11:30 am The Business of Green Maggianos-DTC
The Floor Care Company

October 13, 2009 11:30 am Guest Speaker Maggianos-DTC
 TBD

November 2009 Denver Merchandise Mart AFEC Expo

If you had an opportunity to go to last years trade show or attend the education seminars that were presented, then you won't want to miss this year's EXPO. This EXPO just continues to expand and excel.

December, 2009 To be announced Holiday party



The Holiday party is that time of year when we get together to recognize achievements of those individuals who have significantly contributed to the organization and its members. It's also our time to celebrate the holiday.



Monthly Program

Date: Tuesday, March 10, 2009
Time: 3:00pm – 5:00pm
Location: Invesco Field-meet at Gate 1, Parking Lot C (southwest corner)
Cost: Members - \$25.00 Non-Members - \$60.00
Registration: Go to the Denver Chapter of IFMA web-site, www.ifmadenver.org click on Events and register
Program: Tour/Networking

You are invited to visit the “Colorado Sports Hall of Fame Museum” which will include a 75 minute guided ½ mile walking tour of Invesco Field concluding with refreshments. The tour will include stops at the Party Suites, United Club Level, Visiting Team Locker Room, Keg Room, Thunder’s Stall (no horse of course), End Zone, Television Truck Production Area and Press Center. A Stadium Engineer will be present to answer questions and to provide highlighted information about the Stadium operations.

This N’ That

THE MOST RESPECTED GLOBAL CREDENTIAL IN FACILITY MANAGEMENT

IFMA Headquarters and the Denver Chapter of IFMA would like to congratulate:

Karen Humphrey, CFM – Anthem Blue Cross & Blue Shield

For recently passing and receiving the CFM – Certified Facility Manager designation.



JOB NETWORK – IT’S HERE FOR YOU!

The Denver Chapter of IFMA’s Job Network is a great resource for helping you in your job search or for adding to your organization’s facility management staff! There are new job postings on the Network so check it out. You can also post your resume anonymously. Go to the Chapter’s web site, www.ifmadenver.org, click on **Member Resources** and then **Job Network**. You must be a member of the Denver Chapter of IFMA to access the Job Network so there’s less competition than you’ll find on other job search web sites. If you have questions contact the Job Network Chair, Denise Drager at ddrager@policy-studies.com or (303) 285-7780.

MARK YOUR CALENDAR ...

for the Denver Chapter of IFMA’s 2nd Annual Ski Trip to Copper Mountain on February 6, 2009. \$60 for members (\$85 for non-members) includes transportation, lift ticket and lunch! What a deal!!! Look for details in the February 2009 Update or go to the Chapter’s web site, www.ifmadenver.org.



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Officers - 2008
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Total 2009 Sponsorship \$36,900

Total 2008 Sponsorship dollars\$37,500