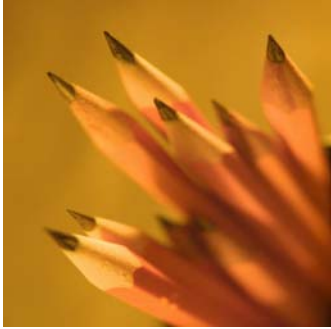


December 2004

The Facilitator

Kansas City Chapter of International Facility Management Association



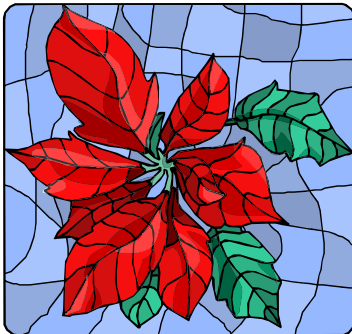
Two educational opportunities are available to you in December. Details on page 6.

PRESIDENT'S PODIUM



Well, I truthfully cannot believe that this is the end of my second term and my last article as President. I hope that more of you in the future will consider assuming this leadership role. The President's job is vastly rewarding and the networking opportunities have been tremendous. As we prepare to move into 2005, let me pass along a few ending notes.

First let me thank all of the wonderful members who served with me on the 2004 Board: Linda DeTienne - V.P. Education, Jim Wilkinson -V.P. Membership, Brittany Gamble - Secretary, John Harter - Treasurer, Alan Bram - Past President, Ron Burns- Chapter Liaison, Becky Beilharz - Newsletter, Teresa Reicherter - Program Chair, Scott Quarterson and Sam Davidson - Co-Chairs Golf Committee, and Sheryl Wolfe, Chapter Administrator. Many kudos and thanks for your leadership and dedication to this Chapter.



I will have the opportunity to serve on the 2005 Board as Past President, and I want to say thank you and welcome to some of the new members who will be joining us: Debbie Deason, Betty Klein, Matthew Knopke and Michael Dremann.

The latest news from our website changes is that we have just added the capability of accepting the American Express Card for online payments. Thanks so much to Andy Goodenow, our webmaster, and BNIM for hosting the website.

Inside this issue:

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On a personal note, I have, after thirteen years, left Midwest Research Institute and accepted a new position as Facilities Management Director of Clay County. This opportunity came about through chapter networking and the KC IFMA job-line. One of our members, Robert Rives had been offered this position, but was then called to active military duty and was unable to assume the position. Robert told Clay County about our job bank and they posted the opening with us. I want to give Robert my thanks for his continued dedication to our Chapter and our Country. (Note to Robert - I have been here for one week now. WHOA! Let me know when your service duty is up, I may be ready to pass it back to you!)

I look forward to 2005 and the new projects for the Kansas City IFMA Chapter. My ending words of wisdom to pass on to you is . . . to get the most bang out of your IFMA bucks, GET INVOLVED. You just never know what doors may open along the way.



Donna Koontz,
Chapter President

December Preview—Annual Holiday Party

By Alan Bram

Please join us!

Leadership Recognition

Board Recognition

Nominating Committee Report

Board Installation



Scholarship Awards

CFM Recognition

Continuous Raffles all evening

Catering by: Kansas City Food Service
Entertainment: Disc Jockey, D. J. Flores

You are invited!

To celebrate the holiday season
and another year of professional growth

Reception and Program

Tuesday, December 14th
5:00 p.m. – 7:30 p.m.

Pershing Two Building

2300 Main Street
Kansas City, MO

Fee

Members free with *Toy for Tots*
Guests: \$20

RSVP

Go to www.kcifma.com and click on
Calendar and then on the day December 14

Park Free

Enter off Main Street

Presented by the
Kansas City Chapter
International Facility
Management Association



CFMs Know—Do You?

Within the decade, clean air regulations will require changes in current transit methods. This will greatly affect companies—especially those in major metropolitan areas. What option would be most effective for heavily trafficked areas?

- A. Mandatory car pooling for companies with more than 10 employees.
- B. A 40 percent reduction in outdoor parking lot size.
- C. Flexible work hours and telecommuting.
- D. Subsidized public transportation.

The answer can be found on page 9.

To see more pho-

FOCUS FEATURE

Thought an article befitting the season may be more worthwhile than another FM topic. If you follow some of these guidelines, it may reduce your stress today and in January when the bills arrive! The KCIFMA Newsletter crew wishes you a very safe and happy Holiday Season.



14 Tips for Smart Holiday Spending

By Bankrate.com

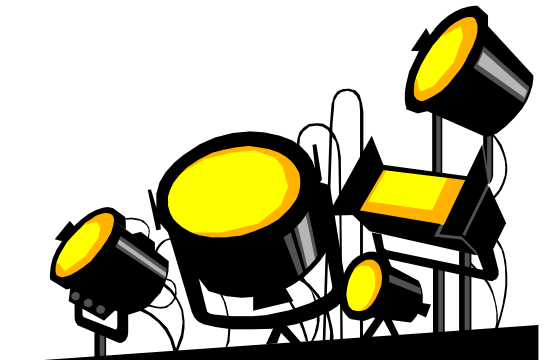
Before heading out to the mall to buy gifts for all those folks on your list, take some time to prepare so you don't end up with a maxed-out credit line or a checking account without enough cash in it to buy even one candy cane.

Here are some tips to help you get organized before you start spending:

1. Be organized. Before you start shopping, have a budget, a shopping list and some back-up gift ideas in case you cannot find your first choice. "The better you plan, the less you'll spend," says Gerri Detweiler, consumer advocate, author and founder of Ultimate-Credit.com.
2. Stay within your spending limits. Determine the amount you will spend for each person on your list. Carry your gift list with you so you can keep track of purchases. You can avoid unmanageable bills by not exceeding these limits. When you have finished shopping, STOP.
3. Beware of "buy now, pay later" offers. Sure, it sounds appealing, but if you can't afford an item in December, will you really be able to in March?
4. Think twice before you buy. Before purchasing a gift, ask yourself if the gift will be appropriate for the recipient and within your price range. If not, don't buy the gift, particularly if you will have to charge the purchase.
5. Don't overextend your credit. Make sure you can

pay off holiday expenditures within three months after the holidays, four at the most.

6. Don't wait until the last minute. "Last-minute shopping is more expensive," says Detweiler.
7. E-mail is free. Consider sending electronic cards to save time and postage.
8. Mind the two-card limit. Use no more than two credit cards during the holidays. The more cards you use, the harder it is to keep track of your spending.
9. Shred evidence. Thwart thieves who "dumpster dive" for credit and debit card numbers by destroying carbon copies.
10. Organize your receipts. Keep all holiday receipts, and store them in one place.
11. Have a grab-bag holiday. If you have a large family, consider drawing names. "You'll find it much more fun to shop for one person," says financial adviser and author Nancy Dunnan. "You'll not only spend less, but you will have more time to give to that particular person's present."
12. Check your checkbook. If you are shopping with a debit card, balance your checking account frequently to avoid overdrafts. Also, a failure to notice unauthorized transactions in a timely manner can result in a higher liability.
13. Surf safely. When shopping online, stick with merchants you trust.
14. Wait for the sales. Put off some gift giving until after the holidays. You may agree in advance with family and friends to exchange gifts after the holidays. This way you can take advantage of the after-holiday sales and you can shop in a more leisurely manner.



November Program Review

By Stephanie Mann
Program Committee

Our November meeting, held on Tuesday the 16th, was a huge success. We had about 90 attendees at the new Kansas City Downtown Library to hear about Downtown Projects in Process. Our first speaker was Gibb Kerr, the Vice President of Tower Properties. Gibb briefly touched on the downtown Office Market. Currently there is approximately 3.6 million sq. ft. of available office space in the downtown area. Most spaces are available in large "block" areas that include One Kansas City Place, Town Pavilion, Commerce Bank Building, and Two Pershing Square. However, the Key Trend has been to convert older buildings to residential units.

Our next speaker was Bill Dietrich, the President/CEO of the Downtown Council of Kansas City. Bill explained that there are five major areas of concentration for rebuilding downtown. They are: Building Community, The Urban Environment, Marketing/Promotions, Parking, and Transportation. Among these, there is currently a huge building boom going on. The downtown library, where our meeting was held, was a \$40 million renovation project with a \$10 million parking garage. There are approximately 600 residents in the area creating a "neighborhood" effect. There are currently 15,000 residents downtown. Two hundred thirty-eight residential units were completed in 2004 and 1,642 are currently under construction. Right now, downtown Kansas City has more residents than our sister city of St. Louis and a large percentage of the residents are switching from rental to ownership.

There has been \$3 billion invested into downtown redevelopment. These projects, in brief, include the following:

Western Union Building—\$8 million renovation with a new Tai Restaurant on the first floor.

Missouri River Bridge—\$3.2 million spent on new lighting to create a visual impact over the river.

H&R Block World Headquarters—to be completed July 2006. Currently, there are 1,000 trucks a day

coming out of the site.

KC Life—425,000 sq. ft. of entertainment.

IRS—\$330 million; 6,000 employees; to be completed mid-2007

KC Star Production Facility—\$200 million; 43,000 sq. ft.; opening 2006.

KC Convention Center Ballroom Renovation—40,000 sq. ft. of new ballroom space; 1,200 ft. away from new Arena.

Federal Reserve—to be completed in 2008.

Bolling Building—to house 4,000 employees.

Sprint Arena—18,000 to 20,000 seat arena

President Hotel

Children's Mercy Pediatric Center

KC Ballet Center



Guest Speakers: Gibb Kerr, Dave Rezak
and Bill Dietrich

Dave Rezak, a principal with 360 Architects, was our last speaker. The KC Live district, which is being developed in conjunction with Cordish out of Baltimore, Maryland, is a development of seven city blocks. The district will include 400,000 sq. ft. of retail and restaurants. The "Jones Store" block will consist of a large grocery store, health club, parking, and 200 residential units. The new Sprint

Continued on page 9.

INTERNATIONAL NEWS

IFMA's Management Summit 2005 March 10-12, 2005 Kissimmee, FL

If you have the authority to effect real change, or you're aspiring to take on a more strategic role, then the ideas and information presented at IFMA's Management Summit will help you learn more about leadership and will introduce to you new ways of doing business. The Management Summit will be March 10-12, 2005 at the Gaylord Palms™ Resort & Convention Center in Kissimmee, Florida.

For more information, visit: www.ifma.org

Convenient, relevant and affordable education at your fingertips! Visit IFMA's Online Learning Center and start learning today!

As part of IFMA's commitment to leading and sustaining the facility management profession through a variety of professional development and educational opportunities, IFMA is pleased to introduce its new IFMA Online Learning Center. Now you can access IFMA's premier educational course modules, which have been developed from the nine FM core competencies by IFMA-recognized facility management professionals.

These online self-study courses are designed to fit your schedule and will help Certified Facility Manager (CFM) candidates fill educational gaps, Facility Management Professional (FMP) participants meet program requirements and professionals in related fields obtain valuable continuing educational units (CEUs). IFMA's Online Learning Center provides interactive multi-media content that enables participants to learn anywhere, anytime. A personalized training page allows for convenient access to competency course materials, relevant audio seminars, discussion areas, FM experts, resources, as well as educational records.

Benchmarks IV, IFMA Research's Newest Report is Now Available!

Don't settle for status quo. Measure against the best of the best. Create new challenges for your organization by seeing what others have achieved. IFMA is the recognized leader in facility management benchmarking. *Benchmarks IV* provides facility management costs on a per-square-foot basis for a variety of industry and facility types. More than 400 facilities participated in the study with data collected in 2003 and 2004. This report is a follow up to the popular 1998 Benchmarks III and 2001 Operations and Maintenance Benchmarks report.

Benchmarks IV covers:

- operating costs – housekeeping, maintenance and utilities;
- project and support costs;
- health environment and safety costs;
- staffing data for housekeeping and maintenance functions;
- disaster planning costs;
- FM IT costs.

Costs are \$60 for Members and \$120 for Non-member. For more information contact the IFMA Bookstore at 1-713-623-4362 or www.ifma.org.

IFMA members will soon have access to more than 10,000 commercially produced online courses. Affordably priced with preferred discounts for IFMA members, all courses are designed into modules equaling approximately one-to-three hours of interactive content.

Two courses, Technology and Finance, are available online now!

FM Technology: Price per module for IFMA members \$123.75; non-members \$173.75.

FM Finance: Price per module for IFMA members \$99; non-members \$139.

Visit IFMA's Online Learning Center (www.ifma.org) for more information and login to IFMANet to register for an online self study course. If you have any additional questions, e-mail onlinehelp@ifma.org.

Educational Opportunities



Sustainability – One Day Workshop

The purpose of this work session is to introduce IFMA members to a more sustainable approach to decision making.

By reviewing the criteria established by the *U.S. Green Building Council's LEED Green Building Rating System™*, participants will learn how to be more thoughtful about Sites, Water Efficiency, Energy and Atmosphere, Materials and Resources, and Indoor Environmental Quality.

The work session is designed to be very collaborative. Both local and national case studies will be presented to illustrate sustainable strategies while emphasizing the integrated roles of all team members: the designers, builders and owners. Please feel encouraged to bring your questions, comments and sustainable experiences to share.

Date: December 6, 2004
Time: 8:00 a.m. – 5:00 p.m.
Location: Missouri Department of Conservation
 4750 Troost Ave., Kansas City, MO 64110
Cost: \$100 for IFMA members and IFMA-sponsored guests. Cost includes continental breakfast, breaks, lunch and materials.
Note: Seating is limited to 20 attendees.
Further Info: Contact Brittany Gamble at bgamble@bnim.com or Pam Dougan at pam.s.dougan@mail.sprint.com



IFMA FM Edge Audio Seminar Series

Presents . . .

The Transparency Edge: How Credibility Can Make or Break You in Business

In a survey of more than 2,300 executives, 99% of respondents said credibility is more crucial for business success than ever before. Credibility is built when leaders and organizations practice

"transparency" in nine specific ways. Barbara Pagano, Ed.S., author of *The Transparency Edge* (Mcgraw-Hill, © 2004), helps organizations capitalize on the bottom-line benefits of transparency. Her leadership programs and performance coaching have measurable results. Get inspired to create business cultures of honesty, trust and loyalty.

Practical Knowledge for Immediate Results

- Why transparency builds credibility
- The challenges leaders face in being transparent
- How to find transparency's optimal level
- Ways to build credibility even while breaking a promise
- How to close the gap between how leaders see themselves and how others see them
- How to be overwhelmingly honest even without full transparency
- How to increase trust through personal transparency

With graduate degrees in human behavior and more than 20 years as a coach and facilitator for Fortune 500 firms, Ms. Pagano is a nationally recognized and sought-after speaker. She has combined her broad experience in leadership and her extensive research in human behavior in her book *The Transparency Edge: How Credibility Can Make or Break You in Business*, which was chosen by *Fast Company Magazine* as their book of the month in March 2004. She was recently named an adjunct faculty member of the Leadership Institute of Baptist Health Care, which provides leadership training to CEOs and senior vice presidents of healthcare organizations worldwide.

Date: December 16, 2004
Time: 11:45 a.m. - 1:30 p.m.
Location:

CEU Points:
 .15 CEUs
 1 CFM Maintenance Point



Quick Pix



Attendees enjoy a lunch before the presentation in the beautiful new library.



Deb Ryan and Dave Gaebler compare facility stories during lunch



Brittany Gamble, Chapter Secretary, announces the upcoming Educational Events



Teresa Reicherter, Program Chair, opens the meeting with a few announcements



Jim Cook, Program Committee, introduces our guest speakers

Kansas City IFMA Scholarship Awards

**By Peter Wieczkowski
Scholarship Committee**

“The envelope please? . . . And the winner is . . .” The KC IFMA Holiday Party is the venue for awarding the annual KC IFMA Scholarships. It is also the culmination of a four-month process for selecting the KC IFMA Scholars. The Scholarship Committee proudly works to recognize those with the potential for excellence in the Facilities Management field. Committee members include Shannon Berkbuegler, Dick Cooper, Linda DeTienne, Caryl Francis-Niedens, Brittany Gamble, Gretchen Holy, Sandra Mathia, Paige Price, Julie Robinson, Randee Werts, and Peter Wieczkowski.

In early August, the committee meets to plan their strategy. E-mail addresses and direct mail addresses are verified, and the publicity effort begins. The committee forwards an e-mail to professors, lecturers and financial aid officers at target colleges and universities in Kansas and Missouri. This year over 100 representatives from 16 schools were contacted. The communication describes the intent of the scholarship program and the selection criteria. It then asks for help in identifying highly capable students who might qualify for the scholarship. The communication is then supplemented by a hard copy follow-up letter a few weeks before the application deadline.

Applications postmarked by the application deadline, October 8 this year, are then collated, scanned and duplicated. Committee members select a hard copy or a CD of the applications. Each committee member personally reviews about one-half of the applications, scoring each on the student’s letter of intent, grade point average, involvement and excellence, and involvement and faculty/employer appraisals. Throughout this process, the emphasis is on finding those with a passion for, and the potential for excellence in, facilities management.

In late October, the committee meets to review the applications and select the finalists for consideration -- in 2004, a pool of seven finalists. Committee members interview the finalists in mid-November. This year the committee selected five outstanding students to receive scholarships. The 2004-2005 KC IFMA Scholars are:

Emily Drake - Park University
 Jeffrey Vaglio - University of Kansas
 Yingting Wu - University of Missouri-Columbia
 Darcy Illk - Emporia State University
 Ashley Forsyth - Wichita State University



*November Program Review
Continued from page 4*

Arena is planned to open in March of 2007. The \$250 million project will be a state-of-the-art 18,000 - 20,000 seat arena with exterior water features, signage boards and lots of glass to take advantage of the downtown views. In the heart of the entertainment district, at 13th and Main, will be the new World Headquarters of H&R Block. This facility is planned to open July 6, 2006 and will employ 1,400 people with expansion in the future to 2,000 employees. There will be parking for 1,000 cars below grade. The office space will be in a high-rise building with a low-rise building consisting of the more public spaces including a 330-seat auditorium that will be shared by the Repertory Theatre. There will also be four restaurants on site.

The new IRS facility is under construction just west of the Downtown Post Office. This will be a \$1.1 million building consolidating all of the IRS Kansas City offices, holding approximately 6,000 employees. The Administration department will be in the old post office building. This project is due to be complete the summer of 2007.

Now, with all this construction going on, what does that mean for transportation? That was one of the biggest questions asked upon conclusion of the presentation. Currently, all projects are working in conjunction with utilities and traffic. The first relief in transportation will be two new dedicated bus services that will begin next Summer 2005. The Bus Rapid Transit (BRT) will run between the Plaza and the River Market. There will also be a circulator destination system which will consist of smaller buses on dedicated routes. These new systems will have dedicated stations, will run continually, and will be visually different from the KCATA buses. The hope is to incorporate a trolley or light rail system in the near future.

Thanks again to everyone who attended the meeting, and a special thanks to our presenters and The Downtown Library for the beautiful meeting space.



Answer to CFMs Know—Do You:

C. Flexible work hours and telecommuting.

Please accept our apologies for any inconvenience and delay in exiting the parking structure after the November meeting. We have spoken to the library and parking staff, and they assure us if we ever use their space again, this will not happen.

*Teresa Reicherter
Program Chair*

Kansas City Chapter
INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION CALENDAR
 (All dates and times are subject to change)

| DATE SPONSOR | PROGRAM | LOCATION | TIME |
|----------------------------|--|--|--|
| Dec. 14 KC-IFMA | Annual Holiday Party | 2300 Main Kansas City, MO (Building across from Blue Cross Blue Shield) | 5:00 p.m.-7:30 p.m. (Evening meeting) |
| Dec. 16 | FM Edge Audio Seminar: The Transparency Edge: How Credibility can Make or Break You in Business | BNIM 106 W. 14th Street 29th Floor Kansas City, MO | 11:45 a.m.-1:00 p.m. |
| Jan. 13 | FM Edge Audio Seminar: FM Finance: Budgeting with Excel Pivot Tables | BNIM 106 W. 14th Street 29th Floor Kansas City, MO | 11:45 a.m.-1:00 p.m. |
| Jan. 18 KC-IFMA | Violence in the Workplace | Location TBD | 11:30 a.m.-1:00 p.m. |
| Jan. 27 | FM Edge Audio Seminar: Employee Comfort--Mysteries of HVAC Revealed | Location TBD | 11:45 a.m.-1:00 p.m. |

*Kansas City Chapter of International
Facility Management Association*

The International Facility Management Association is a growing, fast-paced organization whose purpose is to strengthen and advance the knowledge base essential to leading the integration and optimization of the built environment worldwide. The Kansas City Chapter of IFMA is dedicated to carrying out this goal through the work of its members and the leadership of its Board of Directors.