



Name our Newsletter!

International Facilities Management Association

January/February, 2010

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Message from Chapter President, Peter Maerz

I want to start this message by thanking Tammy Kendall for all of the work she has put into the newsletter and the creative new design. I hope you agree that the new format is very attractive and functional at the same time. Great Job!

We have some changes that have taken place in the last month.

I'd like to welcome Victoria Van Sant Bennis to the position of Chapter Administrator. Many of you may have worked with her in the financial role she was handling for

us, so you know what a quality person she is. Now that she has added this additional responsibility we know she will bring a wealth of organizational skills and creative talent to the Chapter.

I'd also like to welcome Lucinda Belden as our new web developer. She has developed many websites, and you can see her portfolio at <http://lucinda.belden.net>. Her professional profile is also available at <http://www.linkedin.com/in/lbelden>. We be working with her to take our website to the next level and make it even more func-

tional. Welcome aboard, Lucinda!

These changes promise to bring us dynamic results as we stretch to finish this fiscal year in a grand fashion!

Thanks to all of our chairs and committee members who continue to bring us great programs and make our chapter the first-class chapter that it is.

On a final note the elections are right around the corner, so if you are interested in being on the Chapter's board please contact Linda McBain.

What's in a Name? Define our Newsletter!

Would you like to win a \$50 American Express gift card? Help us come up with a new name for our newsletter. Our previous newsletter name was the "IFMA Informer",

which is still a viable option. But we would like to give all of you members an opportunity to submit your ideas for a more descriptive name.

To enter the contest and

win the \$50 gift card (generously donated by Corporate Floors), send your nominations to Tammy Kendall (tkendall@crestent.com) by **Friday, March 19th**.



You never know what Pot of Gold you might find in this issue!

Chapter Directory

For a detailed description of each of our committees and additional contact information, visit our website: dfwifma.org/committees

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Committee Chairpersons/ Board Liaisons

ASSOCIATES COMMITTEE

Chairperson: Lisa Davis, LEED AP
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Board Liaison: Peter Maerz/Neil Anderson

AWARDS COMMITTEE

Chairperson: Sherry Mettler
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Board Liaison: Linda McBain

COMMUNICATIONS COMMITTEE

Chairperson: Erik Lind
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Board Liaison: Peter Maerz/Larry Wheatley

COMMUNITY RELATIONS COMMITTEE

Chairperson: Tyler Frisbie
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Board Liaison: Larry Wheatley

EDUCATION COMMITTEE

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Board Liaison: Larry Wheatley

GOLF COMMITTEE

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HOLIDAY PARTY COMMITTEE

Chairperson: Debbie Hawkins
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Board Liaison: Terri Hamilton, LEED AP

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Board Liaison: Terri Hamilton, LEED AP

**Our committees always welcome
your participation!**

**Volunteer a little of your time,
and see how much better our chapter
can be with YOUR involvement!!**



New member Harold Miller of CB Richard Ellis discusses the Future of Facilities Management

Interview with Erik Lind of Corporate Floors

Provide some insight on your Company's core function/service;

CB Richard Ellis Group, a *Fortune* 500 and S&P 500 company headquartered in Los Angeles, is the world's largest commercial real estate services firm (in terms of 2008 revenue). The Company has approximately 30,000 employees (excluding affiliates), and serves real estate owners, investors and occupiers through more than 300 offices (excluding affiliates) worldwide. CB Richard Ellis offers strategic advice and execution for property sales and leasing; corporate services; property, facilities and project management; mortgage banking; appraisal and valuation; development services; investment management; and research and consulting.

Identify Company's total number, sq. ft., types, and locations of offices:

CBRE's property and facilities management portfolio includes nearly 2.2 billion sq. ft. worldwide as of 2008. Most spaces include commercial office buildings, industrial parks, and medical facilities.

Identify Company's total number of employees:

Approximately 30,000 employees.

What are your primary job functions?

Manage day-to-day facilities and maintenance requests for the 3 buildings

that I am responsible for (totaling nearly 300K sq. ft.). Accounting, Forecasting, & Budgeting for all sites under my portfolio. Manage vendor interactions, contracts, and service inspections. Manage all equipment PMs and other maintenance. Oversee all projects and perform inspections on work completed. Work closely with client project coordinators and other support organizations.

How long have you been in the FM field?

- .5 years Convergys Corporation
- 1 year CB Richard Ellis

Education, certifications?

BA – Finance (in progress)

What functions do you outsource?

All building maintenance including: HVAC, Plumbing, Electrical, Janitorial, Fire Safety, Security, Generators & UPS, Pest Control, Vending & Coffee Services, Medical Supplies, On-site Shredding, Elevator Maintenance, and Landscaping.

Describe your recycling program, if applicable:

Aluminum cans are collected and donated to our local Boy Scout troop for recycling. All paper & plastics are discarded in a single-stream recycling bin provided by our waste vendor. Our on-site shredding vendor recycles all paper that they shred.

Describe any energy conservation measure you have implemented in your facilities:

All incandescent fixtures have been replaced with CFL bulbs. HVAC and lighting setbacks are constantly evaluated to match the occupancy of departments on each floor. Working to finalize plans for T8 retrofit and occupancy sensors.

Identify some challenges the FM industry as a whole must face in the near future:

The message that I hear consistently is "Do more with less." With companies looking for every option to reduce operating expenses, today's FM needs to be creative in finding new ways to create cost savings at every corner. Challenges of this can be summed up in three points:

- Weighing cost savings to the quality of work
- Providing an acceptable ROI for projects that require capital
- Initiating Green building projects that provide more than just financial returns

What are some of your hobbies and interests outside work?

Auto racing, building performance engines, camping, off-roading, and traveling.

Welcome to our Newest IFMA Members!

Henry A. Armstrong, Facility Manager
ATX Group

Jean Boucher, Project Coordinator
Air-Conditioning Innovative Solutions

Hollis J. Bridges, President
Bridges Electric, Inc.

Tamera Bussey, Zone Facility Manager
Zurich

Carlos Canas, Business Development Director
Building Contractors, Inc.

William S. Coughlin, Account Manager
Manhattan Software

Ric Diaz, Account Manager
TD Industries

Tom Kinkaid, Sales
Affiliated Companies

Regina Lewis, Sales Representative
Visible Light Solar Technologies

David Meeker
Crawford Electric Supply Company

Kevin M. McGillis, Senior Manager Facilities
The Boeing Company

David A. Muise, Facility Engineer/Site Manager
Maxim Integrated Products

Jacqueline Troy, Business Development
leSmartSystems



Special thanks to Rod Armstrong for providing the photos!

Special Olympics Polar Plunge 2010 North Richland Hills Water Park Saturday, January 16th



Chapter Community Relations Committee Chairman Tyler Frisbie is presenting chapter donation to Sandra Risk, Special Olympics Developmental Director



DFW/IFMA Chapter's brave volunteers (L to R) Dale (Skinny) LaBine, Chapter Community Relations Committee Chairman Tyler and Ron (Recycle Man) Sherga sharing a fun moment before their plunge



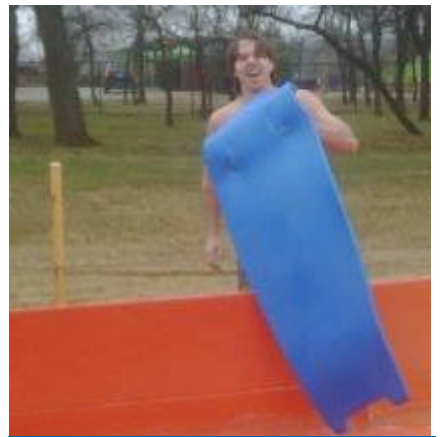
The water slide at NRH²O Water Park was full of activity on Saturday, January 16th. Participants broke the ice, braved the cold weather and took a plunge for this Special Olympics fund raising event. Bundled up onlookers were cheering the participants on.



Superstars like Superman and a Star Wars Storm Trooper braved the cold



A participant hits the water with either a smile or a grimace... We couldn't tell which!



Tyler (Braveheart) Frisbie said he liked it so much, he may come back next week and try again. Wow... you truly are a braveheart!



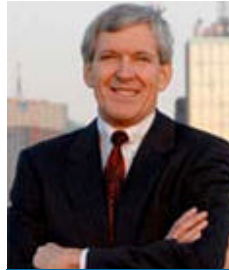
Texas Green Building Summit 2010

February 9, 2010—The Fairmont Hotel, Dallas, TX

Presentations included Special Appearances by Industry Leaders and Policy Makers, as well as informational seminars



Ralph Hawkins
Chairman and CEO
of HKS, Inc.



The Honorable
Mayor Tom Leppert
Mayor of Dallas



Steve Mouzon
Guild Founder and
Principal of New Urban
Mouzon Design



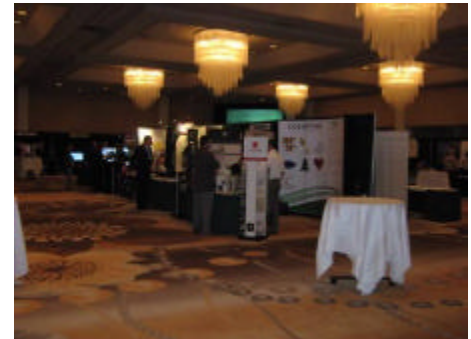
Rick Fedrizzi
Founding Chair of the US
Green Building Council



Registration and greetings to attendees



The floor area had industry service organizations along with vendor representatives providing information on a wide range of Green-related products and services



USGBC of North Texas
Representatives Chris Mundell and
Maria Candiloros



HBA Representatives (L to R):
Stephenie, Sherry and Pat



DFW IFMA Chapter attendees (L to R):
Robert Deering, Sustainability Committee
Chairman; Isilay Civan, committee member;
and Larry Wheatley, Chapter VP



Up-close look at an efficient on-demand hot water system



(L to R): Catherine, Larry, Bill and
Brandon, TD Industries



Sustainability Movement for Carpet

By Dee Cassell, Business Manager, Texas Carpet Recycling, Grapevine, TX

How does carpet impact the sustainability effort at your facility and within your personal environment? Here are some numbers for you to digest. Carpet is one of the top 10 landfill items in the U.S. with over 6 billion lbs going to landfill yearly. The U.S. has gone from having over 7,000 operating landfills to less than 2,000. With the closure of the landfills and the obstacles in place for permitting new ones, the landfills would prefer to focus on bringing products in that can biodegrade. That way, they can keep reusing the space they have over and over again.

Carpet is a petroleum-based product and is not biodegradable. By diverting carpet from landfill, you are saving space for things that can biodegrade and helping keep landfills utilized for waste that can create methane gas – a source of energy for the U.S.

What happens to the carpet that is



diverted from landfill? An organization called Carpet America Recovery Effort or CARE was formed in 2002 to help guide and monitor the carpet reclamation market.

CARE has helped to create a network of collection facilities around the U.S. to accept reclaimed carpet and assist, using all means possible, to divert it from landfill. A collection facility will sort the carpet according to its best aftermarket use and send full truckloads to the appropriate facility for final processing. There are many different types of fiber & backing for carpet out there. Right now, some fibers are

Carpet is one of the top 10 landfill items in the U.S. with over 6 billion lbs going to landfill yearly

recyclable and some are not. The demand for the fiber is somewhat driven by the oil market. There is also a relationship between how easy it is to deconstruct the fiber from the backing and process the results of that deconstruction. The flooring market and its customers spent many years demanding a nearly indestructible carpet be made. The carpet mills obliged. Now the pressure is on to figure a way to deconstruct it in an economical and environmentally friendly way. Going forward, that is a great idea and the mills have responded. For those fibers and

backings that are not recyclable, the best solution is to create alternative fuel products that can be burned in place of coal and wood to fire facilities that use those natural resources for energy.

We have established that diverting your carpet from landfill is a good thing for the waste management companies. What about your environment overall? For every 1 million lbs of carpet (250,000 yards of standard broadloom) reclaimed, you are saving 5,000 cubic yards of landfill, 10 million BTUs of energy – enough to heat 55 homes for a year, 7 million lbs of Green House Gas emissions, 3 million gallons of water and creating 2 new jobs in the market. The population of the Dallas/Fort Worth market is over 6 million people. Each person represents about 17 lbs of carpet going to landfill each year or about 100 million lbs of carpet. If 25% of the population took action, think about how that would impact the local landfills, energy demands, air quality, water shortages and job market.

What a difference!



Building Information Modeling (BIM) for Facilities Managers: Change is on the Horizon

By Jim Whittaker, P.E., EFP, CFM

There has been a considerable amount of press lately about the benefits of building information modeling (BIM) in the building construction industry. While the concepts of BIM have been around for almost two decades now, we are just now beginning to truly realize and measure the benefits of BIM. Most of these benefits are realized in the “birth” phase of a building by the architectural, engineering, and construction (AEC) community. But will BIM have a similar impact on facility asset management through the life cycle of our facilities? Will BIM help provide a reliable basis for decisions during the facility’s entire life cycle?

To answer these questions we need to first dispel some myths. To many, BIM is nothing more than the development of 3D or 4D computer-aided design (CAD) and conceptual models that can aid the visualization of buildings prior to construction. The introduction of building elements as objects and not simply 2D symbols create intelligent drawings. In this paradigm, walls, windows, and doors are represented as objects that “own” associated properties such as insulating values, geometry, cross sections and fire ratings. As objects they have functional relationships between the other elements and can be joined, stretched, or melded into systems. More importantly, abstract objects such as space, can be defined and identified by attributes such as room number, size, area, use, occupancy, and even time.

Let’s begin with a couple of definitions:

Building Information Model

– A digital representation of physical and functional characteristics of a facility. As such it serves as a shared knowledge resource for information about a facility forming a reliable basis for decisions during its life-cycle from inception onward.

Building Information Modeling

– How one uses the infor-



Denver Art Museum

mation model to support collaboration by different stakeholders at different phases of the life cycle of a facility to insert, extract, update or modify information in the BIM process to support and reflect the roles of that stakeholder.

Currently, building information models are being used on many live projects across the globe and beginning to gain momentum in the educational environment. Most of

these projects are exploiting the potential of BIM (modeling) in the design and construction stages by using BIM (models) for not just visualization, but clash detection, automated code checking, improved stakeholder coordination and schedule integration, and to study construction sequencing. The benefits are real and have been documented to significantly reduce change orders, improve production efficiency, and shorten construction schedules. Some notable projects and organizations that have realized favorable returns on investment through the implementation of BIM include:

- Denver Art Museum
- Intel Corporate Facilities
- LucasFilm Letterman Digital Arts Center
- Walt Disney Imagineering
- Beijing National Aquatics Center
- Sydney Opera House
- Loblolly House

These projects are just a sample of how the introduction of BIM in designing and constructing facilities can reap favorable returns. Yet, they just scratch the surface of the true vision of BIM. Even with these favorable benefits, that could soon enter the realm of campus design and construction divisions or facility planning and design departments, so what? BIM is changing the way facilities are designed and constructed, but what does this have to

BIM for Facilities Managers (cont'd)

do with overall facility asset management and the life cycle of facilities? Do the benefits extend to facilities management?

To solicit a passionate response all we need to do is pose these questions to Mr. Dana 'Deke' Smith, the founding chair of the National Institutes of Building Sciences' (NIBS) Facility Information Council (FIC) and the executive director of the buildingSMART alliance. Deke has been instrumental in the development of BIM standards and models, as well as creating collaborative environments to continue the enhancement of BIM concepts. His tireless devotion to teaching the mission and vision of BIM and preaching its benefits around the world have not gone without recognition.

The true mission and vision of BIM are reproduced as follows:

Mission: Improve the performance of facilities over their full lifecycle by fostering a common, standard, and integrated lifecycle information model from the Architect, Engineering, Construction (AEC) and Facility Management industry.

Vision: An improved planning, design, construction, operation, and maintenance process using a standardized machine-readable information model for each facility, new or old, which contains all appropriate information created or gathered about that facility in a format useable throughout its lifecycle by all.

BIM is all about collecting data about your facilities once, at the

point of creation, and using it to make better decisions throughout the life of the facilities. In a 2004 NIST (the National Institute of



Beijing National Aquatics Center

Standards and Technology) study, estimates of efficiency losses in the U.S. capital facilities industry were presented. NIST reported a staggering cost of \$15.8 billion in 2002 associated with the inadequate interoperability of AEC design software systems, facilities management and business processes software sys-



Sydney Opera House

tems, and redundant paper records management. Of these costs, two-thirds are borne by owners and operators, who incur most of these costs during ongoing facility operation and maintenance. These are costs in which many of us can relate, including: manually updating equipment and asset records, poly-

lining CAD drawings to define areas, revising occupancy reports or drawings, and time wasted digging through stacks of manuals and building documentation to find needed information about facility assets.

If anything is taken away from this article, it should be this - A BIM is a collection point for information about a facility for use over its entire life cycle. Traditional facility management approaches scatter the information in multiple areas and software applications so it is often very difficult to get a clear picture of what is happening in your facilities. BIMs provide a better means to form relationships with the information about facilities to enable analyses that could not be previously performed with disparate data. The goal of all this is savings, pure and simple, and the savings can be significant. Savings in the design and construction phases are already being recognized. The true value may come later in the life of the facility when facility managers need information that was gathered during design and construction and can use it to operate more efficiently. BIM will allow different stakeholders to insert, extract, update, and modify information in the BIM to support their roles.

Other predicted benefits of BIM to facility managers include:

- Minimizing effort and cost to re-collect data
- Convenience and accessibility of e-documentation
- Efficiencies of what-if scenar-

BIM for Facilities Managers (cont'd)

ios of moving people and equipment

- Accurately analyzing and minimizing energy use
- Operating facilities more efficiently
- Operating and monitoring facilities virtually
- Enhanced information for emergency preparedness – first responders
- Improved space and asset management

The road to deployment of BIM for the life of a facility will not be easy and there are many obstacles that will need to be overcome. Ground is being broken by some industry leaders, including the U.S. Coast Guard and the General Services Administration (GSA). Both organizations are making substantial advances in making the vision of BIM a reality, but change is slow in coming. Some experts say that the “transition and change to BIM is 70% cultural and 30% technology”. Other obstacles we will need to overcome include:

- The need for considerable outreach and education across institutions to gain endorsement and participation.
- BIM-based FM tools are nowhere near the level of design tools such as Autodesk’s Revit,

Graphisoft’s ArchiCAD, and Bentley Systems.

- Even though Autodesk has cre-

“Despite numerous design layout changes that were required by Lucas Film Ltd. due to company restructuring, the LDAC project was completed on time and below the estimated budget....over two hundred design and construction conflicts were identified, most of which were corrected before construction, resulting in an estimated savings of over \$10 million on this \$350 million project.”

ated FMDesktop to support integrated facility lifecycle processes, it still requires substantial manual data entry.

- There is generally limited CAD expertise and technology sophistication across the FM community and there will be serious dilemmas regarding which BIM solutions to adopt.

We have worked for years to maximize our use and value of CMMS and CAFM systems and will most

likely become more entrenched and unwilling to change our way of doing business.

These obstacles can and will be overcome in due time. In the meantime, there are many things that can be done on a limited and cost-effective basis to prepare for the future of BIM. Understanding and developing standards consistent with BIM is of utmost importance. Wholesale changes to data hierarchies, structures and standards may not be necessary to adopt national CAD standards, CSI Omniclass, or other geospatial standards. Recognizing both the benefits and limitations of BIM for facilities asset management is another opportunity. Finally, you as facility managers should initiate discussions with your existing FM technology vendors to see what their strategy to incorporate BIM will be in the short and long term.

Some of you may be in the process of implementing BIM today. For others, it may be years before BIM actually takes hold in your facilities. Yet, now is the time to prepare by at least educating yourself about BIM and the future of FM technologies. If we do not prepare to embrace this change, we as facility managers will be caught unprepared in this impending storm. And have no doubt; there is a BIM storm on the horizon.



***As you slide down the banisters of life
may the splinters never point the wrong way.***

- old irish toast

DFW IFMA 2010 Monthly Dinner Programs (NOTE: Programs are subject to change)

March 11th — "The Future is Now!"

Presented by Teena Shouse, CFM, IFMA Fellow, Senior FM Consultant at Facility Engineering Associates

April 8th — Tour of the Frito-Lay Headquarters - LEED Building and LEED Round Table: Architect/Facilities Manager/Construction 7701 Legacy Dr. Plano, TX 75024

May 3rd — GOLF TOURNAMENT

June 10th — Round Table on "Technology" (Speakers: TBD)

July — AWARDS

August 5th (New date)—IFMA Vendor Trade Show

September 16th (New date) —

Tour of the "New" Dallas Cowboys Stadium Arlington, TX

October - WORLD WORKPLACE

November – HOLIDAY GALA (No meeting in December)

Note: Programs will be held at the Addison Conference Center unless otherwise noted

PROGRAMS COMMITTEE

Goal: create an atmosphere where professional development can be nurtured through the avenues of networking, outstanding programs and shared "best business" practices.

Mission: schedule dynamic programs to include guest speakers, round tables and tours to appeal to the membership, as well as, to work diligently with other IFMA committees to ensure success.

PROGRAMS CHAIR: **Jill Melançon**, cell 817-540-2197

jill.melancon@nationalroofingpartners.com

CO-CHAIR: **Erin Stroud**, office 214-826-8244

erin.stroud@verizonbusiness.com

Special thanks to the Education, Sustainability, Technology & Associates Committees for assisting with this year's programs!

OUTSIDE EVENTS

Upcoming Event—Women in Facilities Management (WIFM)

By Kathy Edwards, Corporate Floors

WIFM lost some momentum during the last part of 2009 for many different reasons. The important point is that many of you have expressed an interest in continuing and even attending for the first time. Since it is hard for people to travel due to budget restraints or workload, we have decided to move the meeting around to all cities. Everyone is invited to attend any or all meetings. Our next meeting will be held on March 11th in the Dallas area. Mary Knuff with JCPenney has graciously donated their space and has offered a tour of their incredible campus.

We will also work on our mission statement. WIFM does not want to cover the same topics as IFMA. Our goal is to network women and utilize information to help us

advance in our careers, find a work-life balance and excel in our personal lives as well. In some cases we may already be at our top level but we want to make sure you are receiving the recognition, pay, responsibility and title for your position.

If you are new to WIFM you will need to log on to the website to become a member and register for the event. Visit www.wifmcentral.org (please note that membership and the event are at no cost to you). WIFM membership allows you to communicate through forums and is focused on your professional and personal growth. Feel free to contact Kathy Edwards (kedwards@corporatefloors.com) if you need assistance with the process.

Linda McBain has volunteered to head up our group. We would also like to congratulate Linda on obtaining a Director position with Encana. In these tough economic times this was an incredible accomplishment during a highly competitive time. In a future event we will be asking Linda to discuss how "finding a job is a job" and how she did it.



Since 1961 Mrs. Fletcher has served in a wide variety of roles for Purdy-McGuire, Inc. Her responsibilities have included administrative, management, and marketing, as

well as serving as an officer and a Board of Directors member. This vast experience and knowledge of the firm, coupled with her leadership skills, provided her with the necessary capabilities to become the majority owner in January 1994. As CEO and Chief Financial Officer, Dianne is primarily responsible for the day-to-day internal operations along with the financial stability of the firm.

"To me, our employees are our greatest resource. Their success as professionals directs the overall success of our firm."

Date/Time: Thursday, March 11, 2010 9:30am-3:00pm

Location: JCPenney HQ - 6501 Legacy Dr. Plano, Texas 75024

Location map: http://www.mapquest.com/mq/7-xQ3mc1U0eK6*

Park in North or South Visitor parking. Check in with the guard and you will be directed to the Reserve Dining Room for the meeting

9:30-10:00am Coffee-Networking

10:00-11:30pm Mission Exercise - spend time developing a mission and leadership council for the group.

11:30-12:00pm Lunch/Networking

12:00-1:00pm Speaker - Dianne Fletcher, CEO Purdy McGuire
Topic - Career Growth from Receptionist to CEO

1:00-2:30pm Panel Discussion

2:30- 3:00pm Building Tour