

KC IFMA fosters a culture for the open exchange of wisdom,
knowledge and experience, within the FM profession.



President's Podium SAYONARA

It is time for me to say "Sayonara" as your Chapter President. However, you will not be rid of me. I still plan to participate on many of the Chapter's committees. We have a dynamic and exciting Chapter, and I find involvement in a leadership capacity to be stimulating and professionally rewarding.

The Chapter president has an easier job than most committee chairpersons. You just sit back, dream up ideas and then delegate someone to implement them. A piece of cake . . . if it weren't for all the reports, statistics, requests for information and conference calls received from IFMA Headquarters. No one can accuse IFMA of not communicating, sharing ideas and requesting feedback and input regarding future plans.

During my two years of office, many things have happened. For one, IFMA chose the Kansas City Chapter as a pilot city to sample implementation of the new electronic membership program. We were honored to be selected, and approached the project in an open and positive manner. The new format had no negative effects on the Chapter membership and has made it easier for new members to affiliate and current members to renew.

Two years ago, our Chapter established a Kansas City FM scholarship through the IFMA Foundation. Each year, a member of our Chapter serves on the IFMA committee to evaluate candidates from all over the United States for scholarships. The IFMA Foundation scholarship is awarded at World Workplace each year. In addition, we continue to allocate \$5,000 to local scholarship needs. A local scholarship committee has set up the parameters that determine eligibility and markets the scholarship program in Kansas and Missouri.

In 2001, the KC Chapter hosted World Workplace North America at Bartle Hall. This was only possible because of the involvement of so many of you in the planning, implementation and hosting of the event.

Our Chapter can boast of being represented on the IFMA Board through our local member, Teena Shouse. Teena has held almost all the leadership positions in our Chapter and for the last two years has been conducting at least two 10-week CFM Study Courses per year. This has helped encourage members to take the CFM exam.

Sam Davidson, past Chapter President, and everything else, represents the Chapter on the Board of the IFMA Foundation.

This past year, we completed and have begun to implement the Chapter's Strategic Plan. Many of you participated in the planning processes, which makes it more credible and relevant.

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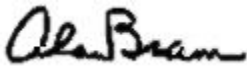
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In February 2003, the Chapter is bringing the course, “People, Places and Processes; Managing the FM Department” to Kansas City. It is being held at the new Overland Park Convention Center. This course and others have been available nationally at considerable expense. The KC Chapter is heavily subsidizing the cost as it is felt we need to provide meaningful educational opportunities to our membership. If this is successful, there are at least eight other courses that can be brought to our Chapter over the next few years.

I want to thank our corporate sponsors. Their support provides the funding that is necessary to provide the programs and services of our Chapter. This past year we had 19 corporate sponsors and the year before, 21. I urge all our FM members to seek out our sponsors for advice and to bid on your equipment, supply and project needs.

My last thoughts are for my fellow officers, committee chairs and committee members that have supported the Chapter and me over the last few years. If I tried to list all of you, I am afraid I might leave someone out, so I am going to play it safe and not list anyone.

Thank you for allowing me to be your President. I told your next President, Donna Koontz, that she could count on you . . . and me.



Alan Bram, President
Kansas City IFMA Chapter



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NOVEMBER PROGRAM REVIEW

By Teresa Reicherter
Blue Cross Blue Shield Kansas City

Our November meeting was held Tuesday, November 19, at the Blue Cross and Blue Shield of Kansas City’s office. After planning this project for five years, BCBSKC just completed the three-year renovation of their downtown office space.

BCBSKC worked closely with Colliers Turley Martin Tucker, the real estate consultant, to review real estate leasing options and plans. Once this was completed, BCBSKC teamed up with BNIM Architects to “Program and Plan” the project. JE Dunn was selected as the General Contractor for the project – “Blue Plan”. The plan was developed to complete one floor at a time from the eighth floor to the first floor with a 90-day build out schedule.

The presentation was given by Jan Duffendack, an Associate with BNIM Architect. Jan started by outlining the project descriptions as:

- 1.) Gain more efficient use of real estate by reviewing spatial and operational requirements;
- 2.) Optimize space;
- 3.) Provide better workflow between core departments;
- 4.) Enhance physical appearance; and

5.) Create a productive work area.

Jan also discussed the Client's project objectives:

- 1.) Improve the work environment (recruitment, alleviate density issues, visibly pleasing space);
- 2.) Decrease the costs of operation (training, productivity); and
- 3.) Maximize flexibility, (through universal planning and taking a standardized approach to their layout).

Jan explained the Programming and Planning processes and the important roles that these processes played in the project. The detail of these processes would be the success of the project and would be determined in the actual implementation. The Phasing Steps were a key element in the planning process. A plan was developed to get BCBSKC from their existing placement to their final placement with as few steps as possible. The BNIM planning team had to take into account dates that departments needed to avoid moving, lease expirations of three other buildings, and space coming available for rent in yet another building.

The Blue Plan project was a great success! Along with their newly designed spaces, new furnishings, and new layouts, the 2301 Main building also experienced a long list of building system improvements. Included on the list were an upgraded HVAC system, a new fire suppression system, a new security system, building backflow preventer, upgraded elevator controls, motors, and brakes, new generator backup systems for the building and their telephone system, a new roof, and more efficient lighting.

The presentation ended with a tour of the first floor, the employee services, including a credit union, fitness facility and their Café; the second floor, which includes Human Resources and their corporate training facility; and finally the sixth floor, a typical floor where their Operations Department resides.

BCBSKC wishes to thank everyone able to attend our tour. We hope you learned as much as we did! At least, we hope you found some helpful information to assist you and your future projects from this presentation.



The recently renovated Blue Cross Blue Shield of Kansas City building.



Jan Duffendack from BNIM Architects



Members listen to presentation.



BCBS



Brittany Gamble explains the project charting.



Operations area on the 6th floor.

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DECEMBER MEETING PREVIEW

By John Emert
Scott Rice Office Works

Our December meeting will be our Annual Holiday Party. The holiday party will be held at The Knowledge Center (Scott Rice Office Works) located at 14720 W. 105th Street (105th and Lackman

Road) in Lenexa. The location is the same as last year's event. You are invited to arrive around 5:00 p.m., and the event is scheduled to last until 7:00 pm. Come join your fellow FMers and Affiliates and enjoy food, beverages and fellowship. There will be a brief communication meeting.

The fundraiser for the event will be a donation to "Toys For Tots." Please bring an unwrapped gift that a small child would enjoy. There will be a box at the door.

We encourage all of you to attend and celebrate the holidays with your friends and colleagues!



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*Want to establish a
best-in-class FM operation
or learn how to build one
from the ground up?*

*Are you creating a new
FM Department?*

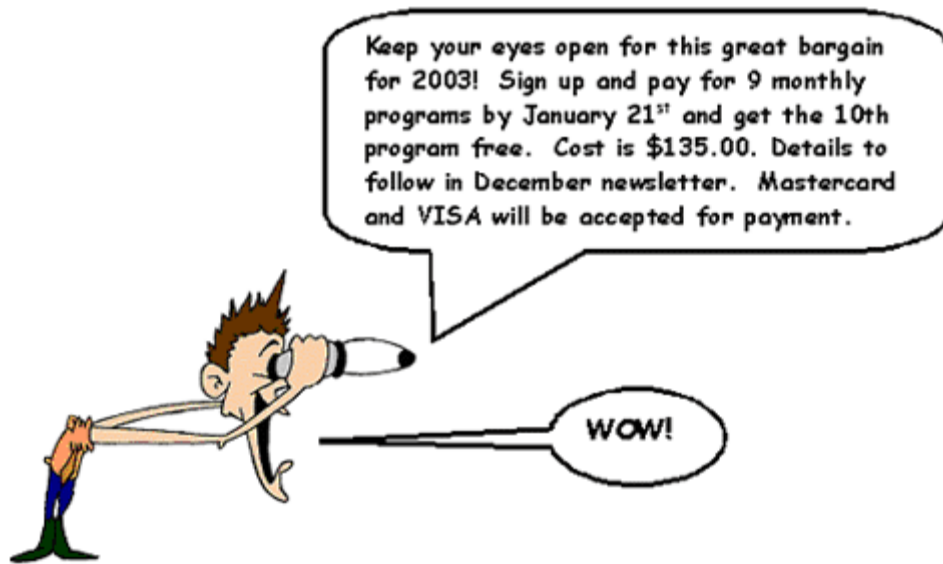
*Have you been asked
to take over an existing
FM Department?*

EDUCATIONAL OPPORTUNITY COMING FEBRUARY 11-13, 2003

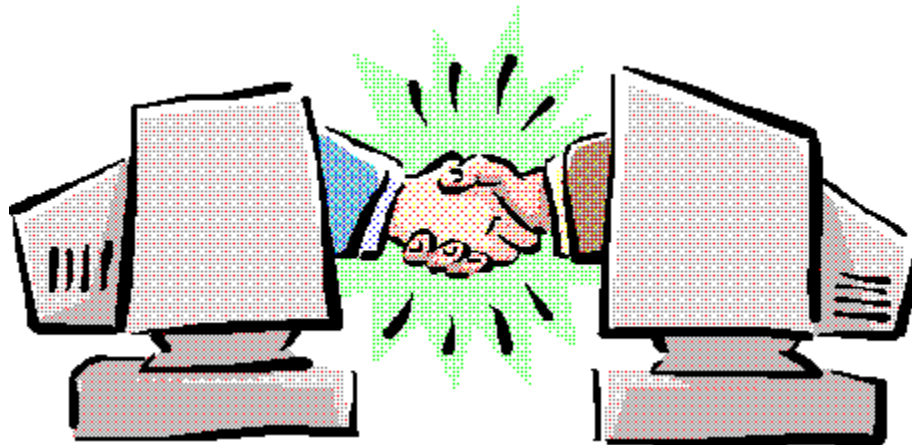
The KC chapter of IFMA is sponsoring the *PEOPLE, PLACES AND PROCESSES: PLANNING AND MANAGING A FM DEPARTMENT* educational program from February 11th through February 13th, 2003 at The Overland Park Convention Center, Overland Park, Kansas. Cost per participant will be \$300 for IFMA members and IFMA member-sponsored guests for registrations made prior to January 1, 2003, and \$325 for registrations made on January 1, 2003 or later. Non-IFMA member cost will be \$350 for registration prior to January 1, 2003 and \$375 for registration on January 1, 2003 or later. Upon successful completion of the program, you will receive a certificate of completion and be awarded 2.1 continuing education units and/or 18 IFMA CFM certification maintenance points.

In the next few weeks, you will be receiving an email providing more program and registration information, so mark your calendars now. Space will be limited.

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Kansas City IFMA – Connected!

By Lee Kortemeyer
Physician Resources of Kansas

As most of our members know, our web site was created a number of years ago to be our electronic communications medium. It functions as our electronic newsletter and membership directory, allowing our membership and others access to those services. But, unless you have ventured beyond those pages, what you haven't found are important other features of our web site.

This web site was designed to provide you, our member, with information about what is happening in the Kansas City facility environment. Within the site, you will find opportunities to interact with corporate sponsor members, learn about upcoming educational events, chapter meetings and programs, and local job openings. You will also be able to read the most current month's chapter newsletter, or call up past issues by clicking on the newsletter button. In addition, you have access

to the board members as well as a link to the national IFMA web site and its array of facilities information.

Future plans for your web site include an online library of reference materials for the facility professional, member surveys and results, a facility management link page to related FM sites, a chapter calendar of events, and direct email to your local IFMA board members.

As the web administrator, I encourage you take advantage of this valuable resource, and to suggest other features that might be added to our web site. Contact Lee Kortemeyer at lkortemeyer@medmgmt.com or 913-227-7763.

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Thank you, Chapter Leaders!

The Kansas City Chapter of IFMA has had a good year. Many members have stepped forward to assume leadership positions. On behalf of the Chapter, thank you:

CHAPTER BOARD
<i>Alan Bram, CFM, FMA</i> President Jewish Community Campus
<i>Linda DeTienne</i> , Vice President NCRI
<i>Donna Koontz</i> , Vice President Midwest Research Institute
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<i>Brittany Gamble</i> BNIM
<i>Phil Gardner</i> Sprint
<i>Greg Gladfelter</i> Gladfelter Engineering Group
<i>Stephanie Mann</i> Dick Messerschmidt, Inc.
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Ken Fancolly
Asset Services-Midwest, Inc.

Kristi Furey
Corporate Design Group

John Harter, CFM



SONY Electronics
<i>Peggy Hopkins</i> Steve Maturo & Associates
<i>Brian Iseman</i> Taber Chalmers
<i>Wes Miller</i> Gerald Jones Company
<i>Sam Shelhorn</i>
<i>Steve Sweetin</i> Interface Flooring Systems

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Membership Review

By Donna Koontz
Membership Committee Chair

Like many of you, I have been looking at what got done this year and what needs to be addressed in the New Year. I have been reviewing our K.C. Chapter membership numbers and I wanted to share those with you. The one thing you can say about us is that KC stays consistent. We have for several years now kept our membership numbers bouncing back and forth from a 235 to a 250 head count.

In some ways, considering company downsizings and world events, we should congratulate ourselves on the fact that those numbers have not changed. Those numbers do say a lot about our dedication and commitment that we have to our Chapter and the importance we have placed on it. We talk frequently at board meetings about our Chapter being considered by national as one of the top five chapters. Perhaps some of you were not aware of that. This is just one of many reasons we should be proud of our Chapter and its strong involvement in not only our community but how we are viewed nationally as well.

I don't want us to become too compliant with those numbers. We have had a motto in our Chapter for several years now - "everyone markets, everyone recruits". Our Chapter's growth and vitality to continue to meet our needs rest in the hands of all of us as fellow members. As our numbers stay strong and continue to grow, it gives us additional opportunities to bring educational seminars at reduced costs to our members. Our Chapter strives to meet the needs of our FMs and to present meetings with pertinent topics on the issues that we face to help us keep current in our career fields.

In the coming year please invite a guest (Bring A Buddy) to attend a meeting with you. Encourage fellow professionals that you know to come with you and learn first hand the benefits of becoming a member with our Chapter. The Bring A Buddy program takes place at monthly meetings, and by simply filling out the entry card with your guest's name, you are entered into that meeting's drawing for a chance to win a \$25 gift certificate to the Plaza.

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World Workplace 2003 Held in Toronto

The Kansas City IFMA Chapter was well represented at World Workplace in Toronto. Those in attendance included: Becky Beilharz, Jim Cook, Dick Cooper, Sam Davidson, David Gaebler, Rick Griffin, John Harter, Donna Koontz, Lee Kortemeyer, Kelly Kreisel, Roberta Lovin, Carl Melin, Jeff Neely, Paige Price, Dan Sexton, Teena Shouse and Jack Tinnel. Long-time member of the Kansas City Chapter, Dick Cooper with Church of the Resurrection, received the prestigious IFMA Fellow Award at the recognition banquet.

Teena Shouse gives us a look at World Workplace . . .

The 2002 WWP was a success on many levels. The keynote address from James Baker not only revved up the hearts and minds of many, but it gave us all a moment to ponder our future. It was a perfect time for many to reflect on the state of the world and then focus in on something more personal - our own careers and what we are doing with them. This thirst for knowledge was quenched with great educational seminars and round tables. They were well attended this year with high marks for content and presentation. One of the most interesting observations made by this writer was the high caliber of individuals that attended the conference this year. We saw many directors and vice presidents this year, coming back to IFMA to get back in touch with the business and the progress in the industry. Is this timing, is this due to attrition, we don't know. Don't get me wrong. It was not all work and no play. The Welcome Reception took us back to a simpler time in some of our lives, yes, the 70s! One thing I can say for our IFMA family is that we love to dance, and it does not matter what type of music. There were just as many on the floor at the Award Banquet. No, we did not win this year (sad face) but we are going to go after Chapter of the Year next year in Dallas. So, plan now because we want ya'll to come!

And, now, let's hear what *John Harter* recalls about his experience at WWP . . .

World Workplace in Toronto was the first one to which I actually traveled. Last year in Kansas City, it just was not the same. The big things for me were the educational sessions. They were excellent and covered a wide range of topics. Another very interesting experience was sitting in on the meeting of delegates. This was a discussion of where IFMA and its leaders would like to take the organization. Then it was followed with a question and answer session about concerns of the individual chapters.

On the not so business side of the trip, Toronto is a big city with lots to see and do. I spent most of my time in the downtown area walking around, checking out the sights. The architecture was very interesting. There were at least two different movies being shot in town while we were there. The locals call it Hollywood North! The Queen of England came into town the day most of us left. I know of at least one Kansas City member that got to see her.



Toronto Skyline



Convention Center



Tower outside Convention Center



Convention Center and flags



Kansas City has its Cows; Toronto has a Moose!



Members in Toronto



Group at fun



Art on Side of Baseball Dome.



Master of Ceremonies



Dick Cooper received the prestigious IFMA Fellow Award.



All Award Recipients



Members at Banquet



Members at banquet



Board Chair Sheila Sheridan, CFM, CFMJ

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CFM'S KNOW - DO YOU?

Following is a question which might appear on the CFM (Certified Facility Manager) exam. Can you answer it?

The landlord is planning asbestos removal in your facility. What information should you provide for employees?

- A. When the process will start and how long it will take.
- B. The safety procedures needed to avoid hazards.
- C. A complete description of asbestos hazards.
- D. An explanation of why the asbestos must be removed.

Answer to last month's question: B. 1 hour

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Quick Pix



Members network before the presentation.



Jackie Coleman, Program Chairman, opens the meeting.



Diane Bashor announces the December Holiday party for December 17.



Teresa Reicherter worked on this project for BCBS of Kansas City.



Members listen to the presentation.



The Project Successes were outlined for the presentation.



Sandy Hicks, Facility Manager for BCBS, guides one group on tour.



One of the training rooms set up at BCBS.



Group on tour



Employee Exercise Room



Robert Rives, CFM, explains some of the charting to Ryan Foresee, a guest student he brought to the meeting.



Sample workstation area on 6th floor



Elevator bank



Group on tour



Lock down file storage

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