

# PIKES PEEK



Winner of IFMA's Chapter Award for  
Excellence in Newsletter Publishing 2009

Pikes Peak Chapter of IFMA

January 2011  
Volume 8 Issue 01

## Speakers, Happenings and Events

### IN THIS ISSUE

President's Message	2
Programs & Professional Development	3
IFMA Education	4
2011 Peak to Prairie Landscape Symposium	5
IREM: Economic Forecast Breakfast	6
Disney Institute Approach to Quality Service Program	7
Membership News	8
Sponsorship	9

*Mission Statement:  
To advance the professional growth of our members and develop the profession.*

**January 27<sup>th</sup>** – HP Data Center Tour for Professional Members

**February 16<sup>th</sup> Luncheon** – Existing Buildings – Sustainable Operations: the top 5 things you can do to green your existing building. Presented by Swanson Rink.  
Location: Biaggi's (11:30 am – 1:00 pm)

**March 15<sup>th</sup> Luncheon** – the Colorado Springs Strong Mayor Candidates will speak at our combined meeting with IFMA/IREM/BOMA.  
Location: Antler's Hotel (watch your email for more information)

**April 20<sup>th</sup> Luncheon** – Topic to be announced  
Location: Biaggi's (11:30 am – 1:00 pm)

**May 7<sup>th</sup>** – Ninth Annual COFAX Awards Banquet (watch your email for more information)

**May 18<sup>th</sup>** – Tour of the Vestas Wind Turbine Manufacturing Plant in Pueblo (watch your email for more information)

.....

### Board Meetings

The Board meets Friday, February 4<sup>th</sup>  
**Time:** Meeting 7:00 a.m. to 9:00 a.m.  
(All members are welcome to attend)  
**Location:** IHOP, 8065 N. Academy Boulevard

[www.ifma-pikespeak.org](http://www.ifma-pikespeak.org)

Pikes Peek is a monthly publication of the Pike's Peak Chapter of IFMA



## President's Message

Dear Chapter Members,

Happy New Year! I wish you all a very prosperous and healthy New Year and thank you for your continued support of your Pikes Peak Chapter of IFMA.

Have you made your New Year's resolutions or plans and objectives? If not, let me make a few suggestions. First, make some plans that are just for you. These could be of a personal financial nature (how do I retire by 55) or planning your next trip to Europe, or an addition to your education, or even how do I get a new Corvette? Whatever the fun things are, set the plan in motion.

Now for work and your career. What are your plans for 2011? I suggest that with the economy the way it is, you should place some focus on productivity. Ask yourself, are you productive? Is your organization productive? As a Facility Manager you need to know the answers to a lot of questions. Questions like: What is the cost of my preventative maintenance work orders? Hours invested in PM's? What is the cost of my routine work orders? Hours invested in RWO's? What are my various costs per square foot: maintenance, custodial, project management, security, landscaping, utilities, and so forth. Knowing all this will provide you with the data to develop what your bottom line facility costs are. Also, you need to understand your space use numbers by usage category and customer/user.

Before you can answer the initial question are you or is your organization productive you must know what work is currently being done and what all the costs are as suggested above. This is a difficult task, but well worth it. If you don't really understand the details of what is being done today, how will you know where to improve? In order to benchmark you must first understand what is. Then you can compare and determine where improvements can be made.

Productivity improvements, cost savings, or continuous improvements are always possible and are the way to possible career enhancements. So, for 2011 consider what you are going to do for yourself and what productivity improvements you are going to address.

Remember your COFAX applications. A COFAX award is an addition to both your career and personal accomplishments.

Sincerely,  
Jerry Ludke

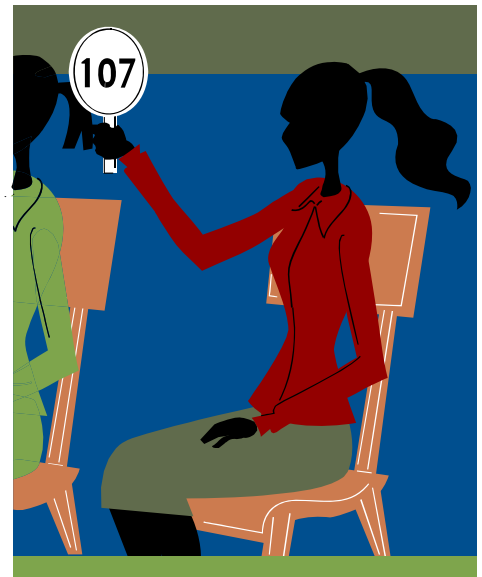
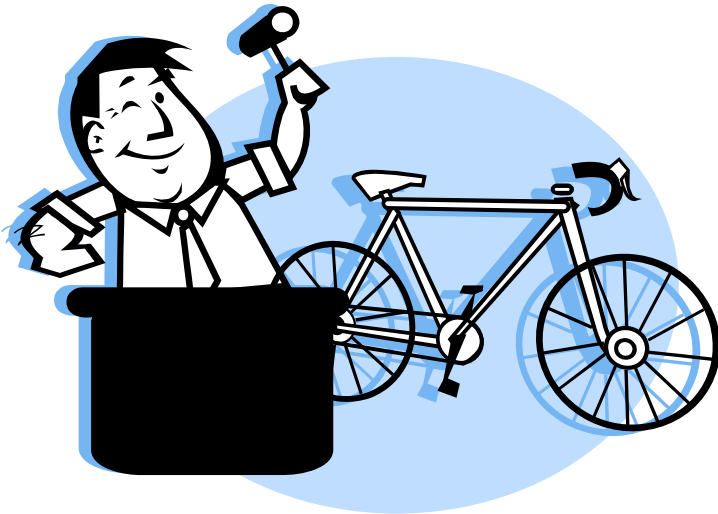
# Programs and Professional Development

Don't miss our new 2011 Incentive Program!



Beginning **February 1, 2011** we are kicking off our new Pikes Peak IFMA Auction Program. For every IFMA sponsored luncheon, event or opportunity you participate in, you will be awarded IFMA Auction Points.

In **January 2012**, we will conduct our *1<sup>st</sup> Annual IFMA Auction* where you will have the opportunity to use your Auction Points to bid on great items such as restaurant gift certificates, an office chair, education opportunities and even the chance to drive a Corvette. More details will follow but be sure to attend the February luncheon and begin accumulating your Auction Points!





**Achieve your New Year's resolution when you attend IFMA's instructor-led courses!**

**Want to become the sustainability champion of your facility?** Attend IFMA's definitive sustainability workshop **"FM Sustainability Workshop: Creating Your Action Plan"** and walk away with a six-month action plan for your organization.

**Earn the industry's most prestigious credential!** Experienced FM professionals can prepare for certification at the CFM<sup>®</sup> Exam Review.

**Looking to achieve your FMP<sup>®</sup>?** IFMA has recently released the updated **IFMA FMP Credential Program<sup>™</sup>**. This will be your first opportunity to attend the **enhanced FMP instructor-led courses!**

**January course offerings:**

FM Sustainability Workshop: Creating Your Action Plan | CFM Exam Review Course  
Operations and Maintenance Course\* | Project Management Course\*

**LEARN MORE AND REGISTER!**

*\*FMP-required courses for the updated **IFMA FMP Credential Program**. If you are trying to complete your FMP under the **previous model**, please contact IFMA education at +1-713-623-4362 for more information.*

**Go to [www.ifma.org](http://www.ifma.org) for more information!**



**International Facility Management Association**  
1 E. Greenway Plaza, Suite 1100 • Houston, TX • 77046-0104 USA



The premier water-wise landscape conference for homeowners and professionals in southern Colorado

**Learn the latest about landscaping with water savings in mind.**

**Friday, February 4th & Saturday, February 5th, 2011**

Doubletree Hotel, Colorado Springs

**Registration is now open!**

Check out the lineup of dynamic speakers and informative presentations

[www.peaktoprairielandscape.com](http://www.peaktoprairielandscape.com)

## **Featured Presenters**

**David Salman**

Chief Horticulturist, High Country Gardens

**The Importance of Plants in a Well-Designed "Green" Xeriscape  
and  
Rock Gardening with Xeric Plants**

**Mike Bone**

Chief Horticulturist, Denver Botanic Gardens

**The Wisdom of Well-Adapted Plants**

**Dr. Patty Limerick**

Center of the American West, University of Colorado

**From the Ground Up: Harvesting the Lessons of Westward Expansion**



PRESENTS THE

**20th ANNUAL ECONOMIC FORECAST BREAKFAST**



Thursday, February 3, 2011

**Doubletree Hotel**  
**1775 E. Cheyenne Mtn. Blvd.**

Registration 7:00 a.m.  
 Breakfast 7:30 a.m.  
 Program 8:00 a.m. – 10:00 a.m.



**Highlights Will Include:**

- City of Colorado Springs 2010 Performance and 2011 Outlook
- Colorado Springs Economic Development Outlook
- Commercial Real Estate Market Analysis
- Multi-family Focus
- Single Family Home Review

**Guest Speakers Are:**

- **Mike Kazmierski**, President and CEO, Greater Colorado Springs Economic Development Corporation;
- **Lisa Bigelow**, Budget Manager, City of Colorado Springs;
- **Doug Carter**, Senior Advisor, Sperry Van Ness;
- **Kent Mau**, Senior Managing Director, Sierra Commercial Real Estate, Inc.;
- **Bruce Betts**, Broker/Owner, RE/MAX Advantage

**Seat Prices: Advance Purchase by January 24, 2011 \$40.00**

**PLEASE NOTE: NO REFUNDS ISSUED AFTER January 24, 2011**

**After January 24, 2011 or Pay at the Door \$50.00**

**CE CREDIT: 2 hours**

To register and pay by credit card, [click here](#).

Or go to <http://members.ppar.com> and click on Quick Links and then on Register for 2011 IREM Breakfast.

Discover, VISA, Master Card, American Express Payment must accompany reservation Checks payable to IREM

Number of Seats \_\_\_\_\_ Amount: \$ \_\_\_\_\_ Name \_\_\_\_\_

Company \_\_\_\_\_ Address \_\_\_\_\_

City & State \_\_\_\_\_ Zip \_\_\_\_\_ Work Phone \_\_\_\_\_

Signature \_\_\_\_\_ Additional Names \_\_\_\_\_

For More Information or To Make Reservations, Contact Linda Littlefield at the  
 Pikes Peak Association Of Realtors® -- 633-7718 X 110 or [littlefield@ppar.org](mailto:littlefield@ppar.org)

# Disney Institute Approach to Quality Service Program

- IFMA Pike's Peak Welcomes *Disney Institute* to Colorado Springs on March 18, 2011
- Early Bird pricing available—see [www.ColoradoSpringsMouse.com](http://www.ColoradoSpringsMouse.com) for details!

Limited Time Offer: Register and pay by February 4, 2011 and be automatically entered to win a FREE 3-day *Disney Institute* class at the Walt Disney Resort in Orlando!

- IFMA Pike's Peak is proud to partner with University of Colorado at Colorado Springs to bring Disney's Approach to Quality Service program, presented by the world renowned *Disney Institute*, to Colorado Springs on March 18, 2011.

We invite you to explore world-renowned Disney principles for service excellence and discover how attention to detail creates a consistent, world-class service environment.

A unique one-day event, Disney's Approach to Quality Service will challenge you to look at your business – no matter what size – in an entirely new light. Showcasing the powerful strategies and business models that are the cornerstones of the Disney organization's long-term success, you will learn how to apply innovative Disney strategies to your own organization for immediate results. Take advantage of this incredible opportunity and register today.

Disney's Approach to Quality Service event is...

- Relevant: Impacts critical drivers of success in a slow economy
- Affordable: Priced to serve more people under limited budgets
- Actionable: Easy to implement upon return to the office
- Inspirational: Generates team excitement and momentum
- Short: Takes only one day away from the office
- Local: No travel expenses

Professional development doesn't cost—it pays. It pays by creating a framework of focused energy in a vacuum of uncertainty. It pays by helping an organization gain share in a slow economy. The long-standing reputation of Disney Destinations for incredible service and friendly employees is not magic, it is sound ideology consistently applied in business. This program is designed to help organizations improve their quality service by immersing themselves in the successful Disney model.

**IMPORTANT:** Please use the IFMA Pike's Peak promotional code IFMAMNE to receive \$50 OFF PER GUEST when registering. Additional group discounts are available.

TO LEARN MORE AND REGISTER GO TO: [www.ColoradoSpringsMouse.com](http://www.ColoradoSpringsMouse.com)  
No prerequisite training required.

# Membership

## Pikes Peak Roster

We currently have 97 members!!!



***HAPPY ANNIVERSARY!!!!***  
***January 2011***

### ***Growth & Retention...Our Strength is in our Members***

Don't Forget!!!!

New Professional members receive (5) \$20.00 IFMA Bucks certificates... to be used at any local Pikes Peak Chapter event of their choice!!!

Current Professional and Associate members who sponsor a "New Professional" into the Pikes Peak Chapter will themselves receive (2) - \$20.00 IFMA Bucks Certificates!!!

Speak to any Membership Committee member about the latest incentives regarding MEMBERSHIP!!!

IFMA BUCKS...Grants for New and Existing Professionals...Annual Dues Payment Plan...  
MORE!

#### **1 Year**

Tim Groves (NorthMarq)  
Suzanne Patrick (Agilent Technologies)  
Ronald Santoni (Lockheed Martin IS&GS)

#### **3 Years**

Cort Furniture Rental (Sue Bell)  
Carol Nelson (Compassion International)

#### **4 Years**

Alan Goins (Colorado Springs Utilities)  
Nick Kast (Jones Lang LaSalle/T Rowe Price)

#### **7 Years**

Master Klean Janitorial Services (Mura Golden)

#### **12 years**

American Mechanical Services (Jim Roll)



# Sponsorship

## Luncheon Sponsor Benefits

- Flyer logo and contact info
- Promotional piece in chapter newsletter during month of sponsorship
- Sponsor speaks to members / luncheon attendees for up to 5-minutes
- Sponsor may set up displays and/or distribute materials
- Free lunch with sponsorship
- Website Posting
- Cost \$200.00

[www.ifma-pikespeak.org](http://www.ifma-pikespeak.org)

## COFAX IX Sponsorship

Any organization that signs up now to be a sponsor will be listed for twelve months

### Monthly Luncheon Sponsors

January 11	Facility Tour
February 11	Humanscale
March 11	BOMA/IREM/IFMA Luncheon
April 11	Available
May 11	COFAX VIII
June 11	Available
July 11	Available
August 11	Available
September 11	Available
October 11	Available
November 11	Available
December 11	Available

### Thank you to our prior month(s) sponsors:

October 10	TECC Painting
November 10	G4S Secure Solutions USA
December 10	MasterKlean Janitorial

### COFAX IX May 7<sup>th</sup>, 2011

Platinum  
Weathercraft Company of Colorado Springs

Gold  
Available

Silver  
Available

In-Kind  
Sandia, Colorado Real Estate Journal

Thank you to all of our sponsors who help us advance the facility management profession!

**For Sponsorship Information** - Contact Randy Zornes, 719-471-3851 or email [RZornes@fbgservices.com](mailto:RZornes@fbgservices.com).