



# EXCHANGE

June 2015

NEWSLETTER OF THE INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION - MINNEAPOLIS / SAINT PAUL CHAPTER



## IFMA June 3rd Chapter Meeting Architects of Change

**Speaker:** Dr. James Bohn  
**Title:** Architects of Change  
**Where:** McNamara Alumni Center  
200 Southeast Oak Street  
Minneapolis, MN 55455  
**Cost:** Members \$40  
Non-Members \$65

### About the Program:

Change management is one of the most difficult and most important responsibilities of a facility manager. It is also one of the most requested topics in our member survey. Join us at our June meeting to learn how to become a master architect of change. Whether you are moving the entire office, or implementing a new policy for trash collection, there is a practical system for managing change that will improve the experience of your customers, reduce resistance to change, and help you to be more effective as a facility manager.

Our speaker, Dr. Jim Bohn, has extensive experience within the corporate world leading significant change management projects such as IT implementations, mergers, and reorganizations, and in transforming underperforming teams to award winning levels of success. He now runs ProAxios, a change management and organizational transformation practice. His work has included projects for companies such as 3M, JC Penney, Johnson Controls, and Kaiser Permanente.

Dr. Bohn will also have copies of his new book, Architects of Change, available at a reduced price for meeting attendees.

### Core Competencies:

- Communication
- Leadership and Strategy
- Project Management

[Click here to register](#)

## upcoming events:



**June Chapter Meeting**  
June 3, 2015



**Annual Golf Tournament**  
July 14, 2015

[Click here for full calendar](#)

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

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## President's Letter

**The End of My Term** – All it has been a good year full of new experiences, challenges and successes. I have met and worked with a lot of good people in our organization during IFMA events at the local, national and international levels. I was called upon to judge educational tracks for World Workplace and both 2015 Facility Fusions. I was able to help the Mars City initiative with one of its final milestones. Additionally we were able to receive 2 coveted RFPs and submit the proposals to host World Workplace 2020 and Facility Fusion 2018.

There were many other initiatives and experiences, which, all in all made for a great year. That was the small part of it. The large part is ALL of you who support our great organization. You give by being a member, volunteering and sponsoring us. So thank you for ALL you do.

### Bill O'Neill –

Congratulations, to Bill O'Neill for being elected to IFMA's Board of Directors as Second Vice Chair.

Besides standing in for the Board Chairman and First Vice Chair from time to time his duties include:

- Setting the tone of Association meetings.
- Championing the cause of IFMA at every opportunity
- Ensuring that the Association speaks with one voice
- Serving as a trustee of the IFMA Foundation.
- Providing the Nominating Committee Chair with suggested names of potential future Association officer and director candidates.
- Participating in quarterly Finance Committee meetings.
- Being available for advice and assistance

As we look forward to our next year in our chapter I want to welcome our new President, a member we all know, Rhonda Rezac. Rhonda is poised, ready and waiting to hit the ground running to lead our great chapter through the next year. I will continue to serve the IFMA MSP Chapter as the Immediate Past President.

Summer is finally here and I for one am ready to get out and enjoy it. Have a great and successful June.

Thanks, Greg

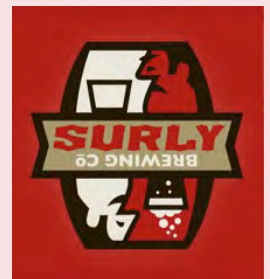


**Greg Williams CFM, SFP, FMP**  
Ramsey County

### CELEBRATE WORLD FM DAY WITH IFMA – TUESDAY, JUNE 9TH AT SURLY BREWERY.

Initiated in 2008 by Global FM, the aim of World FM Day is to raise the profile of the FM profession, not just in local markets, but anywhere FM's influence the health, safety, productivity and wellbeing of people who utilize the built environment.

We want to celebrate the Facility Management industry and all your hard work by inviting you to join us at Surly Brewery Tuesday, June 9th. More details to follow soon (tours, food and beers). Mark your calendar and Stayed Tuned!



## Board Members

### PRESIDENT

Greg Williams, CFM, SFP, FMP

### VICE PRESIDENT

Rhonda Rezac, FMP

### IMMEDIATE PAST PRESIDENT

Bill O' Neill, CFM

[Click here](#) to view the entire board



# IFMA 2015 Annual Golf Tournament

Legends Golf Course, Prior Lake

## Date:

Tuesday, July 14th

## Time:

9:00 am – 7:00 pm

## Location:

Legends Golf Course, Prior Lake

[Click here to register!](#)

### Registration Includes:

- 18 holes of golf
- Golf cart
- Lunch
- Dinner
- Drink Ticket

### Schedule For the Day:

- 9:30 a.m. – Registration/Lunch (grab-n-go)
- 11:00 a.m. – Shotgun Start
- 4:30 p.m. – Cocktails in the Clubhouse:  
19th hole party
- 6:00 p.m. – Dinner

**Golf Tournament Title Sponsor:**



### Door & Raffle Prizes:

If you are interested in donating a door prize or prize for the raffle drawing, please contact Mary Pat McGlynn ([marypat@msp-ifma.org](mailto:marypat@msp-ifma.org)) or Debbie Norton ([debbie@msp-ifma.org](mailto:debbie@msp-ifma.org)).

Again this year, we will be holding a raffle for wine & whiskey wall. If you are interested in donating please bring your donations with you on the day of the golf tournament or you can drop them off at the IFMA office.

**Please remember to attach a business card to all donations.**

### Golf Tournament Sponsorships:

*Golf Sponsorships are available to purchase!*

If you are interested in sponsoring the Golf Tournament, below is a list of Golf Sponsorships that are still available. Below is a listing of open sponsorships! You can purchase sponsorships by logging into your IFMA account and clicking on the "Online Store" tab and making payment online.

- Golf Cart Sponsor - \$400
- Dinner Sponsor - \$500
- Lunch Sponsor - \$350
- Waste Container Sponsor - \$300
- Prize/Trophy Sponsor - \$300
- Goodie Bag Sponsor - \$150
- President's Cart Sponsor - \$300
- Putting Green - \$500
- Driving Range - \$250
- Water Sponsor (2) - \$350
- Oasis Sponsor - \$500

### Golf Hole Sponsors:

- ARC Document Solutions
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- CoBeck Construction
- Cresa
- Crest Commercial Real Estate Strategies
- CFS Interiors & Flooring
- CORT
- Greiner Construction
- Harris Controls
- Harvard
- Hennes Art Company
- Horizon Roofing
- Mavo Systems
- MilliCare by Facility Services, Inc.
- Mohagen Hansen
- RSP Architects
- SERVPRO of Northwest Ramsey





## IFMA May Chapter Meeting Recap

Target Center - Past, Present & Future. *By: Carey Brendalen*

### Tired facility, energetic speakers, complex facility needs.

The May program highlighted the complexity of public-private partnerships and the vital role facility managers play in sustaining the success of both facilities and relationships. Each of the four panelists provided personal glimpses of Target Center's past 25 years, the challenges of the current facility, and what their respective goals for the future. Jeff Johnson kicked off the discussion with how the facility began as a private development which is now owned and maintained by the City of Minneapolis. From the city's perspective Jeff described the integral role of Target Center in contributing to the vibrancy and attractiveness of Minneapolis as a place to visit, work and live.

Steve Mattson focused on the business side of Target Center and the diversity of venues the facility supports. With 150 – 200 events annually, including professional basketball, ice shows, rodeos, corporate events, and concerts, the importance of facility agility and reliability was never more apparent. Steve concluded by emphasizing the critical nature of space, technology and infrastructure in supporting events, merchandizing, and the sales of food and beverages.

Ted Johnson represented the tenant side of Target Center and the importance of each fans' experience at every Timberwolves' and Lynx's games. Relying heavily on analytics, Ted's organization continually focuses on the complete "driveway-to-driveway" experience of their fan base. During Q&A Ted contrasted the pace of baseball to basketball and the impact each sport has on the rhythms and use of space, food and beverage sales, merchandising, and the need for each sport to provide an experience that is uniquely their own.

Returning back to the scale of the city, Tom Hysell illustrated how in 1990 the Target Center was built on edge of downtown with limited connections and views from the city. Today, Target Center lies at the center of the sports, entertainment and warehouse district with the aspirational goals of contributing to a more vibrant street scape and community image, providing and supporting greater revenue streams, and enhance the fan experience for all events.

For the majority of the participants, the May program concluded with an informative tour provided by Tom Reller. The tour was highlighted by Tom's extensive knowledge of the building's systems and operations. Spaces toured included the catwalk 100 feet above the arena floor, wandering around the 2 acre green roof, the concourse, performer and locker rooms levels, concluding on the arena floor with a facility manager's perspective on several historic events that have been successfully staged at Target Center.

### Program Participants:

- Jeff Johnson, City of Minneapolis, Executive Director of the Minneapolis Convention Center
- Steve Mattson, AEG Facilities, Vice President and General Manager
- Ted Johnson, Timberwolves, Chief Marketing Officer & Senior Vice President
- Tom Hysell, AIA, LEED AP BD+C, Alliance, Principal
- Tom Reller, Senior Director of Operations, Target Center





## 2015 U of M FM Capstone Project

By: Laura Magnuson

The first FM bachelor's degree class at the University of Minnesota had their capstone project presentation on April 28th. Five students presented their proposal for a security project at the Hennepin County Government Center (weapons screening and securing both towers) which was based on a shooting event that occurred in 2005. Since this was an real-life project in 2006-07, they had an opportunity to see how their decision compared to what was actually put in place by the HCGC Facilities

Management department. The students did an excellent job providing a solution for securing the two towers and explaining how they would implement this project. They were very thorough in covering secondary repercussions to the project – i.e. communication, signage, displaced programs, enhancements to help the transition, and future needs – plus they showed an overall understanding of the total impact of the project.

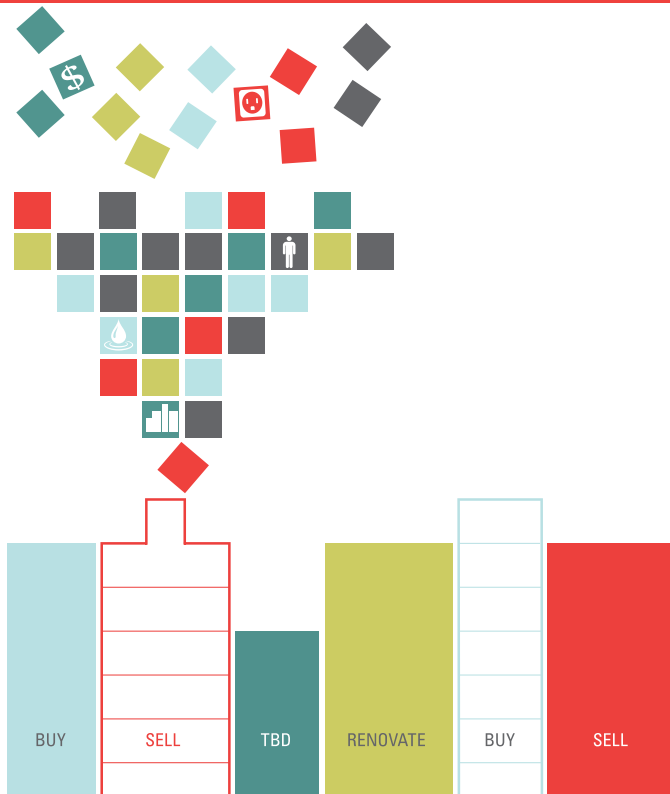


## IFMA Cares

By: Mark Ostrom

The IFMA Cares committee is coordinating projects for later this summer. The opportunity will provide a time for members to get involved and give-back to our local non-profit community. Stay tuned!

## INFORMATION AT YOUR FINGERTIPS



What to renovate?

When to restack?

How to lower operating costs?

The facility information management consultants at RSP i\_SPACE are specifically trained and experienced to help you use your facility information to quickly and confidently answer these questions and more. We help you develop facility information management best practices and optimize your technology so you can know exactly what's worth paying for, when, where and why. RSP i\_SPACE works with facility managers around the country doing just that. As a result, we've helped clients save millions of dollars and countless hours by providing expert counsel and technology support.

Contact Mike Lyner ([mike.lyner@rsparch.com](mailto:mike.lyner@rsparch.com)) or Rhonda Rezac ([rhonda.rezac@rsparch.com](mailto:rhonda.rezac@rsparch.com)) to learn more.

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## New Members

### **JULIE LEIFERMAN**

*Schwickert's Tecta America*

### **DAVID MEYERS**

*David Meyers*

### **KEVIN TRAUSSCHT**

*Deluxe Corporation*

### **GREG WHITE**



## Member Anniversaries

### **ONE YEAR**

#### **BRIAN HJELT**

*University of Minnesota,  
College of Biological Sciences*

#### **TIM RANAGAN**

*Mohawk Group*

#### **MICHAEL TAIT**

*Outdoor Environments, Inc.*

#### **ERIC WALSH**

*Prescription Landscape*

### **FIVE YEAR**

#### **JOHN FINLEY**

*Northland Mechanical  
Contractors, Inc.*

#### **JOY GRANT**

*Select Comfort Corporation*

### **TEN YEAR**

#### **BRUCE LAFONTAINE**

*ARAMARK Facility Services*

#### **DAVID NELSON**

*TCF Bank*

### **FIFTEEN YEAR**

#### **JUSTINE PLISKA**

*TSP*



## IFMA Chapter Sponsors

**THANK YOU** to those who have contributed to the IFMA sponsorship. With you as our partners, we're a stronger organization.

### **PLATINUM**

Bartlett Tree Experts  
City Wide Maintenance  
Cresa  
Crest Commercial Real Estate Strategies  
CFS Interiors & Flooring  
CORT  
Harvard  
INSTALL North Central States  
MilliCare by Facility Services, Inc.  
Prescription Landscape  
Prevolv  
RSP Architects

### **GOLD**

ABM Onsite Services Alliance  
Commercial Furniture Services  
Cushman & Wakefield / NorthMarq  
General Office Products  
Greiner Construction  
Harris Service  
Innovative Office Solutions  
INSPEC  
Jones Lang LaSalle  
Kraus Anderson Construction  
Mohagen/Hansen Architectural Group  
Perkins + Will

### **SILVER**

Beltmann Group Inc.  
Building Resources  
DTZ  
FM: Systems, Inc.  
Surfacequest Solutions LLC  
Target Commercial Interiors  
Twin City Outdoor Services



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