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Message From Your President



Each year around the holiday season, one of the local TV stations in Portland, Oregon conducts what is probably the largest toy drive in the state. Our firm has participated in the event over the past few years by encouraging employees to donate toys to the girls and boys in the Portland metro area who may not receive presents on Christmas morning. Despite the plate-full of projects we facilities managers always seem to be juggling, I thought I'd step up this year and volunteer my time.

The best part of this event is dropping off all the toys at the TV station. All the donations from the local businesses and families are deposited in one giant room. I have never seen so many toys in one place in my life. If I were 10 years old again, I'd be in nirvana. Heck, even at my age I was excited!

Returning to my office from the TV station, there were the usual emails and voicemails from people whose office was too cold and about the malfunctioning copier chargeback system and the spilled plate of curry chicken on the conference room carpet. As all facilities managers do, we jump into action and help people – every day. It is part of our DNA and takes a special type of person to always be willing to help someone or resolve a problem. It also takes a thick skin at times, especially when dealing with those difficult people we all have in the workplace. However, judging by the longevity of the facilities managers within the Legal Industry Council, I tend to believe we all like what we do.

I know of few professions where you are required to understand so many different disciplines, such as emergency preparedness and business continuity, tenant improvement projects, budgets, furniture, office supplies – and the list seems to be growing for us each year.

Trying to stay on top of all our responsibilities and learn about new trends and changes within the legal profession makes our time – and our knowledge – that much more valuable. We tend to focus on those things that are happening within our respective firms because that is all we seem to have time for. When we do get the opportunity to share a conversation with fellow facilities managers, we have a tendency to ask questions about topics we want to know more about, and share our ideas and strategies to solve problems. The Legal Industry Council's on-line community email is a great example of legal facilities managers reaching out to help others make good decisions, and an opportunity for all of us to see what other firms are doing.

This year, I encourage all members to take just 30 minutes of their time and fill out our 2014 Benchmarking Survey. The Board worked especially hard on this particular survey and is confident the information we gather will be of significant value to members. By completing the survey, you will be giving back to the Legal Industry Council and those members who take the time to help us throughout the year. If you did not receive the survey, feel free to contact me and I will send you the link.

Many thanks for your continued support.

Happy Holidays!



2014 Legal Industry Council of IFMA **BENCHMARKING SURVEY**

Several years ago, the Legal Industry Council undertook the task of creating our first ever Benchmarking Survey. The mission of the Legal Industry Council was to provide a comprehensive survey that targeted what is most relevant to its members.

I am pleased to announce the Legal Industry Council is ready to roll out our third Benchmarking Survey. In addition to the Legal Industry Council board members, we have been very fortunate to have Gensler as our partner on this endeavor. We have re-tooled the format, obtained feedback from our members and incorporated new topics our members wanted. The survey still retains many of the original questions from 2010, which will allow our members to track trends in our industry over the last four years.

As with any survey, security and confidentiality is a top priority. Gensler will administer the survey electronically and will collect the results. All references to the person or firm responding will be removed when the data is compiled. The Legal Industry Council Board will then work with Gensler to organize and analyze the results and prepare the final report.

We have done our best to enhance the format and functionality of the survey, but we realize the amount of information we want to collect will take some time. We expect the survey to take about 30-40 minutes to complete. If you are unable to complete the survey in one sitting, you may return to the last question answered by following the instructions below.

- Click the "Save & Continue" button at the top of the page
- Enter your email address
- You will receive an edit link from <mailto:noreply@sgizmo.com>

Every LIC member who completes the survey will be entered into a drawing to win one of four \$50 gift cards. In addition, each LIC member who completes the survey will receive a free copy of the Benchmarking Report. Any LIC member who does not participate in the survey but wishes to obtain a copy may purchase it from the LIC at a cost of \$50 per copy.

Our intention and hope is that the survey will be a significant tool for use in law firm facility management and the more responses that are included the more valuable it will be. Through your continued support and participation, our Benchmarking Surveys continue to provide information that enhances the facility management profession. The LIC board wishes to thank you in advance for your participation.

Please note that all survey responses should be completed and submitted no later than Friday, January 9, 2015.

Survey Link: <http://survey.gensler.com/s3/ifmabenchmarking>

Michael Lesage - President, Legal Industry Council

MEMBER SPOTLIGHT



Brover Hannah is Facility Services Manager at the law firm Tonkon Torp LLP in Portland, OR. Brover started with the firm 11 years ago as a Facility Services Clerk, was promoted to Facility Services Coordinator, and promoted to his current position in January of 2013 when the former manager retired. Brover was born in Guam and, after living in Germany for 25 years, came to the US and settled in Austin, TX, in 1995. Brover went to college in Germany where he studied and did an internship in interior design, in which he received his degree. In Austin, he was a convenience store manager and worked in the mailroom for the Education Service Center Region XIII, an organization which trained and certified teachers. When his wife was transferred to Portland in 2003, his mailroom

experience led him to a customer service position at IKON where he was placed in a law firm as a facilities clerk working with mail, shipping, and office maintenance and repairs. His job at Tonkon Torp followed.

PLEASE TELL US ABOUT A FACILITIES PROJECT OF NOTE.

When Tonkon Torp remodeled three years ago, I was responsible for planning and facilitating the relocation of attorneys which was challenging. In my current position as Facility Services Manager, I have reorganized the department and moved from paying vendors with credit cards to direct bill. I also organized a selection process for a new coffee vendor, allowing us to work with one that is more cost-efficient. In my previous positions, I was not responsible for budgeting so as I move into that year-end process I find it both challenging and enjoyable because it's new. And I'm finding that my interior design background is becoming useful in my current position.

IS THERE ANYTHING ABOUT YOUR PERSONAL LIFE THAT YOU'RE WILLING TO SHARE?

Growing up in Germany made me a big soccer fan -- Bayern Munich is my favorite team. I'm married and have a seven-year-old son. Most of my family has also relocated to the States, but my mother still lives in Germany. She comes here for six months each year to visit in Portland and Austin, where one of my sisters still lives.

Up Coming Events

Stay tuned for our next roundtable in January!

[CLICK HERE](#) to join the LIC group on Linked In and follow pertinent discussions





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Collaborate without borders... on the updated

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Exchange information and benefit from the collective knowledge and expertise of fellow FM professionals as a member of the IFMA Community.

Through the IFMA Community, members will have access to real-time discussion and information exchange related to facility management and building operations and management.

The IFMA Community provides a place for users to post and generate discussion on either a general or specific topic and to learn from the collective wisdom of peers.

Community volunteer opportunities:

- Volunteer manager
- Regular contributor
- Volunteer moderator
- Subject matter expert
- Share ideas, expertise, best practices



Have your say or follow a discussion on topical issues and matters that affect you professionally. Join the conversation at www.Community.IFMA.org.

Questions? Contact us at:
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About the LIC: The Legal Industry Council shares information among FMs from law firms and legal departments in corporations, academic institutions and government agencies. Discussions center on topics such as space planning and utilization, creative office services, outsourcing, regulatory information, emerging technology and software solutions.