

# Solutions

Climate Solutions Through Mind and Technology

SPRING 2011

AIR FORCE ONE™

## AFO shifts risk with unique solutions

Air Force One has many different ways to save our customers money. One of the best ways to do this is to develop a program to take the risk out of HVAC ownership. Customers like the cities of Erlanger, KY and Upper Arlington, OH, as well as TW Telecom, are taking notice.

Jamie Johnston, AFO Service Sales Manager, explains: "It's becoming more common within the industry. These programs allow customers to have better control over their owning and operating costs when it comes to their environmental systems. If anything goes wrong with the HVAC systems, AFO will assume the risk as part of the program. This allows AFO to provide the right amount of maintenance, at



the right time, based on the customers' goals, cost and operating conditions. It also creates a different type of customer – more of a lifetime partner instead of someone who is looking for a fix at the cheapest price."

While these programs have been

around for many years, not everyone qualifies for this type of solution.

To determine if a customer is a good fit for this type of program, AFO analysts go through a six-stage process. They must gauge the status of the equipment,

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## *Our success is based on how well we support technicians*

Nearly everything we should do here at Air Force One is in support of our technicians. We must make sure they have the training, tools and materials they need to improve our customer experience.

That's why we spend so much time documenting our policies and procedures, all with the goal to help technicians be more productive. If they show up at a customer's site with everyone at AFO lined up behind them to make sure the job runs smoothly, that customer is going to come away with a positive experience. We must strive to eliminate the "oh, just trust me" scenarios.

We try to model ourselves after

### FROM THE PRESIDENT

other great companies like UPS, which lives or dies by the reputation of their delivery consistency and predictability. The front-line workers could not maintain the great reputation they have without the rest of UPS making sure they arrive on time with precisely the correct packages.

That's why we focus so much on



**Greg Guy**

the systems culture of our business – the management processes that we go through day to day and the tools we use to measure our success. Creating policies is the easy part. The hard work is in living the UPS culture of excellent execution every day. We must hold ourselves accountable with a systems-based culture so the customer gets a predictable experience every time.

Achieving excellence is a game of inches. We have to pay attention to the details – sweating and perfecting the mundane details that keep driving us forward. At AFO, we know we have to train hard and push ourselves to be champions.

# AFO Team Member Updates

## *Associate Anniversaries*

### *Central:*

Randy Aldridge, 11 years  
Pat Core, 11 years  
Alison Stafford, 4 years  
Jamie Johnston, 1 year

### *Northeast:*

Earle Kurrass, 11 years  
Mark Luke, 6 years  
Sam Misseri, 5 years  
Mary Couch, 3 years

### *Northwest:*

Mike Houck, 10 years  
Dan Briones, 5 years  
Terri Hertzfeld, 3 years

### *Southwest:*

Chris Siler, 8 years  
Tim Keegan, 1 year

### *North Central:*

Jeff Clifton, 1 year

### *National Accts.:*

Nancy Perhach, 8 years

### *Michigan:*

Bill Stanley, 1 year



**Liz and Josh Retherford welcomed Michael Preston Retherford on Jan. 10. Liz is a CSR in the Southwest office. The baby weighed just 2 lbs. at birth, but now is nearly 8 lbs.**

## *New Hires at AFO*

### *Support Group:*

Debbi Saas, Accounts Payable Assistant



**About 125 AFO associates attended the company party Jan. 15 at the Hilton Easton. Some gambled with play money for prizes, including, left to right: Mike Goodell (behind dealer), Denise Eagan and Debbi Saas. Vendors who sponsored the event included: Eastway Supplies, Enterprise Fleet Services, Habegger, Johnstone Supply Cincinnati, Lennox Industries, Liebert/Emerson Network Power, Luper, Neidenthal & Logan, Mobile Air, Inc., Preferred Benefits Services, Total Filtration Services and Wells Fargo Insurance.**

### *Southwest:*

Marcia McCloud, CSR  
Heather Chapman, Business Development  
Eric Whitton, Technician

### *Northeast:*

John Stokar, Technician  
Daniel Fritz, Technician

### *Northwest:*

Michelle Rogers, CSR

### *Central:*

James McKinniss, Technician  
Roger Guess, Business Development

## *Commendations*

**Mary Couch** for her helpful and generous attitude. Mary always takes time to answer questions and explain processes thoroughly.

**Sharon Lachowski** for her hard work and dedication in the AFO Northeast Division. Sharon takes ownership of

her tasks and works hard to ensure they are completed accurately and in a timely manner.

**Liz Retherford** for her efforts in organizing the E-Facility Management Invoice processing. Liz's ability to quickly grasp the new methodology of client's on-line tools and adapt our work order uploads allowed us to keep on track with clients during the extended heat of the summer.

**Chris Siler** for his strong leadership skills. Chris recently stepped in when he was needed to help dispatch technicians and handle service calls for the Southwest Division. Chris also provides additional technician support when needed. Chris provides excellent service for our customers and communicates effectively with our clients.

**Christa Anderson** for her continued dedication to improving processes at AFO. Christa wrote a program to automate the PWP process for National Accounts. This program saved a lot of

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# Wellington School upgrades boiler

Air Force One has helped The Wellington School upgrade an aging and inefficient steam heating system.

The Wellington School is an independent K-12 college prep facility in Columbus, OH. They had been heating their middle school with a steam boiler system that was probably forty years old, reported Jeff Reed, AFO's Director of Engineering.

"It's in the oldest wing," he said. "The steam system was having a lot of problems. They wanted to get off steam entirely and switch to a gas-heat system."

AFO technicians replaced three cooling-only rooftop units and added gas heat to provide both heating and cooling to the classrooms and a performing arts center.

The project began in November 2010 and was completed over the Christmas



**Wellington School switched to energy-efficient gas-fired heat.**

break, he said. Later in the winter they began tying in the units to the building's automation system.

The old steam heating system was

only about sixty-five percent efficient, but the new gas-fired system is 85 percent efficient, resulting in considerable cost savings down the road, he added.

## Programs

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determine how maintenance dollars are being spent, and evaluate staffing levels. Other things that must be considered are major repairs recently undertaken, cost of materials, lost revenue from previous breakdowns and capital project avoidance. AFO builds a financial cost model to determine which program will best fit with each customer's goals and objectives. This program will help shift the burden of maintenance and repairs away from the customer. It's been a relief for cities like Erlanger.

"When I started, they had 15 different contractors doing 15 different things," said Rod Snow, facilities manager for the northern Kentucky city. "We've consolidated everything to reduce costs and simplify things."

So far, Erlanger officials are pleased with the results. They've agreed to extend the contract with AFO for another two years. "They're doing an extremely good job. I'm very impressed," Snow said. "The technicians are well informed. When they do a job, I know it's going to be done right."

## Meet AFO's Rick Mindzora

Rick Mindzora offers a good example of how Air Force One recognizes and develops talent from within the ranks.

Mindzora, who started as a technician in 2001, has worked his way up to being an important part of AFO's Northeast office, reported General Manager Earl Kurrass.

"He's a natural leader," Kurrass said.

"He's someone you can count on."

Mindzora moved from technician into the construction side of the business and acted as both service and construction manager for several years. More recently, he was challenged to move into sales. He



**Rick Mindzora**



admits it was a bit daunting at first.

"The biggest thing for me was the cold call," Mindzora said. "I can do a warm call. I know the business side of it. I just didn't want a sales quota."

Kurrass made the transition easier by offering to split his sales quota between them. It took off the pressure and Mindzora was able to make 110 to 125 percent of his goal last year.

"I don't cold call," he notes. "I get leads from existing businesses and from our new client sales people."

"Rick has done just about every role and everything he's done he's done a great job with," Kurrass said. "He's not afraid to do anything. He's officially in project sales, but I always bounce ideas off of him to get his

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## Commendations

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time and eliminated the duplication of data entry.

**Dale Vallandingham** for his professionalism and communication with customers. Dale always makes sure the customer's expectations are not only met, but exceeded.

**John Bintz, Jeff Wheaton, Rick Halam, Jr., and Ron Pettit** for assisting the Central Division Construction Department with the completion of the NCR Hopeton Village GRP project. The men traveled back and forth to Chillicothe every day for more than two months to work on this project.

**Vic Noel** for answering a service call in the middle of the night, even though he was not the technician on call. Vic took responsibility for running the call and was able to get the customer back on line.

**Cyndi Soltis** for her prompt action on an out-of-state emergency service request. Cyndi located and qualified a completely new vendor. She registered the vendor and dispatched them to

the client within 30 minutes, all while relaying service instructions clearly and completely. Cyndi's efforts made this a seamless and simple process for our client through her prompt, professional response.

**Mary Couch and Brian Corrigan** for their attention to detail on the Qwest account. They were recognized by the customer for "doing a very nice job", always being accessible, and diligently working through any issues.

**Mark Ross** for his considerate and helpful attitude. Mark is very organized, doesn't complain, and is always willing to help. Mark does an excellent job of communicating with the CSR's and taking care of the customer.

### Notable

**Rodrick Majcher**, a technician in the Northwest office, recently received his Niagara AX Certification with a score of 99.4% on the final exam.

**Erin Flynn**, a senior at Walsh Jesuit High School and daughter of Service Manager for National Accounts Bob Flynn, recently helped her team win the Division 1 state championship in soccer. Erin is a goalie and kept Pick-

erington North from scoring in the 3-0 victory.

**Bryson Hall**, son of Akron GM Grant Hall, recently took third in the state wrestling championship and was featured in Wooster's Daily Record. It was the third time Bryson, a senior at Chippewa High School, reached the state finals and posted an overall 185-22 record.

**Matthew Reed**, son of Director of Engineering Jeff Reed, was one of 14 swimmers from Thomas Worthington High School to qualify for the State Swimming Championships held at C.T.Branin Natatorium in Canton, OH in February.

## Mindzora

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input because he's good at it. He can give me a lot of insight."

Mindzora is also playing a role in helping Grant Hall to set up the Akron office. "Rick and I meet with Grant and the staff once a week and support them as needed," Kurrass said.

Mindzora, 42, is married and has a daughter, 7, and a son, 2.