

WHAT'S NEW

Dispatchers Training Program Headed for Chicago Area in May

The Hyatt Regency O'Hare in Rosemont, IL, will play host to MSCA's *Dispatchers Professional Development Training Program* on May 21 and 22. By completing this program, dispatchers will be able to improve their job performance and more proactively play a role in the success of their company. Course highlights include group exercises, self-assessment tools and discussion groups.



Just some of the feedback from the last course, held last month in Ft. Lauderdale, FL, included:

- "I was so intrigued the whole time. I constantly had hands-on activities to keep me involved."
- "Very fluid and interactive - FUN."
- "Thorough. Kept everyone involved which can be hard to do."
- "Perfect balance of participation and lectures."
- "The book is going to be a great resource for future use."

This one sells out quickly, so be sure to register today for this outstanding and affordable program. Sign up for this course here: <http://www.mcaa.org/education/msca/dispatcher/>.

Last Chance to Attend Service Supervisor Training in April

Just a few spots remain for our *Growing and Developing Service Supervisors* April 18-20, in Philadelphia, PA. Service supervisors at all skill levels will leave this program with new insights and tactics they can use to manage virtually any workplace situation. Instructor Kevin Dougherty offers sage advice and facilitates role plays based on real-life situations that are videotaped for participants to evaluate their response to stressful and complicated customer relations scenarios.

Registration is \$850 for the first person from an MSCA member company; \$750 for each additional employee. To register, go to www.mcaa.org/education/msca/superservice, or for more information, contact Sobeida Orantes at saorantes@mcaa.org.

GSA Calls for Comment on Green Building Certification System Review

GSA completed its most recent evaluation of green building certification systems in March 2012. This evaluation includes certification systems for new construction, major renovations and existing buildings (ongoing operations). The agency is now soliciting comments on this review through April 8, 2013. The findings of the review take into account the following areas:

- GSA's Green Building Certification System review report evaluating green building certification systems
- Interrelationships among green building certification systems and recently promulgated green building standards (i.e., ASHRAE 189.1 and the IGCC)
- Federal high performance building design, construction and operations requirements
- Metrics to inform building performance tracking and reporting
- Consideration of cost effectiveness: how high performance in buildings can reduce the total cost of ownership

To view the GSA Green Building Certification System Review, click here: www.gsa.gov/graphics/ogp/Cert_Sys_Review.pdf.

To submit your comments, visit <http://www.regulations.gov> and search for "Notice-MG-2012-0."

ENERGY STAR Webinar Will Focus on Energy Saving Financial Benefits

Dr. Sharon Levin of ManageEnergy.com will present *Financial Benefits of Energy Saving* on April 17 at 1:00 p.m., Eastern Time. This is the second of a series of three ENERGY STAR webinars Dr. Levin, an ENERGY STAR expert, is scheduled to conduct for MSCA this year.

During this one-hour webinar, you will learn some of the direct and indirect financial benefits of reducing energy consumption in commercial buildings. The session's focus will be on the direct financial benefits of increased net operating income and asset value, federal and state financial incentives, tax deductions under the federal Energy Policy Act, and hedging against volatile fuel prices. You will also learn where to access vetted energy calculators that estimate savings for air source heat pumps, central air conditioning, furnaces, building upgrades, and more.

The third webinar in this series, *ENERGY STAR Recognition Opportunities*, will be broadcast on June 19 at 1:00 p.m., Eastern Time. To register for one or both of these webinars, click here: <https://msca.webex.com>.

To view the first webinar of the 2013 series, *ENERGY STAR Benchmark Troubleshooting*, go to <http://www.msca.org/webinars/>.

Hurst Mechanical Makes Energy Savings a Reality for Local Retirement Community

The building management and residents at Clark Retirement Community in Grand Rapids, MI, are feeling good for a multitude of reasons. They've partnered with Hurst Mechanical (Belmont, MI) to make a commitment to energy efficiency and sustainability and the pay-off has been more than they imagined (or asked for).



The journey began when Hurst Mechanical performed an energy benchmark for Clark Retirement Community (Clark) in early 2012. The 106-year-old building scored 12 out of 100 on the ENERGY STAR rating scale. Mike Ignatoski, Clark's Director of Capital Projects and Facilities, was already taking steps to make changes to the buildings, but was surprised to find out how much room Clark had for improvement. Read the rest of the story by clicking here: www.msca.org/building-manager-resources/hurst-mechanical-makes-energy-savings-reality-local-retirement-community.

Detailed Assessments Through ESP Webinar Will Take GreenSTARs to the Next Level

GreenSTARs ready to take the next step with their Energy Solutions Profile (ESP) experience should plan to listen in on our *Detailed Assessments through ESP Webinar* to be held on March 13, at 1:00 p.m., Eastern Time. Past MSCA Chairman and benchmarking pro Thom Brazel (Ruthrauff Service LLC, Pittsburgh, PA) will demonstrate the many advantages of using the software. You'll also learn about how you can now download information from data loggers into the program and chart temperature, humidity and CO2 to create a more robust benchmarking report. This free program is open to all MSCA members. To register for this webinar, go to <https://msca.webex.com>.

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