

The Original Audacious WorcesterShare Source

a zesty publication of the Worcester County Chapter of the Construction Specifications Institute Vol. 31 No 7

Your Past, Present and Future

Chapter Meetings are held on the third Tuesday of the month and include networking hour, technical presentation and dinner. Board Meetings are regularly held on the first Tuesday of the month at Williker's BBQ Route 20 Shrewsbury, MA.

9/19/17	Architectural Scavenger Hunt
10/17/17	Drones and their Applications
11/21/17	Treehouse Brewery Tour in Charlton
12/8/17	Holiday Party and Yankee Swap Featuring Comedian James Dorsey
1/1618	Learning How to Implement BIM
2/20/18	Building Code—9th Edition Update
3/20/18	Tour of Railers Hockey Rink
4/17/18	Mock Bid
5/15/18	Commercial Fiber Concrete
6/19/18	Bravehearts Baseball Outing
7/27/18	WCCSI Summer Open

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CSI Worcester County Chapter Meeting

Program: **Building Tour, Worcester Ice Rink**

Date: March 20, 2018

Place: **Fidelity Bank Worcester Ice Center**

Address: 112 Harding Street City: Worcester, MA 01604

Time: 5:30 PM – Cocktails and attitude adjustment

6:00 PM - Program—Free

7:00 PM – Dinner Buffet and Networking

Cost: \$20 per person (Students Free)

This month's program will focus on the challenges the project faced from design through construction, offering insights to designers, contractors and facilities personnel working with similar facilities. The site, a brownfield property contaminated by decades of metal coating and processing, required an extensive remediation to be suitable for construction. The building typology needed to balance the needs of a specific catchment (hockey clubs) while being inviting enough to engage the general public visiting the Canal District. Systems for the building required tighter construction tolerances and specialized safety equipment, to support the ice making operations. Now constructed and occupied, the Worcester Ice Center is home to Becker College, Worcester State University, WPI, St. Peter Marian, and Worcester Academy hockey programs as well as youth hockey programs such as the Jr. Railers and the Jr. Crusaders, the Worcester Railers' Hockey Club, ProSharp headquarters for the U.S.A and all 100% of its retail space has been leased out. The program is approved by the AIA for 1 HSW continuing education credit. After participating in this program, attendees will be able to:

- 1. Plan permitting and site remediation accordingly when working on a contaminated site.
- 2. Specify the proper tolerances and third party testing for concrete in ice rink applications.
- 3. Understand the safety requirements required for ammonia-based refrigeration systems.
- 4. Discuss the design of an HVAC System that keeps spectators comfortable without comprising the Ice

So take a break from the typical lunch-and-learn, and join CSI at the Worcester Ice Center. The program will include a walking tour of the building and its systems, and the group will have access to a private room for cocktails and an optional Italian buffet, catered by the Niche Restaurant Group's "Nona's Pizzeria".

Please RSVP to Terri Bracken at neregcsi@gmail.com

The Worcestershare Source

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Northeast Region Awards Chair

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President's Message

Appreciation. It's the fuel that runs the engine in a volunteer-based organization like our Worcester Chapter of CSI. Worcester is part of the New England Region, which includes chapters from Maine, New Hampshire, Vermont, New York, New Jersey, Rhode Island and Connecticut. Each year the Region hosts a conference, and part of that weekend includes the presentation of awards in a variety of categories to deserving chapters. One of my roles within CSI is serving as the Awards Chair for both the Worcester Chapter and the Region.

As a member, you have a voice, and as your President, I want to hear it. Do you feel Worcester is deserving of recognition within the region for outstanding performance? Some of the categories available for Regional Awards include:

Certificates of appreciation for individuals or organizations, awarded for distinguished service to the Region in the advancement of the objectives of the Region or the Institute.

Donald J. Colosano Newsletter Award, for outstanding accomplishment or most improvement, in the publication of a chapter newsletter. Our own Roland Barrett won this award last year!

Electronic Publication Award, for an outstanding innovative use of electronic technology in the advancement of the construction.

Education Award, awarded to a member, chapter, committee, firm or organization for enhancing the image and recognition of CSI at academic institutions offering construction-related curricula; and/or in the field of education, related to the educational purposes or programs of the Region or the Institute

Joseph S. Zajchowski, CSI, CCS Technical Excellence Award, awarded to a member, chapter or committee making, during the most recently completed fiscal year, an outstanding achievement in technical activity.

Was there something over the course of the last year that you thought was great? A program you really got something out of, a newsletter article you really liked or maybe you found the website a useful resource for information? If so, drop me a note at steve@naultarchitects.com and let me know.

The awards get presented at the Regional Conference which is being hosted by the Vermont Chapter this year, in Burlington, VT May 9-11. The weekend is packed with informational programs and networking opportunities, and is being held in conjunction with ACX Vermont, a trade show co-promoted by Vermont CSI and AIA. Details are pending, so check the Region's new website at http://nercsi.com/ for updates and give some thought to joining many of your Worcester members and meeting new contacts at this great event.



Steve VanDyke, CSI Chapter President



DSA

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FAX (508) 755-0050 ndixon@dixonsaloarchitects.com http://www.dixonsaloarchitects.com/

WCCSI Board of Directors meeting

02/06/18 @ Willikers Tex-Mex, Shrewsbury Ma

** Note, All Motions were voted on and accepted unanimously except noted otherwise.

Called to Order: Steve Van Dyke 5:07 pm

Attendees: Steve Van Dyke, Michael Lapomardo, Mike Sheehan, Jim Olender, Peter Caruso, Marty Helly & Terri Bracken

1 Reviewed Minutes from the last Board Meeting:

Motion to accept January Minutes as submitted 1st Jim 2nd Pete

2 Treasurers Report:

Table until March

3. Consolidated List:

- 1. BOD Members, identify who you would like to call and forward that information to Steve.
- 2. Terri will add phone numbers to the list.
- 3. Terri will send out an inquiry asking our contacts to update their information in order to make the list more accurate and identify names that need to be removed.
- 4. The "Reservation" Sheet, used to sign up guests for programs, should contain information re: who is attending, who is a guest (and of who), and are they having dinner
- 5. We also need to capture how many previous meetings a person has attended.

4. Website:

- 1. The Institute's hosting of sites ends 3/31/18
- 2. The New Institute options are Communities for \$39/ month or Micro sites at \$139/month.
- 3. The NERCSI has established its own domain, as well as WCCSI

5. Approve Draft Flyers for Railers Ice Rink, March 20th and Mock Bid in April.

- 1. A speaker bio needs to be added to the Railers Flyer
- 2. The BOD should review the Mock Bid Flyer and get back to Steve with feedback.

6. Programs

- 1. February- Building Code. Kevin Hastings is all set and Steve will handle the flyer.
- March- Tour of the new Railers Practice Hockey Rink. Mike S has confirmed and Steve has made a flyer. We will discuss, at the March Meeting, if we don't meet the minimum requirements for the private room, will the Chapter absorb some of the cost. Mike L will contact Mark Maquire re: inviting the Association of Facility Engineers



Martin J. Helly Jr.

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marty@mhspecs.com

(AFE)

- 3. April- Mock Bid. Jackie and Neil. A minimum of 12 people will work for this. BOD, please review the flyer for
- 4. May-Commercial Fiber Concrete at the Sterling Plant. Live Demo (Mike S) Still on track. A quick plant visit, followed by dinner at J Anthony's
- June 19th-Bravehearts Baseball Outing. (Mike S confirmed this)
- 6. July 20th- Golf (Mike L) Planning starts May 1st with a reminder flyer. Scholarship App goes out in March.
- 7. Aug- Tour Bancroft Tower and have an open BOD Meeting. (Steve)
- September- Scavenger Hunt (Steve)
- Holy Name Turbine (Steve is checking)
- 10. GC's now need 12 hrs of live classroom. Can we bring in a program for members and guest? (Mike L is looking into

7. Regional Conference in Burlington VT

May 9-10

Guest Speaker Paul Doherty

- 1. Event will include a Chapter Presidents Orientation, CSI Workshops, Committee Presentations, 3 Technical Sessions along with food and drink.
- 2. Re-imbursement is available. We should notify members in the Newsletter that funds are available to attend the Conference.
- 3. Awards: Steve will give Terri wording that will ask Chapter Members for ideas of Members who should be considered for an award.

9. Membership:

Remains steady at 34

10. Newsletter

Tabled until March

11. Scholarship Planning

Tabled Until June

12. Other Items:

- 1. The "Nomination" Committee for WCCSI will be comprised of all BOD Members. Not a separate Sub Committee
- 2. For the April BOD, each Board Member will invite someone to attend as a guest.
- 3. Mike Sheehan attended the Virtual NERCSI BOD Meeting and has attached his summary to the distribution email.

13. Next Meeting:

March 6th 2018

14. Adjourned 7:20pm

Moved Jim

2nd Pete

Respectfully submitted: Michael Sheehan.

Michael Sheehan

Sales

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Spring 2018 Certification Exam Cycle CDT, CCS, CCCA and CCPR

Standard registration ended Wednesday, February 28, for the Spring 2018 certification exam cycle. Prices increase starting March 1.

CSI offers the Construction Documents Technologist (<u>CDT</u>); the Certified Construction Contract Administrator (<u>CCCA</u>); the Certified Construction Specifier (<u>CCS</u>); and the Certified Construction Product Representative (<u>CCPR</u>) exams.

Final Registration for the Spring 2018 exam cycle will be March 1 to March 16.

Exams will be offered March 27 – June 2, 2018.

Learn more and register.

Through CSI's Certification Program, you can develop a conceptual understanding of the entire construction process, and concrete skills in:

- Construction documentation development and administration
- Specification writing and enforcement
- Product research and sourcing
- Communication with the design and contracting teams We spoke to T.J. Gottwalt, DHT, AHC, CDC, FDAI, FCSI, CDT, CCPR, CM-BIM, about what certification means to him.

Are you a member of CSI and if so, how long?

Yes. I've been a continuous member since February of 1991.

When did you first obtain a CSI credential and which do you have?

I obtained my CDT from CSI in 1996. Since then I earned the CCPR credential in 2008.

How has CSI certification impacted you, both personally and professionally?



Simon Braune, Grove Products, Inc.

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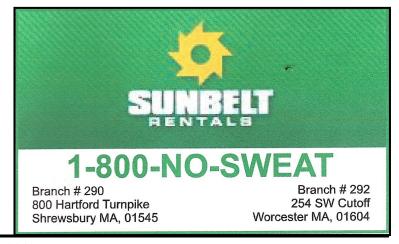


T.J. Gottwalt, DHT, AHC, CDC, FDAI, FCSI, CDT, CCPR, CM-BIM

Strategic Architectural Account Manager Allegion

I place great emphasis on the certifications I hold. Professionally, gaining CSI certification has opened many doors for me that otherwise would not have been opened. Many times, it has meant the difference between me obtaining a project over my competitors. This is exactly the type of competitive advantage companies are looking for today. Personally, it has been very rewarding gaining the knowledge directly relating to my industry, and earning the respect of those I call on.

WSS



Just Another Gallon of Milk

By: Mike Sheehan, WCCSI, Secretary

Whether you own the shingle that hangs from your place of business, or you represent the person who does, how can we distinguish ourselves from the competition? Engineer, Architect, Contractor or



Material Supplier; if we offer the same service that others do, "Are we just another gallon of milk?"

A good company, and the people that represent it, will actively find ways to gain and maintain business, without the mere tactic of just dropping the price.

Granted, price is a determination in the final decision to do business with someone, however, it's not everything. Here are a few ideas I've come across that can make you stand out from the crowded dairy case of choices, keeping in mind there are many more beyond this list:

Be Yourself. Your product might be the same, but you aren't. You are unique in what you offer. Do you know your product/service? Do you believe in it? Are you available when called upon? Do you follow up and offer solutions to problems? Are you easy to deal with and likeable?

<u>Superior Customer Service</u>. Create the best experience from the initial proposal all the way to the delivery of the final product/service. Establish Excellent Communication. Meet Deadlines/ Delivery Schedules. Correct Billing Disputes. Develop Relationships. Look Professional. Is your company easy to do business with? Do you an-

swer the phone, return calls, follow up?

Be The Expert in Your Field. You may offer the same things, but have you mastered what you provide and are you looked upon as a leader in your field? Having that distinction will make you more desirable as a Company and or Rep.

Address the Decision Maker AND his/her End

<u>User.</u> Don't just focus on the person who writes the check for what you are selling, but rather respect the end user as well. The Decision Maker has others in the organization that use what you are providing. Chances are they influence the Decision Maker and it would be wise to identify them.



Mike Sheehan WCCSI, Secretary

As I said, there are many more ways to distinguish yourself, your company and the people on your team. Take time to think about what makes you different and capitalize on it. If you do, when stacked up against your competition, you will never feel like "Just Another Gallon of Milk"

WSS

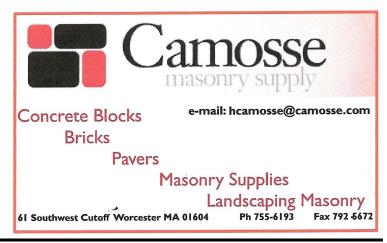
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323 Southwest Cutoff - Worcester, MA 01604

Bill Sharp, President

508-752-2313



Building Code - 9th Edition Update

Last month's program highlighted the major revisions between the 8th and 9th editions of 780CMR. Kevin Hastings, of Hastings Consulting, was our presenter and this guy knows his stuff! Kevin is a licensed fire protection engineer with over 20 years of expert code consulting experience.



The program was approved by the AIA for 1 HSW continuing education credit.

Thank you Kevin for a great and interesting presentation. The program was extremely well attended with in excess of 40 members & non-members at Leo's Ristorante in Worcester.







INSURANCE

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June 5-8, 2018
Lansdowne Resort and Spa. Leesburg, Virginia

Manufacturers: Join the Master Specifiers Retreat in Leesburg, Virginia this June. Space is limited!

The <u>CSI Master Specifiers Retreat (MSR)</u> is a three-day, hosted-buyer event for specifiers and architects who make product recommendations. Product manufacturers who participate select specifier/architect attendees. The goal is to encourage face-to-face meetings with top manufacturers, exchange knowledge and network. BPMs can learn not only about their products, but trends in the industry from a specifier perspective.

If you are a manufacturer interested in participating in the MSR, <u>contact us</u> today to secure your spot. The event is almost sold out.

Membership Application Update

We're excited to announce that we have shortened processing times on new member applications and renewals by accepting mailed-in documents and payments right in the National office rather than at the post office lockbox we've been using. The Membership Application has been updated accordingly and now need your help to make sure that the updated application form is being distributed. You can download the new application form HERE. Please destroy any of the old application forms and use this new one at your events or when a prospective member requests a paper application.

All members can still easily apply or renew their memberships online through the web portal at <u>Membership - Construction Specifications Institute</u>

All member renewal invoices now include an envelope with the updated address as well. If you receive any inquiries regarding where renewals should be mailed, please provide the CSI address: 110 South Union Street, Suite 100

Alexandria, VA 22314



21 Adams St – Worcester, MA 01604
COMMERCIAL – INDUSTRIAL – CONSTRUCTION MANAGEMENT
RENOVATIONS - NEW CONSTRUCTION - DESIGN BUILD
Michael Lapomardo, CSI, CDT Mark Lapomardo, CSI

Construction documents - are they worse than ever?

One of the presentations at the 2017 convention in Providence

was a panel discussion titled *Hot Topics and Emerging Trends*, which included comments about the decline in the quality of construction documents. I found this to be an interesting subject, as I had seen many attacks on document quality over the years. Not only that, but I



had made presentations on the subject.

In 1997, Michael Chambers and I presented "Document Coordination" for the Minnesota chapter of AIA. We discussed the roles of drawings and specifications, document quality, coordination techniques, short-form specifications, and Master-Format 1995. Our handout included reprints of several articles about document quality; some, with scary titles, tried to prove that construction documents were atrocious and getting worse, while others how quality depended on coordination of construction documents.*

The frequency of problems in construction documents makes it easy to accept claims that they are getting worse. In 1997 I believed those claims, but I now believe the opposite. I would argue that overall, construction documents are better than ever before.

Since the presentation Michael and I made in 1997, I have continued to collect articles about the quality of construction documents. Most of the articles address current document quality, but a few discuss a *change* in quality. The main difference is, while the first group of articles describe specific problems, the articles that talk about changes of quality lack specificity. Rather than explain how documents have changed, they rely vague expressions of individual perception.

For example, the Construction Management Association of America (CMAA) has published several annual reports, often in conjunction with the Facility Management Institute (FMI). These reports frequently refer to a decline in the quality of documents, with conclusions based on comments obtained by surveying facility owners, but they do not include supporting information. I have seen thirteen of these reports, going back

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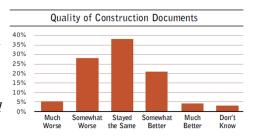
The reports consistently claim that quality of construction is a major concern, and sometimes say there has been a decline in the quality of documents. The 2003 survey report was the first to assert that "there is a general decline in document quality," along with declining skill levels. There is no support for the claim, but the report does include an interesting exploration of reasons for that decline.

The 2004 survey asked, "Have you experienced a decline in the quality of design documents?" More than 70% of responders said yes. Even so, it's worth noting that about 30% said documents at the beginning of construction were adequate or excellent.

From then until the 2010 survey, survey reports mentioned document quality only tangentially, noting that quality is always a concern, but making no specific reference to a change in quality.

The 2010 report states about 30% of owners report that the quality of design documents worsened in the previous two years. That sounds bad, but the graph provides additional information.

Even though about 30% of owners said document quality had declined, more than 35% said there had been no change in quality, and 25% said they were better! While we should



know of problems with construction documents, cherrypicking statistics is unnecessary and unjustified.

The most recent CMAA report, published in 2015, states, "as major challenges, the poor quality of documents tops the list." It goes on to say, "This finding is consistent with ... the 2010 study, i.e., 34 percent said the quality of design documents had declined ... and 33 percent made the same claim about construction documents. ... as long ago as [2005] more than 70 percent of respondents had cited a decline in the quality of design documents." Again, the report uses only some of the information; it uses its own reports as sources but adds nothing new. The only other reference to document quality appears in a graph that shows poor document quality is an urgent challenge for owners.

One of the articles Michael Chambers and I used as a handout, "Contractor Survey Finds That Specs Don't Measure Up," was based on a survey conducted by *Engineering News Record* (ENR) and the School of Building Construction at the University of Florida.

ENR sent surveys to 500 contractors and received responses from 120 of them. Asked about the quality of specifications, 37% were rated good, 35% were rated fair, and 17% were rated poor. Compared to drawings, 85% of respondents said specifications were "sometimes or even more often" of lower quality. They reported that more than 84% of specifications "sometimes, often or generally have major omissions." Contractors complained that specifications are boilerplate and

contained irrelevant information. As was the case with the CMAA reports, the ENR survey summary expressed only subjective opinions.

How can this be?

In 1997, I accepted both claims about construction documents - that they had many problems and that they were getting worse. I had seen enough of them to know that defects were common, and because all I had heard about the change in quality was negative, I believed what I had read. In the time since then, I have noticed that every few years, the decline in construction document quality again becomes a popular topic. But, if document quality was declining twenty years ago, and has continued to decline since then, how is it that we can build facilities today that are more complex than they were in the '90s?

In a sense, this is the opposite of what we often seen in advertising. Every time a product is changed - and, I suspect, sometimes when it hasn't changed - it is promoted as "New! Improved!" If laundry detergent, for example, has been improved many times since it was introduced, it should be perfect by now, but it's not. And chances are, within the next year or two we'll see more "improved" versions of many common products.

I contend that the quality of construction documents not only is not declining, but is, in fact, improving. Some of the improvement can be attributed to our tools. As software evolves. it makes it easier to avoid many types of mistakes. Both graphic and text processing programs now incorporate features that eliminate some problems, reduce the frequency of others, and help the user make correct choices. Also, the basic data used by computers has improved by becoming more standardized, and by being continually revised to incorporate real-world information. Many design firms have libraries of proven details and specifications that can be used as-is in many cases, and that can be easily modified to meet projectspecific requirements. Building models now can incorporate complete, actual dimensions of structural elements, mechanical systems, and many products, allowing generation of more accurate dimensions, and software can analyze models to find

I'm not saying documents are perfect. I continue to see mistakes in both drawings and specifications, and it's likely they will never be eliminated. There will always be new employees

who need to learn the correct way of creating drawings and specifications, there will always be new contractors and sub-contractors who must learn how to use construction documents, and there will always be new products and processes that will challenge designer and contractor alike.

I see the problem as one of perception. Assume a typical project has 10,000 items. If 100 of them present problems, it's likely that the 9,900 - or 99% - that were *not* a problem will be forgotten, and the one percent that didn't work will be the ones that are remembered.

A word about boilerplate

As noted above, contractors and suppliers frequently complain about text that is repeated many times with little or no change. What they don't seem to understand is that some requirements do not change much from one project to another. Specifications aren't prose; they're documents that define products and processes used in construction. If a given window is used in two projects the specifications may well be identical because that particular window is required in both projects. Similarly, the general conditions may be identical in multiple projects, and even the supplementary conditions may vary only slightly from one to another.

Boilerplate isn't bad; it's necessary. However, the amount of boilerplate can be minimized by proper use of Division 01 and industry standards, and by elimination of redundancies and nonessential text.

What have you seen? Are contract documents getting worse? If you think so, please post a comment on my blog to explain why, and provide evidence!

* Partial list of articles reprinted for 1997 AIA presentation: "Contractor Survey Finds That Specs Don't Measure Up," "Contractors seek more detailed drawings, greater coordination," "Field Interpretation and Enforcement of Specifications," "Avoiding Liability in the Preparation of Specifications," "Sum of the Parts: Complementary Documents," "The Standard of Care," "When Drawings and Specifications Conflict," "Study pinpoints reasons for building problems." © 2018, Sheldon Wolfe, RA, FCSI, CCS, CCCA, CSC Agree? Disagree? Leave your comments at http://swconstructivethoughts.blogspot.com/2018/02/construction-documents-are-they-worse.html



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BUILDING TOUR OF THE FIDELITY BANK WORCESTER ICE CENTER

WHEN: Tuesday March 20, 2018

5:30 - Cocktails and attitude adjustment

6:00 - Program

7:00 - Dinner Buffet and Networking

WHERE: Fidelity Bank Worcester Ice Center

112 Harding Street Worcester, MA 01604

COST: Program: Free

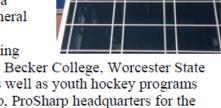
Dinner: \$20 (students free)



The Canal District of Worcester, defined as the Green Street / Harding Street / Water Street neighborhood, has been undergoing a development Renaissance over the last decade through the conversion of former mills to loft apartments, and the creation of 5-star dining and night-life venues. One of the most recent urban renewal projects in the Canal District is the Fidelity Bank Worcester Ice Center. This \$18 million dollar 100,000 square foot facility was constructed

on the former Presmet/GNK Sinter Metals site, and offers two separate skating rinks for local colleges, high schools, public skating, restaurants, gift shop and pro shop.

This month's program will focus on the challenges the project faced from design through construction, offering insights to designers, contractors and facilities personnel working with similar facilities. The site, a brownfield property contaminated by decades of metal coating and processing, required an extensive remediation to be suitable for construction. The building typology needed to balance the needs of a specific catchment (hockey clubs) while being inviting enough to engage the general public visiting the Canal District. Systems for the building required tighter construction tolerances and specialized safety equipment, to support the ice making



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So take a break from the typical lunch-and-learn, and join CSI at the Worcester Ice Center. The program will include a walking tour of the building and its systems, and the group will have access to a private room for cocktails and an optional Italian buffet, catered by the Niche Restaurant Group's "Nona's Pizzeria".

RSVP to neregcsi@gmail.com

Membership Report - February 2018

Worcester members as of March 1, 2018

34 members

26 professional

5 emeritus

1 retired

2 student

Renewals: Thanks for Renewing:

Mr. Martin Helly, CSI, CDT

Mr. Alain Stanislas, CSI

Mr. Stephen VanDyke, CSI, CDT, NCARB

Mr. David Panich, CSI, AIA

Members needing to be renewed:

John Massengill, MBA, CSI Ryan McShera, CSI Mr. Harry Poirier, CSI Stephen Monroe, CSI, CDT hal waldo, CSI-S



Sponsorships Available!

Contact the Editor for further details.

Sizes and cost

One year = 10 Issues

1/16 Page 1 3/16" x 3 7/8" \$100 Per Year

1/8 Page - 2 3/8" x 3 7/8" \$150 Per Year

1/4 Page - 5" x 3 7/8" \$300 Per Year

1/2 Page - 5" x 8" \$500 Per Year

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