

**ASPE
ORANGE
COUNTY
CHAPTER 3**

AMERICAN SOCIETY OF PROFESSIONAL ESTIMATORS

MARCH, 2011

Volume 2011

Issue 37



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ORANGE SPEEL NEWSLETTER



OUR MISSION

Since 1956, ASPE serves the construction & engineering industries by providing education, training, fellowship and opportunities for professional estimating development.

WWW.ASPENATIONAL.COM WWW.ASPECHAPTER3.ORG

PRESIDENT'S MESSAGE

March is upon us and the winter months are behind us! Our activities tend to be more outdoor related enjoying the wonderful climate we have in the Southwest. Our chapter is also very active this month with the Regional meetings being held on February 25 and 26 in San Diego. We are moving forward with the scholarship program, Golf Tournament in August and our Estimating Academy at the end of May.

Our topic this month is, "Grounds for a Contractor to Withdraw a Flawed Bid" presented by Kirk MacDonald. This presentation should be extremely informative to everyone in the industry!

I look forward to seeing everyone at the March 9th meeting at the Ayres Hotel! The address is 325 Bristol Street, Costa Mesa, CA 92626

- *Mike Mills*



Mike Mills
President, ASPE Chapter 3
Orange County

CALENDAR OF EVENTS

- Feb 25-26 2011 - ASPE Spring Regional Conference in San Diego
 - Mar 9, 2011 - Dinner meeting: "Grounds for a Contractor to Withdraw a Flawed Bid" presented by Kirk MacDonald
 - Apr 13, 2011 - Dinner meeting
 - May 11, 2011 - Dinner meeting
 - July 13-16, 2011 - ASPE National Convention in Nashville, Tennessee
 - Aug 10, 2011 - Annual Golf Tournament
- Tentative
May 21, 2011 - Annual Estimating Academy

ANNUAL GOLF DAY IN AUGUST!

We are having our 3rd annual golf tournament in August at the Aliso Viejo Golf Course. Please ask your company if they would be willing to be a sponsor. Compared to other tournaments ours is very affordable. We start at \$250 sponsorships. Our tournament has the following advantages:

- Our goal is to **make it fun for everyone**. Construction people know how to have fun.
- **It's affordable**. Other tournaments sponsorships start in the thousands.
- **It's for a good cause**. We use the money for construction scholarships. (Which all companies should be interested in)
- It's a great affordable way to **market your company**. Every sponsor will be announced at the awards dinner and their company will be advertised at the event with a banner or sign somewhere at the event.
- **Great way to network** with general contractors, sub-contractors, material suppliers, and professional services.

We also need participants this year. The goal is to keep the costs down for the players. Our goal would be around \$125 or less. Just to let you know the green fees at Aliso are \$85 per round. So for lunch, a round of golf, dinner, and the possibility of winning a prize it's a bargain. We will have prizes, lunch, and an award dinner (and lots of fun)!

You can contact me at 949-244-4602 for more information about sponsorships.

Gary Casper, ASPE 3rd Vice President

THE BIGGEST LOSER

By: Wil Beukman, CPE, LEED AP, MRICS, AVS

The Lindsay Lohan syndrome. That is my terminology for the all too often escapades of Celebrities that deem themselves above the law. We live in the land of make believe. Movies, TV series, Reality Shows and Computer games have become so realistic that more and more people seem to ignore the rules and laws of the real world. People become the character they play rather than the humanoid.

In estimating the same dangers are lurking. We need to keep our integrity at all cost. We are tied to a code of ethics. If we do not adhere to it in an effort to gain [unfair advantage] we may prosper in the short term but these actions are very detrimental to our profession. If we lose our integrity we will also lose our source of work and income. We cannot steel things because we are rich and think we are above the consequences. We cannot act unethical and hope that our clients will respect us. Our reputations are our biggest selling point.

The ASPE Canons are our reality check. It is meant as protection for the members rather than a threat to bad guys. The very essence of our profession is integrity and honesty. We need to be trustworthy and irreproachable to be able to deliver bona-fide estimates to our clients. Regardless of whether you are a Consultant or a Contractor's Estimator, if you are peddling bids it will become apparent sooner rather than later. Once you have that label you open yourself to bid rigging and other doubtful practices. You will eventually lose the cutting edge bids and your bids in return will falter.

This is a world with a multitude of cultures and the global village has brought the ends of the earth on our doorstep via the Internet and other technologies. It has also introduced business practices which often are not only foreign but also doubtful. To function in distant countries might need an alternate approach but without the inherent integrity we previously mentioned you can easily find yourself entangled in a labyrinth that end on the wrong side of the law.

Although the Canons often sound like common sense [which it really is] it remains a worthwhile reminder and a valued selling point for the future. Conduct your profession in such a way that you would always wish the same standard on your business associates.

Do not lose your soul for a quick buck! Make yourself proud!

Wil currently works at Faithful+Gould as a Lead Estimator and can be reached at willem.beukman@fgould.com

ASPE

CODE OF ETHICS

Canon #1

Professional Estimators shall perform services in areas of their discipline and competence.

Canon #2

Professional Estimators shall continue to expand their professional capabilities through continuing education programs to better enable them to better serve their clients, employers and the industry.

Canon #3

Professional Estimators shall conduct themselves in a manner, which will promote cooperation and good relations among members of our profession and those directly related to our profession.

Canon #4

Professional Estimators shall safeguard and keep in confidence all knowledge of the business affairs and technical procedures of an employer of client.

Canon #5

Professional Estimators shall conduct themselves with integrity at all times and not knowingly or willingly enter into agreements that violate the laws of the United States of America or of the states in which they practice.

ESTIMATING JOCKEY VS. ESTIMATING MECHANIC

By: Dan Schottlander, CPE

In the age of information technology, computers and ever advancing software applications, our industry has transformed into two types of estimators; the estimating jocks and the estimating mechanics. Which type are you?

An estimating jock is a person that is very proficient at executing a computer task, just as a professional athlete is capable of performing sports due to their natural ability and continuing practice of skill sets. Performing an athletic maneuver becomes so automatic and natural, just as an NFL quarterback throws a football pass to a wide receiver.

In the 21st century many individuals have learned how to operate computers from a very early age. They are literally computer professionals, or computer jocks. They know how to run the software, but do they really understand the actual components of the application, and how the things actually work in the real world? Certainly, they are very proficient at the computer operations. They know their software programs including all of the most minuet details just like a professional athlete can toss a ball many different ways. Do they know how to callout the plays like the football quarterback? Or do they just react to the situation? Do they act like a coach who under stands the concepts, all of the components, nuances', details, problems, strategies and mechanics of the game?

A mechanic understands how things are put together and how things work. The mechanic is the coach, the person with the wisdom & complete understanding of estimating a project. When you're an estimating mechanic, estimates are prepared from the ground up, just as one was constructing the building.

As an example an estimating mechanic would understand the concepts behind an air conditioning unit, have a basic idea of how the unit operates, the airflow or CFM capacity, supply fans, air filters, heat recovery systems, cooling coils, humidifiers, weight of the unit, approximate dimensions, what structural supports are required, roofing curbs, counter-flashing, electrical requirements & power hookups, condensate piping, supply & return air-duct work, what size or type of crane would be required to place the roof top unit, and the number of man-hours required for installation.

The software estimating jockeys in a matter of milliseconds would click a button on the mouse locating the size of the unit in tons and merely make the selection from the computer monitor. The unit price for this item is say \$5000. Does that unit price match the scope of work for the specific air conditioning unit? Did the unit price take into consideration any of the above mentioned items?

Yes, it's good to be highly efficient at the use of estimating software programs. We do live in a world of computers with everything in our lives, including the game of professional estimating. But don't forget your roots. Did you ever try figure out what makes things work on a process plant, oil refinery, LEED solar building, or on a water treatment plant? Understanding and knowing how things work, how they are built will make you an estimating mechanic.

In the world of estimating one needs to be both; a software jockey and an estimating mechanic. On a personal note I tend to lean more towards the mechanic's side. What type of estimator are you?

Dan currently works at AECOM as a Senior Estimator in the Corporate Office of Risk Management and can be reached at dan.schottlander@aecom.com

ASPE Code of Ethics

Continued...

Canon #6

Professional Estimators shall utilize their education, years of experience and acquired skills in the preparation of each estimate or assignment with full commitment to make each estimate or assignment as detailed and accurate as their talents and abilities allow.

Canon #7

Professional Estimators shall not engage in the practices of "bid peddling" as defined by this code. This is a breach of moral and ethical standards, and a member of this society shall not enter into this practice.

Canon #8

Professional Estimators and those in training to be estimators shall not enter into any agreement that may considered acts of collusion or conspiracy (bid rigging) with the implied or expressed purpose of defrauding clients. Acts of this type are in direct violation of the Code of Ethics of the American Society of Professional Estimator

Canon #9

Professional Estimators and those in training to be estimators shall not participate in acts, such as the giving or receiving of gifts, that are intended to be or may be construed as being unlawful acts of bribery.

CERTIFICATION

By: Art Quinion

Professional evaluation through Certification is one of the many ways the American Society of Professional Estimators endeavors to promote the profession and benefit the construction industry. ASPE Certification is the highest form of professional recognition an individual estimator can receive and is being sought by more construction estimators every year. Through its Certification Program, the American Society of Professional Estimators recognizes the estimating proficiency and ethical awareness of the Certified Professional Estimator (CPE).

If you would like to become certified, the certification process requires the candidate to write a 2,500 word technical paper, in addition to taking two examinations. The first exam is a General Knowledge Exam (GEK) consisting of approximately 500 questions across a variety of construction topics including AIA documents and general estimating knowledge. The candidate has four hours in which to complete this test. In addition, each candidate must also take a Discipline Specific Test (DST). These exams are a test of the candidate's specific area of expertise. Currently ASPE has Discipline Specific Tests in numerous categories including General Estimating, Earthwork, Concrete, Roofing, Plumbing, HVAC Sheet Metal, and Electrical to name a few. The DST exam is an eight hour test with true/false and multiple choice questions as well as estimating problems that are basically mini-estimates. There are two testing cycles per year. The timeline for the next testing cycle is approaching soon, so you will need to fill out an application for certification as soon as possible. Once approved, you will be required to complete an online or chapter workshop to begin the testing process. The chapter will also be presenting an Introduction to Certification workshop in the near future, in addition to the required online workshop, to review what to expect from the technical paper and two tests.

Once recognized as a CPE, you will be expected to keep abreast of current trends and improved practices in the construction industry. Your conformance with this requirement is measured under the provisions of the Continuing Certification Program. CPEs subject to recertification must document active participation in the areas of ASPE service: professional, educational and creative contributions to construction estimating. Among the elements of continuing certification are review of technical papers, and the contribution of questions and problems to the Certification Test Data Bank.

As the Certification Chairman for ASPE Chapter 3, I'm available to answer any questions you may have about the certification process. Please feel free to email me at artq@phoenix-planning.com or call me at my office at (949) 581-9370.

BOARD MEETING 02/02 (WED) HIGHLIGHTS

By: Gregory R. Clayton, CPE, LEED® AP, PE & Secretary

The February Board Meeting began with planning the March and April dinner meeting presentations on topics of "Grounds for a contractor to withdraw a flawed bid" and The City of Anaheim future capital improvement plans. The Board then decided to purchase its own presentation projector and has made that purchase in lieu of renting at the hotel.

ASPE National has directed all Chapters to establish a non-profit entity status and to begin doing business as such. This will allow the Chapter to take credit cards as payment for all of its events, engage in business with other businesses without limitations, prepare financial statements and file tax returns as a business entity. Becoming a non-profit organization is very expensive to have done by professionals so we are attempting to do this tedious process ourselves with Brandon leading the project with the assistance of the SBA.

Two major events coming up are the Estimating Academy scheduled for May 21, 2011 at the Ayers Hotel on the topic of estimating Mechanical work and the Golf Tournament scheduled for an August 3, 2011 shot gun start at 12:30 PM at the Aliso Viejo Country Club. Several people from the San Diego and Inland Empire Chapters having Mechanical backgrounds are planned to make the presentations.

The Board decided to award our Chapter Scholarship of \$500.00 to a student attending the Construction Management Department of Orange Coast College this year. The OCC Department Chair will be participating in the selection process.

Lastly, Wil Beukman, our Past President, has circulated our Chapters Standard Rules for the members to review and vote on at the June 2011 Dinner Meeting and the Board began planning and preparing the necessary submittals for National's Chapter Achievement Awards nominations.

EXTRA, EXTRA!!!

REGIONAL QUARTERLY MEETING HIGHLIGHTS FEBRUARY 25 - 26, 2011



By: Gregory R. Clayton, PE, LEED® AP, CPE & President, Contracting Engineers, Inc.

The sponsor providing Friday evening reception drinks and hors d'oeuvres were by Smart Bid Net, the catered lunch and the lunch program was sponsored and presented by Clark Pacific Precast, the meeting morning and afternoon snacks were provided by FBC Building Solutions and Saturday happy hour hors d'oeuvres were provided by ASPE San Diego, Chapter 4. Roel Consulting Services provided program materials printing.

Saturday started out cold and wet and by the end of the day the sun broke out and it warmed up a bit. The view of the city from the Hotel was spectacular.

Topics dominating the meeting were how to sustain long term Chapter growth, increase membership and member retention and Chapter events and programs. One prevailing mantra was "The Chapters Awards program is the guideline in growing the Chapter and the newsletter is the plan and verification for the Chapter events and awards". Another idea that was strongly emphasized was that "Long term thinking and planning" must be a common character quality throughout ASPE.

The meeting started with an open discussion about Chapter non-profit business entity and tax filings. The process of obtaining the formal business status legitimizes the existence of the chapter allowing the chapter to have a nonprofit status and to legally report and comply with Federal, State and Local authorities and properly file State and Federal taxes accordingly. Not staying current with these obligations and tax filings may lead to losing the non-profit status and limiting Chapter's ability to conduct business.

Several Chapters shared how their Chapters have increased and maintained attendance and membership. The objective is to engage members and prospective members to participate in Chapter events and programs. The program or event needs to be worth the time away from family, friends and personal interest activities in order to maintain interest and participation. That being said, topics such as "Bidding Public Works Projects" geared towards Subcontractors looking into bidding Public Works projects or having difficulties in that sector, Bids that turned out to be disasters, failed projects, strange outcomes on projects, conducting a General Contractor Chief Estimator panel series designed to reach out to Subcontractors to express what the General Contractors need and expect from subcontractors in preparing their bid proposals and field Subcontractors questions and grievances and finally, have General Contractors and Subcontractors participate in one meeting a year on ethics topics. The overall objective is to be a place to get both the general Contractors and Subcontractors estimators to come together, learn together, work together, play together and support each other's goals and aspirations.

San Diego and Sacramento Chapters with others have prepared and are actively conducting NAWIC 11th Hour Bid Day Simulation Exercises Nationally and at ASPE Chapters. The received a brief presentation of the context of these events, how to put one on and the feedback from these events. The feedback has been very positive mostly because it engages everyone in the intense 11th hour bidding process. The goal is for the participants to experience the bid process from the General Contractors point of view. Participants experience how easy it is to make mistakes, how bid processes when followed effectively reduce costly mistakes and expedite submitting successful responsive bid proposals. These events require significant preparation, coordination, adequate facilities and supervision so do not try to put on one of these without coaching from those whom are seasoned and experienced in conduction them.

The afternoon was open on Chapter reporting and regional committee reporting. It was very interesting and well worth the time to experience ASPE business being conducted at the Regional level.

FEBRUARY DINNER MEETING RECAP

By: Scott Feeney, CPE

We had the pleasure of the Great Park, Manager of Project Development, Glen Worthington providing all in attendance with an overview of the future for the Great Park.

Discussing the conception of the park, when in 2005, over 1,300 acres of the former Marine Corps Air Station El Toro was to be transformed into an urban community, setting new standards for metropolitan parks around the world. The Great Park as it became known was to become a multi-use environment, where park users could spend the day surrounded by activities suitable for all ages and interests. The Great Park was to become a wonderland and the jewel in the crown of Orange County.

For the park to be commercially viable external investment was needed. Lennar Corporation in agreement with the City of Irvine, committed to developing the infrastructure around the park and would do so by developing housing tracts, small retail and commercial business on the site, all of which would help the city fund the \$1.4 billion needed to complete the Great Park. By design competition, the winning consultant was selected and work on the development of the Great Park Plan was commenced.

It seemed too good to be true and it was. The economic downturn of 2008 has become the Great Recession and the Great Park had lost its greatness. The development for Lennar Corporation became unviable and the future of the Great Park stalled, despite significant investment by both parties to date. Lennar Corporation had no timeline for bringing the development online once again and the design team was let go by the city.

Fast forward to 2011 and the Great Park is blossoming once again. While financial institutions have been slow to offer assistance, the Great Park has blazed its own trail. The Board of Directors has taken control of the Great Parks future. A new design consultant was hired and the park will be developed as and when funds are available. Seeds have been planted, roots have taken and growth can be witnessed. Finally, spring has arrived and the future looks rosy for the Great Park. Currently a \$65.5 million development of the Western Sector Park Development Plan, which encompasses more than 200 acres of the Great Park is ongoing and is expected to be completed in 2012. Other business opportunities are being explored to help develop the park in addition to the ongoing farming, farmers market, film and television, RV storage and community programs you will find at the Great Park.

Concluding the presentation, the City of Irvine agreed new terms with Lennar Corporation. Beginning 2011, Lennar Corporation will implement a \$58 million investment in the infrastructure over the next 5 years. Lennar has also developed new plans for housing and commercial development.

Glen took time to answer questions from several attendees at the end of the presentation.

For further information and updates on the Great Park please visit the website: <http://www.ocgp.org/>

**KURT GROSZ, CPE
PRESIDENT, KGA INC.**

Interview conducted by ChiaYen Yuan

CY: How long have you been a member of ASPE and what is the extent of your involvement in this professional organization?

KG: I just reached my 20th year as a member of ASPE and I have been impressed by the growth and increased recognition of the organization. I have lectured several times over the years at local chapter meetings.

CY: How has ASPE changed/progressed over the years and what would you like to see more in ASPE?

KG: The emphasis on certification and the implementation of discipline specific certification along with the Standards of Practice have enhanced the visibility and recognition of ASPE.

CY: Can you take us through how you started in the construction industry into today?

KG: My father was an engineer and builder (apartments, refineries, air craft hangers, etc.) so I was exposed to construction at an early age. I worked as a roofer, hod carrier and laborer in high school. I worked as a framer and laborer in college. After college I worked as a drafter and then cabinet worker eventually joining the Carpenters Union working on Commercial and roadway projects in Colorado. I started my own construction business in the late 1970's building commercial buildings while having a mill shop for production of moldings, store fixtures and doors. Eventually the work transitioned to negotiated construction management projects and specialty trades work in concrete and millwork for select owners. With the economic downturn in the mid 1980's I took a position as an estimator and consultant moving to California.

CY: What firm do you currently work for and what is your position at this firm?

KG: I opened my own construction consultancy 20 years ago this year. The firm is KGA, Inc and we handle construction and environmental disputes as experts, arbitrators and mediators.



**CONGRATULATIONS TO KURT
FOR 20 YEARS WITH ASPE
AND MANY, MANY MORE!**

CY: You are a CPE. How has this certification helped you in your career? Why do you think becoming a CPE is so important for our industry?

KG: The CPE is an achievement as anyone who has gone through the process knows. With the increased knowledge in the industry, the CPE has been a qualifier for opinions on construction cost.

CY: What kind of activities and / or interests do you most enjoy in your free time?

KG: I enjoy soccer, sailing and working out as well as most ocean related activities.

CY: Tell us one thing about yourself that most people don't know.

KG: I secretly yearn to be a sculptor.

CY: Lastly, what is / are your greatest achievement(s) in life?

KG: My two children (young adults) who are a constant source of pleasure and amazement to me.

OFFICERS

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FOR YOUR INFORMATION...

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90 FOLLOWERS ON TWITTER!

FOLLOW US TOO! "ASPE3ORANGECTY"

TWITTER ACCOUNT

By: Paulette Rutlen

Twitter: [ASPE3OrangeCty](#)

Do you Tweet? With the advent of all of the social networking going on I figured we should be keeping up with the technology. For those of you not in the know, Twitter is a website that allows postings, called tweets, of no more than 144 keystrokes (yes, spaces count). With Twitter you can find individuals such as ASPE's national Executive Director (ASPENatExecDir), other chapters (ASPE12Reno or ASPE51SLCUtah), construction related organizations such as NAWIC, MC2, or McGraw Hill.

I intend on finding links to individuals and organizations that may be of interest to our membership. If you find an organization that you think would be of interest to our chapter membership let me know. Just post a tweet to [ASPE3OrangeCty](#) and I'll be sure to link us to the account.

Do you have insights to pass on to our membership regarding the construction industry in Orange County? With a Twitter account you can pass them along quickly. After all, how long can it take to type 144 characters? See a website or blog you think may be of interest, post the link with one tweet and the whole chapter can see it too.

Try it out. Even if you never post anything, you can follow the postings of whoever you may find interesting. Hopefully, one of those will be [ASPE3OrangeCty](#).

FACEBOOK ACCOUNT

15 FACEBOOK FRIENDS!

By: Anita Beukman

Our chapter Facebook account is up & running—ASPE Chapter 3, Orange County—we have added a few friends from last month and we need more! If you have an account, look us up, so you can follow our status for upcoming events!

BECOME OUR FACEBOOK FRIEND & LOOK US UP:

"ASPE CHAPTER 3, ORANGE COUNTY"

ASPE ORANGE COUNTY CHAPTER 3

MEETING INFORMATION

Date: Wednesday, March 9, 2011

Time: 5:30 p.m. - Social Hour & Networking

6:30 p.m. - Program

Location: Ayres Hotel

325 Bristol Street

Costa Mesa, CA



COST: \$40 Dinner Menu: *Award-Winning Hoisin BBQ Chicken, Beef Stroganoff, or Tuscan Vegetable Risotto*

TOPIC

GROUNDS FOR A CONTRACTOR TO WITHDRAW A FLAWED BID

PRESENTED BY
KURT MACDONALD
LAWYER



ABOUT THE SPEAKER

The principal in the Glendale law firm of Gill and Baldwin, P.C., his practice has been concentrated on construction law. A civil engineering cum laude graduate of the University of Southern California in 1970, Mr. MacDonald received his J.D. degree, cum laude, from Western State University Law School in 1982. His construction practice includes representation of general contractors, subcontractors, material suppliers, sureties, owners and others in matters concerning contract claims, mechanic's liens, stop notices, bond rights, delay and impact claims and all types of construction/legal concerns. He is a frequent speaker on construction issues and has published numerous articles in the *Engineering Contractors Association* magazine, the *Southern California Contractors Association* magazine, the *California Association of Land Surveyors* magazine and the *Asphalt Pavement Association* magazine. Preparation and regular revisions of Gill and Baldwin's booklet on California mechanic's liens and other remedies published for clients and other interested members of the industry is his responsibility. He has been a guest speaker on construction issues at various professional meetings and a panel member on numerous Mandatory Continuing Legal Education fundamental, intermediate and advanced level Construction Law programs (NBI, Lorman). He is a member of the American and Los Angeles County Bar Associations, the State Bar of California, and the Construction Law Study Group. He is a certified mediator, acting as a mediator and an arbitrator for the American Arbitration Association, Los Angeles Superior Court, IVAMS and private placements.

ASPE ORANGE COUNTY CHAPTER 3

ADVERTISING OPPORTUNITIES

| | | | |
|---------------|-----------|----------|--|
| Business Card | Per Issue | \$25.00 | If you would like to advertise with us, contact ChiaYen Yuan at chiayen.yuan@fgould.com for more details. |
| ¼ Page Ad | Per Issue | \$50.00 | |
| ½ Page Ad | Per Issue | \$100.00 | |
| Full Page Ad | Per Issue | \$200.00 | |

BECOME A MEMBER

Applications for membership can be downloaded from the national website, www.aspenational.org, or on our local website, www.aspechapter3.org. For more information, contact Gary Casper at garyc@coppertopent.com

THOUGHTS OR SUGGESTIONS?

We are looking for your ideas and input regarding our newsletter and dinner programs. Do you have an idea for an upcoming dinner meeting? Would you like to be a presenter at one of our dinner meetings? Is there a topic of discussion that we should write an article about? Would you like to be a contributor to our newsletter? Please contact ChiaYen Yuan at chiayen.yuan@fgould.com

VOLUNTEERS WANTED!

We need your help! Anyone who is interested in serving on a committee for the OC chapter, please contact MikeMills at michael.mills@jacobs.com for more information. This is a great way to give back to ASPE both personally and professionally. We encourage you to attend a board meeting to see what it's all about. We meet every other month in a physical location and all ASPE members are welcome to attend.

Serving construction estimating professionals by promoting ethical behavior, professional development, continuing education, standardization, certification and fellowship.



WE LOOK FORWARD TO SEEING YOU AT THIS MONTH'S MEETING!