Kettler’s Chabraoui Wins National Maintenance Mania Championship
By Brewster Thackeray

Rachid Chabraoui, Service Manager at Kettler’s Acadia property in Arlington, was crowned the national champion at the 2019 Maintenance Mania competition in Colorado in July. He was one of three Kettler representatives who made it to Nationals, along with 17 other winners from across the country.

Chabraoui trained as an electrician in his native Morocco before emigrating to the United States 15 years ago at the age of 24. He worked with the Local 26 union while mastering aspects of the building service trade, and then briefly for Gates Hudson before joining Kettler Management in 2012. Property Manager Jessica Evans encouraged him to become involved in Maintenance Mania, and he first took part in the local competition in 2014. By 2016 he had qualified for the National competition. He has gone to Nationals four years in a row, and 2019 was his year to take the prize.

What is the secret to Chabraoui’s success? “Speed and doing it right the first time,” he says – a recipe that carries over from the competition to the work he and other contestants do behind the scenes, day in and day out, in facility management. The competition is all about shaving seconds from a job.

AOBA Educational Foundation Summer Internship Program Wraps Up with Job Offers

At press time, more than one third of the AOBA Educational Foundation’s 25 2019 interns have been offered full-time, entry-level positions by internship sponsor companies.

AOBA’s Annual Golf Tournament Tees off September 16

AOBA’s signature Golf Tournament is September 16. The event was nearly full at press time, with a terrific lineup of committed foursomes planned for the Monday tournament at the Woodmont Country Club in Rockville, Md. A couple of sponsorship and participation opportunities remain; please contact Jeanne Clarke for information at jclarke@aoba-metro.org.

The tournament promises an enjoyable day on Woodmont’s lush fairways. Following the competition, golf players will enjoy a networking event with the Timmie Metz Band, open bar, great food, raffles, and the presentation of the tournament awards.
DC COUNCIL MAY BE ON SUMMER RECESS, BUT THEY ARE STILL BUZZING WITH ACTIVITY

The DC Council started its eight-week summer recess on July 15. Though the Council will not perform any official legislative actions during this period and many Council offices will have reduced office hours, the body will still be buzzing with activity. Many offices use this summer break from the steady churn of the legislative process to engage in in-depth research and bill drafting blitzes. In the fall, the Council has traditionally introduced an average of 65 bills during the first two weeks after reconvening from summer recess. Last year five bills relevant to multifamily rental housing were introduced during that two-week period.

Once the Council reconvenes Sept. 15, AOBA anticipates that the following bills will have hearings in the coming fall:
- **“Rent Concession Amendment Act of 2019” (B23-237):** This bill closely mirrors the “Rent Charged Clarification Amendment Act of 2018” (B22-998), which lapsed in the housing committee on Dec. 31, 2018 at the end of the previous Council period. The new bill, B23-237, seeks to amend current law to provide that the abolition of rent ceilings applies to all unimplemented and expired rent increases, and resets the rents of all units subject to rent control as the amount the tenant is actually paying, not the preserved amount. It would also define a discounted rent as rent charged, which would be at least 10 percent less than the rent charged a prior or current tenant. It would also prohibit rent increases from being implemented more than 30 days after a housing provider is first eligible to take the increase. B23-237 would also require that rental advertisements include the proposed rent charged, rent surcharge in effect, and unexpired rent surcharges. Finally, the bill would disallow rent increases not implemented within 30 days after a tenant with a discounted rent vacates a unit, and when the amount filed pursuant to the Rental Housing Act law is incorrect. The bill is pending before the Committee on Housing and Neighborhood Revitalization.
- **“Eviction Record Sealing Authority Amendment Act of 2019” (B23-338):** The legislation would require that the court seal eviction records automatically after three years if the final judgment resulted in favor of the housing provider. It would also allow tenants to request their eviction records be sealed if the case resulted in anything other than a judgment for possession to the housing provider. Additionally, the bill seeks to require that the housing provider serve a 30 days’ notice to both the tenant and Rent Administrator before an eviction claim can be filed with the court, for any reason including non-payment of rent. Under the bill, the existing requirement to serve a tenant with a notice to cure or quit will not satisfy the new notification requirement. Finally, B23-338 would prohibit discrimination on the basis of having a sealed eviction record, by including a tenant with a sealed eviction record as a protected class under the District’s Human Rights Act. The bill is pending before the Committee on Housing and Neighborhood Revitalization.
- **“Indoor Mold Remediation Enforcement Amendment Act of 2019” (B23-132):** This bill would require that Department of Consumer and Regulatory Affairs (DCRA) housing inspectors be certified to conduct indoor mold assessment and remediation. It also would direct DCRA to issue a notice of violation to property owners to remediate indoor mold and impose penalties on owners who do not comply. The bill is pending before the Committee of the Whole.

DOEE TO PROPOSE NEW SUMP PUMP DISCHARGE REGULATIONS FOR EXISTING BUILDINGS

Do you have a commercial or multifamily property that uses a sump pump to discharge groundwater? Is the discharge released into the District’s municipal sewer system (MS4)? If so, then review the District’s Department of Energy and the Environment (DOEE) draft regulations to learn how these changes may impact your portfolio.

The sump pump regulations would create a new permit-by-rule and establish a more predictable process to approve groundwater discharge into the District’s municipal separate stormwater sewer system (MS4). The proposed regulations would also seek to ensure sump pump discharge meets water quality standards that align with relevant EPA mandates. Upon review, AOBA believes these regulations will have a greater impact on existing commercial and multifamily buildings, which have sump pumps in their basements or sub-grade parking garages.

If you believe this rulemaking may impact your portfolio and have questions or would like to provide informal comments to DOEE regarding the draft regulations, please forward your comments to Randi Marshall via email at rmarshall@aoba-metro.org. Members can also contact DOEE representative, Ed Dunne, Ph.D., DOEE Chief of Water Standards, Water Quality Division at Ed.Dunne@dc.gov with technical questions. Please copy Randi Marshall.
GENERAL ASSEMBLY CONSIDERS KEY RENTAL POLICIES DURING RECESS

Maryland lawmakers referred two key proposals, the Rent Transparency Act (SB 366/HB 588) and a Definition of Rent bill (SB 941/HB 473), to “summer study” for deeper analysis.

The Senate sponsors of these bills tasked an AOBA partner, the Maryland Multifamily Housing Association (MMHA), with organizing the Study workgroup. AOBA has worked with MMHA as they organize the workgroup and will continue to during the General Assembly’s recess period.

Stakeholders expect legislators to revisit these proposals during the 2020 Legislative Session.

Prince George’s County

ADDITIONAL PROVISIONS OF COMMERCIAL RECYCLING LAW TAKE EFFECT

The following provisions of Prince George’s County’s solid waste law took effect July 1:

- Commercial property owners must provide an opportunity for voluntary solid waste recycling for tenants, patrons and customers at exterior recycling collection receptacles and trash collection receptacles.
- Business entities must provide recycling receptacles in the interior of their business [in the same way and location] as trash cans are provided, for customers to voluntarily recycle designated recyclable materials.
- Commercial property owners and businesses must provide at least equally sized and equally convenient recycling containers to accompany each trash can.
- A list of categories that can be recycled must be clearly displayed on or near the container.
- Owners and businesses must submit annual recycling reports to the County Department of the Environment, including the method of collection, amount collected and disposal of the materials.

These new requirements are part of CB-12-2018, which made several changes to the County’s solid waste recycling program required of commercial properties. AOBA continues to work with Joseph Gill, the new Director of the Department of the Environment, to address on-going recycling program issues.

Montgomery County

MONTGOMERY COUNTY KICKS OFF CLIMATE PLANNING PROCESS

On July 24, Montgomery County launched a process designed to develop and prioritize actions and strategies to meet its greenhouse gas (GHG) emission reduction goals of 80 percent by 2027 and 100 percent by 2035. The effort will be guided by the working groups listed below:

- **Buildings Technical Workgroup:** Will identify innovative strategies and develop recommendations related to building codes, benchmarking, energy efficiency, building energy performance standards, auditing, and retrocommissioning.
- **Transportation Technical Workgroup:** Will identify opportunities to increase the use of electric vehicles in the County, as well as the availability of electric vehicle charging infrastructure, and will review ongoing County initiatives to increase the amount of personal travel accomplished by public transit and other low/no emissions modes, and identify other innovative strategies.
- **Clean Energy Technical Workgroup:** Will develop recommendations for greening the energy supply and expanding the use of distributed renewable energy.

HUCKER INTRODUCES MANDATORY AIR CONDITIONING BILL; COUNCIL TO TAKE UP BILL IN FALL

On July 16, Councilmember Hucker, along with co-sponsors Jawando, Albornoz, and Navarro, introduced B24-19, Landlord-Tenant Relations – Obligations of Landlord – Air Conditioning. The proposal would amend existing law governing the obligations of housing providers to mandate they provide and maintain a central air conditioning system or individual units in a safe and good working condition that provide an inside temperature of 80 degrees or less between May 1 and Sept. 30. Note that neighboring jurisdictions DC and Virginia require housing providers to maintain these systems only if they are provided. The bill raises a number of concerns, including: (1) ensuring reasonable time to repair systems; (2) lack of uniformity in building systems and the capability of central plant system works to switch between heating and cooling; and (3) electrical infrastructure limitations, especially for communities that rely on window units. AOBA is working with the lead sponsor and PHED committee on the bill.

MONTGOMERY COUNTY COUNCIL DELAYS CONSIDERATION OF MINIMUM 30-HOUR WORK WEEK FOR BUILDING MAINTENANCE WORKERS

The Health & Human Services (HHS) Committee convened a June 24 worksession on B12-19, Human Rights and Civil Liberties – Building Maintenance Worker – Minimum Work Week, which would mandate a minimum work week for building maintenance workers. Notably, the Office of Human Rights (OHR), which was on the witness list but did not testify at the hearing, supported the bill at the worksession. HHS members expressed concerns about such a small office, already charged with responsibility for significant initiatives such as minimum wage and sick and safe laws, also enforcing a minimum work week law. In jurisdictions with similar laws, enforcement authority lies with an agency like the DC Department of Employment Services. HHS members questioned OHR’s staffing Continued on page 7 >>
The impact of turnover will be felt acutely in Fairfax County, where the jurisdiction has enjoyed tremendous continuity over the years. The high-profile retirements of several long-serving Board members have left five out of ten seats on the Board of Supervisors open going into the November elections. Leaving political office will be Chairman Sharon Bulova (D-At Large), Supervisor John Cook (R-Braddock), Supervisor Cathy Hudgins (D-Hunter Mill) and Supervisor Linda Smyth (D-Providence). Supervisor Jeff McKay (D-Lee) will give up his seat to run for Chairman.

Despite this tremendous change, the impacts of the turnover are likely to be somewhat muted as the party primary elections saw the selection of establishment candidates who have been previously active in County politics. This included AOBA-supported candidates Jeff McKay (D-At Large), Rodney Lusk (D-Lee), and James Walkinshaw (D-Braddock).

Your AOBA Virginia advocacy team invests significant time in building relationships with and educating elected officials regarding the issues impacting commercial and multifamily building owners and managers. As seats turn over, this often means starting again from scratch and honing new advocates for the industry. Through our Virginia Metropolitan Political Action Committee, we are already working to build new relationships and establish AOBA as the go-to resource for new elected officials regarding issues impacting the industry.

PARTY CONTROL UP FOR GRABS

Going into the November elections, Republicans maintain a slim one-seat margin of control over both chambers of the General Assembly. Democrats are expected to take control over the State Senate and also have a strong shot at flipping party control over the House of Delegates.

Majority status is more than just symbolic. If the Democrats take control, they will be able to determine leadership positions and committee assignments. While sweeping changes are not anticipated on the Senate side, a Democratic takeover of the House could mean a significant organizational shakeup, altering the playing field and who are the primary decision-makers over various policy areas. It is yet to be seen how this will specifically impact AOBA's issue set. But on the bright side, Northern Virginia stands to gain influence as several senior members of the party will be up for consideration for leadership posts and Committee chairmanships.

AOBA'S Virginia advocacy team is already meeting with candidates to build new working relationships and educate new elected officials regarding the issues impacting the industry. AOBA's Virginia Metropolitan Political Action Committee is also working to influence the outcome of key elections, supporting those candidates and elected officials whose voting records and policy platforms align with industry positions, including both Republicans, and Democrats, who can serve as a common-sense, pro-business voice within their respective caucuses.

ANTI-BUSINESS POLICIES GAINING TRACTION

One significant concern for AOBA members should the Democrats take the majority is the potential for certain anti-business policy proposals to advance. A vocal group within the Democratic caucus has called for longstanding business policies of the Commonwealth to be reformed, Continued on page 7
EPA UPDATES NEW ENERGY STAR SCORING MODEL TO ADDRESS REAL ESTATE CONCERNS

Reprinted with permission from BOMA’s July 31, 2019 Newsletter

The U.S. Environmental Protection Agency (EPA) recently released an updated ENERGY STAR scoring model for commercial buildings, which went into effect on July 15. The update comes after numerous real estate owners and managers discovered that the methodology was unfairly skewed against buildings in colder climates, which received lower scores, on average, than similar buildings in warmer climates.

During EPA’s review phase, staff shared their modeling methodology with BOMA International and other real estate partners, requesting comments. At their request, BOMA surveyed its membership and shared energy data from hundreds of buildings. That data, along with numerous meetings and negotiations, led to a significant change that is reflected in the updated model.

Buildings in certain markets including New York, Chicago and Washington, D.C., will now see an increase in their ENERGY STAR scores by about five points above EPA’s original model. Craig Haglund, program manager for ENERGY STAR, presented EPA’s findings and changes at BOMA International’s recent annual conference in Salt Lake City. Haglund thanked BOMA’s members for their collaboration with ENERGY STAR, stating that EPA’s changes are a direct result of BOMA and other industry partners coming together to make the program stronger and fairer for all buildings across the U.S.

ANNUAL GOLF TOURNAMENT Continued from page 1 >>

This two-course tournament sells out annually, so be sure to check in for remaining opportunities today at www.aoba-metro.org/events/

LIST OF GOLF TOURNAMENT SPONSORS:


SUMMER INTERNSHIP PROGRAM Continued from page 1 >>

Over the 12-week AEF program, interns completed two NAPE Educational Foundation courses: Introduction to Engineering and Principles of Electricity – while working side-by-side with experienced building operators to put their new knowledge into practice.

Denise Hogan, Regional Property Manager for Boston Properties, one of our 16 generous internship sponsor companies, said: “Working for the first time with the AEF Summer Internship Program has been remarkable from onboarding, recruiting, interviewing and thoughtful selection to first day boots on the ground! Our intern Shawn Porter quickly assimilated into the Boston Properties culture and it has been exciting to watch him develop into a confident part of the BXP Team.”

Thanks to all of this year’s internship sponsors: Akridge, Blake Real Estate, Borger Management, Boston Properties, Brandywine Realty Trust, CBRE, COPT, JBG Smith, JLL, The Lenkin Company Management, Lincoln Property Company, Monday Properties, MRP Realty, Pollinger Company, Quality Air Services, Stonebridge, Stream Realty, Tishman Speyer, Van Metre, and WCSSmith.

The AEF, a 501(c)(3) non-profit organization, was created by members of AOBA to address the talent crisis in the commercial real estate industry by focusing on the critical need to promote careers in building operations, engineering, and maintenance.

Inside is published six times a year by the Apartment and Office Building Association of Metropolitan Washington; copyright 2019 by AOBA.

INVITATION TO CONTRIBUTE: We welcome your ideas and contributions for inclusion in Inside. Please contact Brewster Thackeray, BThackeray@aoba-metro.org or 202/296-3390 x 241.
NEW BUILDING ENERGY PERFORMANCE STANDARDS (BEPS): What building owners must do now

On January 18, 2019, Mayor Muriel Bowser signed the “CleanEnergy DC Omnibus Amendment Act of 2018” into law. The goal of this legislation is to:

- Reduce GHG emissions in the District by 50% by 2032 and 100% by 2050,
- Achieve 100% renewable electricity in the District by 2032,
- Develop Building Energy Performance Standard (BEPS) for buildings in the District, and
- Adopt Net Zero Energy (NZE) for new construction, starting in 2026.

The legislation established a Building Energy Performance Standard Program (BEPS) to set benchmarks for energy performance for buildings in the District. The standards will be established by the DC Department of Energy and Environment (DOEE) and will initially apply to all private buildings with 50,000 square feet or greater and all District-owned buildings 10,000 square feet or greater. These initial standards will go into effect on January 1, 2021.

In addition, private buildings 25,000 square feet or greater will have to comply with the BEPS standards by January 1, 2023. Private buildings greater than 10,000 square feet must comply by January 1, 2026.

The legislation also decreed that buildings that fail to meet a median or higher Energy Star rating will need to adopt and implement measures that either: (i) increase their rating to meet or exceed the median rating or (ii) achieve a 20% improvement in the building’s energy efficiency. DOEE is still developing the standards and AOBA is actively participating in this process as are AOBA members.

AOBA is hosting a meeting on September 25, 2019 to address the changes and challenges generated by the Clean Energy Act. The Urban Land Institute, Constellation, DOEE and DCSEU are anticipated to make presentations at the meeting, which will be held at the IBEW Building located at 900 7th Street, NW from 9:00 am to 11:30 am. For further information on that event, contact Brewster Thackeray at BThackeray@aoba-metro.org or 202/296-3390 x 241.

What you need to do now

1. Identify all buildings in your portfolio that are 50,000 square feet and above and ensure you are currently in compliance with DC Benchmarking Rules
2. Check the Energy Star rating for buildings that are currently scheduled to be finalized in September 2019
3. Identify where the buildings in your portfolio rank in relation to the median score
   a. DOE has provided guidance for the median Energy Star score for buildings in DC
      i. 64 for commercial buildings
      ii. 66 for multifamily buildings
4. Develop a plan for your path to compliance with the new standards
NATIONAL MAINTENANCE MANIA CHAMPIONSHIP  Continued from page 1 but not at the expense of doing it correctly. If one is called back to correct an error, one loses the advantage of time.

Chabroui credits Service Regional Manager Rich Kemp with being a coach and motivator to him and other Kettler employees. “There is lots of practice and training. We take the training seriously and work to qualify for the nationals,” Chabraoui says. “This investment shows how much Kettler appreciates the maintenance team. It makes us feel good, and we know the company is proud of us.”

Chabraoui says he enjoys the whole of the competition, but his favorite event is the smart burner, where competitors speedily change out the heating elements on a burner.

Nationals is a whole other level of competition, where 20 of the fastest in the country compete. “We all work hard to get there and aim for the big prize,” he says. With only three seconds between his finish and second place, time truly is of the essence. This year, he had a remarkably fast time of 12 seconds in the toilet competition, and says that is when he knew he had a good shot to be the winner. Still, when it was announced, he was shocked and surprised – and proud to have his hard work pay off. His Kettler colleagues were thrilled to learn of his win, and then see him interviewed on Fox News.

In addition to colleagues, Chabraoui credits his wife Ashleigh with motivating and supporting his efforts. They met on the job; she worked in corporate housing in the same building. They now have a three year-old daughter, Zaina, whose name is Arabic for "Beautiful".

Far from the competition in Colorado, one can find Chabraoui daily at the Acadia, by Metropolitan Park in Arlington. He was there as a technician when it opened, and was glad to return as service manager last December. “This job is the American dream for me. The industry has given me opportunities to grow, and Kettler has given me the tools.

“AOBA is also key – without AOBA, we would not have Maintenance Mania. It is exciting to be part of an event that recognizes the work that happens behind the scenes. Maintenance Mania is not only competition within the field; it’s also fun, and it definitely helps me in my career,” he concludes.

AOBA STAFF/AOBA ALLIANCE
Staff can be contacted at 202/296-3390
• Peggy Jeffers, Esq., Executive Vice President – PJeffers@aoba-metro.org; x 765
• Bismah Ahmed, Director of Government Affairs, Virginia – BAhmed@aoba-metro.org; x 242
• Erin Bradley, Vice President of Government Affairs, Maryland – EBradley@aoba-metro.org; x 209
• Excetral Caldwell, Senior Counsel – ECaldwell@aoba-metro.org; x 768
• Kevin Carey, Director of Operations, AOBA Alliance – KCarey@aoba-metro.org; x 767
• Jeanne Clarke, Vice President of Finance and Operations – JClarke@aoba-metro.org; x 761
• Frann Francis, Esq., Senior Vice President and General Counsel – FFrancis@aoba-metro.org; x 766
• Brian Gordon, Vice President of Government Affairs, Virginia – BGordon@aoba-metro.org; x 770
• Randi Marshall, Vice President of Government Affairs, DC Residential – RMSmarshall@aoba-metro.org; x 240
• Brandy Peak, Manager of Meetings, Events and Programs – BPeak@aoba-metro.org; x 763
• Shaun Pharr, Senior Policy Advisor, Government Affairs – SPharr@aoba-metro.org
• Pascha Steward, Manager, Member Services – PSTeward@aoba-metro.org; x 760
• Uatausha Taylor, Director of Administration and Regulatory Filings, AOBA Alliance – UTaylor@aoba-metro.org; x 764
• Brewster Thackeray, Director of Communications – BThackeray@aoba-metro.org; x 241
• Nicola Whitman, Esq., Senior Vice President of Government Affairs, NWhitman@aoba-metro.org; x 773
• Kirsten Williams, Esq., Vice President of Government Affairs, DC Commercial – KWilliams@aoba-metro.org; x 243

MD ADVOCACY Continued from page 3 >>

and budget, given the proposal to expand their responsibilities. The agency has four FTEs (three working) with a caseload of 350-400 cases that are resolved in 15 months or less (down from 24 months).

REMINDER - COUNCIL ADOPTS EARLY LEASE TERMINATION BILL
The Montgomery County Council adopted Landlord-Tenant Relations – Termination of Lease – the Landlord's Failure to Correct (B6-19) with a delayed October 2 effective date. The law expands the conditions under which a resident could terminate a lease with 30 days written notice. The measure will allow a resident to utilize this option if a housing provider fails to correct a violation of applicable law that adversely affects the immediate health and safety of the resident in their unit or a common area available for their use within 30 days following a DHCA order to abate those conditions – but only where the resident allowed the housing provider access to make the repairs and DHCA determines the conditions were not abated after reinspection. The specific conditions that could trigger this new resident right are set forth in Montgomery County Code 29-22(b)(1) and, include, for example, extensive and visible mold growth and rodent or insect infestation affecting 20% or more of units in a building.

VA ADVOCACY Continued from page 4 >>

including the once sacrosanct right-to-work laws and minimum wage policy. The Democratic Governor’s administration has also thrown its support behind proposals opposed by AOBA and other real estate groups. Should the Democrats take the majority, these policies may become instantly more viable. These include proposals to add “source of income” to the list of protected classes under fair housing laws, effectively mandating acceptance of federal housing choice (“Section 8”) vouchers despite administrative concerns, and transferring authority over the fire protection codes to the Fire Services Board, opening the door to much more stringent requirements on building owners.
AOBA will host an accelerated Asset Management Elective training over four days, September 10-13, at our Washington, DC headquarters. Today’s property managers work hand-in-hand with asset managers and often serve as asset managers themselves. Expert education gives professionals the capability to build value in real estate assets, providing confidence to investors, owners, and building tenants. Make sense of your assets, discover the asset manager’s role function and place in real estate and business, and master the ability to outperform competitors.

**Key Topic Areas include:**
- Asset planning
- Forms of real estate ownership
- Financial and environmental due diligence
- Financial audits
- Troubled assets
- Maximum market value
- Investment portfolio diversification
- Investment analysis software

**About the Instructor:**
Karen Stiansen has a Master of Science degree in Organizational Effectiveness from Marymount University. She joined Thalhim-er in May 2017 as a Vice President, Property Services, leading the Hampton Roads Market. Karen has 25 years of experience managing office, industrial, and retail properties as well as corporate real estate functions. Karen has been an active member of The Institute of Real Estate Management (IREM), serving on the Student/Academic Outreach advisory board.

- COURSE FEE: Member: $1,110 | Non-member: $1,335. Additional one-time $225 enrollment fee for new students. First coursebook is included in the course fee.
- EXAM FEE: Computer-Based Testing (CBT) is included in the course fee. BOMI International will send CBT information.

For information and to register, contact Pascha Steward, PSTeward@aoba-metro.org or 202/296-3390 x 760.

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**Emergency Preparedness Event**

September is Emergency Preparedness Month. AOBA wants your properties to be at the forefront in this arena, so our Emergency Preparedness Committee will host an October 10 forum about inter-jurisdictional preparedness. Panelists will include the District’s Homeland Security and Emergency Management Director Chris Rodriguez, and government representatives from Virginia and Prince George’s and Montgomery Counties.

Emergency preparedness creates a framework for property managers to reduce vulnerabilities, threats, and hazards facing a multitude of tenants during disasters. In light of recent emergencies, building managers feel heightened vulnerability and obligation regarding risk management. For information, and to register, contact Brewster Thackeray, BThackeray@aoba-metro.org or 202/296-3390 x 241, and look for updates at www.aoba-metro.org.