

BREAKING GROUND

PLAIN TOWNSHIP POOL

In May, ConTrak completed construction of the \$2.3 million Plain Township Aquatic Center on Swickard Woods Boulevard.

The center features the kind of water-play attractions found at larger water parks such as Wyandot Lake.

In addition to the heated zero-entry community swimming pool, the complex includes an adjoining pool with dual water slides and an interactive children's pool with a colorful aquatic playground.

The compound also contains a concessions and restrooms building and separate support buildings.

The Plain Township/New Albany community celebrated the facility's grand opening on Memorial Day weekend.

Plain Township Pool



CORNERSTONE

“Character is like a tree
and reputation like its shadow.
The shadow is what we think of it;
the tree is the real thing.”

— Abraham Lincoln

Our Reputation is Building.
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CONTRAK
Corporation

TRAK **RECORD**

SEPTEMBER 2003

THE CONTRAK PROFILE

Name
Bill LePera

Title
Project Manager



Education
Associate Degree in
Construction Management,
Columbus State Community College

Years with ConTrak - 10

Years of Experience - Over 30;
began his career working in his
father's remodeling business.

Professional Affiliations
Builders Exchange

Family
Married 25 years to Debi;
daughter, Alicia, sophomore at
OSU; daughter, Jessie, junior at
Gahanna-Lincoln High School.

PROJECT LOG

CLIENT..... The Wood Companies
PROJECT..... 941 North High Street. Renovated structure
and exterior veneers of a single-story historic
building to support future expansion.

COMPLETION DATE..... May



941 North High Street

PROJECT STARTS

CLIENT..... Fiori Homes
PROJECT..... Village at Powell
Condominiums,
Phase I. Involves 24
luxury condominiums
with attached two-
car garages.



Village at Powell, Phase I

CLIENT..... Fiori Homes
PROJECT..... Murphy's Crossing Condominiums, Phase I.
Includes 13 luxury condominiums and a community
center with swimming pool at the corner of West
Olentangy Street and Murphy's Parkway in Powell.

CLIENT..... Franklin County/Veteran's Memorial
PROJECT..... Mechanical upgrade of a 10.2 million BTU boiler
and piping.

CLIENT..... Civil & Environmental Consultants, Inc.
PROJECT..... 11,000-square-foot tenant improvement at
8740 Orion Place in the Polaris area.

CONTRAK BUILDS NEW WEB SITE

Log on and see what's
new at ConTrak's redesigned
Website, www.ConTrakCorp.com.
Designed by GREENCREST, the site
features ConTrak's qualifications
package, an online portfolio,
client testimonials, press room,
and much more.

In the future, ConTrak clients
will be able to access project
photographs, field meeting notes, accounting information, and
correspondence concerning their projects from the new site.



TAKE NOTE

OPEN COMMUNICATION BUILDS SUCCESS

The following is an excerpt from an article that appeared in the syndicated BizSmart column by Jeff and Marc Slutsky of StreetFighter Marketing.

Communication is a key factor in the success of any business. Open, accurate communication sets the stage for effectively managing projects, improves service delivery and empowers employees to deliver peak performance.

Mike Vasbinder, president of ConTrak Corporation, uses communication as a tool to deliver large-scale construction projects on time and on budget. He offers these tips to stay on task and get things done:

Establish trust. "A lot of people think that if they tell you too much, you'll take advantage of them," Vasbinder says. "Knowledge may be power, but lack of knowledge is expensive, especially in our business." Insist on full disclosure and then demonstrate your trustworthiness by keeping promises and delivering results.

Involve the decision makers. To be effective, communications must reach those who have the power to act on it. Keep vital leaders involved and informed.

Define expectations. What are the objectives, budget, timelines and milestones? What degree of quality does the client expect? Clarifying expectations up front helps you work toward a common goal.

Listen and ask questions. Make sure you know exactly where the other parties stand. Probe until you have all the needed information.

Meet face-to-face. More than 70 percent of communication is non-verbal. E-mail, faxes, and voice mail are fine for accelerating the transfer of facts, but to get things done, hold a meeting.

Follow through. Use project-management software to generate tickler files and send out reminders about unresolved issues via e-mail or fax. Send progress reports to decision-makers. Return phone calls and e-mails the day you receive them. Track when communications are sent, to whom, and who made the decision.

Resolve issues or disputes at the level they occur. Sit down with the parties in the dispute and iron out a solution as soon as possible. Problems only escalate as they are sent up the chain of command, causing delays and hard feelings along the way.

BizSmart Action Plan

- Establish Trust
- Involve decision makers
- Define expectations
- Listen and ask questions
- Meet face to face
- Follow through
- Resolve issues and disputes