

THE CORNERSTONE

THE NEWSLETTER OF FEDERAL RESERVE PLAZA

ISSUE 1, 2014

Dear friends,

I'm pleased to share some exciting news: near year-end, Federal Reserve Plaza was named the recipient of the 2013 Earth Award by Boston's Building Owners and Managers Association (BOMA). The Award, which we also won locally in 2010 and for the Mid-Atlantic region level in 2011, recognizes excellence in property management and sustainable building operations. Ahead now is the regional competition, and hopefully onward to challenge the best international sustainable buildings. Every member of our team and all of our building employees should be proud of their contribution to this success.



We are also happy to say that our friends from Kforce, Krokidas & Bluestein LLP, Middleton and Co. Inc. and Wolf Greenfield P.C. renewed their leases in 2013 and will be with us well into the future. With all of the projects that we undertook and work that we accomplished during the year, we are most proud of our tenant relationships, because we believe they speak to our unique sense of community here at Federal Reserve Plaza.

Looking ahead to 2014, a major project now in the planning stages is a modernization of our elevator system; you'll hear more about this multi-year project over the coming months. Energy management and sustainability efforts will continue to remain a focus.

The foundation of customer satisfaction is good service, but our 2014 goal is the "Wow." We want to go above and beyond every day and wow you. Your ongoing feedback is our best barometer, so we want to hear from you. Good and bad, let us know, so we can bring on the "Wow"!

With best wishes for the year ahead,
Dana Warren



Welcome New Sodexo General Manager Nick Madden

"I'm looking forward to the coming weeks as I settle into the Federal Reserve Plaza family. There's a great, unique feeling of 'neighborhood' here, and I hope people will stop by and say 'hi.' I'd like to hear from all of our customers about their ideas."
Welcome, Nick!

Safety, Service, & Performance

We base our reputation on safety, service and performance, which are our top priorities in the operation of Federal Reserve Plaza. Here's a look at some service statistics for 2013.

Property Management 2013 Service Requests



Carpentry/
Mechanical/
Painting

1,459



HVAC/Plumbing

1,416



Custodial/
Housekeeping

2,158



Electrical

661



Locksmith

435



Landscaping

193



Other

193

Total

8,289

Law Enforcement Unit

Visitors processed

69,800

Conference Services

Events

1,623

Guests

17,562

100 Years of Public Service

On December 23, 1913, the Federal Reserve Act was passed into law by the US Congress. Boston was issued a charter in May 1914, and now, the Boston Fed, 11 other Federal Reserve Banks across the country and the Board of Governors in Washington, D.C., constitute our nation's central bank. The Boston Fed serves the First Federal Reserve District which includes the six New England states (excluding Fairfield County, CT).



The mission of the Boston Fed is to promote sound growth and financial stability in New England and the nation. We contribute to local communities, the region, and the nation through high-quality research, supervisory oversight, and financial services, and through our commitment to leadership and innovation.

This year, in celebration of the Fed's Centennial, we will bring you here in *The Cornerstone* snippets of our story, fun facts about the Fed, and historic moments of the past 100 years. We hope you will join us in reflecting upon our past and our future, and the ways in which we manifest our vision of *public service that makes a difference to the region, the nation, and the world.*

CORNERSTONE

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Neighborhood News

"Arriving at South Station..." 2014

Commuters who travel through South Station will have noticed the construction *platform* of the new 30,000 sq. ft. 2-level **CVS**. Complete with elevator and escalator, it is *scheduled* to open in March. The new "airport quality" ladies room is open in the former Clark's space, and renovation is underway on the men's room. **Barbara's Books** is *on track* to return this year, and now you can visit **Tavern in the Square**



a 40-seat bar and eatery, with 40+ beers on tap, which is just *the ticket* while waiting for a train. Our MBTA tunnel will surely see an uptick in traffic once the new local amenities begin coming *aboard*.



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