A Newsletter for Chicagoland Construction Labor & Management Professionals

## Annual Luncheon to Highlight U.S. Green Building Council Leader Scholarship Winners Also Recognized Friday, April 27, 2012



With so many construction workers and contractors who have had to reinvent their skills or adapt to a changing industry, CISCO decided that the time was ideal to feature the face of an organization that represents a new age of construction.

Doug Widener, Executive Director of

the U.S. Green Building Council's Illinois Chapter will be the Keynote Speaker at CISCO's Annual Luncheon on April 27, 2012. The event begins at noon at Maggiano's Little Italy restaurant in Schaumburg with seating available at 11:00 a.m.

Widener will be presenting on the latest trends in new construction, the retrofitting market, a new LEED rating system, workforce and training issues, and the importance of "green" building to the union construction industry. The program also includes the presentation of CISCO's Annual Scholarship Awards.

Widener is responsible for the management of the affairs of the USGBC, which is committed to a prosperous and sustainable future through cost-efficient and energy-saving green buildings, which they strive to make available to everyone within a generation.

Tickets are \$75 each or \$700 for a table of 10. To register, call CISCO at 630-472-9411, or send your requests to Julia Mulvey via email at julia@cisco.org.

## CISCO, Union Construction Industry Mourn Death of Labor Leader



CISCO and the entire union construction industry was saddened by the untimely death of Mark H. Ayers, President of Building and Construction Trades Department for the AFL-CIO.

In a statement, Ayers' Special Assistant Bob Krul said, "President Ayers was a labor leader of vision, innovation,

passion and integrity, and it was through his leadership that North America's Building Trades Unions were on the path to success and increased market share for the union construction industry." "Mark Ayers was a true trade unionist in every sense of the word, and it was through that commitment to bettering the lives of working families that he was able to offer so much to his country, his family, and to the labor movement."

CISCO was fortunate to have had Mark Ayers speak twice at our events. The most recent was as Keynote Speaker for the 2010 Annual Luncheon. In that speech, Ayers said that "union construction offers a product that is the safest, most skilled and productive workforce in the world."

CISCO extends its condolences to Mark's family, friends and co-workers. As a Peoria native, he will be missed here in Illinois as the country has lost one of its most influential labor leaders.

## From the Desk of the Executive Director



The Annual AFL-CIO Legislative Conference in Washington D.C. begins at the end of this month and runs through May 2. A contingent of labor leaders led by Illinois' AFL-CIO President Michael T. Carrigan will be attending in order to lobby with legislators about funding on the Western Access to O'Hare Airport plan. The group will also

include Tom Villanova, President of the Chicago & Cook County Building Trades, and John Boske, President and Frank Furco, Financial Secretary/Treasurer of the DuPage County Building Trades.

With O'Hare being one of nation's busiest airports and one of this region's critical economic engines, the Tollway's project to transform Thorndale Avenue into the Elgin-O'Hare Expressway is an important economic development project for many reasons.

Job creation is the number one reason as many construction workers will be involved. The potential for additional development along the corridor is important as well. When one considers the movement of goods and services, and getting travelers and products more conveniently and quicker to O'Hare Airport, the end result is added productivity and cost savings for users and businesses.

But back to funding. The Illinois Tollway has agreed to take the Elgin-O'Hare on as one of the projects of

its 15-year, \$12 billion capital improvement plan, and the Tollway has committed \$3.1 billion to the project. While this is great news, it is estimated that to ensure that the project is built in its entirety, it will cost \$3.4 billion and the Tollway has asked for assistance to fill the \$300 million gap from DuPage County and local municipalities. The \$300 million is considered beyond the capacity of local governments to raise.

Our efforts will focus around educating and advocating the Federal government to provide these dollars in the next transportation bill being discussed in Washington D.C.

The next step involves a second trip to our nation's capital in June consisting of a group of community, government, business and labor leaders. This group would include myself, leadership from the DuPage County and the Chicago & Cook County Building Trades, DuPage County Chairman Dan Cronin, members of his staff, leaders from *Choose DuPage* - the County's economic development arm, and many others.

The best part is that the commitment to getting this project fully funded and built is there. The effort includes labor, management, the business community, municipal/county economic development arms, and state and local elected officials. It's a winning partnership, and one that can bring a winning result.

John Brining Executive Director

## **Dick Lauber Joins CISCO Board of Directors**



Dick Lauber, President and owner of J&E Duff, Inc., Mason Contractors, is family owned and operated. The business was established in 1936 in Oak Park, moved to Carol Stream In 1964, and relocated to West Chicago in 2001. The company's initial focus was on residential construction, and in the 1960's began to shift its attention to commercial, industrial and institutional construction, which it remains today.

Dick joined the company in 1959 and has had a significant presence in the construction industry, both in the Chicago area and nationally. He has made and continues to make a notable contribution to the MCAGC (Mason Contractors Association

of Greater Chicago), MARBA (Mid-America Regional Bargaining Association), and MCAA (Mason Contractors Association of America). In 2000, Masonry Construction magazine presented Mr. Lauber with the national honor of "Industry Leader of the Year." J&E Duff has earned recognition for its emphasis on safety. For seven years, Dick has represented masonry contractors on the board of the Chicagoland Construction Safety Council.

# Presidential Perspective



I would like to begin by stating that it is an honor and a privilege to serve as CISCO's new Board President. As a long-time Board member and executive officer, I continue my commitment to the success and growth of the unionized construction industry.

I began serving on the CISCO Board of Directors in 1997. CISCO is a Labor-Management organization which is second to none, and I offer my pledge to do my best to guide CISCO and its membership associations through these transitional years. The signs and trends are beginning to be more positive each month in terms of union construction activity. Our industry continues to pull together, reinvent itself through training and through new construction techniques.

CISCO's Annual Luncheon will feature the leader of the U.S. Green Building Council - an organization that is a prime example of how the construction industry has had to adapt to an evolving new approach. In addition, as we award scholarships to some of our outstanding high seniors, we are reminded of how important it is to look to the future, and our youth represent our future leaders, some of whom will make a significant contribution to our industry.

I have attended many CISCO events over the past 15 years, and I always feel a sense of pride regarding my fellow union construction industry professionals. Representatives of management, labor officials, vendor organizations and various government agencies will network together in the same room and support each other. It is reassuring to know that these groups, working to support common causes, will continue to provide a solid foundation on which our organization can build.

Sincerely,

Dave Henderson CISCO Board President

## **Needy Families Benefit from Union-Sponsored Mobile Food Pantries**

Approximately 350 families were the beneficiaries of the combined efforts of the Plumbers & Pipefitters Local #501, IBEW Local #701 and the DuPage County Building Trades as their sponsored Mobile Food Pantry events were extremely successful in assisting needy individuals in the area . Both local unions partnered with the Aurora Area Interfaith Mobile Food Pantry as a truck from the Northern Illinois Food Bank arrived at the premises of Local 501 in Aurora on March 22 and at the DuPage County Building Trades on February 29 at IBEW Local 701 in Warrenville.



Members of the DuPage County Building Trades and IBEW Local #701 packed food items for needy families at the February 29 Mobile Food Pantry event.

Members of both locals helped pack the food items and were on hand to distribute the much-needed packages to families that had previously registered. These two events were the by-product of last year's Mark Breslin seminar - planned by the staffs of the Finishing Contractors Association of Chicago (FCAC), CISCO and PAMCANI. Event sponsorships from labor unions and signatory trade associations helped raise \$5,000 for local food banks.

## **Henderson Leads Newly Elected CISCO Officers**

## 2012 Board Announced at Annual Meeting

CISCO members approved the 2012 Board of Directors at its annual meeting in January. In addition, the Executive Board was elected comprised of **President Dave Henderson** (representing the *Lake County Contractors Association*), **Vice President Mark Maher** (*Chicago Regional Council of Carpenters*), **Treasurer Frank Furco** (*IBEW 701*) and **Secretary Michael Wiedmaier** (*Plumbing and Mechanical Contractors Authority of Northern Illinois*).

Also named to the Board were Joseph Benson (IRTBA), John Boske (Sheet Metal Workers Local 265), Steven Cisco (I.U.O.E. Local 150), Jim Cronin, Jr. (Chicago Roofing Council), Dan Divane (Electrical Contractors Association), Leon LaJeunesse (Builders Association), Dick Lauber (Mason Contractors Association), Frank Lollino (Underground Contractors Association), Rich Mathis (Roofers Local 11), James McGlynn (NECA-NEIL), Tom McTavish (Northeastern Illinois LMCC), Gary Niederkorn (IBEW Local 134), Joseph Pastorino (Chicago Regional Council of Carpenters), Michael Prate (Residential Construction Employers Council) and John Zubricks (Sprinkler Fitters Local 281, U.A.).



New Board President Dave Henderson at last year's luncheon congratulating one of the scholarship award winners. Henderson will serve a two-year-term as President.

Directors on the Board represent CISCO member organizations and are appointed to two-year terms.

## **Burns' Retirement Tops CISCO's News Updates**

**BURNS RETIRES** - Former Board President **John Burns** announced his retirement from the Laborers' Local #152, where he was a Business Agent. Burns served 13 years on the CISCO Board of Directors, the final two as President. John served with honor and distinction and we wish him well in his future endeavors.

**BRINING APPOINTMENT** - Executive Director John Brining was appointed to serve on the Illinois Advisory Committee for the Workers Compensation Research Institute, which will help guide the development of the workers' compensation studies and other WCRI benchmark studies.

**COMMUNICATION UPGRADES** - CISCO has introduced a new monthly e-newsletter called "Construction News Briefs" and has just purchased new retractable banners for tradeshows and career fairs. If you wish to receive the new e-newsletter, just contact us via email at gary@cisco.org and we'll add you to our email database!



#### **CONSTRUCTION & SAFETY EXPO 2012**

CISCO took part in this year's event sponsored by the Construction Safety Council, ASA Chicago and the Chicago Building Congress on March 14 at Drury Lane in Oak Brook. Pictured at left are Johnetta Ryan, CISCO's Director of Education to Careers, as she greets Safety Session participants Chad Lauing (left) and John Giambrone, both electricians with IBEW Local #701.

## **Department of Labor Director Headlines CISCO Annual Breakfast**

With employee collective bargaining rights coming under attack in several Midwestern states, CISCO fittingly featured Illinois Department of Labor Director Joe Costigan as its Keynote Speaker for its annual breakfast meeting on January 27 at Maggiano's Little Italy in Schaumburg. Approximately 175 members and guests attended the event.

Costigan, who is IDOL's new Director, has fought to save union jobs at various points during his career in the labor industry.



☑ IDOL Director Joe Costigan delivers his Keynote Address during CISCO's Annual Meeting.

Costigan recognized the union construction workers and contractors in the room for their "day-to-day efforts that often go unnoticed, but whose contributions are critical and lead to better lives for many of us in the community."

Referencing the companies and individuals who were being honored as recipients of the Pride in Construction Awards, Costigan said "the people and project teams that CISCO is honoring today, are truly making a difference in the union construction industry. Costigan also recognized CISCO for leading the way in promoting the union construction industry.

#### PRIDE IN CONSTRUCTION AWARDS

Following Director Costigan's remarks, was the presentation of the winning entries of the 2011 Pride in Construction Awards. The winners were:

**Educator of the Year** – Ken Ross, Teacher and Instructor, York High School in Elmhurst

**Labor Conciliator of the Year** – Dale Conaway, Illinois Department of Labor



CISCO Board Members (from left) Gary Niederkorn, Frank Furco and Tom McTavish got a chance to chat before the program began.

**Public Body of the Year** – Illinois State Toll Highway Authority, Director Kristi Lafleur.

Winners for **Project of the Year** were:

- 1) New Construction, Chicago *Engine Company 109 Firehouse/Little Village Library*
- 2) New Construction, Suburbs *Elmhurst Hospital*
- 3) Rehabilitation *Navistar*, Lisle
- 4) Residential *Park Douglas*, Chicago



Award winners (from left) Ken Ross (Educator), Kristi Lafleur (Public Body - Tollway), and Tom Whalen (Labor Conciliator) - accepting on behalf of Dale Conaway - posed together after the conclusion of the presentations.

Congratulations to our 2011 winners and we look forward to seeing more spectacular construction projects at next year's meeting.

**CISCO's 2012 Annual Meeting** 







## **2012 CISCO Board of Directors**

#### **Executive Board**

#### **President**

Dave Henderson, Lake County

Contractors Association

#### **Vice President**

Mark Maher, Chicago Regional Council of Carpenters

#### **Treasurer**

Frank Furco, IBEW 701

#### Secretary

Michael Wiedmaier, PAMCANI

Joseph Benson, IRTBA
John Boske, Sheet Metal Workers Local 265
Steven Cisco, I.U.O.E. Local 150
Jim Cronin, Jr., Chicago Roofing Council
Dan Divane, Electrical Contractors Association
Leon LaJeunesse, Custom Contracting (BA)
Dick Lauber, J&E Duff, Inc. (Mason Contractors Ass'n.)
Frank Lollino, Underground Contractors Association
Rich Mathis, Roofers Local 11
James McGlynn, NECA-NEIL
Tom McTavish, Northeastern Illinois LMCC
Gary Niederkorn, IBEW Local 134
Joseph Pastorino, Chicago Reg. Council of Carpenters
Michael Prate, RCEC
John Zubricks, Sprinkler Fitters Local 281, U.A.

## **Penny-Per-Hour**

### **Contributors**

Builders' Association
Cement Masons Local 502
Chicago Regional Council of Carpenters
Chicago Outerbelt Contractors Assoc.
Chicagoland Roofing Council
Concrete Contractors Assoc. of Greater
Chicago
Construction & General Laborers' District
Council of Chicago & Vicinity
Illinois Road & Transportation Builders

Association
Lake County Contractors Association
LMCC (IBEW 117, 150, 461, & NECA-NEIL)
LMCC of Chicago (IBEW 134 and ECA)
NECA-IBEW 701 LMCC

Operating Engineers Local 150
Professional Flooring Installers Assoc.
Teamsters Joint Council # 25
Underground Contractors Association

## **Member Organizations**

Electrical Workers Local 117, 134,

Architectural & Ornamental Ironworkers Local 63
Associated Steel Erectors
Association of Glazing Contractors
Boilermakers Local 1
Bricklayers & Allied Craftsman
District Council
Builders' Association
Cement Masons Local 502
Cement Masons Local 803
Ceramic Tile and Terrazzo Local 67
Chicago Reg. Council of Carpenters
Chicago Outerbelt Contractors
Association
Chicago Painting & Decorating

Chicago Painting & Decorating
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Promotional Fund

Chicagoland Roofing Council Chicagoland Sheet Metal Contractors Association

Concrete Contractors Association of Greater Chicago

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of Greater Chicago Construction & General Laborer's District Council of Chicago & Vicinity Electrical Contractors Association of City of Chicago, Inc.

150, 461, & 701 **Finishing Contractors Association** of Chicago **Glaziers Union Local 27** Illinois Regional Insulation **Contractors Association** Illinois Road & Transportation **Builders Association** Ironworkers Local 1 **Insulators Local 17 Lake County Contractors Association** LMCC (IBEW Local 117, 150, 461 & NECA-NEIL) LMCC of Chicago (IBEW 134 & ECA) **NECA-IBEW Local 701 LMCC** Machinery, Movers & Riggers Local 136

Mason Contractors Association of Greater Chicago Mechanical Contractors Association National Electrical Contractors Association Northeastern Illinois

Chapter National Fire Sprinkler Association Northern Illinois Chapter Northeastern Illinois Sheet Metal **Contractors Association Northern Illinois Painting & Drywall Institute** OP & CMIA Local 11 **Operating Engineers Local 150 Painters District Council Local 30 Plasterers Local 5** Plumbers & Pipefitters Local 501 **Plumbing Contractors Association of** Chicago & Cook County **Plumbing & Mechanical Contractors Authority of Northern Illinois Professional Flooring Installers** Association **Residential Construction Employers Council** Roofers Waterproofers & Allied Craftworkers Local 11 **Sheet Metal Workers Local 73 Sheet Metal Workers Local 265 SMACNA Chicago** Sprinkler Fitters Local 281

Teamsters Joint Council # 25

Middle States Electrical Contractors

Association

**Underground Contractors Association** 

# Last Chance...

CISCO's Annual Luncheon Friday, April 27, 2012

Be sure to mark your calendars for CISCO's Annual Meeting. The event begins at 11:00 a.m. with registration and the program starts at Noon. This year's keynote speaker is Doug Widener, Executive Director of the U.S. Green Building Council - Illinois Chapter.

The Annual Luncheon will be held at Maggiano's Little Italy, 1901 Woodfield Road in Schaumburg. Tickets are \$75 each or \$700 for a table of 10. Call 630-472-9411 to register today!

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#### Save the Date!

CISCO's "Last Swing" Golf Outing - Sept. 10, 2012

Be sure to add CISCO's Annual Golf Outing to your calendars. Visit www.cisco. org for more details.

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## **Associate Members**

**AFL-CIO Building Investment Trust** Amalgamated Bank of Chicago ASB Capital Management AthletiCo Benefits Management Group Blue Cross Blue Shield of Illinois Bond Brothers & Co. Brandywine Global Investment Mgmt. Central DuPage Hospital Chicago & Cook County Building & Construction Trades Council Chicagoland Construction Safety Council CIGNA HealthCare Construction Employers' Association Consumer Health Services Culloton Strategies, LLC Delta Dental DuPage County Building &

Construction Trades Council

Fifth Third Asset Management First Midwest Bank Fox Valley Construction Industry Advancement Program Humana Health Care Plans Hunt Insurance Group Illinois American Water Illinois Pipe Trades Council I.M.P.A.C.T. Invesco Labor Management Cooperation Committee of Chicago Labor Management Cooperative Committee of Northeastern Illinois Lake County Building & Construction Trades Council M & I Trust Services Martin Salvino State Farm Agency Marvel Group Office Furniture MB2 Advertising Megent, Inc.

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# EDUCATION CAREERS

Johnetta Ryan,
Director
Education-to-Careers

## Apprenticeship Coordinators Bring a Wealth of Knowledge

With our continuing focus to highlight our apprenticeship coordinators, this issue will feature Electricians.



John Donahue, J.D., Ed.D. is the Director of the IBEW-NECA Technical Institute, which is sponsored by IBEW Local 134 and the Electrical Contractors' Association of the City of Chicago. As Director, he is responsible for the operation and management of three apprenticeship programs

and two training centers in Chicago and Cook County. Dr. Donahue served two terms as Chair of the Board of Trustees at Moraine Valley Community College in Palos Hills, and was later appointed to the Illinois Community College Board. He also served as Chair of the Board of Directors at St. Rita of Cascia High School and served on the Board of Directors of ACE Tech Charter High School, both located in Chicago.

Dr. Donahue is an adjunct faculty member in the Industrial Technology and Management Department at IIT. He earned a Juris Doctor from the John Marshall Law School, and a Doctorate in Education from Roosevelt University. John started as an apprentice in 1981 and completed his apprenticeship in 1985. He became Director of the IBEW-NECA Technical Institute in 1993.



Maurice King is a member of the IBEW Local Union #134 in Chicago. He began his apprenticeship in 1985, and has held the positions of Foreman and Union Steward. He later became a Training Instructor for the Electricians apprenticeship programs and was promoted to Community

Relations Coordinator, focusing on recruiting and increasing the number of minorities and women in the electricians apprenticeship program. He is currently the Assistant Director of the Electricians apprenticeship program and became the Vice President of IBEW Local # 134 last Fall.

He is the co-founder of the 134 Jump Start Program, created to help stimulate a more diverse work force in the IBEW #134 apprenticeship program. Maurice's education includes a B.A. in Labor Studies from The National Labor College, and a M.A. in Legal and Ethical Studies from The University of Baltimore. He is a board member of the following: Project Upgrade, Chicago Women in Trades, Arise Chicago, The Walsh Construction Apprenticeship Outreach Awareness Program, Chicago Vocational Academy, Simeon Career Academy, and ACE TECH.

CISCO will continue to highlight more of our affiliated Apprenticeship Coordinators in 2012.

## 10th Annual DuPage Counselor Institute Day

On March 2, CISCO was a presenter at the 10th Annual DuPage Counselor Institute Day. The program was called Blue Collar and Proud Of It! Attendees heard from a panel of experts on entry into the Union Building Trades, aptitude testing scores, attendance policies and drug testing. This was a great way of letting counselors know that the trades are looking for quality students, too. The panel consisted of Apprenticeship Coordinators Paul Hoetzer, Chicagoland Laborer's; Don Stunkel, Plumbers & Pipefitters Local 501; John Horak, Chicago Regional Council of Carpenters; and Doug Sandner, LMCC Director for IBEW Local 701. Also on the panel was Johnetta Ryan, CISCO Director of Education to Careers.



CISCO Communicator 6 April 2012

## **Legislative Update - Two Key Senate Votes Highlight Spring Session**

In what has to be considered one of the more positive Spring Sessions in some years, the Illinois Senate passed two construction-friendly bills and moved both pieces of legislation forward to the House.

The first Bill - **HB 3636** - passed by a vote of 34-10 on March 29. The aim of HB 3636 is to overturn the Illinois Supreme Court ruling called Cypress Creek which effectively changed a 100-year-old statute. Before Cypress Creek, in the event of a foreclosure, the old **Mechanics Lien Act** provided compensation to the lenders/banks on the value of the property before improvements were made and to contractors, based on the value of the project after improvements were made. The new ruling gives the lenders/banks the lion's share of all the funds and very little is left for the contractors.

CISCO's Board of Directors and its Legislative Committee unanimously agreed to support this initiative, which has been an Illinois Mechanical & Speciality Contractors Association priority. IMSCA feels that the Bill will be sent to the House Judiciary Committee for a concurrence vote, before it will be heard by the full House later this month.

The second Bill of significance that has important ramifications to the construction industry is **SB 3573** - **Illinois Water Systems Viability Act**. This legislation will provide clarity to the valuation and rate making process when a private water system utility acquires a public or private water system. The bill removes roadblocks which deter water and wastewater utilities, with proven expertise, from acquiring and improving other water and wastewater utilities.

On March 28, the Bill passed the Senate by a vote of 35-18. It now goes to the House where Rep. Brandon Phelps (D-118) of Harrisburg will be the Chief Sponsor. Water and wastewater infrastructure in Illinois are in need of \$32.5 billion in repairs. Any work acquired to improve these systems would be beneficial to many union workers and contractors.

CISCO's next Legislative Committee Meeting is scheduled for Monday, May 7 at 7:30 a.m. at the Concrete Contractors Association Office, 616 Enterprise Drive, Suite 202 in Oak Brook, Illinois.

## **CISCO Outreach Workshop Visits Naperville and Surrounding Area**

CISCO continued its popular outreach workshops in collaboration with the Attorney's Generals Office, the Department of Labor and the Indiana, Illinois & Iowa Foundation for Fair Contracting (III-FFC) with a Public Construction Workshop hosted by the City of Naperville on Thursday, April 5. Naperville employees and other public body employees from local jurisdictions were on hand.

The morning session included updates to the Freedom of Information Act, Open Meetings Act, Prevailing Wage Act and the benefits of Responsible Bidder Ordinances. In addition to the public body employees in attendance, some members of the building trades in DuPage and Cook County were in attendance. CISCO would like to thank our partners for their continued support and involvement. For more information, contact CISCO at 630-472-9411.



Naperville Mayor A. George Pradel (third from right) sat in on the Prevailing Wage Act section of the Workshop and afterward posed with presenters (from left) Marc Poulos, Executive Director, III-FFC; Matthew Rogina, Assistant Public Access Counselor, Attorney General's Office; Jon Rosenblatt, Chief Labor Counsel, AG Office; John Brining, Executive Director, CISCO; and John Tribble, Assistant Manager, Department of Mediation & Conciliation with the Illinois Department of Labor.



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**April 2012** 



Scan this QR code with your smartphone reader for instant access to the CISCO website to obtain additional information about CISCO programs and events.

CISCO Communicator is published by the Construction Industry Service Corporation (CISCO). CISCO is a labor-management group bringing together unions of the building trades and construction contractor associations representing more than 140,000 construction workers and 8,000 contractors in the six county Chicago Metropolitan area.

#### **CISCO MISSION STATEMENT**

It is the primary mission of CISCO to strengthen the unionized construction market in the greater Chicago Metropolitan area. In support of this mission, CISCO will perform three major roles: 1) Serve as a forum to facilitate dialogue between contractors and building trades union leaders concerning mutual problems and concerns; 2) Serve as a clearinghouse for information on the local construction industry; 3) Serve as a promotional group to encourage union construction with the user community and the general public. As a joint labor-management organization, CISCO will focus on cooperative efforts to reduce problems and conflicts and enhance the competitiveness of union construction. Through its activities, CISCO will build trust between the parties and will foster the joint commitment of local contractors and union labor to high quality, on-time, within budget delivery on all projects.

Suggestions, story ideas, or comments should be directed to CISCO at: 2000 Spring Road, Suite 110, Oak Brook, IL 60523

Contact Us At: Toll-free 877-562-9411, (630)472-9411, Fax: (630)472-9413, or e-mail gary@cisco.org

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