

# STRATEGIC EDGE

BUILD WITH A

A publication from MYCON General Contractors, Inc. | [www.MYCON.com](http://www.MYCON.com) | Volume 1 | Issue 2

## Dallas Logistics Hub

Transforming  
North Texas trade



### The Making of MYCON

Celebrating two decades of providing innovation and unparalleled customer service

### Building on Faith

Today's church construction requires careful planning, specialized skills

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**About the cover:**

Dallas Logistics Hub is one of the most sophisticated logistics parks in North America. Slated to become one of the biggest economic engines in North Texas, The Hub, at full build-out, will create approximately 31,000 direct and 32,000 indirect jobs and have a \$68.5 billion economic impact on the Dallas/Fort Worth metroplex. It also will position Southern Dallas County as the premier trade hub in the United States.

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## Opening Remarks



As MYCON celebrates its 20th anniversary, it also celebrates the completion of a record year. More important, we celebrate years of hard work and sacrifice that the company charged through as a team and as a family. The tremendous amount of effort contributed by everyone during the past year helped MYCON break every record the company has ever known, and we did it together.

MYCON is successful because we continue to seek out the finest in the industry and to support, train, and provide the necessary tools for them to be successful — then step aside and let them do their jobs. This year MYCON has added some great people and retained all of those who made the company successful over the years.

Thank you very much for spending some time reading this issue of Strategic Edge and for getting to know a little more about MYCON. It's a great company, and I am very proud of all the people who work here.

Best regards,  
 Charles R. Myers  
 President/CEO

### MYCON Milestones

**New Projects Awarded**

- Champion Crossing, (Champion Partners), Southlake, TX
- Harlingen Corners, (St. Ives Group), Harlingen, TX
- Headquarters Village, (St. Ives Group), Plano, TX
- LA Fitness, Hurst, TX
- Landmark Bank, Ada, OK

- Murphy Marketplace, (Langford Property), Murphy, TX

- St. Francis of Assisi Catholic Church, Frisco, TX

- Sharyland Service Center, (Ridge Property Trust), Mission, TX

**New Employees**

- Tonya Anderson, Estimating Support Staff

- Jim Hunt, Project Manager
- Eleazar Hernandez, Superintendent
- Frederico Salazar, Superintendent (Rio Grande Valley Division)

**Recognition for Service**

- Gene Bouffard, Superintendent, 17 Years
- Tom Cantu, Superintendent, 11 Years
- Steve Patterson, CFO, 10 Years

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# The Making of MYCON

Celebrating two decades of providing innovation and unparalleled customer service

BY TOM MCDONOUGH



It has been said that the secret of success is constancy of purpose. For MYCON General Contractors Inc. in McKinney, Texas, its purpose since the founding of the company has been to provide the kind of personal and responsive service that guarantees projects are completed on time and within budget.

>> Since its early days, MYCON has earned a reputation for excellence and dependability that has customers coming back time and time again.

It's no wonder that as MYCON celebrates its 20th anniversary, revenues have grown to more than \$70 million, and in 2006, *Inside Collin County Business* and Comerica Bank selected the construction firm as one of the fastest-growing Collin County businesses.

In 2007, MYCON was nominated for Southern Methodist University's Cox School of Business Caruth Institute's Dallas 100 Award, which recognizes the fastest-growing small companies in the Dallas/Fort Worth area.

(above) Charles Myers, Mycon President and CEO, and his father, Richard Myers, Mycon Executive Vice President and Director of Marketing

## Getting off the ground

Since its early days, MYCON has earned a reputation for excellence and dependability that has customers coming back time and time again. It is that kind of success that President and CEO Charles Myers envisioned when he founded the company in 1987 in Dallas, Texas.

"After graduating from Texas A&M University in 1985 with a degree in building construction, I briefly worked for two construction firms, and thought I could do better," Myers says.

And the opportunity to put this belief to the test came a lot sooner than Myers expected when his employer hit tough times and began letting people go. "I was still employed, but after a few weeks of not getting a paycheck, I figured it was time to move on," he says. "It became a matter of survival."

Borrowing \$2,000 from his parents, Myers started MYCON in a converted garage in his home. His father, Richard, who joined the company two months after it began, remembers: "Charles told

me he wanted to go out on his own, and I thought it was a good idea, because he had what was needed to make it. I wasn't worried about my investment." Richard went on to become the company's Executive Vice President and Director of Marketing. He retired from MYCON in 1999.

MYCON's first job was an interior finish-out for a small jewelry store on Inwood Road in Dallas, which led the owners to ask Myers to build a deck at their home. "I hadn't picked up a saw before that job," he says, "but I needed the money, so I built the deck."

Though the job took a lot longer than he anticipated, Myers persevered, another trait that would become a hallmark of MYCON.

## Quality over quantity

During the early days, MYCON operated on a shoestring budget. Besides Myers and his father, the company had only two other employees — Myers' mother, Mary Ann, who acted as bookkeeper, and a fourth person who served as the superintendent on jobs.

MYCON's reputation for excellence began to grow as customers recognized it as a company that did excellent work for reasonable rates, all while meeting scheduling deadlines.

>> “Since our founding, we have stood for quality, performance, and innovation. That is still true today. We are still quality driven, and we continue to strive to provide total customer satisfaction.”

— Charles Myers, President and CEO of MYCON

“We accomplished that by making real commitments to our clients, believing that if you tell them you’re going to do something, you had better deliver it,” Richard says. “We also believed that if you gave the customer what he or she wanted, they’d keep coming back.”

Myers reiterates his father’s sentiment. “Since our founding, we have stood for quality, performance, and innovation,” he says. “That is still true today. We are still quality driven, and we continue to strive to provide total customer satisfaction.”

### Not just in Texas anymore

The pivotal years in MYCON’s early development proved to be 1989 and 1990. In 1989, the consumer electronics retailer Best Buy hired MYCON to renovate the interior of a vacant K-Mart store it had leased in Hurst, Texas. “MYCON showed us on that first job that they could do work well and quickly, and Best Buy is all about speed and getting stores open,” says Gary Devleer, Principal Partner for Hodges Associates, a Dallas-based architectural firm that handled Best Buy construction in Texas. “That ability to get a job done quickly and MYCON’s consistency keeps us coming back year after year.”

The long-term relationship with Best Buy proved extremely valuable to MYCON. “As it has pursued bigger and better opportunities, we grew with them,” Myers says.

In 1990, MYCON landed a contract with Blockbuster Entertainment to build a number of video stores in Dallas and Orlando. The Blockbuster contract provided MYCON with a national account and was a springboard that allowed the company to reach beyond the local Dallas market and work throughout the United States.

After Best Buy and Blockbuster, MYCON expanded into bank construction. “The first job I hired MYCON for was in 1993,” says Peter Protzmann, Associate Principal of The Samuel Group, another Dallas architectural firm. “I was in charge of design and construction at Bank One, which is now Chase, and the project called for building several ground-up prototype bank buildings.

“It also included building several mini-banks in Kroger grocery stores, which made for extremely difficult working conditions,” he continues. “The food and customers had to be protected since the stores were still operating. Yet, MYCON finished on time and under budget. The company really proved its mettle with me right there.”

Seventeen years ago, Protzmann also used MYCON for an interior finish-out for a Bank of America building in Lakewood, Texas. As with Best Buy, that relationship still thrives, and MYCON is currently involved in four Bank of America projects in Desoto, Plano, Dallas, and Allen, Texas.

“Banks proved to be a prestigious and stable source of work for us in the early 1990s, which were uncertain times in the Dallas construction market,” Myers says. “More important, the process of moving from building video stores and tanning salons to ground-up banks was a symbolic step for us up the ladder toward being a great contractor. Building banks gave us recognition and opportunities in other areas, such as office-building construction.”



### Lessons learned

According to Myers, MYCON’s first decade proved to be a real learning experience. “I had a degree in construction, but that doesn’t prepare you for running a business,” he says. “The first several years were devoted to just understanding how this business works, such as all the relationships that needed to be formed with bonding and insurance companies and bankers. Then, there was the staffing and creation of a team that believed in the same ideals as I did.”

But MYCON learned those lessons well, and by 1999 it had grown large enough to need larger headquarters. The company purchased the historic J.P. Dowell hardware store in downtown McKinney, Texas, and moved operations there. The three-story brick building, built in 1888, once sold everything from hardware to animal feed to clothing.

MYCON spent eight months and approximately \$750,000 making necessary modifications to bring the building up to code in terms of mechanical and electrical systems, while preserving its original look. The interior features the original bare brick walls, unfinished wood floors, and Chicago-type windows, which have a central fixed pane with smaller double windows on either side. >

(above) Banks, such as Mycon client Bank One, proved to be a prestigious and stable source of work for the company.

The first floor also contains the original fixtures from its general store days, including a safe and teller drawers used by the store's bookkeepers. MYCON even has Dowell's old ledgers. "I felt a hardware store was kind of a fitting headquarters for a construction company," Myers says. "And the style of architecture in historic downtown McKinney is special. It's kind of like working in Mayberry. It is a real comfortable place that works well with our clients. It is always a big hit."

### Expanding its horizons

MYCON's second decade found the company expanding into more types of construction, such as golf clubhouses, religious facilities, and shopping centers. In the late 1990s, it built 500,000 square feet of retail space that included interiors for Best Buy and Old Navy at the Centre at Preston Ridge, providing the company with valuable expertise in tackling large shopping centers.

St. Ives Realty's Lincoln Corners, a 170,000-square-foot retail center in Harlingen was MYCON's first project in the South Texas market, not to mention another proving ground for this type of construction. "This job allowed us to determine if this was a good market and who the local players were," Myers says. "Since that project, we have completed or have under construction an additional \$30 million-plus in contracts, with the goal of maintaining our presence in the South Texas market for years to come."



(left) Business from companies such as Best Buy kick started the company and kept it thriving. (right) Charles Myers accepting the "Celebration of Enterprise" award in 2006.

MYCON's capacity for handling large construction projects may have reached its zenith with the company's recent involvement in the new Dallas Logistics Hub, which is just getting under way (see article on page 8). MYCON's majority participation in this \$22 million industrial project will be the first development within the 6,000-acre site.

"We've hit critical mass," Myers says. "That's when your market share, your reputation, and the power of your top-notch



### Awarding Excellence

Along with growth and expansion, the last 20 years at MYCON have been marked by its recognition for excellence. In fact, the Texas business community has bestowed a host of prestigious awards on the company.

In 1998, the City of McKinney awarded MYCON with the "Award of Excellence" in the category of historic preservation for the renovation of the J.P. Dowell hardware store, now its headquarters, and another building in the downtown area.

*Inside Collin County Business* recognized MYCON in 1999 with the "Best of the Best" award in commercial contracting.

MYCON was a finalist in the *Inside Collin County Business* "Celebration of Enterprise" competition in 2001, and the company went on to win the award in 2006.

MYCON was named among the fastest-growing companies in the Dallas-Fort Worth Metroplex by SMU Cox School of Business Caruth Institute in 2001 and has been nominated again in 2007.

In 2004, MYCON was presented with the "Clubhouse Builder of the Year" award by the Association of Private Club Directors and *Boardroom* magazine.

*Retail Traffic* magazine has ranked MYCON as one of the top retail contractors in the country every year since 2004.

staff ignite. We now have the experience, tools, and talent to handle just about any construction job. The fallout is an abundance of work that you are proud to put your name on — those special projects that only a few general contractors are invited to look at."

Myers believes that if a company works hard, adapts to the market, and steers a steady course, its chance will come. "We've taken advantage of our opportunities, and at the end of the day, we are

>> "MYCON showed us on that first job that they could do work well and quickly, and Best Buy is all about speed and getting stores open. That ability to get a job done quickly and MYCON's consistency keeps us coming back year after year."

— Gary Devleer, Principal Partner for Hodges Associates

proud to be recognized as a leader in construction in this market," he says.

### The future is 'green'

But if you think that MYCON's current team of more than 40 dedicated, highly diverse professionals are resting on their laurels, think again. "We never stop learning how to improve our business processes and construction quality," Myers says.

"We are committed to develop and train all our employees to make sure they can provide excellence to our customers. For example, recently employees have been learning a lot about green construction, which entails using environmentally friendly materials from renewable resources."

MYCON also just completed a three-year management program to further enhance its leadership capabilities, policies and procedures, business modeling, and mission and vision statements. In summing up just what he believes his company has achieved in 20 years, Myers relates the following story.

"I was talking to the Director of Construction for Best Buy when he relayed a conversation he had with a developer," he says.

"The developer, when told to call us about a project, asked if we were Best Buy's preferred contractor. Best Buy's Director responded that 'MYCON is not our contractor, but our development partner.' I think that says it all. MYCON has hard-working, quality people who believe in making every project a success. So I believe the next 10 years may be our best ever as we explore even more emerging markets such as the medical field." ■



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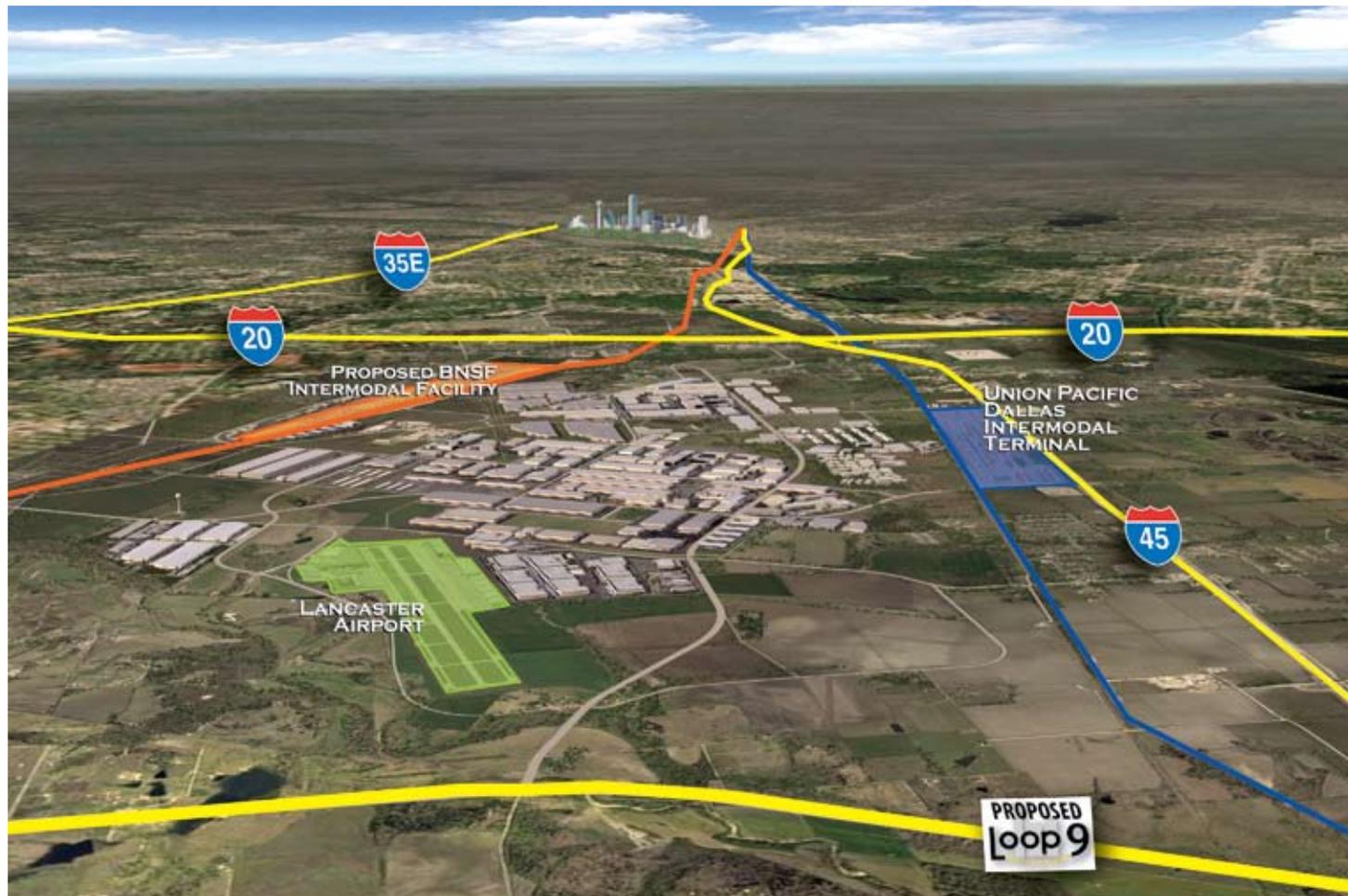
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(Left) Need caption; (right) Need caption

# Dallas Logistics Hub

## Transforming North Texas trade

BY JON C. CROSS, DIRECTOR OF CORPORATE MARKETING, THE ALLEN GROUP



As most industry experts will acknowledge, the three most important success factors in real estate are “location, location, location.” This statement is especially true in the context of global trade and transportation trends, which are being taken to a new level in the North Texas cities of Dallas, Lancaster, Wilmer, and Hutchins — home to the new Dallas Logistics Hub (The Hub).

The Allen Group, one of the nation’s fastest growing privately held real estate development firms, is responsible for the creation of The Hub, one of the most sophisticated logistics parks in North America, with more than 6,000 acres master-planned for the development of more than 60 million square feet of distribution, manufacturing, office, and retail uses.

### The economic impact

The Hub’s infrastructure access includes: Union Pacific Southern Dallas Intermodal Facility, a planned Burlington Northern Santa

Fe (BNSF) Railway intermodal facility; four major highways; and the possibility of a future air-cargo facility at Lancaster Airport. The Hub will position Southern Dallas County as the premier trade hub in the United States and will serve as the gateway for the distribution of goods to the major population centers throughout the Central and Eastern United States.

Slated to become one of the biggest economic engines in North Texas, at full build-out, The Hub will create approximately 31,000 direct and 32,000 indirect jobs and have a \$68.5 billion economic impact on the Dallas/Fort Worth Metroplex.

“Transfers to inland ports are becoming more frequent, driving demand for larger, exceptionally well-located distribution and logistics facilities such as the Dallas Logistics Hub,” says Edward Romanov, President and Chief Operating Officer for The Allen Group. “This is due to the fact that the sheer volume of goods that flow through our nation’s seaports have overwhelmed the port’s capacity to process the goods.”

(this page) A map illustrates the planned centralized location of the Dallas Logistics Hub, one of the most sophisticated logistics parks in North America.



Because of their structural limitations or technological shortcomings, many of the facilities at surrounding ports are too aged, outmoded, and ill-equipped to meet the goods-processing challenges of the 21st century. Additionally, the cost of land and lease rates around the major sea port markets have increased dramatically, creating an over-developed and over-priced market.

The Hub is a key component of the North American Free Trade Agreement (NAFTA) infrastructure and will serve as a major inland port, bringing products from the ports of Los Angeles/Long Beach and Houston as well as the western deep water ports in Mexico for regional and national distribution. This prime location in the southern sector of Dallas has little congestion issues, thereby preventing additional disruptions in the supply.

Additionally, in early June, INVITE, an entity of the state of Nuevo León, Mexico, signed a historic Memorandum of Understanding (MOU) to increase the competitiveness of the Interpuerto, an intermodal logistical complex, and The Hub. INVITE is simultaneously developing an inland port and manufacturing facility, and the new international partnership will focus on improving the security, speed, and

**>> Slated to become one of the biggest economic engines in North Texas, at full build-out, The Hub will create approximately 31,000 direct and 32,000 indirect jobs and have a \$68.5 billion economic impact on the Dallas/Fort Worth Metroplex.**

### Strengthening ties

Just days after the successful opening of The Hub in April 2007, with more than 1,000 people in attendance, The Allen Group announced they had executed an agreement granting BNSF Railway the right to purchase land within The Hub as the next step in evaluating the possibility of a new intermodal facility at this location.

“Under the terms of the agreement, BNSF has the option to purchase a minimum of 387 up to a maximum of 530 acres of land within The Hub for construction of an intermodal facility,” says Daniel McAuliffe, President of Allen Development of Texas, The Allen Group’s Texas operations. “The site under option fronts 8,000 feet of BNSF track in the cities of Dallas and Lancaster and represents a portion of the 2.5 miles of BNSF track frontage located within The Hub.”

efficiency of moving goods between these two major logistics centers — thus creating an efficient new trade corridor between Mexico and the United States.

Furthermore, the MOU established a collaboration between the parties on several issues, including the designation of a customs preclearance zone for the development of integrated logistics systems connecting the Interpuerto in San Luis Potosi, Mexico, and The Hub. INVITE also has initiated the creation of improved logistics systems between the North Eastern Mexican states and Texas, designated as NEMEX-TEX, including the development of Monterrey as a logistics gateway.

“The objectives on both sides of the border are to improve the competitiveness of enterprises established at both locations, as well as to

bring the goods movement through this area,” says Leslie Jutzi, Director of Government Affairs and Community Relations for Allen Development of Texas.

The Allen Group anticipates that this proprietary transportation system and formalized relationship with INVITE will result in better delivery times and an increased competitiveness with Mexican goods being delivered to The Hub.

### Beginning build-out

In addition to the MOU signing, The Allen Group has begun construction on two spec warehouse/distribution buildings — 192,500 >



(left) The BNSF Railway has been granted the right to purchase land within The Hub for construction of an intermodal facility.



and 633,500 square feet respectively. The first two spec buildings are slated for completion in February 2008.

Dallas-area MYCON General Contractors Inc. and 3i Construction LLC are working with The Allen Group on construction of the first two spec warehouse/distribution buildings for The Hub project.

and based in McKinney, Texas, has been retained for the construction of Building 1, a 635,000-square-foot cross-dock distribution facility.

“Both MYCON and 3i Construction are pleased to join the Dallas Logistic Hub team and bring vertical life to this important project,” says Micheal Williams, CEO and President of 3i Construction. “Our

>> “We are pleased to announce the addition of 3i Construction and MYCON General Contractors Inc. to the team at the Dallas Logistics Hub. It was imperative that we find qualified and experienced partners, such as the two selected firms, to help us start building one of the most sophisticated logistics parks in the country.”

— Daniel McAuliffe, President of Allen Development of Texas

“We are pleased to announce the addition of 3i Construction and MYCON General Contractors Inc. to the team at the Dallas Logistics Hub,” says McAuliffe. “It was imperative that we find qualified and experienced partners, such as the two selected firms, to help us start building one of the most sophisticated logistics parks in the country.”

MYCON, an award-winning commercial contractor specializing in integrating general contracting and construction management services

companies look forward to delivering high quality, environmentally sensitive buildings that compliment the unmatched logistical infrastructure at The Hub.”

As inland port locations are quickly becoming huge markets for the regional distribution of goods to population centers throughout the U.S. it is important that companies undergo due diligence when searching for industrial, office, warehouse, and/or build-to-suit options to select locations that offer multiple transportation alternatives, such as The Hub.

Notably, there are only a few prime locations in this country that can accommodate true inland ports. Highway systems have largely been built out, and large land positions are limited, expensive, and difficult to assemble. Those who are successful at distribution and logistics in the decades to come will be companies that capitalize on identifying large logistical sites, strategically located near intermodal facilities at the nexus of our interstate highway systems.

For more information about the Dallas Logistics Hub, visit [www.dallashub.com](http://www.dallashub.com). ■



(top) The Allen Group is constructing two warehouse/distribution buildings at The Hub. (bottom) A rendering illustrates a cross-dock distribution facility planned for The Hub.

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# Building on Faith

## Today's church construction requires careful planning, specialized skills

BY JANICE NEUMANN

**It's becoming a calling.** That's what Dallas/Fort-Worth-based MYCON General Contractors Inc. and Alliance Architects officials say about working on churches and the many challenges that come with constructing interesting places of worship.

Church construction takes a special touch. And MYCON and Alliance say they are up to the challenge. The two are currently working on construction of the Richland Bible Fellowship Church in Richardson, Texas. MYCON also has begun preconstruction of St. Francis of Assisi Catholic Church in Frisco, Texas, which is slated for construction in spring 2008, with John C. Clements of Jackson & Ryan Architects, based in Houston. Both jobs require the ability to work closely with a variety of people, as well as first-rate construction and architectural skills.



"Churches are usually orchestrated by a building committee — pastor, associate pastor, youth director, members of the congregation," says Damon Norman, MYCON Senior Project Manager. "I think the techniques we use in construction are the same, but it is a little more personal when you work with a committee of people deeply devoted to the process and who will live and operate the facility. You discuss everyday decisions and how they will impact the operation of the facility and impact construction."

Churches very often rely on contributions or donations to offset design and construction costs, and many times these are not fully collected at the time a decision to move forward is made. The church staff must have faith that projected revenue will provide the funding necessary to complete their dreams and provide a new, fresh place of worship.

(above) Mycon and Alliance Architects break ground with owners of the Richland Bible Fellowship Church project.

### Detailed knowledge

Norman says working closely with church officials means learning about church operations, which can make the jobs especially interesting. "We bring our knowledge of construction techniques and materials to the team, and with the input of Alliance they decide how they can best utilize that information to meet the operational needs of their church," he says. "That knowledge is necessary to plan the type of project that fits the individual needs of each church.

>> Church buildings are usually more ornate than other projects, with more high finishes and stained millwork that you might find in a home. They also use a lot of systems for audio-visual, acoustic, and theatrical needs.

"You do get a little more involved in how their day-to-day operations work and how they want things to happen. Like working with the childcare director on how many sinks she needs in the nursery school area. It does make it a lot more interesting ... and more personal," Norman says.

The physical work can be interesting, too. For example, church buildings are usually more ornate than other projects, with more high finishes and stained millwork that you might find in a home. They also use a lot of systems for audio-visual, acoustic, and theatrical needs. Still, Norman says MYCON's experience building high finish-out country clubs and golf clubs, which have many of the same qualities as churches, has helped give the company the skills needed in this arena.

### Contemporary building, contemporary costs

Church construction changes with each church. While Richland is more of a modern building, Norman says St. Francis has a lot of history to it, requiring a more traditional type of construction.

The differences are reflected in the numbers. When completed, Richland will stand at approximately 47,534 square feet with a price tag

of just under \$6.5 million. By comparison, St. Francis is being built in a Romanesque style, including an inviting pilgrimage ambulatory to pray the Stations of the Cross, private reconciliation chapels, and other custom features. At the end of the day, the complex will include approximately 40,000 square feet and cost approximately \$15 million.

In all, MYCON has worked on 10 churches in recent years, including Christ Episcopal Church Chapel in Plano and St. Phillips Episcopal Church in Frisco, both in Texas. These projects have brought the company into contact with some of the top architectural firms in Texas, including PGAL (Christ Episcopal Church Chapel) and TGS Architects (St. Phillips).

**>> In all, MYCON has worked on 10 churches in recent years, including Christ Episcopal Church Chapel in Plano and St. Phillips Episcopal Church in Frisco. These projects have brought the company into contact with some of the top architectural firms in Texas.**

Each project includes conceptual estimating, a negotiated contract, value engineering, detailed project budgets, construction team management, and post-construction follow up. According to Jim Green, MYCON's Vice President of Estimating, it is important to weigh the nuances of a church's particular needs during the pre-construction stage in order to avoid misunderstandings later. He says church staff members may say they want one thing, but they come to realize they have to scale back their plans in order to meet their budgetary limits.

Green's job is to make the initial proposal to the owner, explaining the budget and value engineering, and to present options for getting the same or equal scope done using different

materials or building techniques that come at reduced prices. Sometimes he works with a committee, such as on the Richland project, and other times with a designated representative, such as on the Christ Episcopal Church Chapel and St. Phillip's Episcopal Church.

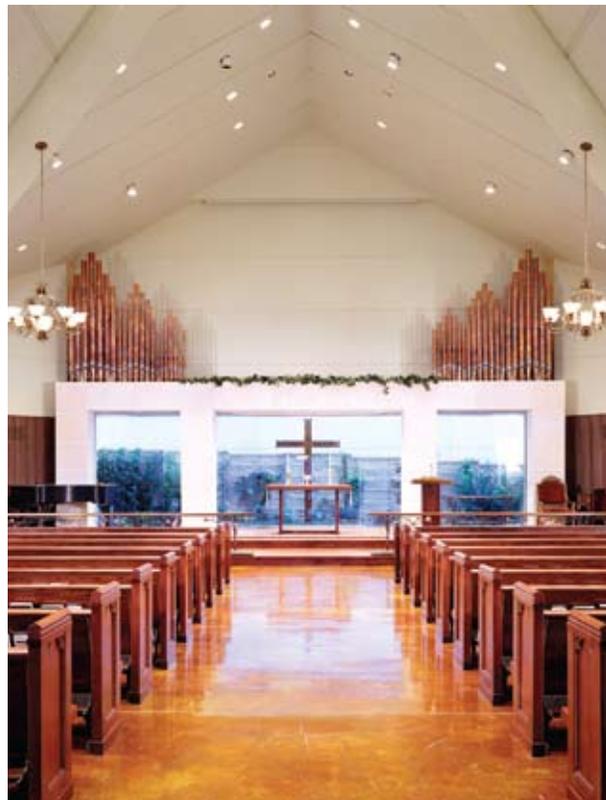
"A lot of times, it's helping the church reach a resolution concerning different ideas from the committee and submitting the cost for the ideas to help them reach a financial decision," Green says. "It does take a lot more time to sit down and think through the different ideas people come to you with to build their church."

### Satisfyingly original

As with other MYCON and Alliance officials, Green says he enjoys the "unique architecture" of churches, especially when compared to the work he has done on commercial or industrial projects.

Charles Reagan, Principal Partner for Alliance, also points to the planning process as vital to successfully designing and constructing churches. "Churches are unique in that you're really building for a lifestyle," he says. "The priorities are certainly different than for a private development."

Growth in churches could be what's making church construction a new niche for MYCON and Alliance. And some experts surmise that growth in church attendance and construction has taken off since the terrorist attacks of 9/11. Looks like this developing market may be a promising one for MYCON and Alliance, especially given the success the two companies share working together to date. ■



(left) A rendering shows what the Richland Bible Fellowship Church, slated for construction in spring 2008, will look like after completion. (right) MYCON worked with some of the top architectural firms in Texas on the Christ Episcopal Church Chapel project.

# Putting Customers First

## True client satisfaction is achieved through top-notch customer service

BY JANICE NEUMANN



“People often ask us what our niche is,” says Justin Jeffus, Project Manager for McKinney, Texas-based MYCON General Contractors Inc. “But we don’t really define ourselves by the kinds of projects we do. Rather, we focus on each client, and they appreciate the level of service we bring to the table. That’s why we do so much repeat business.”

Like businesses in every industry, MYCON serves a range of unique clients that represent a wide variety of needs and preferences. As such, the company understands that service means different things to different clients — including working through complicated projects and everyday challenges in a straightforward, collaborative manner.

“By keeping a sharp focus on the desired result, we work through challenges because we’re still driven to please the customer,” Jeffus says.

### Keeping promises

Service also means sticking to commitments, but when the client is always right, coming through on a promise can be a challenge, especially when budgetary issues crop up mid-construction.

In order to minimize unforeseen problems, MYCON provides a full range of services, including pre-construction, estimating, construction warranty, and post-construction work. By taking control and working with a client from beginning to end, the company has successfully employed many innovative, cutting-edge construction techniques and formed vital strategic partnerships.

Mack Stafford, Vice President and Controller for Landmark Bank, has worked with MYCON staff on a variety of construction and remodeling

projects in recent years. He says his company tries to make a commitment early in the life cycle of a project, adding that it is apparent right away if a contractor is willing to work collaboratively to design, execute, and meet a budget.

“I’m a pretty seasoned purveyor of construction services,” Stafford says, “so I can tell during the introductory meeting if a company is a service-oriented contractor or a ‘plans-and-specs,’ hard-bid type of contractor. That latter type is the type we typically would not deal with. We prefer to deal with contractors on a team-oriented design-build basis.”

Stafford says working with a dedicated project manager from start to finish facilitates issues, such as contract pricing and coordinating with the architect, and lays the groundwork for a successful project. “I appreciate having a weekly project meeting, just to catch up on how things are going,” he says. “In addition, the folks I’ve dealt with at MYCON have been great to work with and very cooperative. They’re very responsive and very dedicated to doing a quality job, and we’ve turned out some fantastic projects together.”

### Top quality

Customer relations are important, but as with any business, a construction company will live or die by the quality of the buildings it puts up.

Chris Jordan and Josh Pollard, Project Managers for O’Brien & Associates Architecture, agree that the combination of an outstanding service culture and superior building methods is what sets MYCON apart.

MYCON and O’Brien & Associates are currently collaborating on two projects, the Murphy Marketplace commercial district in Murphy and the Summit Park I office building in McKinney, both in Texas.

Pollard says it has been “terrific” to work together on both jobs. “The MYCON staff has been attentive to details, great at forecasting problems and responding quickly when issues have come up,” he says. Pollard cited an example that came up on the Murphy Marketplace job: “[MYCON was] instrumental in the communication process between our structural engineer and their steel manufacturer in order to get the necessary structural framing to meet the design intent,” he says.

Stafford sums up his experience with MYCON by saying he feels like he’s found something of a “soul mate” in the company. “Clients who understand and appreciate our level of service make our customer-driven philosophy even stronger,” he says. “That’s the kind of company we prefer to do business with.” ■

(above) Justin Jeffus, Mycon Project Manager, and Chris Jordan, Project Manager for O’Brien & Associates Architecture, collaborate on large-scale commercial projects.

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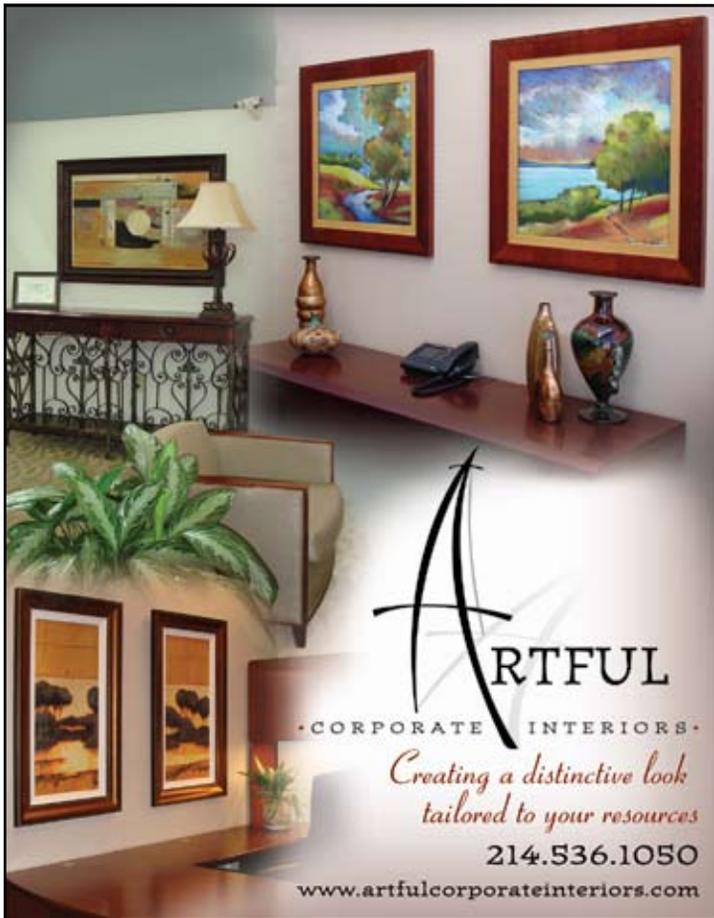
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