



FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

June 5, 2014

To Whom It May Concern:

ORB Management has acted as Owner's Representative for the Itasca County Family YMCA's \$5M collaborative expansion and renovation project. Hiring ORB was one of the best decisions we made! ORB has been with us every step of the way: keeping us on tract, assuring that decisions are made in a timely manner, making sure the scope of our project meets our budget, maximizing our opportunities, following up on all of the many details, and keeping in close communication with leadership.

Throughout the entire process, ORB has kept the best interest of our YMCA as their top priority. One thing that attracted us to hire ORB was their experience working with YMCAs; they have worked with numerous Ys and truly understand our mission.

Our project is unique in that it includes a number of community partners. The addition and renovation is taking place on YMCA property and the YMCA is the lead organization, but ORB has made each partner feel important and included. With the many partners and committee members, we worried that communication would be an issue; ORB has kept the appropriate parties up-to-date in a timely manner. We had to make some difficult decisions that could have left partners unhappy; ORB helped guide us through those difficult decisions and all partners have seen benefits.

I highly recommend ORB management and would be pleased to further discuss their qualities and the value they can bring to a project.

Respectfully,

Betsy McBride  
Executive Director  
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