



OCCURRENCE

June, 2001

President's Message:

We had another great spring conference, this one at Towson University, hosted by Stephan Showers and his able assistant Robin Wiesand. Many great comments were heard about the host arrangements and presented topics. You can see outlines of the meeting topics in this issue of **OCCURRENCE**. Frank Coppinger has once again done a great job in preparing this issue – thanks Frank to you and your staff.

This conference differed from others. This one was a joint effort of the AFC and the Health Care Councils! The joint activities went well. Pete Adams and Stan Kurtley coordinated and spearheaded the HCC part to mesh with the AFC happenings. A result of this joint conference - there were requests to host several sessions at one time, so that members could pick and choose. This concept was successfully used at the joint **AFC-“No Name Educational Facilities Group”** conference held last spring at the University of Cincinnati. Concurrent sessions can happen most effectively when conference attendance is higher than our 25 to 40 number.

Over the last several years, the AFC and its leadership has tried several new and different approaches to our conferences. I am privileged to have been a part of these ideas. With the realization that changes are always present, the leadership has been willing to try new and different ways of doing each of our conferences. This had kept your officers on “our toes” while we have been pioneering new methodologies. The hopes have been to enhance the experiences of those who attend the AFC conferences.

The changed formats have been most exciting and mind expanding, as those of you who have attended will most likely attest. The symbiosis has been wonderful! The conference organizational efforts have been more intense, too.

As always, these changing ideas would not be possible without the support of the active members of the AFC. You have all been wonderful during my years in the AFC officer ranks. Congratulations to all of you for being so proactive and making our AFC work so well in our continuously changing world!

This fall our AFC group will be trying yet another change in the way we traditionally meet in the fall, thanks to our able Vice-President Ann Ivey and Past President Gene Haun. They are heading up the arrangements for Kansas City, where the AFC conference will be 1-1/2 days long. This new format is a requested change noted at our Tulane University Conference in New Orleans last fall. This change will reduce AFC timing conflicts for those of you who wish to participate in IFMA Saturday evening activities. With the 1-1/2 day fall conference, we will be visiting two different universities – one public and one private. We will be busing to the University of Kansas at Lawrence for one day, with the other day spend in Kansas City most likely at Rockhurst University. We have talked about holding our business meeting on the bus, so this should also be an interesting change from the past!

Since our officer positions will be changing as of July 1, this will be my last President's Message via **OCCURRENCE**. I will be turning over the meeting leadership role to

the new President at our fall opening session. Because of this, I publicly extend my thanks to the officers and leaders who have made my years in the leadership ranks of the AFC absolutely delightful! THANKS Deb Blythe, Dale Braun, Frank Coppinger, Tom Cruse, Nancy English, Gene Haun, Susan Hobbes, Ann Ivey, Charlie Jeffcoat and Linda Verno. You all have been and continue to be great! Thanks go to the many hosts that have made every one of our conferences and meetings extremely successful during my time in the AFC offices:

- Steve Showers at Towson University - Spring 2001;
- Sylvester Johnson at Tulane University - Fall, 2000;
- Tom Cruse at the University of Cincinnati - Spring, 2000;
- Gary Moore at Pepperdine University - Fall, 1999;
- Bill O'Niell and Sam Taubert and the University of Minnesota - Spring, 1999;
- Darlene Ebel and Jim Gimpel at U of Illinois at Chicago - Fall, 1998; and
- Charlie Jeffcoat at the University of South Carolina - Spring, 1998.

I look forward to continued and active involvement with the AFC and its new officers in my new role as Past President of the AFC.

Bob Myrick



The first joint meeting of the Academic Facilities Health Care Council commenced Wednesday evening at a "Meet and Greet" session at the Berkshire, Towson University.

Next morning, Dr. Hoke Smith, President of Towson University, welcomed the two councils. Eight presentations/discussions were held on Thursday and Friday (summaries are included below) of riding tour of the campus was conducted on Thursday afternoon and the business meeting was held on Saturday morning.

1. WHAT'S ON YOUR MIND?

A sampling of the issues, which attendees indicated were of current concern is outlined below:

- Disaster recovery planning
- Budget reductions without layoff
- Union negotiations
- Stress reduction
- Media management
- Facilities planning process
- Managing change in 24 x 7 facilities
- Real estate management
- Challenging site selections
- Benchmarking/best practices
- Space consolidation/constraints
- Deregulation
- Utility (i.e. Price increases)
- Engineering controls
- Environmental problems
- Leadership retirement
- Electronic data systems
- Deferred maintenance
- Security systems

2. WHOLE SYSTEMS & THERAPUTIC ENVIRONMENTS

Howard Yame spoke on the topic of safe flooring.

Statistics provided were that one third of seniors would fall each year and that 350,000 older than 45 would have a hip fracture.

Faculty managers can impact many environmental issues in way-finding graphics, colour, lighting, patterning, and interiors design, e.g. safety, mobility, comfort, glare, acoustics sustainability and staff motivation.

Power board as a softer flooring surface results in fewer fractures.

The Natural Step (TNS) is a useful web resource.

Performance guidelines for safety, odor, glare, mobility and noise, etc. are recommended.

Other suggestions:

- Avoid flooring transitions
- Specify quiet cleaning equipment
- Choose cleaning equipment that can do hard and soft surfaces
- Encourage manufacturers to solve problems

3. SAFE & SECURE: PROTECTING YOUR RESIDENCE FACILITIES

Michael Thompson and Robert Walla of Gage-Babcock & Associates presented a paper on fire protection and security in residence facilities.

Approximately 1,700 documented fires are reported annually in college dormitories and classrooms. Forty-five percent originate in the bedroom or kitchen.

The pros and cons of the following two methodologies of addressing the problem were explored.

- Education/Enforcement
(Prevention/Occupant Awareness)
- Automotive Protection
(Detection/Suppression)

An effective fire safety program utilizes smoke detectors, sprinkler systems, light combustible furnishings, cooking safety and electrical safety. Sprinklers may be the most reliable fire protection system known, and they are effective in putting out a fire, as they do not rely on human factors. Their cost in new construction is \$1.00 to \$2.00 per square foot and in retrofits can range from \$3.00 to \$6.00 per square foot.

The steps involved in a security master plan were outlined. Popular security sub-systems discussed included Duress, CCTV, Access Control, Smart Cards/Biometrics and Asset Management.

4. MASTER PLANNING

Jack Nye, Director of Planning, gave an overview of Towson, their constituencies served and mission statement highlights.

The Planning and implementation process being employed in their Facilities Master Planning is outlined below:

- ◆ STRATEGIC PLAN
(Academic Mission, Goals & Objectives)
- ◆ COMPREHENSIVE MASTER PLAN
(Needs Assessment & Facilities Recommendations)
- ◆ PROJECT PROGRAMMING
(Project Scope, Budget and Schedule)
- ◆ PROJECT DELIVERY SYSTEMS
(Design & Construction)
- ◆ FACILITY OCCUPANCY & OPERATION
(Operations & Maintenance)

Towson's 10 year Master Plan is to cater to a 20% student growth to 20,000, is estimated to cost \$200 million and will deliver or additional 600,000 GSF of Academic/Student support space, as well as renovate 560,000 GSF.

The eleven major capital projects being planned were reviewed.

Refer to the Towson Facilities Management website at:

<http://www.towson.edu/facilities>

5. A METHOD CONSIDERED FAIR

Larry Garrison, Texas Christian University, reported that he no longer kept brochures of professional firms, but rather kept all required information to assist selection of architects on two forms, which are updated each year. Examples of data recorded include:

- Number of personnel per discipline
- Fee revenues in last 5 years
- Profile codes
- Financial data (accountable banker)
- Project profile (experience, interest, staff)
- Number of people committed to project

Other suggestions made:

- Approach associations for professionals' information

- Some projects best with multi-discipline teams
- Smaller projects (greater than \$1M) performed internally
- Hire local architect, if signature architect engaged
- Condense data to six qualified firms
- Interview architect with entire professional team present
- Typically, ½ hour presentation/ ¼ hour for questions
- Throw all evaluation sheets away
- Schedule how long the project team will take
- Check out experience of project managers
- Use updated set of drawings

6. DESIGN & CONSTRUCTION – A COLLABORATIVE PROCESS

David Mayhew, Director, Architecture, Engineering & Construction reviewed the Architects' Procurement Process at Towson, which covered RFP's, short-listing, oral interviews, final scoring and fee negotiations.

The value of a Design Charette to finalize design concepts was promoted. At Towson 3-day work sessions with 3 teams of 4 architects each have been used with consultants advising each team on specific goals. A final jury and review completes the project.

Key benefits are program verification, concept development, issue identification and team building.

Other topics covered included, construction manager, procurement process, pre-construction services, cost estimating, open book accounting, early bird packages, pre-construction involvement of subcontractors, change orders and payment processing.

Facilities management tools used for project development included:

- Facilities Masterplan
- Architectural & Landscape Guidelines
- Design & Construction Standards

- Campus standards for fire alarm, security systems, data and telecommunications
- Review process and communications

The importance of O&M staff involvement at the following stages are stressed:

- Review building programs
- Participate in design reviews
- Attend progress meetings
- Participate in submittal review
- Participate in commissioning

7. COMMUNICATION SKILLS

Julie Barret, Pinnacle One, commenced with illustrating of how one style doesn't fit all people.

Her 3 R's in communication goals were:

- RECOGNIZE the four communication styles
- RESPOND to each style effectively
- REJOICE in highly effective communication skills that are purpose-driven and results oriented

Four basic styles are:

STYLE	STRENGTH	WEAKNESS
• RELATOR	Listening	Indecisive
• THINKER	Planning	Perfectionist
• DIRECTOR	Leadership	Impatient
• SOCIALIZER	Persuading	Disorganized

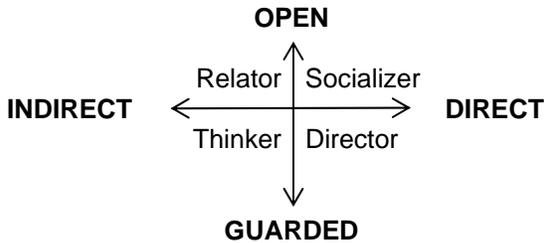
The behavioural style and prescription for compatibility with each communication style were reviewed.

The need to understand one's self first was stressed. To assist identifying personal style, Julie illustrated how type, condition and colour of car owned could help. Some other behaviours associated with styles were irritation, understress, decisions, behaviour seeks needs, motivation, end goal, team building.

Two key team-building aspects were:

STYLE	SUPPORT REQUIRED	FOCUS ON...
• RELATOR	Feelings	Communication
• THINKER	Procedures	The Process
• DIRECTOR	Goals	Results
• SOCIALIZER	Ideas	Interaction

Appropriate communication strategies and behaviours to use with each style were provided as a handout.



8. CODE RELATED ISSUES

Bill Koffel, Koffel Associates Inc., delivered a paper on code changes.

The current edition of NFPA 101 is a performance code, as it permits alternative methods of compliance. The level of protection or safety is stated in quantifiable performance objectives.

Rehabilitation Codes are now being accepted in some states. Existing construction codes, primarily address new construction and do not address the specific issues associated with rehabilitation. Categories of work include repair, alteration (re-carpet to gut-rehab), change of occupancy and additions. This Code reduces hazards created by unused buildings.

The level and scope of requirements increases as the nature of work moves from repair, renovation, modification, reconstruction to change of occupancy.

Hazard Classification of Occupancies covers life safety and exits, heights and areas, exposure of exterior walls and hazards.

A new International Code Council (ICC) Performance Code is due in 2002, and the International Existing Buildings Code is scheduled for 2003. These codes will address the short growth concept and the rehabilitation of Inner Cities.

The National Fire Prevention Association, in partnership with International Association of Plumbing and Mechanical Organization (IAMPO) is to publish a complete set of codes for building, fire, plumbing and mechanical areas.

9. SPRING MEETING MINUTES

Robert Myrick, IFMA-AFC President, conducted the Council's spring meeting on Saturday morning.

The minutes of the previous meeting held on September 16, 2000, were unanimously accepted by the members.

Ann Ivey, AFC Vice President, acknowledged the excellent work performed by **Steve Showers** and his staff at Towson University in organizing a successful conference with great speakers and superlative food and refreshments.

Susan Hobbes provided a Treasurer's report, in the absence of Linda Verno, and announced that the AFC Account Balance was currently \$15,342.53. Conference expenses had yet to be withdrawn.

Frank Coppinger, AFC Secretary, outlined highlights from the previous meeting.

Sheila Sheridan, Second Vice Chair of IFMA, outlined the strategic considerations behind a decision to change membership fees. A new "Members Choice" approach was being piloted in five chapters, including a U.K. chapter.

On January 1, 2002, Council dues of \$30/member were being raised and the revenue assigned to Councils.

Councils were considered one of the best assets of IFMA, but unfortunately not all IFMA members are aware of the Councils existence.

Linda Beverley, IFMA HQ, reported that a marketing organization had been engaged to solicit new members. First phase was targeted at increasing Council membership.

Bob Myrick gave a President's Report, which stated that the Council minimum standards for the year had been met and exceeded. Three newsletters had been distributed to date and considerable activity had occurred on the LIST SERVE. The Annual Re-certification had been submitted and a strong succession plan existed. Further work is required on an AFC website linked to the IFMA Portal and Bob is to contact members interested in being a webmaster. AFC is regarded by IFMA as one of their top two councils because of quality of speakers, meetings and dedication of members.

Tom Cruse, an AFC founder, gave a presentation on a proposed IFMA Resource Registry. This project directory had firstly a Building Registry component to keep track of members building projects constructed in the last five years, and secondly a knowledge Registry to detail the types of facilities management experience in which members were knowledgeable.

The success of this registry would be contingent upon member interest in inputting and sharing information.

Design of the Registry was expected to cost approximately \$7,000. It was agreed that the Registry would be a great tool for planning and that Tom would prepare a document outlining the project, which IFMA HQ would distribute to members for comment.

Tom also reminded members that it was the 10th Anniversary of IFMA-AFC this year, and that any pictures or humorous stories that members could share over AFC happenings in the last decade would be well received. A talk on AFC history proposed for the Fall Conference.

Both Bob and Ann gave a sampling of the broad range of possible topics for future speakers. Those included Building Codes, Procurement, Space Management, Staff Training and Development, Custodial Standards, Labour Negotiations, Maintenance Issues, Construction Handover to Operations and Indoor Air Quality. A comprehensive list will be placed on the List Serve and members will be asked to identify the most pressing issues.

Nancy English, Past President, reported that the AFC bylaws had been replaced by IFMA in 1998 with Council Governing Rules. Concerns were expressed with the timing and methodology of replacing an officer who was unable to serve. Normally elections take place in March and the results are confirmed at the Spring Conference.

Linda Beverley is to take proposed modifications to the IFMA board meeting in June.

A motion to move ahead with an immediate ballot for election of AFC Officers, to close on June 15th, was moved by Tom Cruse and recorded by Sam Talbert. This motion was passed unanimously by the members present. It was reported that 187/197 AFC members could be contacted by e-mail.

It was agreed that the following **Membership Committee** would be established to obtain more active membership participants to AFC events:

Julie Barrett (chair)

Jorge Abud

Steve Showers

Larry Garrison

In order to establish how and what is expected of non-academic AFC members (appropriate activities, commercialization), the following **Operations Guide Lines Committee** was established.

Bill O'Neill

Gene Haun

Doug Rollman

Tom Hewitt

Nancy English

Teleconference assistance for their communities may be obtained from IFMA HQ (Nancy or Erica).

Some discussion was had on a Programming Committee but it was left for the officials to handle the response to the future program topics request to members.

The following sponsors were recognized:

- MARRIOTT Hotels – Meet & Greet Reception
- GAGE- BABCOCK & ASSOC. INC. – Refreshment Breaks (\$200.00)
- CORT Furniture – Luncheon (\$500.00)
- CHARTWELL – Thursday Night Dinner
- ARAMARK – Admiral Fell Inn Dinner (\$2,800)

A Fall Conference in Kansas is to be held on Friday (full day) and Saturday (half day).

Future Meetings:

- Fall 2001 – Kansas – University of Kansas (September 21/22)
- Spring 2002 – Seattle – University of Washington (May 8/11)
- Fall 2002 – Toronto (October 4/5)
- Spring 2003 – Phoenix
- Fall 2003 – Dallas
- Fall 2004 – Salt Lake City



Steve Showers



Bob Myrick & Peter Adams



AFC Group



Sheila Sheridan & Frank Coppinger



Campus View