



# AFC NEWSLETTER

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### *Message from the President*

We have all been through some trying and challenging times since September 11<sup>th</sup>. The aftermath of this horrific tragedy, the war in Afghanistan, the recession, budget cuts, and enrollment growth at our colleges and universities are all major events that we need to respond to in creative ways. Successfully responding to these challenges will require strong leadership, management, and maximum use of our fiscal, personnel, and facility resources.

IFMA-Academic Facilities Council can help us all during this period by offering outstanding educational development programs and the opportunity to network with our colleagues to gain valuable knowledge about what is going on in the facilities field. We can also share information about alternative ways to accomplish our important objectives and expand our services to our institutions.

Please join us for our spring conference in Seattle, Washington, from May 16-18. It will be a joint conference with the Health Care Council. Our council vice-president, Frank Coppinger, General Manager of Operations for the Toronto School Board, is currently planning an exciting agenda. Registration information is inside. It will be a great conference and I look forward to seeing you there. We have some exciting tours and events planned for the conference. It will be a great educational opportunity and a lot of fun!

AFC has several new members from around the world and we look forward to meeting you at the next conference. Look inside for the names of new members. Welcome to AFC.

Reserve the dates on your calendar for our fall conference to be held in Toronto in conjunction with World Workplace October 3rd and 4th too! We are already working on the agenda for that meeting and will have more information for you at the spring conference in May.

See you in Seattle!  
Ann McGuire

# BIOGRAPHIES

## **President, AFC**

Ann McGuire is Director of Facilities Planning and Management at Queens College in Charlotte, NC. She has been employed by Queens since 1991, and created her current position at Queens in 1993. Queens has been involved in capital campaigns to raise facilities money for the last eight years. The campaigns have brought a new Business building, residence hall, parking deck, library facade, campus services building, major dining hall and kitchen renovation, and extensive interior renovations.

Ann is currently involved in a strategic planning committee helping to create the new strategic plan for the college which will go into effect with a new president coming on board July 1, 2002. She is preparing a strategic facilities plan, new campus master plan, ADA study, and planning a bookstore expansion and addition of a copy/mail center and convenience store. Ann graduated from Queens with a degree in business administration.

## **Vice President, AFC**

Frank Coppinger graduated from Melbourne University in Australia with Masters' Degrees in Engineering Science and Business Administration. He has 33 years experience in both the public and private sectors in Australia, South-East Asia, South Africa and Canada.

Frank established a new facilities management department in the City of Mississauga in 1987, and served there for five years as the Director of Facilities and Property Management.

In 1992, he joined the North York Board of Education as the Superintendent of Facilities and Transportation Services. His department won a National Quality Award in 1995, a first for a Canadian facilities group. A year later, his Maintenance Services Division received the ISO 9002 quality certification (another first in education).

In 1996, Frank led the establishment of a technology infrastructure which connected 148 schools with fiber-optic cable, a high bandwidth link to the Internet and a high speed, switch based, local area network in each school.

In 1998, when the seven school boards in the Toronto area were amalgamated, Frank was appointed General Manager of Operations for the new Toronto District School Board. He is responsible for providing facility services to 300,000 JK-12 students in 48 million square feet of space.

In order to facilitate learning and collaboration by all stakeholders in the fourth largest school district in North America, he sponsored the development of high-speed inter-school and intra-school networking for 540 schools. A Knowledge Network was created with 500 online computer courses to assist student learning and staff development. This classroom work was recently recognized with the receipt of the Bell Canada Millennium Award of Excellence.

## **Treasurer, AFC**

Susan Hobbes, A.I.A. is Director of Planning and Construction at the University of Nevada, Las Vegas. Prior to being appointed Director in August 2001, Susan was Campus Architect. She has been employed by UNLV since 1994, bringing to the position over fifteen years of architectural experience in the private sector. UNLV has been in an aggressive construction campaign for the last 10 years in an effort to keep up with the increased student enrollment and the demand for research space. Campus projects that Susan has been involved with include the Lee and Thomas Beam Music Center, the William S. Boyd School of Law, the Stan Fulton Building for the International Gaming Institute, the William Bennett Professional Development Center, and the Lied Library. Susan is currently serving a third three-year term as an architect member of the Nevada State Board of Architecture, Interior Design and Residential Design. She has been married to John for almost 11 years and has two children, Evan, age eight and Hayley, age five.

## **Secretary, AFC**

Bill O'Neill, currently is Facilities Manager of the West Bank Zone at the University of Minnesota, Twin Cities Campus.

The zone is organized to deliver seamless services that supports the university mission (<http://www1.umn.edu/systemwide/factsmission.html>). Services include maintenance, construction, project management and custodial.

The last five years he has been involved with implementing a new CMMS for preventative, service and routine maintenance. William has managed the occupancy and startups of three new buildings and one large-scale addition, collectively totaling 166 M. The West Bank Zone currently has under construction a new 45 M Arts Research and Studio Building that will serve as the ascetic epicenter of the Arts District that is part of the West Banks Master Plan.

Bill is currently part of the Executive Committee to review and select a vendor to perform a Facilities Condition Assessment of 21 million square feet of facilities at the University. Prior to being Facilities Manager, Bill was the Construction Manager for Facilities Management at the University. During those five years he was instrumental in transforming a Physical Plant construction delivery service model, to a Facilities Management one. He hired architects, engineers, estimators, superintendents and a trade staff that allowed him to lead construction delivery of a fee for service department.

## ASSET PRESERVATION

### Keeping Carpet Appealing to the Eye and the Wallet with Programmed Maintenance

The functionality and aesthetic appeal of any facility begins with design. Countless hours are devoted to identifying and installing the perfect materials for each square foot, but once it's in place, how will you protect your investment?

Carpet is one material that, if given proper attention, will provide lasting appeal and comfort for years. A consistent, well-planned maintenance program extends carpet life and decreases life cycle costs by removing soil before carpet damage can occur. Consider it asset preservation.

#### Components of an Effective Maintenance Program

Carpet specification is the first line of defense in minimizing the effects of use. From there, however, the life of the flooring lies within the comprehensive maintenance program. An effective program is one that involves preventative maintenance, routine maintenance, as well as programmed maintenance.

Routine and preventative maintenance often follow the rules of common sense such as the use of soil-collecting mats and regular vacuuming. But, emerging technologies within programmed maintenance are radically changing the way carpet appears over an extended amount of time. With the right proactive, regularly scheduled cleaning, it is possible for carpet to retain most of its original appearance over time.

This periodic cleaning removes soil, grease, and oil that have collected in the carpet and restores original color. It's essential in preventing the dry and oily components of soil from bonding together and giving carpet a dingy appearance. There are many different approaches to deep cleaning and the best for your facility is determined through an evaluation of the cleaning methods and chemistry available.

The most common methods of programmed maintenance include "light" extraction, absorbent compound, dry foam, and rotary bonnet. Some methods are better than others, so select the one that is most compatible with your carpet and its usage. The carpet supplier can provide you with guidelines if you are not familiar with the methods or products that should be used with your flooring.

#### What to Look For...

As you identify the ideal cleaning method, also select a chemistry that will remove the oil and grease in your particular type of carpet. There are excellent products available today that, when applied properly, protect carpet from re-soiling and simplify ongoing maintenance. For instance, DuPont's ResisTech™ is a patented programmed maintenance system that cleans the carpet as well as inhibits re-soil. The re-soil inhibition mechanism works on carpet fibers like Teflon® works on a frying pan. The solution provides a surface that reduces re-soiling and keeps carpet looking newer, longer.

If an improperly selected chemical is applied, it may remain in the carpet and actually speed re-soiling. Acting as a magnet, the detergent will attract soil, just like it was engineered to do, instead of aiding in removal. An appropriate detergent should not aid rapid re-soiling --- unfortunately, this happens quite often.

Beware of chemistries that apply optical brighteners. They are found in many carpet detergents, especially those used with the bonnet method of cleaning. They will yellow over time damaging the original appearance. This process is very difficult to reverse.

The pH of the detergent is another chemical consideration. Solutions with a pH between 7.0 and 10.0 are best for man-made fibers, whereas solutions ranging between 5.0 and 7.0 need to be used for wool. The safest bet is to test the solution's pH with a simple kit from the detergent supplier or from any store where aquarium or swimming pool supplies are sold.

Ultimately, the success of your maintenance program depends on the people providing the service. For optimum results, technicians have to know what they are doing and why they are doing it. Anyone involved with the maintenance process would benefit from a carpet care training program, as well as continual education on their specific areas of responsibility.

Once the carpet care program is up and running, monitor it regularly to measure its effectiveness. A good program is one that is flexible enough to adapt to changing traffic patterns. This customized approach keeps up with the pace of business and targets heaviest traffic with the highest frequency.

Together, these elements will provide sound maintenance sure to preserve your company's design investment for years to come. You can bank on it.

## **Now You See It, Now You Act**

Do you know the difference between a spot and a stain? About 24 hours.

It's an old facility manager riddle that rings with truth. The simple fact is that the key to stain prevention is immediate action.

The longer a spill soaks into carpet, the more likely it is to cause permanent discoloration. Employees should be instructed to report spills as they occur so the spot can be identified and an appropriate cleaning solution immediately applied.

Spot removal kits should be well stocked with absorbent powder, general spot remover, and coffee and chewing gum removers for such incidences. DuPont Flooring Systems, for one, offers a complete Maintenance Spotting Kit that will arm any facility manager with the power to remove daily spills as they occur. To order, call 1-888-502-0019.

In busy workplaces, spills are unavoidable. With preparation and quick response, stains aren't.

This information was brought to you by DuPont Antron, and written by **Alison Woolford**, a member of IFMA's Atlanta Chapter and **a recent AFC member!** To learn more about preventative maintenance, call 1-800-4DUPONT or visit [antron.dupont.com](http://antron.dupont.com).

**DuPont Antron has graciously provided the sponsorship for our Spring Conference in Seattle May 16-18.  
Thank you Alison!!**



**AFC Treasurer's Report**

**Balance of \$13,671.73**

## AFC MEMBERSHIP COMMITTEE

The AFC membership committee is working to make the Council stronger and make sure it is meeting its members needs. The committee has two objectives: to increase membership and to increase current members' participation in Council activities. The effort to increase membership involves getting the word out about the good things happening in the AFC. As part of that effort, a mailing will be sent to IFMA members who work for educational institutions or systems. The mailing will emphasize the networking advantages of the AFC, programs geared to our particular industry and future meetings.

Only about ten percent of AFC's current 250 members attend Council meetings. To encourage current members to be more active, the membership committee is developing an e-mail survey. The survey is intended to determine why members do not attend meetings. "We're trying to see if there are programs or other things we should be doing to better serve members needs," says membership chair Jorge Abud. Jorge is the facilities manager at American University in Washington, DC and encourages you to e-mail (jorge@american.edu) or call him (202-885-2731) if you have any ideas for increasing membership or participation.

### **New Members this quarter:**

1. Chris Corby, President-School Facility Management, Nashville, TN
2. Daphne Swayze, Regional Manage-Designed Moves, Morrisville, NC
3. Michael King, Architect/Discipline Ldr-O'Neal Inc. Towson, MD
4. Steven Hunt-Supervisor Facility Operations-Louisville Gas & Electric,Louisville, KY
5. Jeff Stratton, Project Manager-ACI Commercial, Atlanta, GA
6. Yvonne Wright-Chartered Society of Physiotherapy, London, UK
7. Robert Wilson-Otis Koglin Willson Architects, Chicago, IL
8. Robin Connolly-University of Texas System Facilities Planning, Austin, TX
9. Mark Lindblom-Intelligent Environments-Dallas, TX
10. Theresa Leahey-Affiliated Engineers, Chapel Hill, NC
11. Sarah Colandro-Ellerbe Becket, Washington, DC
12. Jane Tomaras-CUH2A,Chicago, IL
13. Thomas Waldron-Lees Carpet, Hanover, MA
14. Lawrence Earll-State of Wisconsin, Division of Facilities Development, Madison, WI
15. Joseph Emrich-Johnson Controls,Mechanicsburg, PA
16. Sam Abousamra-MediaTel, Redmond, WA
17. Michael Duncan-Western New England College, Springfield, MA
18. William Moses- Heery International, Houston, TX
19. Joseph Fritton, Director-Kansas Division of Facilities Management, State of Kansas,Topeka, KS
20. Dennis Ham-Construction Strategies, St. Louis, MC
21. Beth Ring- Heery International, Washington, DC
22. Frances Hughes-Jeffrey Millman Assoc, Cambridge, MA
23. Robert D. Shank Interface Flooring Systems, Ashburn, VA

## *AFC Participation*

AFC members,

I've been asked to briefly question you about your membership in the Academic Facility Council of IFMA.

People join organizations for many different reasons. Some join to learn; some to network; some for fun. Some join for conferences; some to reinforce their work; some to travel. Others join just to join. Some are contributors to organization stability. Some are active in other ways; some are passive. Some exist only on membership rolls as back-ups to resumes. Did I say exist?

What are you? You know "who" you are, no doubt. The "what" might take some soul searching, though.

You **do** know who and what you are? Good! Help your AFC organization know more about who you are, too. Please contact your membership chair to discuss "you" as you wish to relate to the AFC. Would you forward what you are expecting from the AFC? Can you list how YOU can contribute to your AFC organization to help it better support your needs and help us be the best we can be – FOR YOU?

What kinds of programs would help you most?

Are there other times for meetings that work better for you?

Are meeting locations critical to your attendance?

What conflicts prevent your attendance at AFC conferences?

Are there resource limitations? Yours, your businesses, or AFC's, that create problems?

What are you looking for from the AFC?

Please help yourself and your AFC organization to be better for you. Contact:

**Jorge J. Abud**, AFC Membership Chair,  
Assistant Vice President, Facilities & Administrative Services,  
The American University,  
Office of Finance and Treasurer,  
Leonard Hall LL, 4400 Massachusetts Ave. NW,  
Washington, DC 20016-8033 USA

202-885-2731

jorge@american.edu



# Academic Facilities Council



The Academic Facilities Council invites you to attend the **2002 IFMA AFC Spring Conference May 16 - 18, 2002** to be held jointly with the IFMA Health Council at the University of Washington, Seattle. DuPont Antron is the key sponsor.

We have put together a program that you are guaranteed to enjoy. Highlights include:

- Custodial Program Initiative
- Emergency Planning
- Graphical Navigation Aids
- Materials Research & Wellness Impacts
- Spirit of Washington Dinner Train Tour

For more information about the conference, please contact Frank Coppinger; TDSB; Telephone (416)-397-2417; FAX (416) 397-2640 E mail: [frank.coppinger@tdsb.on.ca](mailto:frank.coppinger@tdsb.on.ca) , or Ann McGuire, President, IFMA-AFC @ Telephone (704) 337-2340, Fax (704) 337-2503 Email: [mcguirea@Rex.queens.edu](mailto:mcguirea@Rex.queens.edu)

University information: <http://depts.washington.edu/visitors/>

Hotel information: <http://www.meany.com>

For more information about registration, please contact Susan Hobbes, Treasurer, IFMA-AFC @ Telephone (702) 895-1046 Fax (702) 895-4173 Email: [shobbes@cmail.nevada.edu](mailto:shobbes@cmail.nevada.edu)

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## IFMA AFC SPRING Conference, May 16 -18, 2002

## Registration Form

Please type or print clearly; only one registration per form - duplicate as needed.

Salutation  Dr.  Mr.  Ms.  Mrs. Name \_\_\_\_\_  
first mi last

Company or Institutional Affiliation \_\_\_\_\_ Telephone: \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Email: \_\_\_\_\_

I have  special needs to accommodate a motor/sensory impairment:  dietary needs: \_\_\_no red meat \_\_\_vegetarian.

Other: \_\_\_\_\_

### Payment (Registration Fee: IFMA Members \$180; Non-members \$220)

Check enclosed, made payable to IFMA/AFC

**Mail completed form to:**

Susan Hobbes, Treasurer, IFMA/AFC, University of Nevada Las Vegas, Box 451027, 4505 Maryland Parkway. Las Vegas, NV 89154-1027 Registration form must be received with registration fee no later than May 1, 2002. Any fees not received by May 1, 2002 must be paid separately at the conference. A late fee of \$10.00 will be required to process late payments.

**IFMA AFC SPRING 2002 CONFERENCE**

<p>May16 (Thursday)</p>	<ul style="list-style-type: none"> <li>▪ Continental breakfast at Best Western University Tower Hotel.</li> <li>▪ 7.30 Walk to University Husky Union Building (HUB) Room 200AB</li>   <li>▪ 8:00 to 8.15 Welcome &amp; Opening Remarks</li> <li>▪ 8.15 to 8.30 Introductions</li>   <li>▪ 8.30 to 9.00 ..IFMA Update (S. Sheridan)</li> <li>▪ 9.00 to 10.00 Seminar # 1..FLOORING RESEARCH</li>   <li>▪ 10.00 to 10.15 Break</li> <li>▪ 10.15 to 11.15 Seminar # 2.. CONCRETE FLOORING</li>   <li>▪ 11.15 to12.15 Seminar # 3...CONST.MGMT.TRENDS (J.Schaufelberger)</li> <li>▪ 12:15 to 1.00 Lunch</li> <li>-----</li> <li>▪ 1.00 to 3.45 TOUR OF UNIVERSITY FACILITIES</li>   <li>▪ 3.45 Return to Hotel</li>   <li>▪ 5.00 - Bus trip to SPIRIT OF WASHINGTON DINNER TRAIN TOUR</li> </ul>
<p>May17 (Friday)</p>	<ul style="list-style-type: none"> <li>▪ Continental breakfast at hotel and walk to HUB</li> <li>▪ 8:00 to 9.00 Seminar # 4.. BIO –MED RESEARCH</li>   <li>▪ 9.00 to 10.00 Seminar # 5.. CUSTODIAL PROGRAM (M. Skule)</li>   <li>▪ 10.00 to 10.15 Break</li> <li>▪ 10.15 to 11.15 Seminar # 6.. POST OCCUPANCY AUDIT (A. Delson)</li>   <li>▪ 11.15 to 12.15 Seminar # 7.. EMERGENCY PLANNING (D. Strang)</li> <li>▪ 12:15 to 1.00 Lunch.</li> <li>-----</li> <li>▪ 1:00 to 1.45 Seminar # 8 .. GRAPHICAL AIDS (J.Portugal)</li>   <li>▪ 2.00 to 5.00 BOEING EVERETT TOUR</li> <li>▪ 6:00 – Evening dinner event</li> </ul>
<p>May18 (Saturday)</p>	<ul style="list-style-type: none"> <li>▪ Continental breakfast and meetings at Best Western</li> <li>▪ 8.00 to 9.00 Experience Sharing</li> <li>▪ 8.30 to 9.30.. Seminar # 9 .. HARVARD STRATEGIC PLANNING (S.Sheridan)</li>   <li>▪ 9.30 to 10:30 .. Seminar # 10.. EMERGENCY SITUATION PLANNING (J.Barrett)</li> <li>▪ 10.30 to 10.45 Break</li>   <li>▪ 10.45 to 12.15 BUSINESS MEETING</li> <li>▪ 12:15 to 1.15 Lunch.</li> <li>-----</li> </ul>



	<ul style="list-style-type: none"><li>▪ 1.15 to 5.00 Optional social events</li><li>▪ 6.00 - Optional Get-together Dinner</li><li>.</li></ul>
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Note: Morning sessions on Thursday and Friday are shared with the Health Council. Last Date: March 21, 2002