

SHOP talk

Plant Operations Support Consortium

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Consortium couples state government with higher education facilities support

'The GA-WSU partnership means greater efficiency for communities in our State'

By Phil Partington, POS staff

The Plant Operations Support Consortium has a new identity that's redefining the way facilities professionals look at sustainability and best practices. The General Administration-sponsored program has partnered with Washington State University Extension Energy Program in order to better serve its members.

"This is an incredibly positive merger," said Bob MacKenzie, manager of the POS Consortium. "Our members should begin to realize the gains immediately."

The collocation with WSU will aid in communication and help ensure that all opportunities for offering services are realized, MacKenzie added.

Joining with WSU Extension Energy Program enables the Consortium to tap into a myriad of new resources. Take a look at the distinguishable services WSU Energy provides:

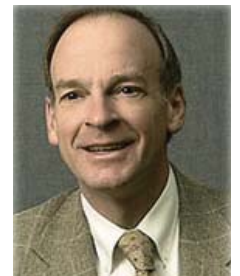
Technical assistance clearinghouses. Clearinghouse sponsors can choose from a menu of services ranging from development and maintenance of information-rich web sites, to telephone and e-mail hot lines that allow their customers to call for free, personal, one-on-one energy assistance.

Consulting. The WSU Extension Energy Program lends its expertise through contracts with other agencies and organizations. For example, one of its distributed generation specialist is currently working with the World Bank on an energy district feasibility study in Zakopane, Poland.

Research partnerships. Combining their expertise with partners' skills, they work to develop new knowledge bases and validate promising ideas. For instance, with funding from the U.S. Department of Energy, WSU Extension Energy Program is currently working with Weyerhaeuser forest products company, the WSU Wood Materials and Engineering Laboratory and others on a wall-moisture study.



**Linda Villegas
Bremer**



Jake Fey

(Please see "GA-WSU", continued on page 8)

POS Notes



Bob MacKenzie

POS Gets New digs

Your POS staff recently co-located with WSU Extension Energy program in Olympia and we expect the benefits to be apparent immediately. These folks are experts in many fields associated with energy and those proficiencies should result in many synergies for Consortium members. For example, we're already working with Rich Prill -- an indoor air quality specialist with WSU Energy -- on the development of an Operations and Maintenance Rating scheme. This rating process could provide big dividends to public agencies as they attempt to assess HVAC vendors and services. Ideally, we'll be combining the public works, mission-orientation of GA with the research, experience and entrepreneurial reputation of WSU-Energy.

Community and Technical Colleges Select System-Wide CMMS

We extend major kudos to our colleagues in the Washington state community and technical colleges. Facilities directors of the various colleges meet routinely as the Operations and Facilities Council to share best practices and work collaboratively on issues af-

fecting the colleges. The OFC had worked tirelessly with many associated groups to select and eventually implement a computerized maintenance management system for all community colleges in the state. As you can imagine, that's a tall order; what with the different needs and regions represented by some 34 community and technical colleges. An incomplete listing of groups allied with OFC involved with the selection and implementation includes respective college presidents and vice-presidents of administration and/or business, information technology professionals, the Center for Information Services, the Information Technology Planning Group, and the State Board of Community and Technical Colleges. Selected representatives from key groups formed the Vender Evaluation and Selection Team. VEST members included David Maxwell, capital projects manager of North Seattle CC; John McMahon, facilities director of Seattle Central CC; Tony Guerrero, facilities director of Cascadia CC and UW-Bothell; Greg Plummer, facilities director of Community Colleges Spokane; Bill Wilkie former facility director of Big Bend CC, now of Olympic College; Rachel Solemsass, Edmonds CC vice president of finance and operations; Brenda Mason, comptroller, financial services, Lake Washington Technical College; Deb Poarch, purchasing agent for CIS; Tom Bates of CIS and Dennis Colgan from Highline CC.

In truth, the accomplishment was as much a testament to coordination and full sup-

port of all associated groups, as it was the vender section for the actual CMMS. The State Board of Community and Technical Colleges issued a contract with Megamation Systems for purchase and service support of the comprehensive computerized maintenance management system. Tom Potter is Vice President of Client Services for Megamation Systems Inc. He applauds the OFC and its associated support groups for their in-depth assessment of CMMS/CAFMS. He believes the selection process could be a model for other Consortium members.

Megamation Systems Inc. was founded in 1986. Since 1998, they have been offering CMMS/EAM online services solutions to plants and facilities management companies throughout North America and Europe. Based just outside of Toronto, Canada, Megamation has offices on the Canadian east coast and in New York. Other locations are managed through a network of distributors that are versed in maintenance best practices.

"Statistically, too many CMMS/EAM implementations fail because the companies that sell the applications take little or no ownership of the implementation," said Potter. We don't sell software. What we do sell is a comprehensive service encompassing guaranteed access to a results-oriented web-enabled hosted CMMS/EAM application as well as implementation services including; customization, data conversion, third-party application integration and training.

(Please see "Notes", continued on page 4)

Shop Talk is a quarterly publication of the Plant Operations Support program. The newsletter is intended to be an informative and operationally-oriented medium for public facilities managers. Contents are also available in hard copy. We welcome feedback and input on the newsletter's contents from readers. We reserve the right to edit correspondence to conform to space limitations.

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School shootings prompt emergency preparedness

UW professional shares insights into the Virginia Tech and UW "Gould Hall" Shootings

By *Phil Partington,*
POS staff

The tragic shootings on the Virginia Tech campus last April has prompted more emphasis on campus safety and emergency preparedness/response among university and college campuses, K-12 school districts and agencies. Thirty-three students and faculty were killed in the deadliest shooting rampage on a college campus in U.S. history.

Steve Charvat, emergency management director at the University of Washington, had already been hard at work adjusting a comprehensive program as a result of another tragedy. Just two weeks prior, a University of Washington staff member was shot to death in her office by a former boyfriend who then committed suicide.

"We were already going through a lot prior to the Virginia Tech shooting," said Charvat. "UW had always had a number of safety, security and workplace violence policies in place, but these shootings helped us understand that even the safety, security and workplace violence policies and programs that were in place probably weren't adequate enough to handle a changing world."

Charvat explained how the university addressed the issue by breaking it up into two "streams" of activities.

The first stream was to look at how UW could improve awareness and availability of resources for students/staff and faculty, who are top candidates for domestic and workplace violence.

The second stream was to

focus on crisis communication. They decided that no matter what the crisis was (earthquake, shooting, flooding, etc.), they needed a better way of communicating timely and accurate information to their 70,000-plus students, building occupants and visitors. They looked at how they had developed critical messages in the past and found that it generally took a long time to get messages developed, approved and disseminated. For this reason, a written crisis communications plan was created that enabled such messages to be acted upon at a much faster pace. The other part of the quotient was to determine what technology tools would be used to reach out to everyone. They came up with a UW Alert system, where students/faculty/staff could voluntarily register



Steve Charvat

their phones, pagers, e-mails, etc. to a centralized system. In the case of an emergency, UW could send messages to those on the system. Critical messages could range from warning everyone about a gunman on campus to letting folks know what's going on after a serious earthquake.

"The Virginia Tech massacre was illuminating, because it pointed out that no campus can be 100% safe from a mass shooting," said Charvat. "Even if they had had an emergency message system like the one I talked about, any message that went out could also get out to the shooter."

(Please see "emergency", continued on page 7)



University of Washington dealt with an on-campus shooting of its own at Gould Hall just before the massacre at Virginia Tech took place last April.

Visionary leader takes helm of higher ed facilities association

Alan Bigger helps to position APPA for its second successful century as the association of choice for facilities professionals worldwide

By Ruth E. Thaler-Carter,
APPA writer

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www.appa.org

Anyone who witnessed his Maryland blue crab speech during the award's banquet at the July APPA 2007 conference in Baltimore, Maryland, knows that new APPA President Alan S. Bigger lives up to his name—he thinks *bigger*, *broader* and *bolder*.

The presidential gavel has been passed from Immediate Past President Christopher K. Ahoy to Bigger, and APPA members can expect a smooth transition of leadership. Bigger's goal is to build on APPA's 7 Key Strategies and new brand identity. He offers a three-fold theme for his presidential year, which will help with the implementation efforts:

- **Carpe diem:** Seize the day
- **Renovare:** To make new
- **Kaizen:** Continuous and orderly improvement

"These three terms summarize my vision for APPA's continuous growth, as I am committed to building on the stellar achievements of my predecessors," says Bigger. "We have a focused strategy, new brand identity, and committed membership and staff—if we don't aggressively move forward now, we'll miss valuable opportunities to effectively serve and lead the profession."

After more than 16 years as director of building services at the University of Notre Dame in Indiana, Bigger is now the director of facilities at Earlham College in Richmond, Indiana. He started his new job on September 17, 2007.

At Notre Dame, Bigger managed services for a campus with more than 6 million square feet of buildings, which included: more than 100 buildings; 400 apartments; and 6,300 beds; a custodial operation with 250 full-time employees; pest-control management; warehouse operations; and campus recycling and solid-waste

programs that handled more than 14 million pounds of products in a recent fiscal year.

He was responsible for more than \$350,000 in diversion savings in a fiscal year from recycling operations. During the summer, Bigger also coordinated the use of residence halls by more than 20,000 guests a year.

(Please see "Bigger",
page 6)



The APPA Presidential gavel has been passed on to Alan Bigger.

(Continued from "Notes", page 2)

In addition to the initial implementation, we offer continual training, technical support, free upgrades and a dedicated account management team focused on ensuring that you get rapid return on your investment."

Members of the OFC have passed-on lessons learned to other Consortium members, including Washington State Parks and Recreation Commission. The parks facilities professionals are in the process of selecting a maintenance management system and want to avoid re-inventing the wheel.

Welcome Returning, New Members

We're elated to welcome a slew of new members to our merry family and even more delighted to welcome back long-time, engaged well-grounded members. Every new member adds depth and brings additional resources to the group; while returning members retain intuitional knowledge and prove the value of the Consortium to every other member. New members--School districts: Brewster, Camas, Goldendale, Mount Vernon, Orondo, Port Angeles, and Willapa Valley. North Central Educational Service District 171 and Skamania County also joined our merry group. Here's a hefty listing of returning members in the past six

months: Alaska Department of Transportation-Public Facilities, Chehalis SD, Clark College, Columbia Basin CC, Community College of Spokane, Washington state Departments of Corrections, Transportation, Health, General Administration (Facilities and Services Divisions), Information Services, Liquor Control Board, Parks and Recreation Commission, Veterans Affairs, Natural Resources, Ecology, Criminal Justice Training Commission, Schools for the Blind and Deaf, and Washington State Patrol. Also, Cowlitz County, Cowlitz County PUD #1, East Valley SD, Easton SD, Educational Service District 101, Enumclaw SD, Port of Everett, Grays Harbor College, Highline CC, Highline SD, City of Hoquiam, LaCrosse SD, McCleary SD, Moses Lake SD, Mukilteo SD, Oak Harbor SD, Ocosta SD, Pierce County, Pierce County Housing Authority, Pierce County Library System, Port Townsend SD, Quilcene SD, Quillayute Valley SD, Renton Tech College, Snohomish SD, South Puget Sound CC, Sunrise Beach School, City of Walla Walla, University of Washington, White River SD and Wishkah Valley SD...whew! Welcome back everyone.

Bob

Consortium members nab more greenhouses

'These greenhouses will stretch our limited facilities dollars'

By Bob MacKenzie, POS manager



Alex Kurka

Facilities professionals from Olympic Corrections Center recently benefited from a Consortium offering by nabbing a number of greenhouses and associated materials. These greenhouses were different from the type reported in summer Shop Talk. The units obtained by OCC were constructed of steel bowed pipe and can be reconstructed between 28' X 50' and 28' X 100'. A number of support materials were also salvaged from the construction site... an extant industrial greenhouse operation. David Woody and Greg Banner supervised a five-person OCC crew in the deconstruction of the greenhouses.

"These greenhouses will enhance OCC horticulture programs and stretch our limited facilities dollars," said Woody. "It's a tangible benefit of our Consortium membership."

The greenhouses were offered to the Consortium by Alec Kurka, project superintendent of Polygon Northwest. Polygon's huge residential project — Creekside — in Kent, Washington resulted in the greenhouses becoming available.

"We build communities, not just homes," said Kurka. "We're delighted that Consortium members were able to practice sustainability by re-using these greenhouses and associated support systems."

Cedar Creek Corrections Center also deconstructed two greenhouses and will incorporate them into their conservation program.

For more information about the greenhouses or other Consortium material offerings, contact POS staff 360.956.2055 mackenzieb@energy.wsu.edu



David Woody (l) and Greg Banner explain how their crew will disassemble one of the Kent greenhouses. The two Olympic Corrections Center members supervised a five-person crew during the deconstruction and transport of the systems.

Consortium Member Roster

K-12 Schools

Abbotsford, BC
Bremerton
Brewster
Bridgeport
Camas
Cascade
Centralia
Chehalis
Clover Park
Comox Valley, BC
Coquitlam, BC
Delta, BC
East Valley, Spokane
Easton
Eatonville
Edmonds
Elma
Enumclaw
ESD 101
ESD 171
Federal Way
Goldendale
Highline
Ketchikan, AK
Kittias

Liberty
Marysville
McCleary
Mission, BC
Moses Lake
Mount St. Michael's
Mount Vernon
Mukilteo
North Thurston
Oak Harbor
Ocosta
Okanogan Skaha, BC
Orondo
Peninsula
Port Angeles
Puget Sound ESD
Quilcene
Rochester
Saanich, BC
South Kitsap
Snohomish
Stanwood-Camano
Sumner
Sunrise Beach
Surrey, BC
Wenatchee

White River
Willapa Valley
Wishkah Valley
Yelm
Universities/Colleges
Big Bend CC
Clark College
Columbia Basin CC
CC of Spokane
Everett CC
Grays Harbor College
Highline CC
Olympic CC
Renton TC
The Evergreen State College
Univ. of Washington
WSU Extension Energy
Ports
Port of Everett
Port of Kennewick
Port of Sunnyside

Municipalities

City of Hoquiam
City of Marysville
City of Oak Harbor
City of Tacoma
City of Tumwater
City of Walla Walla
City of Vancouver
Clark County
Cowlitz County
Cowlitz County PUD #1
Grays Harbor Public Dev. Auth.
Jefferson County
King County Housing Auth.
Kitsap County
Lakehaven Utility District
Lewis County
Pierce County
Pierce County Housing Auth.
Skamania County
Tacoma-Pierce Cty Health
Town of Eatonville
Whatcom County
City of Port Moody, BC

States/Tribal

Alaska
Oregon Youth Auth.
Squaxin Island Tribe
Wash. St. Agencies
Corrections
Criminal Justice Training Comm.
Ecology
General Administration
Health
Information Services
Licensing
Liquor Control Board
Military
Natural Resources
Parks & Recreation
School for the Blind
School for the Deaf
Social & Health Services
Transportation
Veteran's Affairs
Washington State Patrol

Our warm welcome to the new members in green type and to those state agencies which have re-subscribed.

We look forward to serving your facility and operations needs.

("Bigger" continued from page 4)

Bigger believes competition for scarce resources is the biggest issue for the facilities management industry. "One area of a university can generate the revenues for a new building, but maintenance costs may not be able to keep up with capital investments," he said. "Public institutions face the same challenges—there isn't as much glory in a donated roof as a donated building. There are only X number of dollars to go so far."

He also notes that the landscape of an institution also changes, both literally and figuratively, based on the nature of students, which evolves over time and creates yet more challenges for facilities management.

"As student values change, it leads to unique challenges for the university. The ability to respond to these changes can be very expensive," says Bigger.

Libraries are an excellent example of the changing demands on facilities, Bigger explains. Students access information online, so they use libraries less. Libraries are evolving into open-source environments. Soon, we may not have or need large buildings for libraries."

Bigger warns his colleagues to prepare for challenges created by the sustainability movement.

"We have to fund and adapt now even though change can come again in another five years," he said. "It's similar to the asbestos issue—in the future, we could find out that some common item today is equally dangerous."

APPA promotes leadership in educational facilities for professionals seeking to build their careers, transform their institutions, and elevate the value and recognition of facilities in education. APPA provides members the opportunity to explore trends, issues, and best practices in educational facilities through research, publications, professional development and credentialing. Formerly the Association of Physical Plant Administrators, APPA is the association of choice for 5,200 educational facilities professionals at more than 1,500 learning institutions throughout the United States, Canada, and abroad.

Alan Bigger has been a Plant Operations Support Consortium correspondent and resource for several years. Contact Alan, biggeral@earlham.edu, to learn more about his incredible journey in facilities management.

Energy/Facilities Connections Conference Update

EFC 2008 stacked with high-end speakers

The fourth annual Energy/Facilities Connections Conference is scheduled for May 21st through 23rd, 2008 in Leavenworth, Washington. Online registration will be available *very* soon. In fact, by the time you read this, it might already be out, so contact your POS staff, partingtonp@energy.wsu.edu, for a status report. In the meantime, sign up for lodging and check on getting approval for this one-of-a-kind training venue.

code # 7927 when making the reservation. You can make your reservation to extend from the evening of Tuesday, May 20th, with check-out on Friday, May 23rd. Call Enzian reservations: 800.223.8511.

What to expect

We've got an impressive, high-end roster of conference speakers lined up, including Kathleen Drew from the Governor's Office, Director of WSU Energy, Jake Fey,



Cost is \$250 per person for Consortium members and \$400 per person for nonmembers. Either way, that's an extremely low price for two-and-one-half days of valuable training on facility, energy and custodial related topics. Cost also includes lunch for the first couple days and continental breakfasts are included if you book with the Enzian Inn.

EFC Conference Lodging

It's important that you lay on lodging while the getting is good! We've reserved a block of rooms at the Enzian at the government per diem rate. We recommend you call right away to reserve your room for the event. Use

Kathleen Merryman with the Tacoma News Tribune, as well as a panel about facilities administration in 2010.

In addition, BetterBricks is sponsoring a hands-on, innovative energy device technologies demonstration. Maintenance management, retro-commissioning, safety in the workplace and many more topics will pique your curiosity.

These are just some of the top-flight training events attendees can look forward to. Contact your POS staff for more information, mackenzieb@energy.wsu.edu.

("Emergency" Continued from page 3)

In addition, Charvat detailed some legal issues that came up amid the massacre. Individuals' rights to privacy (i.e., psychological cases, medical records, etc.). Unless there are specific court orders that deem someone an immediate threat, those records cannot be shared with others.

"The rules were followed," Charvat added. "Obviously, gun control laws which vary from state to state are another factor, but ultimately you can never guarantee safety under these circumstances."

What you can do is minimize the chance for fatalities and injuries, as well as the amount of damage sustained by the institution by having good emergency plans that are well-known by the occupants of each building. It's also important to identify potential problem areas."

Ironically, UW had its annual emergency drill on April 24, 2007, which was just after the Gould Hall and Virginia Tech shootings. The drill had already been scheduled prior to these episodes and featured a full scale simulated disaster drill. In the drill, participants had to react to a simulated chemical spill of a large tanker, while a chemical cloud was drifting toward

the campus. Many senior-level campus decision makers were involved and had to respond to issues like how to deal with the media; how to re-route traffic; how to provide meals to those trapped in buildings; how to deal with the sick; how to deal with the deceased, etc.

Charvat explained that all the PAC-10 universities have been having monthly conference calls for disaster planning efforts since the pre-pandemic flu preparedness issues were surfaced. Communication and resource-sharing with other organizations in similar situations are important steps to emergency preparedness planning.

At the state level, there is already funding that allows GIS CAD Mapping for all K-12 schools, so that first responders, such as police, fire, ambulances, etc... know what they're walking into when there is a dangerous event. Higher education has yet to receive this kind of funding, because they tend to have too many buildings to fund with public dollars. UW-Seattle has 225-plus buildings alone on its main campus - not including off-campus facilities, leased facilities and the two other main campuses in Bothell and Tacoma.

"What happened at Virginia Tech and University of Washington last April could happen anywhere," said Charvat. "Emergency preparedness plans are great, but unless there is constant reminding and they are practiced, they don't accomplish what they were originally intended for."

Yet, there are tools available to help facilities professionals and safety officers develop, upgrade and implement their emergency plans. The Plant Operations Support Consortium can work with members to link them to the professionals, like Steve Charvat, who can guide others in this critical area.

Steve Charvat is the first Emergency Management Director for the University of Washington (selected in April 2003 after a nationwide search). He is responsible for managing comprehensive emergency management programs that serve as models for other colleges and universities nationwide.



University of Washington staff executes emergency response action steps in drill to help better prepare for such disasters as the Gould Hall shooting that occurred just a few weeks prior.

Charvat's Tips: Developing an Emergency Plan

Make sure your plan is written down and has been tested to some point. There is reluctance in higher education to do drills - even just a fire drill - because the building occupants tend to be mostly adults who are more independent. For this reason, periodic drills are looked at as a disruption to their day-to-day activities. However, unless the plans are tested, they're only as good as the paper they're written on. Typically, only a select few in the buildings know the plans very well, because they work with them constantly. Therefore, regular testing and drills are crucial, even if they're discrete. It helps people understand that their leaders, managers and organization values emergency preparedness. In addition, it may save a life.

(“GA-WSU” continued from page 1)

- **Data support services.** The WSU Extension Energy Program provides data analysis and custom database and software solutions to organizations requiring in-depth information about the production and use of energy. Its analysts and software developers specialize in aggregating and analyzing energy use data. They answer policy questions and produce extensive studies about trends in energy production and use.
- **Commercial and industrial engineering assessments.** Working with utilities, energy engineers visit industrial plants to identify cost-effective energy-efficient improvements.
- **Software and publications.** Staff create and support software for energy-related applications. Their products include MotorMaster+ for analyzing motor and motor systems efficiency, created with funding from the U.S. Department of Energy. Their clients also rely on the program to produce credible publications ranging in complexity from tip sheets to technical manuals.
- **Speakers and trainers.** Experts are available to provide training and presentations for industries, businesses and utilities on a number of technologies, processes and practices, particularly motor management. They also schedule regular training sessions on building-related topics such as energy code compliance and indoor air quality.



Plant Operations Support staff, (from left to right), Phil Partington, Sue Brown, Bob MacKenzie and Larry Covey, take a moment from conference planning.

“The objectives of both of our organizations and our program offerings create a setting for a strong operational partnership,” MacKenzie said.

The POS-WSU partnership is designed to take advantage of the strengths of both organizations in providing information, technical assistance and consultation on physical plant operation and maintenance issues to state and local governments, as well as managing construction projects.

“The potential for partnerships will grow in this collaboration,” said GA Director Linda Villegas Bremer. “It means greater efficiency for communities in our state.”

The WSU-Energy Program is a self-supporting department within the University’s Extension Service. The program receives project funding from federal government agencies, federal power marketing agencies, the nonprofit Northwest Energy Efficiency Alliance and several other sources. It has a budget of \$6 million and a staff of 60 in Olympia, Spokane and other state locations. The program staff, “sing for their dinners,” another close similarity with Consortium staff.

“Our clients include industrial plants, private consulting firms, businesses, government agencies and utilities,” said Jake Fey, director of WSU Extension Energy Program. “But perhaps most significantly for this effort, public agencies in Washington and throughout the northwest are key clients. This partnership puts more service ‘tools’ in each of our tool boxes.”

New Consortium staff contacts

Be sure to update your contacts list, as your Consortium staff has changed offices. You can still visit us online at www.ga.wa.gov/plant. However, we’ve also changed Listserv providers. If you think you should be subscribed to the Listserv, but aren’t getting our e-mails, or you wish to be subscribed, please contact any one of us and let us know.

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