

Energy/Facilities Connections 2011

Now... More Than Ever!

May 11-13, 2011
Enzian Inn • Leavenworth, WA





Welcome
to the Energy/Facilities Connections 2011 Conference
Now... More Than Ever!

Welcome to Leavenworth! The Washington State University (WSU) Extension Energy Program is proud to host the 2011 Energy/Facilities Connections Conference.



Our conference theme is **Now...More Than Ever!** It speaks to the need to be dynamic – to plan and act in both the energy and facilities arenas. And, that is what makes this conference so timely.

Be prepared to fully engage yourself in this customized training event. You are encouraged to participate in discussions, offer

your perspectives, ask key questions, develop professional relationships and carry the lessons that you learn back into your own operations.

I hope that you benefit greatly from your experience over the next few days.

Enjoy the 2011 Energy/Facilities Connections Conference.

Sincerely,

Jacob C. Fey, Director
WSU Extension Energy Program

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Partners: Northwest Energy Efficiency Council, University of Washington, Washington Association of Sewer and Water Districts, and Wenatchee School District.

Wednesday, May 11, 2011

7:00 - 9:00 a.m.	Registration A full breakfast is available in the Enzian Inn restaurant with your hotel reservation	
8:00 - 8:30 a.m. <i>Continental Room</i>	Welcome and Introductions	
Keynote 8:30 - 9:30 a.m. <i>Continental Room</i>	Joint Session Facilities Revelations – Where We Are Now <i>Lander Medlin, Executive Vice President, APPA</i>	
Session 1 9:30 - 10:45 a.m.	<i>(Alpine)</i> Facilities Change Agents – How to Cope with Changing Demographics <i>Larry Price, Bellevue Community College</i>	<i>(Danube)</i> Advanced CCTV and What it Means to Your Operations <i>Mark Twietmeyer, URS Electronics; Eric Paffenroth, Pelco; and Kevin Loesch, Monroe Correctional Center</i>
10:45 - 11:15 a.m.	Hot Shop! <i>(Alpine and Bavarian)</i>	
Session 2 11:15 a.m. – Noon	<i>(Alpine)</i> Achieving Results with Servant Leadership <i>David McCuiston, Mukilteo School District</i>	<i>(Danube)</i> Emerging Wireless Building Automation Technologies <i>Eric Shimmin, ESC Automation</i>
Lunch / Activities 12 Noon - 1:40 p.m. <i>Continental Room</i>	Now...More Than Ever! The Cost of Doing Nothing <i>Alan Bigger, APPA Fellow and Facilities Management Consultant</i> <i>Entertainment: Wenatchee High School Mariachi Azteca</i>	
Session 3 1:40 - 2:40 p.m.	<i>(Alpine)</i> New Energy-Saving Technologies – What Works and What Doesn't <i>Fritz Feiten, Ameresco Quantum</i>	<i>(Danube)</i> Solar Energy Technologies and Applications <i>Phil Lou, WSU Extension Energy Program</i>
2:40 - 3:15 p.m.	Hot Shop! <i>(Alpine and Bavarian)</i>	
Session 4 3:15 - 4:30 p.m.	<i>(Alpine)</i> Maintenanceland Defined – Why Don't New & Remodeled Buildings Perform as Expected? <i>Paul Clark, Moses Lake School District, and Rich Prill, WSU Extension Energy Program</i>	<i>(Danube)</i> Highlights from the New Energy Code – What Facility Managers Need to Know <i>Stan Price, Northwest Energy Efficiency Council</i>
5:00 p.m.	Network Connections	

Keynote Speaker		Leadership Track
Technical Track	Custodial Connections	Hot Shop!

Thursday, May 12, 2011

Keynote 8:15 - 9:00 a.m. <i>Continental Room</i>	Joint Session The Art of Leadership <i>John Lee, Director of the Washington State Department of Veterans Affairs</i>		
Session 5 9:00 - 10:00 a.m.	<i>(Alpine)</i> Leadership in the New Decade – Why Do Leaders Want to be Leaders? <i>Panelists: Lander Medlin, APPA; John Lee, Washington State Dept. of Veterans Affairs; Kimberly Gray, U.S. General Services Administration; and Gene Woodard, University of Washington</i>		
10:00 - 10:15 a.m.	Break		
Session 6 10:15 - 11:00 a.m.	<i>(Continental)</i> Using Energy Dashboards for Facility Management <i>Steve Szablya, Seattle University, and Melinda Nelson, Delta Controls</i>	<i>(Alpine)</i> LED Lighting – Separating Fact, Fiction and Marketing Hype <i>Michael Lane, Lighting Design Lab</i>	<i>(Danube)</i> Utilizing Custodial Staffing and Performance Standards for Success <i>Alan Bigger, APPA Fellow</i>
Session 7 11:00 a.m. - Noon	<i>(Continental)</i> How to Stretch Resources and Achieve Major Cost Reductions <i>Larry Price, Bellevue Community College</i>	<i>(Alpine)</i> Maximizing CMMS Effectiveness <i>Mark Crosson, Washington State Department of Social and Health Services</i>	<i>(Danube)</i> Do Your Custodial Operations Measure Up? Part 1 <i>Gene Woodard, University of Washington</i>
Lunch / Activities 12 Noon - 2:00 p.m. <i>Continental Room</i>	Race to the Bottom <i>Bob Cowan, Director of Facilities Engineering at the Fred Hutchinson Cancer Research Center</i> <i>Entertainment: Wenatchee High School Golden Apple Band</i>		
Session 8 2:00 - 3:00 p.m.	<i>(Continental)</i> Proving the Worth of Your Energy-Savings Program <i>Karen Janowitz and Karen Messmer, WSU Extension Energy Program</i>	<i>(Alpine)</i> Retrofitting for Optimum HVAC Performance <i>Greg Jourdan, Wenatchee Valley College</i>	<i>(Danube)</i> Do Your Custodial Operations Measure Up? Part 2 <i>Gene Woodard, University of Washington</i>
3:00 - 3:15 p.m.	Break		
Session 9 3:15 - 4:30 p.m.	<i>(Continental)</i> Aligning Maintenance with Business Goals <i>Bob Hubenthal and Mike Allen, Washington State Department of Social and Health Services</i>	<i>(Alpine)</i> Innovative Wastewater Infrastructure in Energy Management <i>Layne McWilliams, Energy Smart Industrial Program</i>	<i>(Danube)</i> Work Loading Your Custodial Operations <i>David Frank, American Institute for Cleaning Services</i>
5:00 p.m.	Network Connections		

Friday, May 13, 2011

Keynote and Session 10 8:00 - 9:15 a.m.	<i>(Continental)</i> Changing Landscape for Energy Services <i>Mike Weedall, Vice President, Energy Efficiency for the Bonneville Power Administration</i>	<i>(Danube)</i> Third-Party Evaluation – Why It’s Important <i>David Frank, American Institute for Cleaning Services</i>
Session 11 9:15 - 10:30 a.m.	<i>(Alpine)</i> Utilities’ Perspectives on Energy Independence <i>Tom Lienhard, Avista Corporation; Bob Stolarski, Puget Sound Energy; Jim West, Snohomish PUD; and Mike Weedall, Bonneville Power Administration</i>	<i>(Danube)</i> Process Improvements Take Time – Leadership Skills to Provide Environment for Change <i>Alan Bigger, APPA Fellow</i>
10:30 - 10:45 a.m.	Break	
Session 12 10:45 a.m. - Noon	<i>(Alpine)</i> Energy Success at The Evergreen State College <i>Paul Smith, The Evergreen State College, and Donna Albert, Washington State Dept. of General Administration</i>	<i>(Danube)</i> Custodial Discussion Panel <i>Alan Bigger, APPA; David Frank, American Institute for Cleaning Services; and Gene Woodard, UW</i>

<i>Keynote Speaker</i>	<i>Leadership Track</i>
<i>Technical Track</i>	<i>Custodial Connections</i>

Plant Operations Support Consortium

The award-winning Plant Operations Support Consortium is a self-sustaining unit of the WSU Extension Energy Program. The Consortium provides vital facilities and operations support to professionals. Join more than 125 state agencies, schools, colleges, ports, utilities and municipalities, tribal and non-profits in a collaborate ‘family’ doing more with less.

Consortium members assist facility managers across the Pacific Northwest

with their public works, facility maintenance, and technical, as well as custodial, procurement and surplus, leadership training and technical needs.

Consortium members have saved more than \$63 million in costs since 1996. Find out how you can benefit from this innovative, acclaimed program. Contact Consortium staff, (360) 956-2055, e-mail plantops@energy.wsu.edu, or access www.energy.wsu.edu/PlantOperations.

Featured Speakers

Alan Bigger

Facilities Management Consultant

Alan Bigger is a native of Dublin, Ireland, and a true achiever in the facilities field. A recipient of numerous awards including the 2009 APPA Fellow Award and the University of Notre Dame President's Award in



2002, Alan brings a broad range of experience to his work. Alan's background includes over 34 years in facilities operations for institutions

including Earlham College, University of Missouri, University of Notre Dame, South Texas Hospital and the United States Air Force. A prolific writer and trainer, Alan has contributed to APPA books and over 400 articles for publications and trade journals including *Executive Housekeeping Today*, *Maintenance Executive*, *ISSA Today*, *Building Services Management* and *Total Quality Maintenance*.

Bob Cowan

Director of Facilities Engineering for the Fred Hutchinson Cancer Research Center

Bob Cowan is responsible for day-to-day operations, maintenance and repair of the beautiful, complex, world-class, 1.4-million-square-foot Fred Hutchinson campus. The 13-building campus, located in



Seattle, is dedicated to cancer research and treatment, has over 3,000 staff and boasts three Nobel Laureates among its staff. During

Bob's 12 years at the "Hutch," he has overseen a facility expansion program that added more than 700,000 square feet, helped the Center win over 20 energy awards at the local and national levels, and successfully weathered numerous inspections (JCAHO, DOH, FDA, AAALAC, CAP, etc.).

John E. Lee

Director of the Washington State Department of Veterans Affairs

A native of West Virginia, John entered the U.S. Army in 1968, spent the next 21 years serving in the Army's Infantry and retired in



1990 as the Command Sergeant Major of the 3rd Brigade, 9th Infantry Division at Fort Lewis. John, a Vietnam War veteran, has served the Washington

State Department of Veterans Affairs for 20 years and was appointed its Director on November 1, 2005, by Governor Christine Gregoire. As Director, his responsibilities include advocacy and outreach for the state's more than 670,000 veterans and their families and overseeing three veterans' homes throughout the state. John holds three degrees, including a Masters in Health Administration.

Lander Medlin

Executive Vice President – APPA

Lander Medlin is the Executive Vice President of APPA, which provides "Leadership in Educational Facilities." Prior



to joining the APPA staff in 1994, Lander was the Assistant Director of Administrative and General Services for the Department of Physical Plant at the University of Maryland, College Park. She also worked for the American Physical Society in Washington, D.C., where she created the Society's Office of Public Affairs. In addition, Lander serves as the Executive Director for the Governor's Science Advisory Council for the State of Maryland. Lander earned her

B.S. and M.A. from the University of Maryland, College Park, and is currently working on her Ph.D. in Higher Education Policy, Planning, and Administration.

Mike Weedall

Vice President of Energy Efficiency, Bonneville Power Administration

Mike Weedall has over 21 years of experience in the energy industry. At present he is BPA's Vice President of Energy Efficiency, responsible for leading BPA's



conservation and distributed generation programs. Mike serves as BPA's liaison for energy efficiency issues with a variety of interest groups in the Northwest. He also serves on the Board of Directors for the Consortium for Energy Efficiency, a national organization promoting market transformation for energy efficiency technologies, and is

a member of the Board of Directors for the Center for Energy Efficiency and Renewable Technologies.

Session Descriptions

Day 1 – May 11

Morning Keynote

Lander Medlin, APPA Facilities Revelations – Where We Are Now

Catch the spirit of collaboration and leadership from the heart with this conference-opening winner! Lander Medlin, the executive vice president of the Association of Higher Education Facilities Officers, joins us from Washington, D.C.

Session 1

Leadership Track

Facilities Change Agents – How to Cope with Changing Demographics

Hear about anticipated changes within facilities operations and how to face the challenges head-on as a facilities leader. Our discussion will also delve into understanding our customer and stakeholder expectations and how they will change in the future.

Technical Track

Advanced CCTV and What it Means to Your Operations

Join us as we review the various components in a closed-circuit TV (CCTV) system and how pre-Y2K technology can still be used in today's IP/Digital applications. These top-flight experts will focus on how an IP system operates, what design issues need to be addressed when laying out an IP system, and even present a major case study example about the Monroe Correctional Center. This is a can't-miss session for anyone interested in CCTV.

HOT SHOP!

Visit Hot Shop! Professionals at numerous stations demonstrate new and useful instruments for imaging, taking measurements, trouble-shooting, logging activity, metering and tackling diagnostic problems. Hot Shop! is hands-on training in a non-commercial way designed to support the theme of the conference – *Now...More Than Ever!*

Session 2

Leadership Track

Achieving Results with Servant Leadership

Origin, philosophy and leadership practices for building sustainable “super-teams” is the name of the game in servant leadership. Learn insights into creating a cooperative vision, purpose, workplace standards and accountability practices for organizational success. Presented by a seasoned, nationally renowned leader.

Technical Track

Emerging Wireless Building Automation Technologies

The building automation world is full of emerging wireless technologies with no clear winner in sight. Don't set yourself up for failure. Before taking the jump, learn about the facts, fiction and marketing.

Note: All sessions subject to last minute changes.

Lunch/Keynote

Alan Bigger, APPA Fellow and Facilities Management Consultant Now...More Than Ever!

The Cost of Doing Nothing

Alan harnesses his shirt-sleeves-up facilities experience; national leadership acumen; and prolific, award-winning author credentials and then rolls in the likes of Baird Robert Burns to explain how “doing nothing” can cost organizations big bucks. A keynote for the history books!

Session 3

Leadership Track

New Energy-Saving Technologies – What Works and What Doesn't

Check out this fast-paced session highlighting what's hot and what's not in lighting, water heating and biomass technologies. Discover what's truly going to give you the best bang for your buck by separating the overhyped technologies from the tried-and-true applications.

Technical Track

Solar Energy Technologies and Applications

Join the WSU Extension Energy Program's solar specialist as he discusses Washington state solar opportunities. Learn about solar technologies, applications and products, as well as current incentives. *Let the sun shine!*

Session 4

Leadership Track

Maintenanceland Defined – Why Don't New & Remodeled Buildings Perform as Expected?

Learn how to communicate in *Maintenanceland* and how the process can push such hot-button issues as indoor air quality. Don't get caught in the quicksand of IAQ and comfort issues that will drag you down. Join us to learn best practice approaches to address these challenges.

Technical Track

Highlights from the New Energy Code – What Facility Managers Need to Know

The 2009 Washington State Non-Residential Energy Code (NREC) is effective beginning January 1, 2011. Stan Price from the Northwest Energy Efficiency Council provides technical resources and assistance to the design and facilities management community and addresses questions about the new requirements for building envelope, lighting, energy metering and mechanical systems.

Day 2 – May 12

Morning Keynote

John Lee, Washington State Department of Veterans Affairs, The Art of Leadership

Is it easier to lead in the private or public sector? Why do some elected officials not trust state and other public employees? Why does it take government so long to act? Intriguing

questions and a beloved leader and speaker will start our morning. Director John Lee. It just doesn't get any better!

Session 5/Keynote

Leadership Track

Leadership in the New Decade – Why Do Leaders Want to be Leaders?

Hear the perspectives from a blue-ribbon panel of leaders from different arenas. This promises to be one of the most intriguing discussions!

Session 6

Leadership Track

Using Energy Dashboards for Facility Management

Seattle University has integrated a utilities dashboard into their Building Management System that can measure the overall performance of a building. This tool can help you provide energy usage feedback and education, and can help publicize energy consumption data in readily available venues. Learn more about this top-of-the-line dashboard and how providing access to real-time data may inspire your organization to set goals and establish competitions to reduce energy usage.

Technical Track

LED Lighting – Separating Fact, Fiction and Marketing Hype

Hear how LEDs are changing lighting for the better and how to avoid some of the pitfalls that go along with adopting this emerging technology. This session will provide an overview of the technology, suitable applications, and how LEDs compare with the old standbys like fluorescent and metal halide lighting when it comes to energy use, maintenance, controls, and lighting quality.

Custodial Connections

Utilizing Custodial Staffing and Performance Standards for Success

Budgets are being reduced, yet custodial programs are expected to provide the same services with fewer resources and reduced staffing. Join in to learn how standards can be used to reinforce what staffing levels should be if organizations expect their facilities to maintain a desired level of services.

Session 7

Leadership Track

How to Stretch Resources and Achieve Major Cost Reductions

Step into this invigorating brainstorming session that will focus on innovative methods to achieve facilities cost reductions, how to automate those methods, and how to be organized and lead in the implementation of those strategies. This is a hot-ticket discussion that you'll want to take part in.

Technical Track

Maximizing CMMS Effectiveness

Many organizations don't leverage the full capacity of their current computerized maintenance management systems (CMMS) or

Session Descriptions

enterprise asset management systems. Engage in the timely debate about deploying a CMMS as a stand-alone system versus an integrated system, and learn about the typical challenges encountered with systems integration and the resulting impact on CMMS effectiveness.

Custodial Connections

Do Your Custodial Operations Measure Up? Part 1

Kick-start the Custodial Connections track with a fresh look at defining and preparing your custodial operations for the future. This session will take an objective approach to communicating and validating costs, staffing, training, work processes and the effectiveness of your custodial program.

Lunch/Keynote

Bob Cowan, Fred Hutchinson Cancer Research Center Race to the Bottom

We are in a "Race to the Bottom." In this race there are winners, losers and survivors. The losers have already moved on to greener pastures, so by definition you are either a winner or a survivor. Come get some tips designed to help the survivors become winners and the winners stay winners, because this is a long race. In fact, it's a marathon, not a sprint. The phenomenal Bob Cowan returns by popular vote to impart these and more pearls of wisdom.

Session 8

Leadership Track

Proving the Worth of Your Energy-Savings Program

Saving energy and saving money are great outcomes for an energy management program, but how do you communicate that success to your organization? This session presents examples of communications tools that can keep your program in the spotlight. Learn about serving the different interests of your audience so you generate support for your program at all levels.

Technical Track

Retrofitting for Optimum HVAC Performance

Learn about the benefits of – and opportunities for – upgrading existing HVAC equipment and controls for optimum performance and energy savings. This technical presentation will address central chiller plant optimization, tuning up roof top units (RTUs), replacing and updating existing controls, and commissioning/tuning up and/or replacing older HVAC equipment. Insights about financial return on investment and net operating income will be provided, along with tips for getting utility rebates to reduce capital costs.

Custodial Connections

Do Your Custodial Operations Measure Up? Part 2

Part 2 will pick up where Part 1 leaves off, focusing on issues to consider when preparing your custodial operations for the future.

Session 9

Leadership Track

Aligning Maintenance with Business Goals

The current economic crisis requires state agencies to do the best they can with dwindling resources, less money and fewer staff. The Washington State Department of Social and Health Services (DSHS) is implementing comprehensive changes to close three institutions and consolidate eight institutional maintenance departments into a single organization. Hear about their challenges and efforts over the last six months to plan and implement the new Consolidated Maintenance and Operations organization.

Technical Track

Innovative Wastewater Infrastructure in Energy Management

What do these have in common: water and wastewater systems that range from individual building services to regional systems with thousands of users; campus heating, cooling and environmental systems; and cold-storage facilities? They all depend on somewhat sophisticated mechanical equipment and processes to perform properly. By optimizing that equipment, they can all operate more efficiently than they do now. With an emphasis on water and wastewater systems, this session will focus on how small O&M changes can make a big difference in operating costs, how to identify those opportunities and how utility incentives can help fund the improvements.

Custodial Connections

Work Loading Your Custodial Operations

This session will teach you how to build a zero-based staffing plan with modern work loading tools that will help you consider numerous real-life variables such as customer expectations, service requirements, building usage, operating cost and quality. Explore time-proven methods and techniques to generate accurate staffing plans and apply industry-specific benchmarks to make meaningful comparisons. Whether you are an administrator, manager or supervisor, the ability to document and validate your budget is the key to your success.

Day 3 – May 13

Morning Keynote

Mike Weedall, Bonneville Power Administration

Changing Landscape for Energy Services

The Pacific Northwest has a long and successful record of energy efficiency. But no field is without change and on-going challenges. Hear from the top expert at BPA about what the region has accomplished to date. Then, look forward to discussing how the region will be challenged by issues such as demand response, smart grid and, oh yes, even more energy efficiency!

Session 10

Custodial Connections Third-Party Evaluation – Why It's Important

In addition to the many standards being set by associations, other standards are established by the federal government. Sorting through the numerous sets of standards and the organizations that establish them can be complex and confusing to industry professionals. This dynamic session investigates the leading standards that shape our business. Complex information, voluminous standards and federal requirements are simplified and streamlined into content you can use.

Session 11

Leadership Track

Utilities' Perspectives on Energy Independence – Blue Ribbon Panel

Hear from industry experts about how energy providers have adjusted to the changing landscape. You'll get insider information about a myriad of energy-related issues. A can't-miss session!

Custodial Connections

Process Improvements Take Time – Leadership Skills to Provide Environment for Change

Custodial program managers and supervisors place high expectations on staff to make fast turnaround in their work practices after new methods have been introduced. However, it doesn't always work. There are stumbling blocks along the way and adjustments that need to be made. Management needs to anticipate these hurdles as everyone adapts to changes. This session will provide guidance on coaching and mentoring skills so managers can lead staff in embracing change and being diligent when hard decisions must be made.

Session 12

Leadership Track

Energy Success at

The Evergreen State College

Join staff from The Evergreen State College as they share their story about implementing the Energy Service Company (ESCO) process over the past five years. Learn about how they managed this process with the Washington State Department of General Administration and hear details about two energy project case studies. This best practice collaboration is a prime example of how ESCOs can benefit your organization.

Custodial Connections

Custodial Discussion Panel

We wrap up the Custodial Connections track with this red-hot session. It's not often you see so many national and international custodial leaders in one room. Join this discussion on hot button custodial topics while hearing what these living legends have to say.