ERAPPA’s New Focus on Education

By William Suter

The ERAPPA leadership structure has been redesigned, the product of hard work by many dedicated people. ERAPPA’s new focus on education is one of the results. The revised structure created the new position of vice president for education and, with the election in St John’s, I have the honor and pleasure of being ERAPPA’s first vice president for education.

Members of the Education Committee represent each chapter in the district—Atlantic Provinces, Jeff Lamb; Delaware Valley, Glenn Smith; Keystone, Paul Politza; MD/DC, Michelle Estep; New Jersey, Donald Drost; New York, Bill Link; Northern New England, Dana Peterson; Ontario Universities, Mario Bouchard, Southern New England, Terry Pellerin, and APPA Representative, Anita Bailey. The work of this new committee will be based on the Education Committee’s past success and the foundation of excellence that will energize our efforts.

We have begun to consider a range of new educational efforts and determine how best to focus ERAPPA’s education efforts on the needs of the region’s chapters. One of the chapter-focused initiatives discussed at the Education Committee meeting in St John’s was the idea of scheduling an Education Committee Meeting along with a chapter meeting. This would allow Education Committee members to see education in action at the chapter level and provide the chapter meeting attendees with access not only to their representative but also to the VP and other committee members.

We started off with an offer from the Northern New England Chapter to join its meeting at Phillips Exeter Academy in March. We expect to report on the proceedings in the next issue of ERAPPA News, with an emphasis on developing ways the region can support this activity.

(continued on page 3)
With APPA's annual meeting being co-sponsored by the Eastern Association of College and University Business Officers (EACUBO) about the potential for joint meetings or other collaborative efforts. (EACUBO) about the potential for joint meetings or other collaborative efforts.

The region’s Web site has been updated and a complete review is expected later this year.

Willy Suter, education vice president, is working closely with the Delaware Valley host committee to develop the educational program in Philadelphia at this year’s annual meeting.

Scholarships

I encourage everyone to consider applying for a scholarship to the APPA Institute and Leadership Academy. Each year at the annual meeting, the ERAPPA board reviews applications and awards scholarships to deserving facilities professionals. Visit http://www.erappa.org/scholarship.asp for application information.

2003 Annual Meeting

The Delaware Valley Host Committee, co-chaired by Fred Long and Glenn Smith, has been hard at work to bring us our next annual meeting in Philadelphia. The combination of a great location, excellent educational programs, and a dedicated committee should make for another quality event.

Visit APPA’s Virtual Bookstore

Have a facilities question? APPA’s bookstore may have the answer with over sixty titles listed in four general areas of General Administration and Management, Operations and Maintenance, Energy and Environment, and Planning, Design, and Construction.

Download the twenty-page “Resources in Facilities Management” for a comprehensive list of all resources available through APPA.

Orders can be placed directly from the web-site or by completing a paper order form and mailing to the APPA offices.

Visit www.appa.org for complete information.

Emeritus Corner

By Al E. Bates

Hello, Emeritus Members of ERAPPA. Hope you have a nice spring, especially after all the snow we have had throughout the Northeast.

The annual APPA meeting will be held in Nashville, Tennessee, July 27-29. Please plan to attend if at all possible. For details, consult the APPA website at http://www.appa.org/education/Annual_Meeting/2003/index.html

We just received information for the ERAPPA 53rd annual conference to be held September 28 to October 1, 2003 at the Loews Hotel in Philadelphia, PA. The Loews, conveniently situated in the heart of Philadelphia, can be reached at 215-627-1200. Don’t forget to say you are with ERAPPA when you make your reservations so you will be afforded the room discount.

Some 90 spaces have been allocated for the exhibitors. This should be an excellent opportunity for you and yours to renew friendships and take advantage of the tours planned in the Philadelphia area. The official web site of the Philadelphia conference is http://app.outreach.psu.edu/erappa/default.htm

Once again, the Chapter presidents are working to increase membership. This includes you as Emeritus members and any retired facilities managers who have been active in APPA, ERAPPA, or at any various chapter levels.

The New Jersey chapter has been asked to host the 2005 ERAPPA conference. It will be the 55th meeting. We would appreciate your help in any capacity. For more information, please contact Al Bates at 609-494-1999 or email me at adeebates@aol.com.

Thanks for your help in advance.
Education Committee
Off to a Roaring Start

Focused Training Being Considered

(Continued from page 1)

As we move forward, we will need to hear from the ERAPPA membership about educational issues that are important to you. Please contact your chapter’s committee member and let him or her know your thoughts about how ERAPPA can support the educational goals of your chapter.

One theme to emerge from fall’s board meeting was the need for more focused training. Traditionally, the training offered through the chapters and at ERAPPA annual meetings has provided introductions to complex topics. Usually, there is insufficient time to delve deeply into any one topic. Evidence of the need for more in-depth training was illustrated last year by the success of the ERAPPA-sponsored Covey program offered at the University of Hartford. The board has asked the committee to look into scheduling Covey sessions in other parts of the region. The sessions under consideration will satisfy the requirements of the first segment of APPA’s three-track Professional Leadership Academy. Regional locations being considered are in the south, possibly Washington, D.C., and the north, possibly Ontario. The sessions will be publicized to members.

Another topic receiving strong support for focused training sessions is APPA’s new Staffing and Operations Guidelines. Anyone who has seen these materials recognizes their value and the thought is that a focused session could be developed around the use of these guidelines. There have been initial discussions with potential session facilitators and there is positive movement toward developing a focused program on the use of the Maintenance Staffing Guidelines materials. Much more preliminary discussions also have begun about a session using the Grounds Management materials.

The committee has also selected a circuit speaker for the up-coming year and is also working to make the process of applying for Partners in Education funds a more routine process.

I am looking forward to working with the Education Committee to formalize these and other initiatives yet to be identified. Please send your committee representative to the next meeting with your input!
By John Jensen

The Maryland/District of Columbia Chapter of ERAPPA has planned two regular meetings for 2003 and will again hold our annual educational retreat in June. In addition to these meetings, we are planning to hold an APPA pilot training program titled “Supervisor’s Toolkit: Nuts and Bolts of Facilities Supervision” at Howard University in Washington, DC. Please take a look at these educational meetings and put them on your calendar now so you don’t miss out.

Our spring 2003 meeting was held on March 28, 2003, at the University of Maryland Baltimore County (UMBC) campus in suburban Baltimore, Maryland. The scheduled educational topics for this meeting were:

Chilled Water Systems and Thermal Storage – This session focused on the modernization and expansion of the central heating and cooling plant at UMBC. This expansion included enough capacity to connect buildings that are planned for construction or renovation over the next several years.

Administrivia – This session focused on the areas that most facilities supervisors dread—documentation. This session provided tips for supervisors in the administration of organizational policy and procedures as well as legal considerations in the facilities environment.

Electronic Access and Key Control – This session consisted of a panel of experts in the security industry who conducted a roundtable discussion of building security design, implementation, and current technologies.

The Third Annual Retreat and Educational Program has already been scheduled for June 26th and 27th, 2003, at the Rocky Gap Lodge and Conference Center. We will follow a similar two-day format as we did last year with participants arriving on the morning of the 26th or the evening of the 25th for those who may wish to travel the night before the event begins.

This year’s planned topic is “Aligning Strategies with Customer Expectations,” presented by Robin Lawton, the outstanding speaker who spoke about “Customer Centered Cultures” at last year’s retreat. Space is limited so watch the newsletter for additional details or visit the MD/DC APPA website for more information.

Our fall 2003 meeting will be held on September 12, 2003, at American University in Washington, DC. The scheduled topics for this meeting are:

Preserving Historic Buildings on University and College Campuses
Ethics in the Workplace
LEEDS and Green Building Initiatives

As previously mentioned, MC/DC APPA will conduct a pilot program entitled “The Supervisors Toolkit: Nuts and Bolts of Facilities Supervision.” This is a new program that will be offered by APPA beginning in the fall of 2003. We have been selected to hold this session at a very low cost before it is offered to rest of the country. Howard University has graciously offered to host this program.

Please visit the chapter website at http://www.MDDCAPPA.org for additional details concerning any of these upcoming events and meetings.

By Paula Welch

The fall meeting of SNEAPPA was held at Old Sturbridge Village, Sturbridge, Massachusetts, Thursday, November 21, 2002. President Fred Jenoure called the meeting to order at 10:00am.

Fred Jenoure and Bob Doolin introduced our first speaker, Mr. Ed Hood, curator of the Old Sturbridge Village Museum. Mr. Hood walked us through the fascinating history of Old Sturbridge Village. This outdoor museum presents the story of everyday life in a rural New England town during the early 19th century. The museum has over forty historic buildings set on over two hundred acres of fields, woodlands and gardens. Delegates were encouraged to take a self-guided tour of the museum after the meeting.

The second presentation was started off by Aleta Fazzone of Massachusetts Electric who spoke on energy savings and working in partnership with schools. She also spoke on rebate programs. Chris Salter of Worcester Polytechnic Institute spoke on successful programs as did Fouad Sagher, P.E. of National Grid USA.

President Fred Jenoure chaired the business meeting and election of officers. The election results follow.

Officers: president, Terrence Pellerin, WPI; vice president, Paula Welch, Choate Rosemary Hall; secretary, John Wooley, Trinity College; and treasurer, Keith Woodward, Quinnipiac University

Board of Directors: Neal Lespasio, Emerson College; Rosemary Stocks, Springfield College; Jerry Hill, Yale University; Joe Rubertone, Quinnipiac University; Bob Bertram, Stone Hill College; and Jim Bucci, Rhode Island College

President Terry Pellerin gave special thanks to out-going President Fred Jenoure for his leadership over the past year.

By Kevin Herron

The New Jersey Chapter met on Wednesday, April 16, at Monmouth University for our spring meeting. We had a very full agenda, including a presentation by Hoffman Architects,
The Atlantic Chapter has not met since the ERAPPA annual meeting that was held in St John’s, Newfoundland in late September. The chapter met during the annual meeting to discuss the format for future chapter meetings.

The chapter executive committee met at Mount Allison University in December to plan the spring meeting, June 4 and 5, at the University of Prince Edward Island. It is proposed that the Atlantic Chapter’s constitution be revised at the meeting to reflect ERAPPA’s new organizational structure. The theme of the meeting will be Innovation.

By Glenn Smith

The Delaware Valley Chapter of ERAPPA held its annual retreat at Skytop Lodge in the Pocono Mountains of northeastern Pennsylvania April 23-25. This year marked the fifteenth consecutive year members and business partners of DVAPPA have gathered for a Spring Educational Retreat, the last ten of which have featured the serenity and beauty of Skytop—not to mention the golf, trout-fishing, hiking, and—this year—snow!

We had sixteen institutions represented this year which was a significant increase from previous years. Sixteen business partners attended as well as 7 spouses and guests.

Our featured speaker for the educational sessions on Thursday morning was Terry Welford, President of The Welford Group (on the Web at www.thewelfordgroup.com), who brought her twenty-five years of experience in human resources and training to the group as we explored, in two separate sessions, “The FISH Philosophy: Four Principles for Creating a High-Energy Workplace” and “Humor Your Stress.”

The first session centered on the famous “FISH” video shot at the Pikes Place Fish Market in Seattle. Terry worked with us to see how we could put the four principles, Play!, Make Their Day!, Be There!, and Choose Your Attitude! to work (or play) for us in facilities management.

The Play! principle got the spotlight in the second session when Terry played a video of Loretta LaRoche (www.lorettalaroche.com), a nationally-known speaker and humorist. The video, “Stressbusters” was thirty-five minutes of laugh-until-you-cry-stand-up-comedy-with-a-punch about not taking ourselves so seriously. We also took a personal Lifestyle Questionnaire that inventoried how many stressors we had in our lives. Some people were so stressed out by this survey they had to leave the room and go play golf!

They must have played all night long, because they were still missing Friday morning when we had our two round table discussions. The first session was devoted to ways to ameliorate negativity and toxicity in the workplace.

In the second session, we explored the mission of the chapter and strategized about how to get more higher education institutions in Philadelphia and the surrounding area to become active in DVAPPA. With input from our business partners, we decided that we would use the energy and contacts from hosting the Eastern Region annual conference this coming September as a springboard to launch the campaign to recruit both new and returning members to DVAPPA.

Our next chapter meeting will be held June 10 on the campus of the University of Pennsylvania.
Hot Weather Alert

By Steven Spiwak

During the hot, humid days of summer, facilities can reach their peak operating capacity. That’s why it’s critical to achieve maximum efficiency from your capital equipment. Poorly maintained systems can lead to loss of production, tenant discomfort and shortened equipment life. Protection against scale, corrosion and microbiological fouling are important to maximize the efficiency of heat transfer surfaces.

Some of the problems a cooling plant may encounter under hot weather conditions can be avoided with care and proper planning. Water quality, microbiological control, water distribution and water conservation all need to be monitored.

Water Quality

In extremely hot weather, smaller satellite plants supplement normal water supplies. In addition, drought conditions cause primary water systems to draw water from lower reservoir depths than normal. This water may differ from water regularly used; e.g. it may have lower or higher concentrations of hardness (calcium and magnesium), silica, alkalinity, iron and conductivity. Overnight, chemical treatment adjustments may be required to ensure optimum plant operation, resulting in changes in the cycles of concentration.

Tips:
- Monitor pH and conductivity carefully for changes. Adjustments may be necessary.
- Scale/corrosion inhibitors and dispersant programs along with feed points may need to be adjusted.

Microbiological Problems

Microbiological growth problems can get out of control during this type of weather. Condensers fouled with a biofilm reduce system efficiency and escalate energy costs. The causes of the inefficiency are the insulation effect and minimized heat transfer characteristics of slime.

Fact: A biofilm film thickness of 0.012 in. can decrease energy efficiency by 10%. This energy loss could cost nearly $30,000/year (based on a 1,000 ton chiller operated 350 days/year, 16 hrs/day).

Tips:
- Test frequently; daily is ideal.
- Adjustments in biocide may be necessary if test results are positive for microbiological growth. A supplemental biocide program can be helpful.
- An algaecide may be necessary in the summer months to control algae growth.

Water Distribution System Corrosion

Hot water promotes under-deposit microbiological growth in distribution systems. Unchecked, corrosion rates can become severe and contribute to leaks and odor problems. Often biocide programs alone can’t reach these buried organisms.

Tips:
- Avoid dead ends and stagnant water in the system.
- Mechanical cleaning may be necessary before control can be accomplished.
- Increase microbiol monitoring frequency.
- Consider temporary satellite feeding systems for troublesome sections of the system.

Water Conservation

Water conservation can save money in water, sewer and chemical costs. Water reuse is the most common type of water conservation.

Evaluating water use on a facility-wide scale can be a fairly complex endeavor. Most water reuse/recycle projects are driven by economic motivators.

Overall tips:
- Evaluate water and sewer costs as well as water quality and quantity (variability of water).
- Work with your water treatment chemical services supplier to determine capital equipment investment requirements.
- The water treatment challenges brought on by hot summer days can change your current testing and treatment schemes. Routine testing, close review of test results and a quick responsive approach can help a facility manage these challenges.

Steven Spiwak is the market development manager for Ondeo Nalco, focusing on district heating and cooling facilities along with colleges and universities across North America.
“Nashville Cats”

APPA and NACUBO Annual Conferences to Be Held in Music City, USA

By B. Kent Donley

Get ready for a good ol’ toe-tappin’, string pickin’, hand-clappin’ time July 27-29 when the Association of Higher Education Facilities Officers (APPA) and the National Association of College and University Business Officers (NACUBO) hold their annual conferences at the Gaylord Opryland Resort and Convention Center in Nashville, Tennessee.

This is the first time that these two associations have co-located their annual conferences, and it looks like it’s gonna be something worth checkin’ out.

Both associations will offer exhibitor areas, and delegates from both organizations will be able to tour each other’s exhibit halls. At press time, APPA had over 120 exhibitors signed up. For a sneak preview of the exhibitor area and a list of what business partners will be at the show, point your browser at http://fp1.a2zinc.net/clients/appa/appa2003/.

In addition to two exhibitor halls, APPA and NACUBO are offering several joint educational sessions throughout the conference as well as the opening and closing general sessions.

This is a great opportunity to renew old acquaintances and to make new ones from both the facilities side of the house as well as the business side.

Be sure to allow an extra day or two either before or after the Forum—there’s plenty to do in Music City, USA.

In addition to Nashville’s international reputation as the home of country music, the city is also home to blues, jazz, rock, and classical music—something for every taste.

And there’s plenty for the history buff—The Hermitage, President Andrew Jackson’s home, a full-scale replica of the Parthenon, in Centennial Park, complete with a 42-foot statue of the goddess Athena, and Belle Meade, the “Queen of the Tennessee Plantations.”

And golf. In addition to the Springhouse Golf Course, home to the PGA’s Music City Championship at Gaylord Opryland, there are several other public course in the Nashville Area including The General’s Retreat course at The Hermitage which received the highest rating in Tennessee from Golf Digest.

Although the climate inside the Gaylord Opryland Resort and Convention Center will be a near-perfect 72 degrees, plan to bring light clothing for those trips outside the atriums. Summer weather in Nashville is typically warm and humid with the July highs in the 80’s and 90’s F. Those with fair skin should bring plenty of sunscreen for trips outdoors.

For complete Forum information and online registration, visit APPA’s web site:

http://www.appa.org/Education/educationalFacilitiesLeadershipForum.cfm

See ya’ll in Nashville!
The Editor’s Chair

By B. Kent Donley

Welcome to the inaugural issue of “Focus on Education.” This issue is the result of a collaborative effort by members of the newsletter team, Michelle Estep, associate editor; Cynthia Linz, publisher, and Joe Lalley, ERAPPA VP of technology and communications, together with ERAPPA President Norman Young and Kevin Peterson, ERAPPA President-Elect.

We began discussions about where we wanted to go with the ERAPPA News last fall in St. John’s. Several email “conversations” followed, and we decided to make the spring issue our flagship of education. Of course, the other three issues will be devoted to education to some extent, but their primary focus will be to provide coverage of other events at both the regional and national levels.

These other issues will continue to focus on specific features as they have in past years. The summer issue will highlight the region’s upcoming educational conference and annual meeting is to be held in Philadelphia this fall and in Syracuse, N.Y., in 2004. The New Jersey Chapter will host in 2005.

The fall issue will recap APPA’s Educational Facilities Leadership Forum which will be co-located this year, for the first time ever, with the National Association of College and University Business Officers (NACUBO). Mark your calendars now and plan to be at the Gaylord Opryland Hotel in Nashville, Tennessee, July 27-29.

The winter issue will wrap up coverage of the most recent ERAPPA conference.

I’d like to thank my immediate predecessor, Rick Wareham, for the legacy he left me when I took over the editorship last fall and Cynthia Linz for her patience as she continues to coach me through the intricacies of PageMaker.

The Newsletter Team is always looking for new ideas for articles. If you’ve tried something new at your college or university that you believe would benefit us all, please contact me at kdonley@haverford.edu. -bkd-