



November 2008

2008 Executive Board

President

Helen M Dailey

Phone: 319-335-3305

helen-dailey@uiowa.edu

Vice President

Theresa A Chapel, CFM

Phone: 319-368-4770

theresa.chapel@usbank.com

Treasurer

Frank Rainbolt Jr CFM, SMA

Phone: 319-286-2465

frainbolt@unitedfiregroup.com

Secretary

Tim Bishop

Phone: 319-645-5467

tbishop@tmservices.net

David G Kempf, CFM

Past President

Phone: 319-356-6073 ext. 288

dkempf@co.johnson.ia.us

Sponsorship Co-chair

Della L McGrath, CFM

Phone: 319-358-8448

dellamcgrath@qwest.net

Programs/Sponsorship Co-chair

Kay Volz

Phone: 319-294-4322

kaylvolz@aol.com

Membership Chair

Growth & Retention

Lynnel Thomas, CFM

Phone: 319-665-7794

lynnel.thomas@vangent.com

Chapter Administrator

Tracy Parizek

Phone: 319-627-4458

tracyparizek@gmail.com

Remember Carpooling:
Use as much as you can & let Kay Volz
know if you would like to do so; she
can make others in your area aware.

Date: Tuesday November 11, 2008

Time: 5:30

Location: Aegon "The Ranch"
1750 Progress Drive
Hiawatha, IA 52233

Agenda:

5:30-6:00

Networking

6:00-6:45

Tour of facility with Craig Gallagher

7:00-8:00

Program/Dinner - Beckett's Public House

5300 Edgewood Rd NE

Cedar Rapids, IA 52411

(This should only take 5-8 minutes to drive. We have a private room for our Business meeting and dinner. We will be ordering off the menu.)

The program will also include a brief presentation by Piggott, Inc., one of our Associate Chapter Members, who is sponsoring the meeting.

The Cedar Rapids Aegon is home to multiple operating divisions and the company's corporate headquarters.



This is a production facility for Aegon. All of the inbound and outbound mail is processed at this location. This project was completed 2 years ago, but it very unique. The theme for the entire interior is based on the concept of an Iowa Farm. The location is affectionately referred to as "The Ranch". Distinctive interiors with unique work areas were meant to be motivational to employees. Several unique finishes includes a Conference Room with "Cornlike" walls. Entering Managers offices resembles Barn Doors.

RSVP to Tracy @ tracyparizek@gmail.com
By 3:00 P.M. November 10th

Directions:

From Iowa City – From I-80 merge onto I-380/N IA-27N via exit 239B toward Cedar Rapids/Waterloo. Take the Boyson road exit, exit 25. Turn left onto Boyson road. Turn right onto Marthas Way. Turn left onto Progress Drive.

From Cedar Rapids – From I-380 take the Boyson Roan exit, exit 25. Turn left onto Boyson road. Turn right onto Marthas Way. Turn left onto Progress Drive.

Alliant Energy/Electricity 101 at Ruggers Café By Craig Mead

For our October meeting, fourteen IFMA members met at Ruggers Café in North Liberty for a wonderful dinner and an informative presentation by Marlon Vogt, Special Projects Manager with Alliant Energy. Marlon's presentation provided us with an excellent follow up to the Clipper Wind Power tour. At the tour numerous questions were posed regarding how these wind turbines integrate into the grid and what the utilities' role has been with this green energy push. After introductions Marlon began by explaining his role with Alliant Energy. Alliant Energy is an energy services provider covering parts of Wisconsin, Minnesota and Iowa. They provide electric and gas to approximately 1,000 cities. Interestingly, oil is less than 2% of the overall energy used in electrical generation. Coal falls at 50%, 20% nuclear power, 18% natural gas, and hydroelectric is 7%. Studies have shown that based on projected usage of coal we have enough domestic coal to last 200 years. It is relatively inexpensive and is becoming very clean to burn using emerging technologies. Coal is a very reliable form of energy and power plants using coal are most often used as base load generation plants because they can be run at 100% capacity for long periods of time, with little down time.

One of the drawbacks with coal is in how it is extracted, especially in the east where mining is prevalent. Alliant receives most of its coal from the western states such as Wyoming where coal is dug out of the ground which has its own issues. Coal is transported via rail and if rail service is interrupted than so is coal supply. It's also a nonrenewable resource.

Marlon described some of the pros and cons of nuclear energy. Most of us have heard many of the arguments for and against nuclear energy. It was noted that France is almost 100% nuclear and they reuse the uranium pellets, so some of the waste issue is minimized. Here in the US, fear, cost, and waste management are the biggest factors keeping us from developing any new nuclear plants.

We had a little Electricity 101 provided in an interesting and relevant manner. Most of the electrical 'grid' had been constructed between 1930 and 1970, and has had minimal updating since. As we all know, the pace of demand for electricity has outpaced the level of reinvestment in the infrastructure. The average American household uses about 11,000 Kilowatt hours per year compared to 1960 in which only 4,000 kilowatt hours were used. We learned that power is generated on demand since AC electricity is not stored. Once connected to the grid, energy travels where the demand is. The direction of flow is not controlled, only monitored and thus billed.

All electricity is generated using some form of energy. In almost all cases, with the exception of hydro and wind, the energy is converted to steam and the steam is used to drive a turbine. And finally the turbine turns the generator and electricity is produced. In the case of the wind turbine the steam is replaced with wind. As we discovered at Clipper Wind Power the wind turbine is attached to multiple generators. Wind power is not base load generation and while the wind energy is a free energy source it is not necessarily inexpensive after considering all the equipment and infrastructure costs. At this time wind generation relies on tax credits to be competitive. Wind generation can't be used everywhere because wind profiles are only good in certain parts of the country. The Midwest has a good wind profile. Wind is not as reliable and at most a wind farm will generate about thirty percent capacity and most of time an annual average is about ten percent. So if you have 1000 megawatts of wind you will only depend on 300 megawatts.

Several factors have to come together in order to construct a wind farm. Obviously a site with consistent wind is needed but also the energy utility must have a location where the wind farm can be tied to the grid. Wind farms typically are sited in good wind profile locations and many times these locations aren't near the needed transmission lines and it then becomes costly to tie them to the grid. Marlon mentioned that Alliant exceeds required energy conservation dollars spent and only notices fractional differences in overall demand. So with all the conservation efforts by the utilities the demand for new generation plants will not diminish. The presentation was concluded with questions and answers. Thank you to Marlon Voyt and Alliant for taking the time to help us gain a better understanding utility power supply and demand.

CALENDER

Eastern Iowa IFMA
2008/2009 Programs

Date: September 9, 2008

Location: Clipper Turbine Works
(Windpower)

Time: 10:30 – 1:00
Cedar Rapids, IA

Date: October 14, 2008

Location: Ruggers Café
North Liberty, IA

Date: November 11, 2008

Location: Aegon (The Ranch)
Hiawatha, IA

Date: December 9, 2008

Location: Herbert Hoover Library
West Branch, IA

Time:

Date: January 13, 2009

Installation of Officers

Networking Meetings

Location: Biaggie's
Cedar Rapids, IA
Scott Olson/Skogman

Location:

Iowa City, IA

Date: February 10, 2009

Location: Johnson County Health and
Human Service Building
David Kempf—LEED project

Date: March 10, 2009

Location: City/County Presentation on
Flood 2008 and its impact

Date: April 14, 2009

Location: Seminar
Des Moines

Date: May 12, 2009

TBA

Continuing Education Opportunity

The University of Wisconsin-Madison, Department of Engineering Professional Development, will be offering the following short courses:

Upgrading, Maintaining and Repairing Parking Facilities,
Nov 18-19, Madison, WI

<http://epd.egr.wisc.edu/emaK454>

Physical Plant Engineering Design and Management,
Dec 1-6, Madison, WI

<http://epd.egr.wisc.edu/emaJ429>

Preventive Maintenance and Repair of Buildings and
Grounds,

Dec 3-5, Madison, WI

<http://epd.egr.wisc.edu/emaK498>

For more information:

call 800-462-0876

Membership Anniversaries

Theresa Chapel – 19 years

Connie Chapman – 10 years

Jon R. Ellstrom – 3 years

Debra A. Macke – 1 year

Robyn L. McDermott – 1 year

David Vazquez – 4 years

Congratulations!!

New Member

Suzanne Swanson

Welcome!!!

IFMA Calendar of Events

Sept. 9 – 10 SAME/IFMA Facilities
Management Workshop
Washington, DC

Oct. 11 - 14 IFMA Fall Symposium
Dallas, TX

Oct. 15 - 17 IFMA World Workplace 2008
Conference & Expo
Dallas, TX

Nov. 18 - 19 Planning & Project Management
Competency Course
Houston, TX

Nov. 20 – 21 Operations & Maintenance
Competency Course
Houston, TX

June 16 – 17 European Facility Management
Conference
Amsterdam, The Netherlands

See our website for more details
<http://www.ei-ifma.org/resources.html>

Member Spotlight

Theresa Chapel, Property Manager, US Bank
(From Cedar Rapids Gazette article)

Unsung Heroine: On June 11, Chapel, longtime property manager for US Bank with an expertise in facilities management, and her team sandbagged the main bank and 16th Avenue locations even though the bank is not in the 500-year flood plain. They worked into the evening on Thursday laying pipes and hooking up generators to prepare for the worst. After floodwaters receded, Chapel worked 18-hour days seven days a week to get the building ready, and on July 14 she and her team accomplished their goal. She managed this while dealing with four flooded properties and her regular job overseeing more than 40 US Bank properties.

WORLD WORKPLACE 2008 (by Helen Dailey)

Eastern Iowa IFMA was represented at WWP 2008 by Tim Bishop, Helen Dailey, Scott Hess, Jana Madsen, Lynnel Thomas, Michelle Volkens and Robert Wetherell. While Terry Shields did not stay for the conference, he did attend the Utilities Council meetings and Golf Fundraiser to support the IFMA Foundation. We were also able to visit with members of the Central Iowa IFMA and others.

It was an exciting conference with some of us attending our respective Council Meetings—a meeting of IFMA members with similar interests. Discussions regarding issues, sharing of ideas and networking were of great benefit in participating in these meetings. We encourage you all to join a council if you are not already part of one, and sign up to join the IFMA Community Online which will allow you to share information and gather input with persons in your council (community).

The conference began with keynote speaker Chip Heath who shared his insights on effective communication. He has written a book “Made to Stick” which covered his points presented. Following the opening address, we followed a band of singers and instrumentation to the Expo, where over 350 vendors provided their products and services for us all to view, learn about, buy or make contact with for future projects. There, topics covered security, software, building automation, furniture, ergonomics, move management, pest control, janitorial, GREEN supplies and services, solar energy, flooring, painting, sound masking, engineering, lighting, elevators, shredding, archiving, roofing, HVAC, signage, operations and maintenance, locks, generators, audio-visual —gosh ... and more.

The Expo hall was open for all to visit. Lunch was served from this location on Thursday and Friday and classes were open for participants to learn about their topic of interest. Classes offered fell in the following categories:

- Benchmarking and Best Practices – where companies were benchmarked against others from around the world to gain a better understanding of practices and procedures that have been successful for other organizations
- Industries and Interests – Offered information on specialized topics through collaborative partnerships and IFMA’s Councils, along with special interest groups, to include real estate, manufacturing, facilities, public sector issues, design, architecture and global FM practices
- Maintaining the Built Environment – Allowed one to acquire tips and techniques on critical issues affecting the build environment that may be implemented immediately. Sessions such as mold, operations and maintenance, and energy efficiency were presented
- Trends and Innovation – Up-to-date tools and information were presented along with new concepts and systems. Technologies were presented.
- Strategic Facility Planning – Discussion of long range planning that include facility-specific goals and objectives were discussed. Sessions on strategic planning, strategic facility planning and strategic management were presented.
- Sustainability – Topics dealing with costs and benefits of sustainability and “greening your facility” were presented.
- Global Outlook – Facility management practices differ around the world. Sharing information could provide insight as well as providing a background of other Facility Managers outside the US
- People Perspective – This section of instruction provided the latest trends in workforce issues—attaining and retaining top talent, understanding workforce demographics and having a receptive attitude toward new policies in employee management. A positive workplace, customer service, mitigating workplace violence, ADA, career positioning, professional accreditation, personal skills improvement, and mentoring and leadership were also presented

Our own Robert Wetherell provided a learning session on *Building a Security System From The Ground Up*. His topics included how to get started by acquiring the tools and knowledge to build and maintain an effective and efficient physical security program. AND Scott Hess was on the Expo floor providing information to all about FBG Services.

As the conferences came to a close, the keynote speaker was European-based business guru, Jonas Ridderstrale, who spoke to us about the global economy, new organizational models and leadership styles in the information age. His book, “Funky Business Forever: Talent makes Capital Dance” ranks 16th in a Bloomsbury survey of the best business books of all time. The awards of excellence banquet took place at the Hyatt and attendees wore colorful outfits, served was good food and drink, and all celebrated the awards given to the various chapters.

Hard to believe another WWP is now over. It was very worthwhile going and the next one will be in Orlando next Fall —so start saving your money!!!! Note: WWP 2010 will be in Atlanta; WWP 2011 will be in Phoenix. Have more questions? Please contact Helen Dailey or Lynnel Thomas.

A short post script ...

Lynnel and Helen sat at a table in the Expo hall bemoaning the fact that we should probably head out to our next educational session because “we never win anything” — well guess what— as Helen made her comment about not winning anything, her name was called. She won a gift certificate to Starbucks. And two names later, Lynnel’s name was called. She won Archibus Software!!! Hard to believe!!!! Guess we can’t say that anymore. ☺

IFMA Annual Meeting (by Helen Dailey):

Dailey and Thomas attended the IFMA annual meeting which took place on Tuesday, October 14. Financial reports, the Foundation report and the State of the Association were presented to the delegates. The Power of Vision and Strategy was presented by key members of the board with the focus on the balanced scorecard ... “the premise that intangible or knowledge-based, assets—employees, volunteers, information technology, image—are increasingly important to an organization’s success. The balance scorecard not only measures financial outcomes, but also balances the financial perspective with employee, business process and customer perspectives. “

Discussion continued on the key initiatives for 2008 – 2009:

- Sustainability
- Strategic Facility Planning
- Future of Credentials
- Expansion of Education and Research
- Redefining the Value of Membership

Shared were the objectives for IFMA’s Balanced Scorecard:

- Provide and engage stakeholders with opportunities that expand and leverage their collective knowledge and experiences
- Provide essentials for facility management professionals to advance their careers
- Magnify the importance of the facility management professional worldwide
- Ensure efficient systems, alignment and processes are in place
- Deliver unique value to members, customers and corporate partners
- Create a culture and provide resources that instill innovation , passion, challenge and meaning among staff and volunteers
- Maintain viable fiscal position through good financial management, diversification of revenues and optimized asset utilization

The Year in Review 2007 – 2008 covered several key accomplishments:

- The association grew to 19,360 members as of June 2008, up 662 from the previous year. As of September 2008 membership is at 19,484.
- Retention of members is at 79.5%, a 2.5% increase
- IFMA’s Corporate Connection team provided customized solutions to IFMA’s Corporate Sustaining Partners and Associate members. New offerings included an FM deals and discount program for IFMA members to obtain special discounts on products/services
- Corporate connections also worked with FM Journal to provide additional advertising and content. Sustainability was covered in several issues and the format changed to provide for better reading
- World Workplace Expo grew considerably this year, with vendors on a waiting list to get into the show. The GreenZone was twice as large as in previous years.
- IFMA Councils grew, with 9,556 IFMA members in the various councils
- Educational sessions have been enhanced and new delivery vehicles are being explored
- In FY08, 237 earned CFMs and 380 FMPs. The US Air Force issued a policy memorandum recognizing IFMA’s CFM credential and adding it to its professional credential list. IFMA was the sole provider of educational sessions to China
- Conferences, forums and tours provided for further information and sharing of information among IFMA leaders
- Profiles 2007: Salary Report; Facility Management Outsourcing—An Overview of the Industry and Its Largest Companies; Space and Project Management Benchmarks; and Facility Management Forecast 2007 were among the research publications produced
- In collaboration with Building Managers and Owners Association International, IFMA published “A Unified Approach to Measuring Office Space, allowing users to measure and produce detailed calculations in either standard
- IFMA worked with Johnson Controls to produce the second annual Energy Efficiency Indicator to assist with quantifying predictions on energy consumption and conservation
- Collaborative efforts continued with the American Society for Healthcare Engineering; the US Green Buildings Council and the US Environmental Protection Agency’s ENERGY STAR program.
- IFMA is also working with the Federal Government with regard to education, resources and credentials
- IFMA board members visited with members of Congress to discuss issues of importance to IFMA such as Appropriations, Transportation and Infrastructure, Education and Workforce, Energy Independence and Global Warming. IFMA has hired a director of government relations who works out of the Washington area to develop and strengthen IFMA Partnerships with government agencies
- Other partners include Global FM partners from such countries as Brazil, France, Britain, Australia, Hungary, and South Africa
- In addition, IFMA continues to maintain memberships in the Real Estate Information Sharing Partnership and Analysis Center and The Infrastructure Security Partnership. After Hurricane Ike, IFMA headquarters felt pretty good that their Disaster Recovery Plan worked—staff survived in good health, despite going weeks without electricity or running water
- IFMA announced the new report, *Violence in the Workplace*, sponsored by the IFMA Foundation and made possible through contributions generously donated in memory of W. David Beverly.

As stated in the document, W. David Beverly— (husband of Linda Beverly, CAE, Vice President of the International Facility Management Association), a long-time NASA engineer, was murdered on April 20, 2007 at Johnson Space Center in Houston, Texas. A contract engineer shot and killed David then held another co-worker hostage for over three hours before committing suicide. This incidence of workplace violence impacted the lives of thousands to varying degrees.

While it may not be possible to prevent future acts of violence in the workplace we hope the following pages prove useful as a guide aimed specifically at preventing such devastating events. We encourage you to utilize the practical forms, templates, policies and check lists included in this report as well as gain insights from the case studies presented. Most importantly, we appreciate your continued commitment to safety in the workplace.

You may access this report at: <http://www.ifmافoundation.org/files/WorkplaceViolence.pdf>



320 Collins Road NE
Cedar Rapids, IA 52402
Phone: 319.393.6593
<http://www.biaggis.com/>
**Over Seven Years of
Continued Sponsorship-
Thanks!!**



Iowa City Landscaping & Garden Center offers a full complement of landscaping design and installation services, a retail nursery and garden center, and gift shop. Founded in 1982 by brothers Paul and Dennis Dykstra, and sister-in-law Linda Dykstra, our business has grown into one of the largest of it's kind in Eastern Iowa. In those 25+ years, we have remained locally owned - and we are proud, involved members of the Iowa City/Johnson County community.

<http://www.iowacitylandscaping.com/>

Phone: 319. 337.8351



Exceed Services offer a furniture maintenance service that is designed to protect your investment in your office furniture. Rising costs and limited budgets require all of us to take better care of what we have in order to avoid the need to replace it. This is the driving force behind who we are and what we have to offer. Contact Link:
<http://www.exceedservices.com/contact/contact.htm>
Exceeding Your Expectations



Office Furniture Installation, Moving and Storage
We "put it together and "take it apart"
(319) 364-5467 www.tmservices.net