

CAPPA Newsletter—Summer 2017

From the President:



By Ian Hadden
University of Arkansas
at Little Rock

Greetings following the APPA Annual Conference in San Francisco. I attended APPA Board Meetings, along with Ed Heptig, Glen Haubold and David Handwork; and, we refreshed our knowledge of what APPA is doing today and planning to do going forward. It's always invigorating to be around the talented folks engaged in CAPPA and APPA. As a reminder for folks that missed the last newsletter, we adopted a change in the Executive

Committee leadership track in October 2016 with the elimination of the Immediate Past President position after Ed's term. This means that Ed and I will jointly serve in the Junior and Senior Representative positions for the 2017/2018 and 2018/2019 APPA Board of Director terms. Ed and I are grateful for APPA's support of this transition. In future years, the CAPPA President will also serve as the incoming APPA Jr. Rep and begin learning the Jr. Rep role.

As I enter the last portion of my year as CAPPA President, I'd like to share a few things that we've accomplished, as well as some areas where we still need to focus.

Accomplishments

- The Executive Committee is now holding monthly conference calls and conducting more business by email allowing us to reduce the length of the on-site XC meetings to a half day from a full day. We've invested in an online meeting platform (Zoom) to support this and CAPPA committees are doing the same.
- We were able to officially fill all open XC positions at the meeting held at CAPPA Tech. We officially welcomed Barry Mielke as Third Vice President, Jenny Cundiff as Newsletter Editor, and Virginia Smith as Assistant Treasurer.
- We are targeting delivery of a Supervisor's Toolkit at Arkansas State University's new campus in Querétaro, Mexico. This will be in conjunction with the APPA MX initiative.
- We selected the 2019 conference location as Winnipeg, Manitoba, Canada and the 2020 conference site as

Stillwater, OK; and, we are in discussion with the Texas state chapter (TAPPA) and APPA about a joint conference for 2021.

Focus on the future

- The connection between the region and state chapters needs to strengthen both with connecting CAPPA/APPA resources to the states and volunteers moving from state leadership into CAPPA committees and beyond.
- Increase awareness of APPA initiatives such as APPA Young Professionals (formerly Emerging Professionals), ANSI Standard for Total Cost of Ownership; FPI analytics and APPA/ASHRAE Building Energy Quotient research project.
- Increase sharing of best practices through state chapters.
- Members utilize all available CAPPA scholarships for members to attend APPA Institute, Leadership Academy, Supervisor's Toolkit, CAPPA and APPA Annual Conferences and Certified Educational Facilities Professionals (CEFP and EFP).

Thank you for your involvement in your state chapter and CAPPA, and I hope to see you in St. Louis.

Register NOW...CAPPA/MAPPA ANNUAL CONFERENCE

Special room rates end Aug. 23!
St. Louis Union Station Hotel!

REGISTRATION DEADLINE: Sept. 8!

IN THIS ISSUE

- From the President
- From the APPA Senior Representative
- From the APPA Junior Representative
- Training in St. Louis
- Professional Development Committee
- Develop Building Portfolios...
- Falcon Eggs Recovered at UT-Austin
- Work Relationships Matter...
- 2017 APPA & CAPPA Awards and Elections
- Professional Development Survey
- SRM Assists with Tornado Recovery
- Editor's Column/In Other News...
- Digitally Printed Reflective Traffic and Custom Signs
- CAPPA/MAPPA 2017 Joint Conference Registration Information

CAPPA: <http://www.cappaedu.com/>



From the APPA Senior Representative



By David Handwork
Arkansas State
University

I hope this CAPPA newsletter and article finds my fellow CAPPA members well, as we all strive to complete our summer projects and preparation for the Fall 2017 semester. I continue my thoughts from the Spring 2017 newsletter article on professional development and growth through engagement. Engagement is critical, not only for success in your work place but also, for success and advancement of the facilities management profession. One of CAPPA's and APPA's core purposes is engagement, including engagement categories of **Membership, Certification, Committees, Work Groups, and Leadership**. I touched on the *membership engagement principle* in the last article. I hope you find opportunities in one or more of the other principles.

Many universities and colleges, specifically for facilities management organizations, increasingly value professional **Certification**. For several decades, certification has been generally limited to engineers, architects, accountants, and licensed trade professionals. The technology age, and now the information and augmented ages have evolved facilities management organizations and labor force where singularity of certification and licenses fails to represent the leadership complexity of the neo-facilities manager. APPA recognized this FM credentialing demand several years ago, producing the Education Facilities Professional (EFP) and

Certified Education Facilities Professional (CEFP) credentialing programs. Every year, more institutions are listing open facilities job positions with EFP or CEFP credentialing as desired or as requirements for FM leadership positions. As a CAPPA member, you have a tremendous opportunity to engage as a credentialed professional! CAPPA has purchased payment vouchers for CAPPA members to register and complete either credentialed program for FREE! I encourage all interested and qualified CAPPA members to take advantage of this limited opportunity. I must confess, I have not done this myself, but plan to complete by early 2018. For more information, view the credentialing website at www.credentialing.appa.org.

CAPPA membership is generally reflective of our workforce demographic. We are losing tremendous knowledge and wisdom with the mass retirement of our valuable Boomer population. In less than five years, another 20% of our FM professionals will leave our work force and service to CAPPA. Like certification, now is a tremendous opportunity for longstanding and new CAPPA members to engage and serve on standing **Committees**. These committees are the engine that drives all CAPPA meetings, activities, professional development, information exchange, and peer networking. Integrating new and diverse ideas and culture will only improve CAPPA, and provide members professional growth and deeper peer relationships with fellow committee members. For a listing of CAPPA committee opportunities, view the CAPPA website at www.cappaedu.com/committees.

APPAs **Work Groups** can be great engagement opportunities for subject matter experts in FM areas of life safety, code compliance, sustainability, energy conservation code, custodial management, informatics, and total cost of ownership. Many of the APPA Work Groups are temporal in service, usually on focused topics. Work Group call for membership comes directly from APPA communications via e-publications, email list-serves, websites, and social media sites.

I close my final newsletter article with a call for **Leadership** engagement. Our profession and association need our best persons of integrity, wisdom, diversity, and vision in various leadership roles. Whether assisting with hosting a CAPPA event, chairing or co-chairing a committee, serving as a representative to APPA, serving on the CAPPA executive committee, or APPA leadership, there is an opportunity for anyone with desire and ambition for serving our profession. This service has been a tremendous personal growth for me these past seven years. I thoroughly have enjoyed my service and friendship enhancements. As I bid a friendly 'farewell' as a CAPPA executive committee member, I can only encourage the next generation of leaders to find your place in state, regional, and international APPA membership.

David Handwork



From the APPA Junior Representative



By *Glen Haubold*
New Mexico State
University

When I sat down to write this article for the newsletter, I began by thinking that I would write about engagement with APPA. It seemed like an original thought at the time until I pulled up the last article from March of 2016 I had written as the outgoing President – and I said then that, “We have tried to ‘step up our game’ with regards to engagement with APPA. We are making sure that our representatives listen to the initiatives, provide feedback, and bring back reports. Why? Because APPA has a lot to offer that we should take advantage of.”

I added that, “I can tell you personally that submitting for the awards is rewarding, whether you win or lose.

This year, my team and I worked very hard on the APPA Award for Excellence, and NMSU has been selected for a site visit to see if we are worthy or not; we are honored just to make it this far.” NMSU did go on to win, something we are very proud of.

In my previous article, I concluded by saying, “We’ll see you pick up your award at the APPA national conference in 2017!”

While CAPPA will receive some individual awards this year, we are still underrepresented at APPA. CAPPA has many people who you can talk to about engagement in your professional association. Any of the CAPPA Officers can help, of course: <http://www.cappaedu.com/officers>

David Reynolds of the University of



SPECIAL ROOM RATES END AUG. 23! **SAVE THE DATE**
SEPT. 17-21, 2017

REGISTRATION DEADLINE IS SEPTEMBER 8.

CAPP/MapPA 2017
A Gateway to Better Facilities
 Annual Conference & Exhibitions
 St. Louis, Missouri

North Texas and I are writing a research paper, as is Shelton Riley of Texas Christian University. David Riker at University of Texas at San Antonio can tell you about how they won the APPA Award for Excellence, as can I. David Handwork at Arkansas State is actively involved with building codes, and Markus Hogue at the University of Texas at Austin is involved with [APPA Facilities Informatics Work Group](#), whose goal is to, “Establish a standardized set of terms and definitions for use in describing the data set required by college and universities for purposes of evaluating critical facilities/building data required to make critical decision making regarding automated building systems used in the management of building climate, security, operations, maintenance, and other areas as defined by the group.” Markus will be glad to explain it further.

Having said all of that, CAPPA truly

is underrepresented in APPA at every level, even though we have a large number of institutions that are doing excellent work.

I have written about this subject so often now that I sound like a broken record and feel like a one trick pony, but the rewards of getting involved with APPA are immense for both you and your institution. I hope that you will talk to any one of the people listed above about where you can get engaged, and I have no doubt that there is something that will suit your interest.

Go for it this year!

Glen Haubold

Correction: In the Spring 2017 CAPPA Newsletter, Ed Heptig was headlined as the APPA Junior Representative rather than the Immediate Past President (IPP), as the IPP position was eliminated in October 2016. As of this publication, Glen Haubold is current APPA Jr. Rep. For further clarification of recent CAPPA/ APPA position changes, please refer to “From the President” on page 1.



Training in St. Louis

By Angela Meyer
CAPPA First VP

September is right around the corner. Have you registered for the joint CAPPA/MAPPA Annual Conference yet? We're looking forward to seeing you in St. Louis, MO, for what is shaping up to be a great conference with 100 exhibitors and great educational opportunities. All Higher Ed attendees will receive backpacks and will have several opportunities to win some great prizes. If you need financial assistance to attend this conference, please submit a scholarship request to the Professional Development Committee.

Some new offerings this year include: the 2017 Facilities Trainers Network (FTN) and Academy on Campus: Tracks 1 and 4. Don't miss these educational opportunities!

FACILITIES TRAINERS NETWORK (FTN)

This opportunity takes place one day prior to the opening of the general conference, and at *no additional cost* to attendees. It is sponsored by MAPPA's Professional Development Committee, which has had an ongoing practice, for over ten years, of formally bringing facilities trainers together for experience exchange, sharing of best practices and for continuing education.

WHO SHOULD ATTEND

CAPPA and MAPPA facilities professionals, from any department, involved in the planning and/or delivery of training; those seeking a deeper network with other trainers; and anyone simply interested in talent development opportunities in the facilities workplace should attend!

FTN AGENDA & DETAILS

(NOTE: The Opening Conference Reception is the evening of Monday, Sept. 19. The General Conference begins Tuesday, Sept. 20 at 7 a.m.)

- FTN is Monday, September 19, 2017 from 8:00 a.m. – 4:00 p.m. (Breakfast and lunch are provided.)
- FREE to attend with CAPPA/MAPPA 2017 registration, but FTN needs to be selected during registration
- Training is located at the St. Louis Union Station Hotel by Hilton, site of the CAPPA/MAPPA conference.

THIS YEAR'S TRAINING FOCUS

In addition to sharing training news and developments across our regions, we will devote a portion of the day to The Emerging Professional (EP) in higher education facilities management. What are our institutions doing to prepare rising talent? How might training professionals and regional training initiatives help? Most campus facility departments face succession planning, leadership pipeline development and the need for knowledge transfer. This space is an opportunity for training-minded professionals to contribute with thought leadership and shared resources. Throughout the day, we will engage facilitator tools known as "[Liberating Structures](#)." Participants will experience new techniques to use with groups. You will have the opportunity to participate in Facilities Trainers Network during the registration process through [CVent](#) or from the CAPPA website: <http://www.cappaedu.org/>

ACADEMY ON CAMPUS - Tracks 1 and 4: These are fantastic courses offered in partnership with APPA. The curriculum discussed and learned in these courses helps strengthen your leadership skills and not only help with your current job but also in general everyday application.

Level I - Individual Effectiveness

Skills: This program helps your institution achieve sustained superior results by focusing on making

individuals and leaders more effective. The most successful teams and organizations are led and driven by the character, strengths, and talents of their individual members. Developing that strength of character and releasing individual potential is an inside-out process. This level helps participants explore their values and highest priorities, increase productivity by staying focused on those priorities, improve leadership skills and trust-based relationships, and achieve a healthy work/life balance. Participants will discover that the pursuit of effectiveness will have enduring positive impacts on both their personal and professional lives. This level includes a 360-degree benchmark providing participants with feedback from managers, peers, and direct reports and clear indicators of their top strength, as well as areas to target for improvement.

Level IV: Organizational Effectiveness Skills - A Seat at the Table: One of the main objectives of the Leadership Academy is to build leadership skills into the whole organization. As we prepare and demonstrate leadership from all employees, our influence and trust will increase within our institutions. The skills we have to change and develop organizations will require us to be at the institutional decision table helping to guide and manage the assets of the institution. Level IV prepares you with the organizational skills needed to sit at the table to provide excellent learning environments.



September 17-21st
Gateway to Better Facilities



By Lee McQueen
and Scott Turley

Professional Development
Committee

Professional Development Committee

Linking Facilities Excellence to Professional Development

Annual CAPPED Technology Conference comes to a close

First, I want to announce that CAPPED Technology and Leadership Conference (CAPPED Tech) will no longer be hosted by the Professional Development (PD) Committee. This step was recommended by the PD Committee to the CAPPED Executive Committee, which they adopted for CAPPED in the spring.

The history of the CAPPED Tech Conference was about low cost delivery of education to front line staff and supervisors at a time when options for high quality technical information were limited. This conference successfully served our region and our near neighbors for well over two decades. However as with all things, the business of facility management, the available educational options, and the financial pressures under which we operate have all changed. So it was time to take a hard look at the value proposition of CAPPED Tech, and as a result of that introspection by CAPPED leadership, we are no longer going to do CAPPED Tech.

APPA 2016-17 President Chuck Scott's leadership theme was "Creating The New Normal" during his time in office. CAPPED Professional Development is working to create a new normal for professional education and technical training by leveraging technology, expanding the value of our

Business Partner relationships and using other forward-leaning means to provide low cost, high quality education to the region. We will continue to strive to serve all, from the boots on the ground to senior management, across all four of the facility management core competencies of:

- General Administration & Management
 - Maintenance & Operations
 - Energy & Utilities
 - Planning, Design & Construction
- Now on to building our new future!

CALL FOR PAPERS **2018 CAPPED ANNUAL EDUCATION AND LEADERSHIP CONFERENCE**

In his closing remarks to the 2017 APPA Annual Conference, President Scott talked about "Focusing on One Thing". For many years, the one thing Professional Development had been focused on was the Tech Conference. Now, to better support the changing requirements and resources of our membership, we are changing that focus. The PD Committee's "One Thing" will be working with the CAPPED First Vice President to develop the education agenda for the 2018 CAPPED annual conference. Following other region and state program models, there will be a formal "Call for Papers" for the conference, from which the presentations will be selected. Our intent here is two-fold. First to elevate the quality of the presentations to better challenge, inform and educate our membership, and second to tailor the educational content to what the membership indicates is a priority need for success in their daily facility management operations.

So, to our MEMBERS, our first request is that we need your initial

feedback on what broad subject areas or educational topics would best serve your campus business needs or your own personal professional developmental priorities.

Below are a wide range of potential subject matter areas that address the facilities business directly or that help develop us as individuals to be more successful in our roles and responsibilities for our institutions.

We are looking for your feedback on which topic areas should be included and which should be dropped. Better still, let us know if there are areas that are not addressed below that you think would be of benefit to your peers. We will likely only keep 15 to 20 of the topics shown in the initial list to further develop into the formal Call for Papers, which will be released after the first of the year.

The next step is to refine the topic area list so that it is available at the MAPPED/CAPPED conference in September. Following the annual meeting, PD will release the list in the next newsletter to the Membership and our Business Partners for the development of presentation summaries.

The current list of proposed topics is shown on page 11 of this newsletter. After reviewing the topics, **please participate in the [online survey](#)** to express your preferences for topic areas.

We think this change has the potential to dramatically elevate the quality and applicability of the presentations we can take advantage of which will be available at the 2018 CAPPED annual meeting.

DRIVE-IN WORKSHOPS

Timely answers to your technical questions may not wait for an annual conference. Often the best way to
(continued on page 10)



Develop Building Portfolios for More Strategic Project Prioritization

by Jay Pearlman
Sightlines

All too often, facilities managers at higher education institutions think of their facilities as having similar needs when, in truth, each building has its own unique functions and challenges. When all buildings are treated the same, project prioritization becomes extremely difficult.

Not every building is created equal, so with more need than available funding it's important to determine which projects are most critical for meeting both the technical needs of the campus and furthering the organization's mission. Consider thinking of each facility as an asset in a larger building portfolio. This approach allows you to prioritize projects and makes it easier to secure funding for strategic improvements.

Using a portfolio to provide framework

Much like a financial portfolio, a building portfolio provides a framework for determining how to best invest resources. Using portfolios allows you to segment the campus into different groups of buildings. This helps you see where each building fits into your school's overall goals and mission. Different investment strategies can then be applied to different portfolios to enhance the institution's mission and direction.

A portfolio approach provides numerous benefits for facilities managers and the campus as a whole, including:

- It leads to more strategic decision-making.

- Because it's a highly disciplined process, it can be sustained over the course of years.
- It creates a big-picture view that can be understood by successors. Portfolios can be handed off in a way that easily can be transferred from leader to leader, and board to board.
- It allows institutions to plan for a longer horizon.

The first step in developing a portfolio approach is to begin thinking about the ways that buildings behave and the value they hold as assets.

Bring in outside viewpoints to support your organization

If you've never positioned your facilities in a portfolio framework, begin by assembling a team of individuals from across the organization who have a stake in furthering the institution's mission. To understand what each property contributes to the school, seek out insights from key decision makers, including financial professionals, individuals who understand the academic and student life missions, and experts who understand any legacy issues around specific buildings. Then you can begin the process of organizing your facilities into useful categories.

These varied groups can provide a vast amount of insight for making the most strategic decisions for meeting the institution's overall mission. But by involving decision makers outside of the facilities management department, you can also gain insight into factors that wouldn't appear on

any traditional facilities investment. Consider, for example: in financial portfolios, investments are made where they make the most sense for the individual, endowment, or similar. Campus portfolios, however, must take into account the emotional ties donors might have for buildings bearing their names, or the connection a group of donors might have to a building central to campus life. These legacy issues will affect future investment decisions and should be carefully noted in your portfolio documentation.

Analyze your portfolio's performance

The next step is to take a disciplined, data-driven look at your portfolio to determine how to deploy your resources. Your goal is to understand if each asset is performing as intended. But it's not enough to know how the building is doing. You will also want to understand the "why".

For example, if a residence hall is chronically underutilized, is it because the hall is no longer needed? Or has the campus center of gravity moved over time so students no longer want to live in this building? If the latter, what can you do to change students' minds?

There are many reasons a building may underperform. For example, if newer residence halls with air conditioning are in demand, it may be time to upgrade older halls. Alternatively, it may be possible to attract residents to those building by assigning them a new function, such as creating a language- or service-based home that will attract a growing segment of the student community. **(continued on p. 7)**

Data can help to create a clearer picture of the problem and uncover potential solutions. Data can also be a strong persuader, giving decision makers tangible evidence to work with.

Confront the reality of your portfolio

Once you have a strategic framework in place, it is possible to have the conversation with financial decision makers about how to deploy your institution's limited resources.

Keep in mind, not every facility or facility type may be vying for resources at once. Project prioritization is about understanding which investments can be deferred in the short-term to address the most urgent needs first.

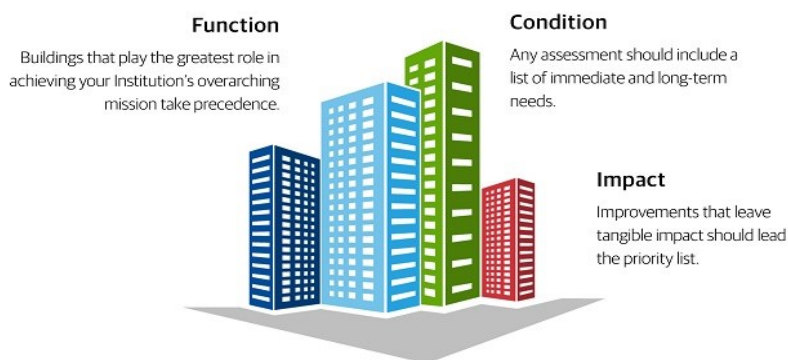
Take a critical look at your portfolio assets and assess their strengths and weaknesses. You may find, for example, that academic spaces are performing well, but residence halls are not meeting expectations. Or buildings on an older campus may have unmet maintenance needs but, for some reason (for instance, location), students still prefer them to the newer campus. By viewing a building portfolio as a whole, you can make decisions in a methodical fashion to address the most important student, faculty and strategic needs.

With a portfolio framework in place, you can strategically prioritize improvements, building-by-building, day-by-day.

Jay Pearlman, Associate Vice President, [Sightlines](#), has been with the company since its inception in 2000. He has played a variety of roles across the company, including those in operations, business development, quality control, and product development.

Not All Buildings are Created Equal

Consider the following factors to help evaluate your capital investment projects



FREE WEBINAR from [Sightlines](#)

Doing More with Less: Solutions for Managing Facilities on a Limited Budget

Thursday, September 28, 2017

1:00 PM EDT

Sightlines presenters: Jay Pearlman, Associate Vice President; Pete Zuraw, Vice President Market Strategy and Development

Less money for campus facilities has become a way of life, so facilities managers across the country are justifying every dollar they spend and seeking new strategies for securing funds. But improving operational effectiveness on a limited budget IS possible. Join Sightlines for a webinar that shares how using verifiable data helped three very different institutions successfully create new spaces, reduce maintenance backlogs, and achieve higher levels of efficiency—all without the need to increase funding.

<https://register.gotowebinar.com/register/5072447744532805122?source=Website+Call-to-Action>



UT-Austin Construction Services Manager Recovers Falcon Eggs

At University of Texas at Austin, Facilities Management personnel have been directly involved with efforts to recover peregrine falcon eggs for research. Neil Crump, manager of UT's Construction Services shared this story and photos from his recent recovery efforts. Click on the link below to read and listen to the audio recorded by radio station KUT 90.5's Mose Buchele:

[How Do You Remove Falcon Eggs From A Nest On The UT Tower? Very Carefully.](#)



Neil Crump, manager of UT-Austin's Construction Services ascends the UT Tower with safety gear and encounters an angry peregrine falcon.
Photo Credit : Martin Do Nascimento/KUT



Using his camera phone, Crump captures a close-up of the rare female peregrine falcon as she guards the roost atop the UT Tower. Photo Credit : Neil Crump, UT-Austin



Angry peregrine falcon dive bombs Crump as he works to safely recover the clutch of eggs that failed to hatch.
Photo Credit : Neil Crump, UT-Austin

Work Relationships Matter... and They Can Save Lives

By Rachel Stone

Most of our waking hours during the week are spent at work and with the people we work with. We get to know one another's personalities, likes and dislikes, habits, sense of humor, and so on. Positive work relationships have been proven to be important to our overall sense of well-being and job satisfaction, but beyond this, our relationships at work can help us when we need it most.

It was just another typical day for the University of New Mexico (UNM) Health Sciences Center Custodial Services group. Erika Alas, lead custodian, and Mira McMillan, custodian, headed to the Family Practice Building after they clocked in at 4:30 p.m. to begin their workday. Almost immediately, Alas noticed that McMillan "just didn't look right." She quickly talked to her and asked if she was doing alright, but McMillan brushed her off and said "Oh, I'm fine, I'm fine."

Alas explained, "I know she was telling me that she was OK, but something was telling me that she was not! I could just tell by the look on her face that something was wrong." Alas didn't press McMillan further and together they continued on to the third floor of the building.

For the first hour of their shift, Alas didn't leave McMillan's side because something told her not to leave McMillan alone in the building. "I just watched her," said Alas, and just before 5:30 p.m., McMillan collapsed into the arms of Alas.

McMillan said, "I wasn't feeling well that day, but I didn't really think anything of it. All of the sudden, after working for about an hour, I felt like I couldn't breathe and my vision went



University of New Mexico custodians Mira McMillan (left) and Erika Alas (right).
Photo credit: Rachel Stone

away. All my strength left my body and I was desperate for help! I felt like I was dying, and all I could do was keep hold of Erika and tell her not to leave me and to let my son know that I loved him."

Alas explained, "Mira was holding onto my shirt so tight that I couldn't get my phone out of my pocket to call 911. I started to yell for help, and luckily there were two physicians in the building who were working late. They helped us."

While they were waiting for the ambulance to arrive, Alas did the best she could to comfort McMillan, continually talking to her and reassuring her that everything was going to be alright. Within 15 minutes, the ambulance arrived and transported McMillan to the emergency room for medical treatment.

Thankfully, there was a happy ending to this saga. Alas' approach to this incident can teach us all something: to listen to that "gut feeling" when it speaks to you, pay attention to your co-workers when out on a job site, and possibly even be truthful about how you're feeling if someone asks you, "are you ok?"

Dr. R. Gary Smith, former director of the UNM Physical Plant Department (PPD), said that PPD is a department

that has been described as a family.

"This is an example of what working at PPD is all about – caring for your work family and friends," Smith said. "When PPD was awarded the APPA Award for Excellence in 2014, the evaluation team kept saying what a wonderful atmosphere we have here, working with great people, caring about one another, and helping each other out when needed. There is no better example of that than what Erika did for Mira. She was observant, kept calm, called for help, and stayed with her for reassurance. I couldn't be more proud of both of them!"

Alas explained that this experience taught her a lot about herself in handling an emergency situation. "I am happy because I was able to help Mira. I learned to pay more attention to people, and look at their faces even if they say that they are ok, and always trust your feelings."

McMillan said through relieved tears, "Erika saved my life! This experience humbled me and now Erika and I have this connection...this sisterhood. Always be grateful and don't take your life for granted."



Credit: Workplace relationships image.
Licensed under Creative Commons Zero on
mdctraining.com



2017 APPA Annual Awards Recognize Excellence and Service

July 26, 2017, Alexandria, VA – Eleven institutions were honored with 12 awards, and 28 individuals were recognized for their service to APPA during the awards reception July 21 and awards banquet July 22 at the APPA/PCAPPA/BayAPPA Conference in San Francisco.

The 2017 institutional awards in the CAPPA region are:

2017 EFFECTIVE & INNOVATIVE PRACTICES AWARD

- Oklahoma State University, “The Next Level Project: A Model for Effective Change”
- The University of Texas at San Antonio, “The Development and Use of Portable Variable Frequency Drives (VFDs)”

The 2017 individual awards to CAPPA members are:

PRESIDENT’S AWARD

- Total Cost of Ownership Work Group: Doug Christensen, Ana Theimer and Dana "Deke" Smith

MERITORIOUS SERVICE AWARD

- Shelton Riley (CAPPA)

2017 PACESETTER AWARD

- Lee McQueen, University of Nebraska at Kearney (CAPPA)

UNSUNG HERO AWARD

- Sheila Awalt (CAPPA)

APPA, previously known as the Association of Physical Plant Administrators, 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 is the association of choice for more than 12,000 educational facilities professionals from 1,300 educational institutions in North America. APPA is recognized as an ANSI Accredited Standards Developer.

Credit: Submitted by APPA, Alexandria, VA.



Ana Theimer receives the President’s Award from APPA President Chuck Scott on behalf of The Total Cost of Ownership Work Group.

Professional Development Committee
(continued from page 5)

LIST OF PROPOSED TOPICS INCLUDED ON THE SURVEY

Active Shooter
ADA
Collaboration Across Units
Creating a Service Culture
Design Standards
Emotional Intelligence
Employee Engagement
Energy Management and Sustainability
Fleet Management
Gender Accommodations
How to Budget and Educate for Staffing Needs
Innovative IT
ISSA-Certified Training
Lockdown
Maintenance Analytics for Operations & Utilities
Marketing Facilities Services
Naturalized Landscaping
Outsourcing BMS Controls
Preserving Institutional Knowledge
Professional Member Development
Reduce/Reuse/Recycle
Reliability-Centered Maintenance
Residence Hall Cameras
Space Management
Storm Water Management
Student Life-Centered Topics
Utilities Billing
Workforce Realignment

AND THE SURVEY SAYS...

CAPPA membership feedback is needed regarding presentation topics for CAPPA 2018. Please take a few minutes to participate in a brief survey. We want YOUR input!

ONLINE SURVEY!



Professional Development Committee (continued from p. 10)

deliver technical education about a topic is with a small group meeting with a Business Partner who is a content expert. APPA and CAPPED have resources available to help answer many technical training needs, via a Drive-In Workshops. If you are planning to host such a training session, CAPPED can bring regional or national attention to your efforts by announcing your Drive-In Workshop. When a particular Drive-In Workshop may be timely for many across the region, CAPPED could help gauge interest for multiple presentations across the region. Check out the link below for APPA'S template for these opportunities.

EDUCATIONAL GRANTS

As the facilities management organization of choice, CAPPED returns value to the membership and expands training opportunities by awarding grants to regional schools through the Professional Development committee. These continuing education grants provide funds for registration and limited travel stipend to APPA and CAPPED training on the national, regional, and local level. Check the website below for more information.

ACADEMY ON CAMPUS

CAPPED continues to work to provide an economical path to its members for completing the Leadership Academy. Offered as Academy on Campus, these four courses can be completed in two years within the CAPPED region. (And potentially with grant funding...). Level 1 is available at the upcoming St. Louis annual conference. And for the first time, Level 4 will also be available, also at the St. Louis conference. We currently anticipate offering Level 2 during spring at a Texas location, and

offering Level 3 at the 2018 CAPPED annual conference.

SUPERVISORS TOOLKIT

In addition to these opportunities, Professional Development will also continue to work with individual schools, or through state and local chapters to provide Supervisor's Toolkits at your site. More information is available at the link below.

FACILITIES MANAGEMENT

CREDENTIALING

APPA has developed a Credentialing Program to identify, validate and recognize competency of an individual's skills concerning the operation of educational facilities. APPA offers two levels of credentialing, depending on the goals and objectives of the individual; The Certified Educational Facilities Professional (CEFP) and the Educational Facilities Professional (EFP).

The APPA credentialing program assures educational institutions of the quality of their facilities management professional. The program encourages on-going professional development within the profession, establishes standards for professional performance in educational facilities management and advances the Facilities Management profession. APPA's Credentialing Program is based on the Body of Knowledge (BOK), and is customized for the Educational Facilities Professional. The two Levels – CEFP & EFP, can be obtained via online Preparatory Course and Study Guide, and by taking online Exams.

CAPPED has assisted members with this program by providing 100% of the cost of this program. Some of the needed coupons are still available, but they are running out. Take advantage

now, by checking out the link below.

FINAL THOUGHTS

We all know that change is inevitable, even if only by the passage of time itself. CAPPED Tech was well ahead of its time and helped to make several generations of us better facilities professionals. We can also think back and remember the many (many) barbecues we had in MacArthur Park, and think kindly of the Tech Conference.

But that was yesterday. Tomorrow's facility operations will demand even better innovative ideas, more cost effective operations and higher value added organizations. And going forward, we ask for your help and support, as CAPPED works to develop and deliver new educational opportunities to the region, in all their forms and formats.

Do not hesitate to contact your Professional Development Committee if you have questions, need information or have suggestions for our membership.

[Lee McQueen](#), Co-Chair

[Kim Graves](#), Co-Chair

[Scott Turley](#), PD Committee Member

Drive-In Workshops

<http://www.appa.org/training/driveinprogram.cfm>

Grant information

<http://www.cappedu.com/education>

Supervisors Toolkit

<http://www.appa.org/training/toolkit/index.cfm>

CEFP and EFP Certification Information

<http://www.cappedu.com/education>
<http://credentialing.appa.org/>



ServiceMaster Recovery Management Assists After EF3 Tornado



William Carey University suffers severe damage to 40 campus buildings.



SRM provides an army of employees to assist with damage recovery efforts.



ServiceMaster Recovery Management customer testimonial provided by Bob Blevins, Director of Facilities, William Carey University:

At 3:00am on Saturday, January 21, 2017, William Carey University in Hattiesburg, MS was hit by an EF3 tornado. The tornado tore through the center of campus and caused partial to severe damage to 40 campus buildings. At the time, the winter trimester was in session and we did not have time to evacuate our students and faculty. We moved students and staff to a safer place to best protect everyone from the imminent danger we faced. Through the actions of many brave people, quick thinking and by the grace of God, nobody lost their lives on our campus.

That morning we were faced with unthinkable and overwhelming damage. That day, ServiceMaster Recovery Management (SRM), the commercial large loss division of ServiceMaster, was called on to aid in our recovery.

SRM had resources on the ground that same day. SRM partnered with the

William Carey team to develop a comprehensive plan in repairing the devastated campus and the spirit of the university. They provided an assessment of each damaged building following a safety check of each building's structural integrity. SRM provided emergency services, temporary power, dehumidification, climate control, content manipulation, off-site storage, electronic restoration, salvage inventory, soft good restoration (uniforms, costumes, curtains & fabric furniture), historical document preservation/restoration, campus-wide & athletic field/facilities debris removal, post construction cleaning, floor refinishing, campus security, artwork relocation, and faculty/student relocation. Their team was able to staff the campus with over 350 SRM employees to ensure expectations and timelines were met. This event occurred during active university learning time. SRM had the ability to both help us plan & implement a strategy for ensuring the staff and students, and their activities, had a place to continue on campus as quickly as possible.

William Carey's leadership team had the chance to see up-close the capabilities that SRM was able to provide and most importantly the expertise they bring to a project—even a project with the scope and complexity of our entire campus. Each aspect of the project was handled with experienced and sensitive care down to details such as relocating small, but rare, art collections to working with the students and faculty to collect personal belongings out of damaged buildings.

SRM more than partnered with the William Carey team, they became family during a very trying time in the university's history. The concern and attention to the needs of the university will have a lasting impact on the lives of the students and faculty. SRM approached this project with skill and intentional acknowledgement for the needs and desires to bring back the university community to uphold the educational commitment William Carey gives to students and their families.

Every university emergency plan should include a partner such as SRM.

Article and photos submitted by Jeanetta Favour, ServiceMaster Recovery Management

Editor's Column



Credit: media-cache-ak0.pinning.com



FROM THE EDITOR:

Thank you to all who submitted articles and photographs to be included in the CAPP Newsletter!

Please write and submit articles for the CAPP Newsletter at any time for consideration. Preferred articles will be BETWEEN 300 words (ex: 1/2 page w/graphic or photo) and 500 words (ex: full page with small graphic or photo). Please include names and descriptions with photos. Graphics and charts are always welcome to help tell your story. **Look for new format in the CAPP Fall Newsletter to better suit online reading.**

In Other News...

From the Classroom to the Mechanical Room: How Architectural Engineering Students Benefit from a Partnership Between the University's Faculty and Facilities Engineers



Randy Hooper, manager of Facilities Services' Engineering & Technical Support group, shares his facilities operations experience with CAEE students in a behind-the-scenes tour on the UT Austin campus.

Learning Comes to Life

When it comes to teaching architectural engineering students how to design and understand the large and highly technical building systems in institutions, professors often look for opportunities for their students to see the systems where they come "alive" in order to better comprehend how they work. A facility must function well to serve its purpose to its occupants. Like a breathing organism, the electrical, mechanical and heating, ventilation and air conditioning (HVAC) systems pulsing

throughout the facility must remain operational. If the systems go down, the facility cannot support its purpose. One of the best ways to help teach this is the definitive "show and tell" where the class room is replaced with the mechanical room.

This is the story of how a professor at The University of Texas at Austin helped make abstract concepts concrete in a partnership with the facilities professionals responsible for the university's building operations. Twice a semester, she takes her students to a tour of two buildings: one that is newer and one that is older in order to compare and contrast the facilities in operation. How does our story begin? How do the tours impact the students? [Read more...](#)

Credit: Article submitted to CAPP by Laura Illanes, Facilities Services, UT@Austin.

The Many Purposes of Taking Core Samples in Roofing



One of the first things most roofing professionals learn is how to take a core sample or core cut. Core sampling is a destructive test that involves the cutting and removal of roofing layers until a structural deck is reached. There are many reasons for taking core samples, most revolve around identifying the roofing materials present within a particular roof assembly. The information gathered around the roof system can then be used for estimating, diagnostic, and/or design purposes. [Read more...](#)

Credit: Article written by Jeff Evans, RRC, and submitted by Erin Moeller, Benchmark, Inc.



Digitally Printed Reflective Traffic and Custom Signs: How to Benefit from Newly Released Technology and Protect Your Investment!

By Hal Perkins, President
Custom Products Corporation

Did you know? Digital print technology long ago revolutionized the commercial sign industry but reflective traffic signs were not a part of the revolution because they had to meet the Federal Highway Administration's Minimum Levels of Reflectivity after 10+ years of outdoor exposure. Yes, that is a long time compared to how many times you have to paint your house in ten years! Finally, 3M has released a highly specialized printer to traffic sign manufacturers that allows us to meet these 10+ year warranties on reflective traffic signs and also allows us to make very high end reflective custom signage with nearly unlimited color options and a 5+ year outdoor warranty. 5 years is an extremely long warranty for outdoor digital signage. Again, this technology is reserved for bona fide traffic sign manufacturers.

The benefit to you? Through proper specifications you can have a worry free guarantee that your traffic signs meet all Federal rules and regulations regarding size, color, and minimum reflectivity for 10+ years. Plus, you can be very creative and design very high end reflective custom signage utilizing your logo and virtually any color in the spectrum: bus route signage, parking signage, wayfinding signage, historical signage, and beyond.



What must you do to guarantee proper specifications? This part is relatively simple. My recommendations are:

1. Establish a reflective standard in your specification. There are two options: High Intensity Prismatic (ASTM Type IV/10 year warranty typical) or Diamond Grade Cubed (ASTM Type XI/12 year warranty typical). Either option will guarantee that your signs are covered by a 3M warranty and that they will exceed the FHWA's Minimum Levels of Reflectivity at the end of the warranty period if the vendor follows your

specifications. Additionally, specifying that **sign substrates are to be .080" aluminum that has been conversion coated to ASTM and 3M standards** ensures that your aluminum will be "Department of Transportation" grade in quality and corrosion resistance get that long term warranty and bright reflective material you desire.

2. Have a Quality Control statement in your specifications which covers the manufacture of **regulated traffic signs** - **Traffic Signs must be manufactured in accordance with the FHWA's Manual of Uniform Traffic Control Devices (MUTCD) with regard to size, shape, color, and letter font.**

3. Have a Quality Control statement in your specifications which covers the processing of all **reflective sign sheeting** so that the warranty is not voided due to the actions of your vendor - **Reflective sheeting must be processed into signs (both regulated traffic signs and custom signs) in accordance with the 3M Matched Component System as well as ASTM D4956 "Standard Specification for Retroreflective Sheeting for Traffic Signs" requirements.** These documents cover in great detail: inks; production methods; UV protectant overlay films; graffiti resistant overlay films; lamination to the aluminum substrate; daytime and nighttime chromaticity; as well as proper

packaging, transportation, and storage techniques.

4. Require all vendors to sign a statement that their signs are manufactured in every way to the specifications that you have written. Requiring that signature to be from a Corporate Officer further strengthens your specifications and helps ensure that you get that long term warranty and bright reflective material you desire.

What other considerations are there? Here is a partial list of additional sign elements to consider:

- Graffiti Resistant Overlay Film (3M series 1160) or Vandal Resistant sign mounting hardware
- Sign Dating Stickers for the backs of signs to help with warranty enforcement
- Limiting custom signs to Traffic Sign Colors only and getting a 10+ year warranty or being creative with the color spectrum and sacrificing a few years of warranty
- The use of Ornamental or Architectural Mounting Systems: Post, Finials, Bases, Brackets, and Traffic Sign Backers
- The use of Ornate Routed Shapes in your Custom Sign Design
- Mounting systems are available for ground mounting, surface mounting, or pole mounting. Additionally, some of these systems are considered break-away life saving designs



The 3M approved reflective sign digital printer at work in our manufacturing facility in Jackson, Mississippi. It will print up to 48" wide reflective - the widest available - in all of the ASTM approved traffic colors as well as the virtually unlimited spectrum of PMS colors all protected by the 3M Matched Component System warranty.





CAPPA/MAPPA 2017 JOINT CONFERENCE



September 17-21st
Gateway to Better Facilities

Registration is **Open**

**Room block and special rate
expire AUG 23, 2017!**

See **Accommodations**
for details.

The Central and Midwest regions of APPA, CAPPA and MAPPA, are thrilled to host their first joint conference. Our theme is "A Gateway to Better Facilities" as we move forward in providing better facilities and services to our universities.

The conference will be offering:

- Over 30 breakout educational sessions (detailed session coming soon)
- Leadership Academy Track 1 and Track IV at a reduced rate
- Over 100 exhibiting vendors
- Priceless opportunity for networking.

You may register here.
**Registration DEADLINE is
Friday, September 8!**

Accommodations will be at the St. Louis Union Station, 1820 Market Street, St. Louis, Missouri.

Centrally located in America's heartland, St. Louis is an easy drive or quick flight away. With an average of 500 daily flights and 68 non-stop destinations, Lambert -St. Louis International Airport sits just minutes from downtown with convenient access to interstates and the Metro Link light rail system.

Come enhance your education and make connections at the 2017 CAPPA/MAPPA Joint Conference. Delight in the sights and sounds of St. Louis, and discover some of its great cultural treasures, too!

See you in September!

