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CAPPA Newsletter

Central Association of Physical Plant Administrators

Winter 2014

Issue 153

From the President: CAPPA 2014 Glen Haubold, New Mexico State University



Two universities hosted the CAPPA 2014 annual conference in El Paso, Texas: New Mexico State University (NMSU), a CAPPA member even though geographically located in Rocky Mountain APPA, and the University of Texas at El Paso (UTEP). Appropriately, the conference theme was *“Collaboration: Kick it up a notch!”* The event was held at the historic Camino Real Hotel from October 11-15.

Lowell Catlett, PhD, dean of the NMSU College of Agricultural, Consumer and Environmental Sciences, delivered the keynote address, affirming a positive future for students in higher education. Day two was launched by Garrey Carruthers, PhD, president of NMSU, and Diana Natalicio, PhD, president of UTEP, who

spoke about their institution’s achievements, opportunities and challenges.

CAPPA 2014 offered 18 sessions in tracks ranging from facilities administration to maintenance, project management, and utilities. Tours of NMSU and UTEP campuses provided a firsthand look at these unique facilities. Other course options included Academy on Campus-Track II as well as the APPA Professional Credentialing program CEFP/EFP preparation course and exam. Collaboration extended to Mexico, with four conference attendees representing Universidad de Monterrey, Universidad Panamerica and Tecnológico de Monterrey.

Collaboration was clearly evident at the resources hall in the El

Paso Convention Center, where business partners staffed 62 exhibits geared to the needs and interests of CAPPA members. Several business partners sponsored prizes, lunches in the hall, and other learning and networking opportunities throughout the conference.

Before the resources hall opened Sunday evening, attendees could join in a golf tournament at the scenic NMSU course, or tour a winery on the way to historic Mesilla, New Mexico. On Monday evening, UTEP hosted a buffet dinner outdoors, *Passage to Bhutan*, with mariachi music performed by students.

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CAPPA 2014 Annual Meeting at a Glance



From October 11-15, New Mexico State University and University of Texas at El Paso hosted the annual CAPPA meeting. Collaboration was exemplified by the teamwork of the host universities, networking among business partners and attendees, and information sharing in educational sessions.



Annual Meeting photos courtesy of Miles Abernathy.



CAPP A 2014 attendees received a warm welcome from conference hosts.



On Sunday morning, golfers headed to the scenic NMSU golf course. The annual golf tournament was sponsored by business partner Wasser and Wasser.

Taking a “Passage to History” on Sunday, conference attendees and spouses visited the La Vina Winery, then headed to Old Mesilla for lunch at the renowned La Posta and a stroll around the historic plaza.



Following a Sunday evening reception for first-time CAPPA conference attendees, all participants gathered at a reception and the opening of the exhibit hall, below. The exhibit hall—Hall of Resources—was located in the nearby El Paso Convention Center.



Sixty-two business partner organizations shared information, ideas and refreshments with attendees throughout the conference. After the opening, it was time for Sunday Night Football back at the hotel.



Lowell Catlett, PhD, dean of the NMSU College of Agricultural, Consumer and Environmental Sciences, delivered the keynote address following the military presentation of the national and Texas state flags.



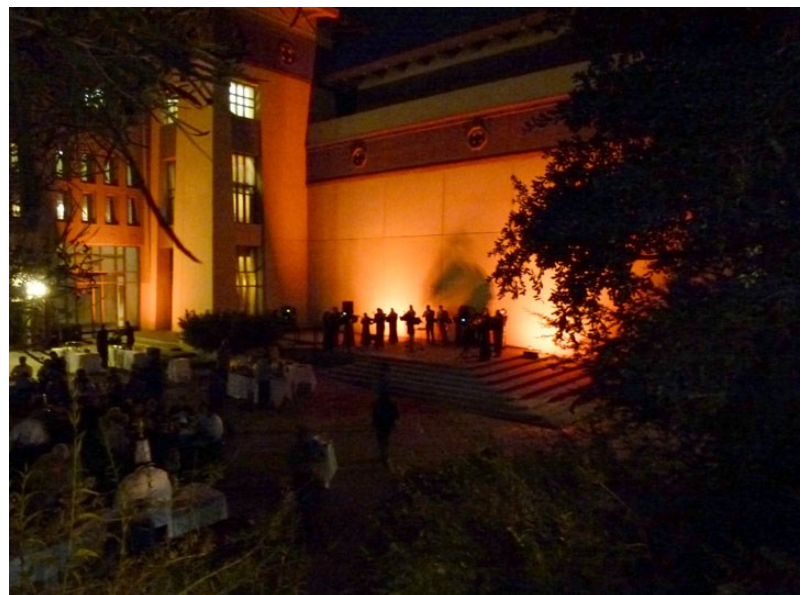
CAPPA 2014 offered 18 sessions in tracks ranging from facilities administration to maintenance, project management, and utilities.

A panel of retired and near-retirement speakers and spouses gave a panel discussion (at left), "It's Retirement Day! Hooray! OMG. What Now?"

Academy on Campus-Track II was one of many course options available, including the APPA CEFP/EFP prep course and exam.



“Passage to Bhutan” on Monday evening featured a tour of UTEP, which is celebrating 100 years of Bhutanese-style architecture. A delicious buffet dinner outside the Undergraduate Learning Center was accompanied by talented student musicians.





Garrey Carruthers, PhD, president of NMSU, and Diana Natalicio, PhD, president of UTEP, launched day two by speaking about the achievements, opportunities and challenges of their respective universities.



Tours of the NMSU campus included an up-close look at the campus power plant.



Lunches in the Exhibit Hall featured great food, networking and fun.



The reception before the Tuesday night banquet was an opportunity to visit with old friends and new, including attendees from Mexico (at right).



Folklorica dancers (below) provided colorful musical entertainment at the Tuesday night banquet.

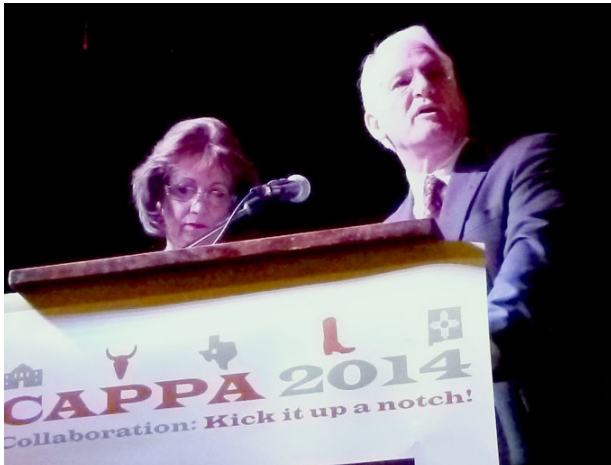




CAPPA award winners recognized at the banquet: Distinguished Member, Robert Eckels (upper left); Presidential Award, J.B. Messer and Art Jones (Art upper right); Certificate of Meritorious Service, Sue-Anna Miller and Jeff Flathman (Sue-Anna lower left); and Newsletter, Shelton Riley (lower right).



The gavel is passed and prizes are won!



Lander Medlin, APPA executive vice president, and Chuck Scott, APPA vice president for professional development (above left), shared APPA's initiatives and vision for the future at the closing breakfast.

The drawings for prizes included a grand prize cruise.



Chuck Scott conducted the swearing in ceremony for the 2015 Executive Committee, below.



Back row, from left: Mike Miller, professional development co-chair; Markus Hogue, information services chair; Glen Haubold, president; Shelton Riley, junior rep to APPA; David Handwork, immediate past president; Ed Heptig, 1st vice president; Randy Culver, historian; Angela Meyer, 3rd vice president; Bob Eckels senior rep to APPA. Front row, from left: Tim Stiger, treasurer; Ian Hadden, 2nd vice president; David Millay, membership chair; Jeanne Hanson, secretary; Laurie Lentz, newsletter editor; Sue-Anna Miller, professional development co-chair



Thank you, CAPPAs Annual Meeting Sponsors!

AMERESCO	Conference Bags
Armstrong International	Monday Morning Break
CED	Monday Afternoon Break
Energy Solutions	Sunday Night Football Event
GLHN	Tuesday Afternoon Break
Spectrum Engineers	Cruise Gift Certificate
Spirotherm	Tuesday Night Banquet
SSC Service Solutions	Tuesday Morning Break
Trane Commercial Systems	Lanyards
Wasser and Wasser	Golf Tournament

Thank You to Our CAPPAs 2014 Business Partner Exhibitors!

Accruent	Avian Flyaway, Inc.	Cynergy AEC
Alpha Building	Basic IDIQ	Dake Wells Architecture
AMERESCO	Castro Roofing	E&I Cooperative Services
Armstrong International	Centennial Contractors	Electro Industries/Gauge Tech
Area Verde	Choice Partners	Energy Solutions
ASSA ABOY Door Security Solutions of Arizona	Club Car	Ensoft Consulting
AssetWorks LLC	Composite Cooling Solutions	Forbo Flooring

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Business Partner Exhibitors, *continued*

GLHN Architects & Engineers, Inc.	Mid-Continental Restoration Co., Inc.	Stanley Consultants
Green World Strategies	Miracle Method Surface Refinishing	Tandus
Henderson Engineers, Inc.	mysmartplans.com	TCPN
Innerface Architectural Signage	Nouveau Construction and Technology Services	The Clarkson Enersen Partners
Interface Flooring Systems, Inc.	Renaissance Roofing	TMA Systems
Interval Data Systems, Inc.	Ross & Baruzzini	Trane
J.E. Dunn	RTC, Inc.	Treanor Architects
KJWW Engineering	Sega Inc.	Tremco
Lafayette Interior Fashions	Service Master by Althouse Cleaning	Tyco Simplex Grinnell
LD Supply Company	Sightlines	U.S. Water Services
Lord Aeck Sargent	Spirotherm, Inc	VFA, Inc.
Marcis & Associates, Inc.	SSC Service Solutions	Western Construction Group
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From the President: CAPPA 2014, *continued*



Colorful Folklorica dancers entertained at the awards banquet. APPA Vice President for Professional Development Chuck Scott assisted in recognizing CAPPA award winners: Distinguished Member, Robert Eckels; Presidential Award, J.B.

Messer and Art Jones; Certificate of Meritorious Service, Sue-Anna Miller and Jeff Flathman; and Newsletter, Shelton Riley.

The conference concluded with the annual business meeting and induction of Executive

Committee members for 2015. We all look forward to meeting again at the **CAPPA Technology and Leadership Conference** in February in San Antonio, Texas, and the **CAPPA 2015 Annual Conference** next fall in Manhattan, Kansas.



From the Immediate Past President: A Brief Look at Change Ahead

David Handwork, Arkansas State University

When it comes to music, books, or famous quotes, I am the type of person who tends to have a new favorite, typically every six to 12 months. I came across a Winston Churchill quote over six months ago that has resonated and stuck with me:

“To improve is to change, so to be perfect is to change often.”

Wow! This quote may not be profound to a person who embraces change, or individuals who are active change agents. I am not too comfortable with change, however, so Churchill’s words are a great personal challenge. When I settle into a status quo that suits my interests, I become adverse and highly resistant to change. I may be arrogant to assume this is true with most people, or even generalize human nature as possessing a fundamental resistance to any change that challenges our comfort, safety and intellect. I am con-

fidant a majority of peers will agree this is a universal truth. In this confidence, it’s amazing any change occurs at all.

What is really amazing is the amount and speed of cultural change over the past 40 years, specifically in the areas of work trades, education delivery, and technology. Therefore, I ask the facilities management profession: Are we in an unprecedented period of perfection? After all, if Churchill’s advice has merit, our cultural change is occurring very frequently, by some metrics every 12 to 18 months.

I propose perfection is an individual calling, in which each person must look ahead and make preparations for change. I challenge all my peers to aspire to perfection in our profession by looking ahead in three areas: communications, data science, and contemplating the future of “bricks and mortar” higher education. By no means are these the only or primary future change challenges, but they are

topics that should not be overlooked.

Communications

Timeliness and quality of intentional communications has always been a fundamental key for successful organizations and institutions. This will always be a truth. In the past 20 years, the number of methods, access and speed of communication is historically unprecedented. Thirty years ago, phone, written, two-way radio, and verbal was all we had. Today, cell phones with email, text messaging, two-way radio cell phone emulation, video chat, along with portable tablets or laptop computers are pervasive.

Recently, I was on a conference call at my office phone (land line) when I received a text, two urgent emails, a cell phone call, and a voice mail call on my desk phone. Although this was a unique occurrence (thankfully!!), it highlights the multiple ways in which people can communicate with us. And like this occurrence,

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“The single most transformative business sector that will dramatically change our personal and professional livelihood will be data science, commonly referred to as Big Data.”

Brief Look at Change Ahead, *continued*

“When new facilities are planned, we need to demand a seat at the table to optimize the total cost of ownership.”

communications can come at us with great speed. I believe most of the communiqué initiators don't understand immediate response to all communications at this bandwidth rate is nearly impossible. However, our supervisors and our customers will always expect timely responses, especially in urgent or emergency situations (which can be easily overlooked in periods of overwhelming amount of communication). Looking forward, we must all acknowledge and accept that receipt of and responding to dozens or hundreds of emails, phone calls and texts is not sustainable.

I predict software applications will advance to provide automated feedback to initiators of communication when the person on the other end is receiving high traffic and high priority communications. If I'm wrong, we should demand a new communication paradigm that is sustainable.

Data Science

The single most transformative business sector that will dramatically change our personal and

professional livelihood in the next decade will be data science, commonly referred to as Big Data. If you are thinking this only involves massive amounts of data stored on cloud-based servers, understand that is only a small component of data science. Big Data also includes automated high level analytics and the proliferation of connected intelligent devices, connected via internet, which give rise to another technology buzz phrase – Internet of Things (IoT). The industry of Big Data and IoT is exploding, with possibilities that will boggle an Einstein-level intellect.

The vision of IoT is everything will be data producer, connected to a data repository. When I say everything, I mean EVERY-thing. For instance, Ralph Lauren has announced a “smart shirt” for athletes that tracks movement and biological data. Imagine a day where all employees have a uniform that does the same, as well as track productivity and geospatial location.

Our buildings will also be data collection devices,

and not just the energy management or security systems. I predict sensors will be embedded in the roof membrane, wall sections, flooring, door hardware, plumbing fixtures, furniture, windows, foundation, and all other building systems. Eventually, our built environment will produce terabytes of annual data, and for what purpose? Data science is the analytics that provides intelligent decision-making, some automated, some by managers and front-line staff.

Recall my reflection on the tidal wave of communication? That will not compare to the tsunami of business intelligence data about to hit the fan. Again, the automation of data science will be its value. I predict equipment will have embedded intelligence that emails a work order to a responsible staff member to “come fix me, I'm about to fail.” Roof sensors will pinpoint the exact location where a leak originates and will inform an owner months to years in advance of required refurbishment or replacement. Carpet/flooring sensors will

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Brief Look at Change Ahead, *continued*

record traffic patterns on tile carpet to identify a replacement schedule. When maintenance staff enters a building, work orders will “pop up” on their mobile device in order of predetermined priority. As 3-D printing advances, the building will produce replacement parts onsite prior to the predicted failure. Sensors within the building will precisely account for the number of people in a room to deliver the exact amount of code-prescribed outside air. I’m certain these types of technology advances are coming, but I cannot predict the operational challenges they will create.

Future of “Bricks and Mortar” Institutions of Higher Education

I recently watched a CNN documentary titled “Ivory Tower.” I highly encourage every education professional to take to the opportunity to watch this program (available on iTunes and other outlets). This documentary exposes the explosion of higher education cost and proposes there is no solution in the foreseeable future. With national student

loan debt surpassing \$1 trillion, the documentary asks, “Is college worth the cost?”

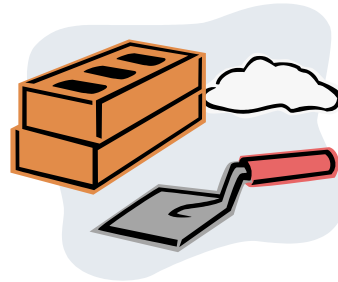
Facilities professionals should be cognizant of this national concern. After all, we are *the* stewards of the built environment, and we most definitely have the responsibility to affect operations cost. We must become highly and intentionally proactive on the multiple factors that drive the first and operational cost of the built environment. Codes, standards, environmental sustainability, and constructability are what I define as the first place to start.

Although we cannot directly affect, we can influence administrators and decision makers to consider remodeling and repurposing in lieu of new construction, especially when structures that can be renovated are planned for demolition instead. Granted, the higher education arms race for more programs and bigger, better buildings and sports facilities will not be solved by facilities managers. However,

when new facilities are planned, we need to demand a seat at the table to optimize the total cost of ownership. If the current trend of cost of higher education continues, consumers will either demand cost reduction or look for alternatives like MOOCs, online education, professional schools, or no secondary education at all. The future of the bricks and mortar university as it exists today maybe in jeopardy.

Change is ever present. Perfection is not common. Seeking perfection requires great preparation, effective execution, and timely correction(s) when required. Clairvoyant I am not, but the future for facilities professionals will be challenging, and very exciting if we choose to make it so. I’ll conclude with another Churchill quote:

“A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty.”





From the Senior Representative to APPA: Takeaways from the Annual CAPP A Conference

Bob Eckels, Missouri State University

Congratulations to Glen Haubold and his New Mexico State team for planning, organizing and executing a terrific CAPP A 2014 Conference, and to the UTEP team for their great West Texas hospitality in hosting! The weather, food and music were fabulous! The conference in El Paso was a CAPP A first where two regions collaborated to put on the event. New Mexico State University is in the Rocky Mountain APPA region and the University of Texas at El Paso is of course in the Central APPA region.

The Joint Initiative

Special congratulations to Angela Meyer of Southeast Missouri State upon her election to the position of Third Vice President. She will be the CAPP A host of the 2017 Joint CAPP A/MAPP A Conference in St. Louis, MO. This is another unique and exciting CAPP A first! The joint conference three years from now has taken root. The MAPP A and CAPP A boards approved the concept at

their respective fall meetings and ad hoc planning teams have been established. The CAPP A ad hoc committee is comprised of Angela Meyer (Third Vice President), Glen Haubold (President, experienced in co-hosting), Tim Stiger (Treasurer), and I (Senior Rep to APPA). There is much to be done, and the wheels are already turning.

Emerging Professionals

The keynote speaker at the CAPP A annual conference was clear in noting that we, the facility leaders of today, must listen to the millennials, the young people currently entering the workforce, who are much more tuned in to the role technology will play in changing the world. They have a different mindset to problem-solving to which we need to pay attention. APPA has recognized this and, as a result, has put in place the Emerging Professionals program. It is a program trying to find its way, but it is encouraging to see it develop.

At the APPA 2014 conference, senior leaders met with emerging professionals in a summit to exchange concepts and ideas. I applaud the recognition by APPA that the youth must have a voice in order to make facilities management better. CAPP A needs to ensure we are well represented and follow suit in facilitating this initiative.

Value Added from CAPP A 2014

The takeaways that I feel will add value to my university include:

- **APPA Leadership Academy** – Three of our key facilities leadership personnel took the Level II: Interpersonal Effectiveness Skills course. At Missouri State, we are realizing the great benefit of providing quality managers the skills to be good leaders. I especially like that the course provided insight into effectively managing

“The keynote speaker at the CAPP A annual conference was clear in noting that we, the facility leaders of today, must listen to the millennials, the young people currently entering the workforce.”

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Takeaways, *continued*

conflict and communicating with difficult people. We all have individuals in the workforce who can be challenging and create a negative tone, but middle managers with the skills to timely address those demonstrating such notions are invaluable to an organization looking to create ownership throughout.

- **Computer Maintenance Management System** – As we look to enhance our performance indicators with our TMA System, locating other TMA users working on similar objectives gives us a leg up by sharing ideas and good practices.
- **IPads to the Workforce** – Networking with institutions that have made strides to equip trades staff with iPads gives me confidence to set a goal to begin some testing of it on our campus. They were found to be successful and clearly an efficiency to improve time on the job when
- expanding campuses require us to use technology to bridge the gap caused by spreading staff even thinner.
- **Legal Landmines of Leadership** – A quality employee relations educational program was hosted by an attorney who laid out a number of “landmines” that adversely affect a work environment. What I walked away with and subsequently addressed with the legal counsel at my university was the impact courtroom examples have when speaking to management on employee litigation issues. It can be difficult to get across to frontline managers that immediately addressing known employee problems directly and decisively is a must to minimize potential litigation. I am convinced the legal perspective should be heard by my workforce supervisors. It will assist in the continual effort to ensure accountability of workers.
- **Construction Project Deliverables** – Tracking design and construction project questions can be challenging, inefficient and frustrating, but software packages that make it transparent are available. O&M manuals, as-builts, warranties, equipment parts lists, preventive maintenance data, and documentation of design and construction correspondence are all needed to make the long-term management of facilities more effective.
- **Zero Waste Management** – Our students are aggressive about sustainability, and recycling is an area they see as very visible and having immediate results. Business partners say they can reduce solid waste even more, resulting in savings on trash service. With the students taking interest and with sustainability fees they have levied on themselves, I am interested.

“Immediately addressing known employee problems directly and decisively is a must to minimize potential litigation.”

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Register Now for CAPPa Technology and Leadership Conference 2015

The CAPPa Technology and Leadership Conference 2015 will be held at the San Antonio Airport Hilton, February 25-27. This a unique, mid-year educational opportunity open to facilities management professionals and business partners. This conference provides two days' outstanding educational sessions in areas such as facilities administration, operations, energy management, and planning, design and construction. It also provides the opportunity to interact with other facilities professionals and business partners in a relaxed setting. It is open to all APPA regions at the same low price; meals and social events are included at no additional cost. Some exciting changes planned this year include two keynote speakers and a new kickoff session called Speed Networking/Business Matchmaking.

APPA's Academy on Campus-Track III, will also be offered, making this conference one

that fits the needs of any of your staff. Participants develop and strengthen leadership skills while learning basic principles for organizational and managerial effectiveness. Attendees experience a dynamic learning environment using engaging discussion groups, learning games, discovery exercises, synergy, and project collaboration. This program complements and builds on the individual skills learned in Track I and the interpersonal skills developed in Track II. For more information visit: <http://www.appa.org/training/academy/index.cfm>. Track III will be offered February 24-27.



Make your hotel reservations soon and be sure to mention CAPPa to receive the special block rate. Visit our website for more information at [Registration](#) , or email us your questions at cappaedupd@cappaedu.com.

Takeaways, *continued*

- **Networking**
 - **Deferred Maintenance funding** – I spoke with a colleague who has been successful in increasing student fees to create maintenance and repair funding that many of us see as only depleting at our respective institutions. I am including that option in my assessment paper to my administration as one of the measures we need to take to ensure we reinvest in our buildings.
 - **Electronic Billing for Utility Payments** – I met a colleague pursuing electronic billing, an automated means of transferring invoices from the utility provider to payments from the university accounts. The billing process today is laborious and consumes tremendous numbers of staff hours. Technology can solve this dilemma. We have the same energy tracking software and therefore are going to work together to develop the solution.

Make your plans to send someone to CAPPa Technology and Leadership Conference in February. It will make your institution better!



From the Junior Representative to APPA The Value of CAPPAs Conferences Shelton Riley, Texas Christian University

“When an issue arises, it’s nice to pick up the phone or send an email to someone who has faced a similar circumstance. I could never put a price on that.”

Is the spring semester really just around the corner again? It seems like every year time goes by faster. It’s hard to believe that our annual CAPPAs meeting is almost a distant memory. Glen Haubold and his teams from New Mexico State University and University of Texas at El Paso did a specular job and truly did *Kick it up a Notch*. Nice job Aggies and Miners!

If you were unable to attend, you missed some great educational training, campus tours and an unbelievable dinner under the stars, surrounded by Bhutanese-style architecture, on the University of Texas at El Paso campus. Make your plans to attend next year’s meeting at Kansas State University, where Ed Heptig will continue the CAPPAs tradition of

providing some of the best training available for those working in the facilities field. Save the dates October 11-14, 2015, for *The Future is Now*.

When APPA recently asked about the important factors that cause me to place such value on the APPA organizations, I listed, of course, the great training and educational sessions I have attended over the years at these functions. While I want my institution to understand that the educational training our team receives is worth the money and time we spend away from the campus, I also insist they realize the importance of building relationships with fellow facility folks. The experiences we share with each other and the friendships we build are as important,

in my humble opinion, and I highly value them. When an issue arises, it’s nice to pick up the phone or send an email to someone who has faced a similar circumstance. I could never put a price on that!

If it’s been a while since you have attended a meeting, plan on doing so soon. CAPPAs has funds earmarked just for you. Whether it’s a Tool Kit, Academy on Campus, Credentialing, or a Drive-in Workshop, training is easily available at or near your campus. If you can spare a few days away, the Tech Conference in February or the Annual Conference in the fall can’t be beat! You may also develop some life-long friends along the way—I know I have.

Happy Holidays and Merry Christmas!