

IFMA Public Sector Facilities Council Newsletter



January 2011

IFMA FACILITY FUSION
BOSTON 2011

*Where ideas, best practices
and solutions come together.*

SAVE THE DATE!
March 23-25

**IFMA Facility Fusion
Conference & Expo**
The Westin Boston Waterfront

The poster features a background of a city skyline with a blue and green color scheme. A stylized graphic of a person or object is in the center. The text is arranged in a clear, hierarchical layout.

Attending Fusion?

Look for information on the
PSC Business Meeting and
Networking Event soon.

A review of WWP 2010 from a new member of the Public Sector Council perspective



Greetings to all PSC members:

I am Tami Berry your Newsletter and Membership Chair. I have been a member of IFMA since 2001 and with recently employment with the City of Orlando; I joined the Public Sector Council. I have been active on boards in two local chapters (Ft. Lauderdale and Orlando) for the last seven (7) years. I currently serve on the Orlando Board as President.

Having attended WWP starting in 2004 I was curious as to how WWP would differ in Atlanta by adding the PSC Experience. WOW! What a huge difference the PSC made. Not only did the PSC add an extra element of educational classes to attend but the depth of commitment from the fellow PSC Board and Council members was amazing. The transition from the private to public sector has been an adjustment. I was a member of a council previously to the PSC but this was the first time that I have become actively involved. The annual business meeting was well attended and active participation was evident. The exchange of Best Practice information was varied and detailed.

To understand a little more about the membership of the council, I did some research. Education is one of the main focuses of IFMA and the PSC. For the PSC membership; there are 565 members with 486 from the USA, 65 from Canada, 3 United Arab Emirates, 2 members from Nigeria, Sweden and the Netherlands and 1 member from Singapore, Spain, Kuwait, Trinidad/Tobago & Australia. What I really found interesting was that only 113 of the PSC Membership have their CFM and 29 members have a FMP.

Partnering with other chapters and councils is a great return on the PSC members investment and a goal of the Board, continuing on this path, I presented these statistics to the PSC Board with a proposal for the PSC Members to benefit from the Orlando Chapters CFM Roundtable that are conducted January through October on a monthly basis. This CFM Roundtable is designed to assist IFMA members studying for CFM to join in the educational webinar lead by CFM's within the Orlando Chapter. The first ten PSC members interested in attending the webinars can do so at no cost.

Have an ideal to share or want to see something specific within the newsletter or membership committee? Please call me on my cell at 321-229-0126 or send me an e-mail at tami.berry@cityoforlando.net.

Public Sector Council Executive Board and Committee Members



President

Barry A. Crowe
Regional Municipality of York
17250 Yonge Str
Newmarket, ON L3Y 6Z1 CANADA
barry.crowe@york.ca
Tel: 1-905-830-4444 x1684
Fax: 1-905-830-0597

Vice President

Larry T. Simmons, CFM
Seminole State College
100 Weldon Blvd.
Sanford, FL 32773
simmons1@seminolestate.edu
Tel: 407-708-2468 Fax: 407-708-2330

Secretary

Raymond Vigil
Wyoming Department of Transportation
5300 Bishop Blvd
Cheyenne, WY 82009
raymond.vigil@dot.state.wy.us
Tel: 307-777-4474 Fax: 307-777-3801

Treasurer

David Lawrence Dunn, CFM
City of Orlando
1010 S Westmoreland Dr
Orlando, FL 32805
David.dunn@cityoforlando.net
Tel: 407-246-3873 Fax: 407-246-3725

Newsletter and Membership Chair

Tami L. Berry
City of Orlando
1010 S Westmoreland Dr
Orlando, FL 32805
tami.berry@cityoforlando.net
Tel: 407-246-3865 Fax: 407-246-3725

Immediate Past President

Christopher L. Hylton
Victor Valley College
18422 Bear Valley Rd
Victorville, CA 92392
hyltonc@vvc.edu
Tel: 760-245-4271 x2472 Fax: 760-843-5714



WWP 2010
What a great time for
networking, education
and FUN!



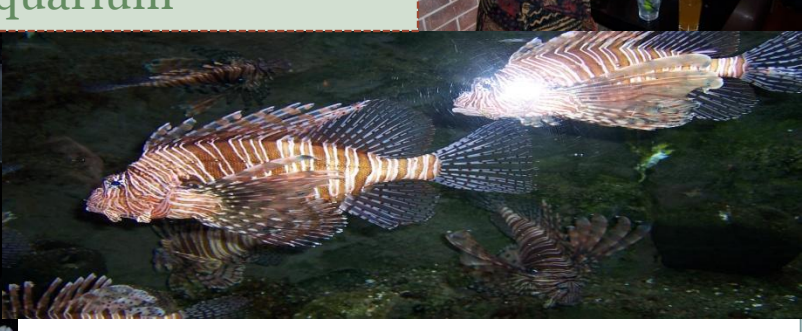
**Public Sector
Council
Scholarship
Recipient
Reimar
Pfalz-
Liebert**



**Council
Meeting
Raffle
Winner**



Georgia Aquarium



Updates from the PSC Business Meeting

Meeting Updates

- **Sustainability** – Liaison from the Public Sector Council is David Thomas.
- **Facility Fusion** – March 23rd to 25th in Boston. The PSC Lunch –n- Learn is Friday with Larry Simmons presenting.
- **Benchmarking** – Chris Hylton is having to step back as chairman. Jon Marten has agreed to take over with Chris giving assistance.

Educational Updates

- **Want your CFM?** Join the CFM Roundtable webinar hosted by the Orlando Chapter. The first ten to respond to the invite each month will have their fee paid by the PSC Board.
- Phyllis Meng has agreed to chair the Educational Committee Thank you Phyllis!
- David Dunn will be hosting educational webinars in 2011

**IFMA FOUNDATION**
Research • Scholarships • Education

**Welcome to FMpedia ,
a free online
glossary of facility
management terms.**

Enter FMpedia



Fmpedia© is, to a large extent, modeled on the wikipedia model (www.Wikipedia.Com). Fmpedia© is a dynamic, real time, open, internet-based glossary where contributors are welcome to add new FM terms and definitions, and comment on existing ones. It is meant to be as broad and international as possible. The glossary is non-commercial, supported by the IFMA foundation, and contains no product endorsements or paid sponsors. We hope you find this resource of value and encourage you to participate in its growth.

Since fmpedia© went on-line early in 2008, the glossary has grown to over 6,000 words by the end of 2009. The IFMA foundation particularly wishes to thank BOMI international who are responsible for over 70% of the words contained in the current glossary. The foundation is also indebted to David Catania, Anna Carey and Cara Noferi of graphic systems for developing, administering and hosting the fmpedia© website.

[Http://www.Gsishare.Com/ifma/fmpedia/index.Html](http://www.Gsishare.Com/ifma/fmpedia/index.Html)

Keeping the PSC Members informed



Justice Department issues final rule Revising ADA regulations

The U. S. Department of Justice (DOJ) has amended its regulations implementing Title III of the Americans with Disabilities Act (ADA), which applies to commercial buildings and public accommodations. This is the first comprehensive revision since the 1991 ADA Accessibility Guidelines (ADAAG) went into effect.

In making this long anticipated change to the ADA regulations, DOJ adopted standards contained in the U. S. Access Board's 2004 ADA/ABA Accessibility Guidelines impacting a broad array of commercial building types. The new standards address a variety of building elements, including new requirements for restrooms, reach ranges, sales and service counters, employee work spaces, telephones and stairways. The revised rules also impact power-driven mobility devices such as Segways, communication services, such as remote interpreting of video conferencing, and lodging reservation systems.

The first is a broad "grandfather" clause that exempts all building elements that were constructed or altered in compliance with the 1991 rules. This grandfather exemption is in effect until those elements are subject to a planned alteration and also applies to the "path of travel" to an altered area. The second is the inclusion of a reasonable time within which to comply with the new rules. The revised regulations do not become effective until six months after July 27, 2010 but are not mandatory for new construction and alterations and barrier removal until 18 months after publication. During the period from late January, 2011 and January 2012, projects may be designed and constructed in compliance with the current ADAAG (1991 regulations) or the revised 2010 regulations.

Facility Professionals and Workplace Violence

America is reeling from a spate of recent workplace violence incidents that have rocked companies across the country. A few weeks ago, it was James Lee, known as the "Discovery Shooter," who took Discovery Channel employees hostage after saying he was motivated to violence by the station's tepid response to Al Gore's "An Inconvenient Truth." More recently, two workers are dead after a fellow employee at a Philadelphia Kraft plant stormed the plant with a gun after being suspended from her job.

The moral of the story is that it's important for built environment professionals to do their part to ensure their buildings are safe and secure.

The IFMA Foundation's free publication "Violence in the Workplace: The Role of the Facility Manager," written by Wayne D. Veneklasen, Ph.D., CFM, and Donald J. Barnes, BA, is a good place to start. The report looks at the history of violence in the workplace, examines the scope of the problem, describes the statutes surrounding it and concludes with a focus on planning, response and recovery.

The report can be downloaded for free at:

<http://www.ifmafoundation.org/documents/public/WorkplaceViolence.pdf>.

Generational Diversity

by Tami L. Berry – Membership Chair



As Facility Managers we have to juggle many roles and consider numerous areas to run our departments successfully. Building Green, energy and lighting efficiency, cost control in janitorial and landscape, maintaining the existing environment, sustainability, preventive maintenance and then we have to transition to other roles. Finance, Safety, Technology, and Human Resources are other hats we wear in our management role. As manager we are all familiar and comfortable with culture diversity but now in the current economy we now have to learn how to deal with “generational diversity”!

Generational Diversity is fast becoming one of the largest aspects of Diversity with regard to managing the differences between the generations. According to the U.S. Census website for the current workforce in 2010 the largest group of workers is the Baby Boomer with 40% followed closely by the Gen X’ers at 33% and the Gen Y’ers at 23%. The Traditionalist comes in last with this age group accounting for 4% of the workforce. For some Facility Managers, you may only deal with two of the generations which would have variations in their employee’s work ethic and life style characteristic but for those Facility Managers who manage three and even all four of the generation in the workforce the challenge can seem overwhelming.

The differences are vast but as each generation grew up in during different political, social and especially the economical environment; which has contributed and shaped the values for each of the generations. From their method of communication, views on education, means of motivation and work ethics the differences are real and the key to success is understanding each of the employees and where they stand in the generation timeline. From this understanding we can avoid the slow or non-productive teamwork, employee turnover and low moral that can be the reverse scenario.

As an example let’s take Communication; various authors will have a slight difference in what they view as the difference but in researching this topic; one of the best charts I found was on the website for Farleigh Dickinson University. According to the website and article on Mixing and Managing Four Generation by Greg Hammill the following is the difference in methods of communication between the generations:

	Traditionalist	Baby Boomers	Generation X	Generation Y
	1922-1945	1946-1964	1965-1980	1981-
Communications				
Methods	Rotary Phones	Touch tone phones	Cell Phones	Internet
	One-on-one	Call me anytime	Call me only at	Picture Phone
	Writes Memos		work	E-mail

Although there are differences between the generations the values that each generation brings to the workplace is invaluable. The life experience that a Traditionalist can bring to the workplace spanning the years of technology and innovation is something the Generation Y’ers cannot even conceive. Yet the advanced technology that a Generation Y’ers can bring to the job can eliminate steps and boost productivity. Bridging the generation gap is key but understanding and communication are the first steps needed to having a successful diversity of generation in your work place that will make for a much more productive environment.

Considering the FMP?

IFMA's Facility Management Professional (FMP) credential is an assessment-based certificate program demonstrating a proven comprehension of the foundations of facility management. In September 2010, the FMP credential was updated and enhanced to align with the most recent IFMA global job task analysis, ensuring that it teaches and tests the knowledge demanded by today's global employers including:

- Operations and Maintenance
- Project Management
- Finance and Business Essentials
- Leadership and Strategy Essentials

Who should pursue the FMP credential?

- Early to mid-career facility management practitioners seeking enhanced knowledge and skills.
- Individuals who are transitioning into an FM career.
- Partner practitioners such as architects, designers and safety engineers.
- Associated corporate providers of FM products and services.
- Students entering the profession from colleges, universities, certificate or technical programs.

TOP 5 reasons to earn your FMP

1. Build a solid foundation. The enhanced and updated course curriculum required to achieve IFMA's Facility Management Professional (FMP) credential will prepare you for the unique challenges of the profession, focusing on competencies essential to an FM's day-to-day responsibilities.
2. Start your career in the right direction. Facility management is a constantly evolving profession. A commitment to continuing education and professional development ensures an up-to-date skill set throughout your career.
3. Prepare for the Certified Facility Manager® (CFM®) Exam. FMPs who continue their professional growth have a greater chance of successfully completing the CFM Exam and joining the elite circle of Certified Facility Managers.
4. Set yourself apart from the competition. Whether you are applying for a position or promotion in the field, or if you plan to do business with an FM, having the letters "FMP" after your name demonstrates your professional knowledge.
5. Establish your professional network. Enjoy opportunities to meet and network with expert instructors and peers during live