



FINAL PROCEEDINGS
RMA-WCUPPA JOINT CONFERENCE
 September 12th – 14th, 2011
 Regina, SK Canada

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WELCOME TO REGINA!

Welcome to the **2011 RMA-WCUPPA** joint conference in beautiful **Regina, Saskatchewan**. The University of Regina is excited to bring these two great institutions together for learning, networking and fun as we share in our common interests of planning, maintenance and operation of facilities within the region's educational institutions.

September 12th - 14th, 2011 will be the 59th gathering of Rocky Mountain APPA, whose members represent the states of Arizona, Colorado, Idaho, Montana, Utah, New Mexico and Wyoming and the Canadian provinces of Alberta, Saskatchewan and the North West Territories. The conference will also be the 44th gathering for WCUPPA, whose members hail from the western Canadian provinces of British Columbia, Alberta, Saskatchewan and Manitoba.



Our conference theme is "**Harvesting Opportunities**"; a nod to our local farm friends who will be in the full swing of harvest during the conference. In the broader sense, we hope this conference will provide many opportunities for you to harvest: diverse technical sessions, renew old friendships and make new friends, discover new solutions to an old problem. We also hope you take the time to explore the University of Regina, Wascana Centre and the City of Regina. As our old friend Covey would say - this is your opportunity to "sharpen the saw".

On behalf of the entire 2011 RMA-WCUPPA planning committee, I look forward to seeing you in Regina and wish you a bountiful harvest.

Emmet Boyle
RMA-WCUPPA 2011 Chair



Proudly serving the states of Arizona, Colorado, Montana, New Mexico, Utah, Wyoming and the Canadian Provinces of Alberta and Saskatchewan.

2011-2012 RMA OFFICERS

President	Viron Lynch, Weber State University
President-Elect	Chris Kopach, University of Arizona
Treasurer	Erik van de Boogaard, Adams State College
Secretary	Glen Haubold, New Mexico State University
Communications Coordinator	Joseph Metzger, Arizona State University
APPA Senior Representative	John Morris, University of Colorado at Boulder
APPA Junior Representative	Dave Button, University of Regina
Awards and Recognition Chair	Luis Rocha, University of Arizona
Membership Chair	Kyle Williams, Brigham Young University (Idaho)
Information and Research Chair	Lindsay Wagner, Northern Arizona University
Professional Affairs Chair	Jeff Butler
Professional Development Chair	Joseph Han, Idaho State University
Annual Meeting Coordinator	Shawna Rowley, Weber State University
Historian	Eakle Barfield, Montana State University (Billings)
Business Partner Representative	Cloriza Lomeli, GLHN Architects and Engineers Inc.
2012 Host Committee Chair	Mike Sawyer, Casper College
2013 Host Committee Chair	Shari Philpott, University of Colorado at Boulder
APPA Liaison	Lander Medlin, APPA

APPA REPRESENTATIVES ATTENDING

David Gray, President
 Lander Medlin, Executive Director

CONFERENCE OVERVIEW

Dates	September 12 th – 14 th , 2011	
Location	Regina, Saskatchewan, CANADA	
Theme	Harvesting Opportunities	
Attendance	224 Delegates 20 Partners	
Accommodations	Delta Regina Wingate by Wyndham (Overflow)	
Conference Gifts	Travel Bag sponsored by Spirotherm. Messenger bag sponsored by WEST.	
Tradeshow	40 booths sold. Sold out May 30 th .	
Sponsorship	Pure Gold (1), 22K (1), 14K (8), Silver (4), Copper (41). Total value of sponsorship, including booth revenue was \$143,250.	
Keynotes	Darci Lang, Focus on the 90% Andrew Brash, The Profound Effects of Commitment and Compassion	
Monday Activities	Last Mountain Lake Fish N' Fry Golf Tournament at Deer Valley Golf Club Moose Jaw Getaway for a Day (Temple Gardens Mineral Spa, Underground Tunnels, Western Development Museum)	
Evening Activities	Sunday	Board Dinner. Steak and Lobster at U of R President's Residence, hosted by Vianne Timmons and Stuart Mason.
	Monday	Welcome Reception at Delta Regina. Music by Rick Harris Jazz Band.
	Tuesday	RCMP Heritage Centre. Event featured local cuisine, beer tasting by Beer Brothers, First Nations hoop dancer and music by Jack Semple.
	Wednesday	Harvest Dinner at Casino Regina Show Lounge. Entertainment provided by Rory Allen (Tribute to Elvis Presley).
Partners Activities	Wascana Park Walking Tour and Lunch at the Willow Bushwakker Brewing Company Beer Tasting and Lunch Government House Tour & Tea	

CONFERENCE SCHEDULE

Sunday September 11, 2011			
7:00 AM	Breakfast on your own		
8:00 AM	RMA Board of Directors Meeting 8:00 AM to 5:00 PM Includes Lunch Campania	GES SET UP Start 8:00 am Finish 4:00 pm	
4:00 PM		Business Partner Early Setup 4-8pm Trentino Ballroom	Registration Desk Open 4:00 PM - 8:00PM Pre-function Area
6:00 PM	RMA Board of Directors Dinner 6:00 PM to 10:00 PM U of R President's Residence		

Monday September 12, 2011			
6:00 AM	Breakfast on your own		
7:00 AM	Golf Activity - Sponsored by Stantec 7:00 AM departure to Deer Valley from Lobby. 8:30 Tee-off.	Lunch Sponsored by PCL Construction Management	
	Last Mountain Lake Fish n' Fry 7:00 AM departure from Lobby.	Business Partner Set-up 8:00 AM - 4:00 PM	Registration Desk Open 8:00 AM - 4:00 PM
8:00 AM	Moose Jaw Getaway 8:00 AM departure from Lobby.	Trentino Ballroom	Pre-function Area 2nd level
4:00 PM	Activity Buses Return to Delta		
5:30 PM	FIRST TIME ATTENDEES Welcome Reception & Meeting 5:30 pm - 6:00 PM Campania		
6:00 PM	Welcome Reception Umbria Ballroom - 2nd level 6:00 PM - 10:00 PM Hot hors d'oeuvres/Appetizers Entertainment sponsored by Philips Lighting Canada		Registration Desk Open 6:00 PM - 7:00 PM
6:10 PM	Group Photographs in Pre-function area		
6:20 PM	First Time Attendees		
6:40 PM	Canada		
6:50 PM	Host Committee		
7:00 PM	Arizona		
7:10 PM	Colorado		
7:20 PM	Idaho		
7:30 PM	Montana		
7:40 PM	New Mexico		
7:50 PM	Utah		
	Wyoming		

Tuesday September 13, 2011						
7:00 AM	Breakfast Buffet Umbria Ballroom					Registration Open Pre-function Area
8:00 AM	General Session, Keynote Address #1 Andrew Brash - The Profound Impact of Commitment and Compassion Umbria Ballroom					
9:00 AM	Nutrition Break with Business Partners - Trentino Ballroom Sponsored by xpedx					
9:30 AM		Education Session 1A	Education Session 2A	Education Session 3A	Meeting #1	Partners Program
	Speaker	Innes Hood, Stantec Consulting Ltd.	Glen Haubold & Kelly Brooks, New Mexico State University	Barry Brennannd, Steelcase	Membership Committee	Wascana Park Walking Tour and Lunch
	Topic	UBC Campus Alternative Energy Feasibility	The Accountant and the Engineer: The Marriage of Finance, Mgmt & Maintenance	Designing Classrooms for the 21st Century		
	Location	Novara	Verdi	Campania	Milan	
10:30 AM	Nutrition Break with Business Partners - Trentino Ballroom					
11:00 AM		Education Session 1B	Education Session 2B	Education Session 3B	Meeting #2	Partners Program
	Speaker	Patrick Baltazart, Stantec Consulting Ltd.	Pat Patton, University of Regina	Barry Brennannd, Steelcase	Awards & Recognition Committee	Bushwakker Brewing Company Beer Tasting & Lunch
	Topic	Electrical Hazard Assessments & Arc Flash Studies	Crime Prevention Thru Design	Collaborative Work Places		
	Location	Novara	Verdi	Campania	Milan	
12:00 PM	Lunch & Business Partner time					
1:30 PM		Education Session 1C	Education Session 2C	Education Session 3C	Meeting #3	
	Speaker	Lew Beyer, Civility Experts	Jerry Boulanger, Axiom Industries Ltd.	Richard Benoit, Steelcase	Information & Research Committee	
	Topic	Building a Culture of Civility	Hydronics; Where We Have Been & Where We Are Going	Implementing Technology in the Classroom		
	Location	Novara	Verdi	Campania	Milan	
2:30 PM	Nutrition Break with Business Partners - Trentino Ballroom					
3:00 PM		Education Session 1D	Education Session 2D	Education Session 3D	Meeting #4	
	Speaker	Lew Beyer, Civility Experts		Kevin Hanson & Lander Medlin; APPA	2011 Host Committee	
	Topic	How to Avoid Being a Cocktail Weenie		APPA Journey		
	Location	Novara	Verdi	Campania	Milan	
4:00 PM	Business Partner time - Trentino Ballroom					
6:00 PM	RCMP Heritage Centre Dinner Buses depart from the main lobby starting at 6:00 PM Cocktails: 6:30 - 7:00 PM - Sponsored by Trane Buses depart from RCMP back to Delta starting at 9:00 PM					

Wednesday September 14, 2011						
7:00 AM	Breakfast & AGM – Umbria Ballroom					
8:00 AM	General Session, Keynote Address #2 – Umbria Ballroom Darci Lang - Focus on the 90%					
9:00 AM	Nutrition Break with Business Partners - Trentino Ballroom					
9:30 AM	Speaker	Education Session 1A George Hutchison; Stantec Consulting	Education Session 2A Raymond Pankopf; University of Idaho Paradise Creek Ecosystem Restoration, University of Idaho	Education Session 3A Susan Buchanan, VFA, Inc. Sustainability on a budget: Meeting competing facility needs with fewer \$.	Meeting #5 14'rs Club Meeting	Partners Program Government House Tour & Tea 9:00 AM to 2:00 PM. Departure from Lobby.
	Topic	UBC Okanagan Open Loop/Closed Loop Geoexchange District Energy System	Verdi	Campania	Milan	
	Location	Novara	Verdi	Campania	Milan	
10:30 AM	Nutrition Break with Business Partners – Trentino Ballroom					
11:00 AM	Speaker	Education Session 1B Cloriza Lomeli & Bill Nelson; GLHN Architects & Engineers Inc.	Education Session 2B Kent Anson; Honeywell Building Solutions	Education Session 3B Darryl Boyce; Carleton University	Meeting #6 Professional Development Committee	Partners Program Bushwakker Brewing Company Beer Tasting & Lunch
	Topic	Overview of Tools for FM Project Managers	Navigating Rough Waters. How to get Financial Support for Deferred Maintenance, Capital Renewal & Sustainability Programs	CAUBO/APPA Benchmarking Study using the FPI Survey		
	Location	Novara	Verdi	Campania	Milan	
12:00 PM	Lunch & Business Partner time					
1:30 PM	Speaker	Education Session 1C Jennifer Keesmaat; Design Dialog	Education Session 2C Eugene Setka, David Scratch & Gil Labonet; France Financial Consulting	Education Session 3C Harvey Kaiser; Harvey H Kaiser Associates, Inc.	Meeting #7 Business Partner Debrief	
	Topic	Campus Master Planning	Managing the contracts for the direct purchase & price management of Natural Gas & Power	Strategic Capital Development		
	Location	Novara	Verdi	Campania	Milan	
2:30 PM	Nutrition Break with Business Partners - Trentino Ballroom.					
3:00 PM	Speaker	Education Session 1D Netesh Gohil, Philips Lighting	Education Session 2D	Education Session 3D Thomas Huberty, Jeff Bemelen & Scott Schrage; Sitelines & University of Denver	Meeting #8 Conference Debrief: 2011, 2012 & 2013	
	Topic	Improving operational costs and learning performance with smart lighting design		Integrated Facilities Planning, Moving beyond Data to Effectively Make the Case for Change.		
4:00 PM	Location	Novara	Verdi	Campania	Milan	
5:30 PM	Harvest Dinner and Award Banquet Casino Regina Show Lounge Cocktails sponsored by MacPherson Engineering Appetizers sponsored by Waste Management of Canada Entertainment sponsored by HDA Engineering					

BUSINESS PARTNER ACKNOWLEDGEMENT

The host committee sincerely thanks the following Business Partners for their contribution to RMA-WCUPPA 2011:

PURE GOLD

Stantec Consulting Ltd.

GOLD

Spirotherm, Inc.

HDA Engineering Ltd.

MacPherson Engineering

PCL Construction Management

SILVER

Arizona Sponsor Group

Stanley Consultants

Water & Energy Systems Technology

Capital Ford

COPPER

Windsor

Aircuity Inc.

Primex Wireless

Cypress Sales

SchoolDude.com

INNERFACE Architectural Signage Inc.

Partner Technologies Inc.

Advance Commercial

CADD: FM Management Services

Number TEN Architectural Group

VFA Canada Corporation

Brady Canada

FAME Asset Management Solutions

Lerch Bates Inc.

Tremco Canada

Ecoblue

Delta Controls

Johnson Controls

Nalco Company

Verve Living Systems

Newell Rubbermaid

Able Services

Reliable Heating & Cooling Ltd.

Ameresco Canada Inc.

AssetWorks

InterfaceFLOR

Chem-Aqua

Honeywell

TMA Systems

Taco (Canada) Ltd.

P3Architecture

RMH Group

Slaterpauill Architects

HVAC Sales

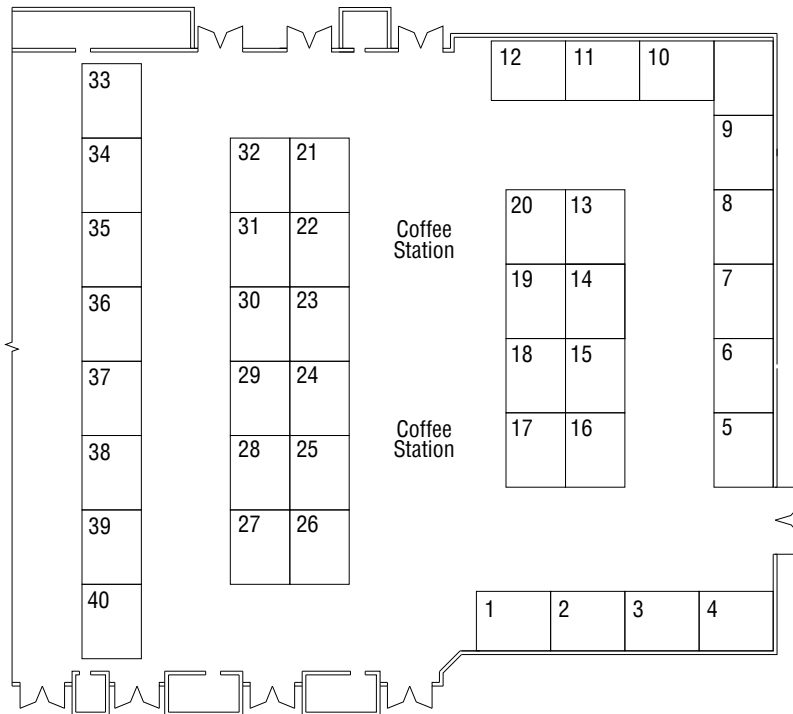
Ritenburg & Associates

Regina Hotels Association

Prov AV Ltd.

TRADE SHOW EXHIBITORS AND MAP

Trentino Ballroom



List of Exhibitors

- | | |
|--|-------------------------------------|
| 1. Windsor | 21. Ecoblue |
| 2. Aircuity | 22. Arizona Sponsor Group |
| 3. Primex Wireless | 23. Delta Controls |
| 4. Cypress Sales | 24. Johnsol Controls |
| 5. xpedx | 25. Nalco Company |
| 6. SchoolDude.com | 26. FAME Asset Management System |
| 7. INNERFACE Architectural Signage | 27. Verve Living Systems |
| 8. Partner Technologies Inc. | 28. Newell Rubbermaid |
| 9. Advance Commercial | 29. Able Services |
| 10. CADD: FM Management Services
Number TEN Architectural Group | 30. Reliable Heating & Cooling Ltd. |
| 11. VFA Canada Corporations | 31. Ameresco Canada |
| 12. IPLC/Vantera Inc. | 32. Waste Management of Canada |
| 13. Brady Canada | 33. RMA 2012 Wyoming |
| 14. Lerch Bates Inc. | 34. ChemTreat, Inc. |
| 15. Spirotherm | 35. AssetWorks |
| 16. Philips Lighting Canada | 36.. InterfaceFLOR |
| 17. Tremco Roofing & Building Maintenance | 37. Chem-Aqua Canada |
| 18/19. Trane | 38. Honeywell |
| 20. Stantec Consulting Ltd. | 39. TMA Systems |
| | 40. Taco (Canada) Ltd. |

KEYNOTE SPEAKERS**ANDREW BRASH*****The Profound Impact of Commitment and Compassion***

Tuesday, September 13th

Andrew Brash is a Calgary climber and teacher who has been chasing his climbing dreams for over 20 years in many of the most impressive mountain environments in the world, including Tibet, China, Pakistan, Kazakhstan, Alaska, Chile and Nepal.

In the spring of 2006, Andrew and his teammates made international headlines when they stopped 200 metres from the summit of Mt. Everest to assist Australian climber Lincoln Hall. Hall had been declared dead by his own team and left for dead, spending the night alone on the mountain above 8,600 m. Thankfully Lincoln survived, but Andrew's summit ambitions now had to wait.

In the spring of 2008, Andrew returned to Everest. This time forced to the Nepali side of the mountain, after Chinese officials closed access to Tibet fearing Olympic protests on the mountain - and sending his return expedition into turmoil.

Andrew is married to Jennifer and is the father of three young daughters, Anna, Jaime and Alexandra.

**DARCI LANG*****Focus on the 90%***

Wednesday, September 14th

Get everyone motivated with Darci's easy-to-apply message - Focus on the 90% that is positive in your life. The message is simple; you have a choice when it comes to your attitude. The choices you make affect everyone around you at work and at home. It's a message that everyone knows, but having someone outside of your organization deliver it really pays off. Just like when we were kids and we'd do anything our favourite, cool aunt told us to do - even when it was exactly what we didn't want to

do when it was our parents telling us. Audiences have an overwhelmingly positive response to Darci's practical, down-home approach.

Everything Darci shares in her presentations, she has lived. Darci grew up working in her Dad's Volkswagen garage; she has waited tables, worked retail, taken a company from bankruptcy to award-winning and started two of her three companies from scratch. Today, Darci is a professional speaker, a best-selling author, mom to two joy-filled children - Jayda and John, and wife to Darren - a 10-year old boy trapped inside a 41 year-old man's body.

EDUCATIONAL SESSIONS**TUESDAY, SEPTEMBER 13TH, 2011****9:30 am – 10:30am****1A UBC Campus Alternative Energy Feasibility****Presenter(s): Innes Hood, Stantec Consulting Ltd.
Jeff Giffin, University of British Columbia**

The University of British Columbia (UBC) has embraced sustainability as an integral component of its vision. UBC was the first academic institution in Canada to achieve Kyoto level greenhouse gas (GHG) emissions reductions. Looking forward, UBC has committed to:

- Reduce GHGs an additional 33 per cent from 2007 levels by 2015;
- Reduce GHGs to 67 per cent below 2007 levels by 2020;
- Eliminate 100 per cent of GHGs by 2050.

UBC retained Stantec to develop strategies and policies to achieve these ambitious targets. This plan identifies strategies for UBC to transform the existing energy system from a GHG intensive system to a system that is GHG neutral, enabling UBC to achieve its goals to become the first carbon neutral campus in North America. Key strategies include:

- Building enclosure retrofits and mechanical system upgrades to reduce space heating consumption;
- Replacement of the existing steam based district heating system with a medium temperature hot water network to reduce thermal losses and permit an expanded range of thermal energy supply alternatives;
- Electrical demand side management to extend the service life of the existing distribution network, and potentially eliminate the need for increased distribution system capacity;
- Replacement of the aging natural gas boilers with alternative energy technology.

2A The Accountant and the Engineer: The Marriage of Finance, Management & Maintenance**Presenter(s): Glen Haubold, New Mexico State University
Kelly Brooks, New Mexico State University**

Excessive financial controls impede the timely completion of work, while the lack of adequate business processes can lead to undesirable behavior. This presentation discusses how the financial and business staff must work together with the operations folks to balance controls with timely service.

This case study will help the facilities manager determine if their facilities organization has the proper controls in place to mitigate scandal and loss and hold people accountable quickly when it does occur. The session will assist you in asking the right questions and evaluating the answers. A check list will be provided.

There will also be a discussion about how to combat that pervasive sense of entitlement that can lead to undesirable behaviors, and the attendees will be provided with the tools necessary to determine the level of risk for theft and fraud in their organization.

More importantly, however, the discussion will also be about the interrelationship of finance, management, and maintenance. While proper business practices certainly mitigate risk, audit controls alone are not enough. Organizational leadership sets the “tone at the top”.

3A Designing Classrooms for the 21st Century
Presenter(s): Barry Brennand, Steelcase

Discuss Drivers for Change

- Demand for 21st century work skills
- Adoption of new pedagogies
- Emerging technologies
- Implication of generation Y
- Diverse student population
- Increased accountability for student success

Discuss Barriers to Change

- Keeping up with demand of increasing enrollment
- Space standards driven by efficiency
- Users not engaged in the design process
- Faculty fear of failure
- Pressure on funding

Discuss Insights and Illustration 6 Design Principles

- Classrooms have their own rhythm and pace
- Most classrooms are a barrier to learning
- Classrooms do not support new media
- Classrooms do not support the individual needs of students and instructors
- Learning happens everywhere

TUESDAY, SEPTEMBER 13TH, 2011

11:00 am – 12:00 pm

1B University of Alberta; Electrical Hazard Assessments and Arc Flash Studies
Presenter(s): Patrick Baltazart, Stantec Consulting Ltd.
David Roh, University of Alberta

There are five (5) basic tenets that a protection engineer tries to balance when configuring the protective equipment for an electrical distribution system:

- Reliability – the electrical system must be dependable, predictable and secure.
- Selectivity – the electrical system must experience maximum continuity of service with minimum system disconnection when an intolerable condition occurs.
- Speed of clearing the disturbance – the intolerable condition should be removed as quickly from the system as possible to reduce damaging thermal and mechanical forces.
- Simplicity – a minimum number of protective devices and protective features.
- Economics – achieving maximum results at a minimal cost.

In addition to the five (5) tenets listed above is the overarching objective of operating and maintaining an electrical distribution system is SAFETY.

The University of Alberta is aware of the very real human costs associated with the hazards presented by an arc flash incident. An arc flash when present to operations personnel can result in severe burns, damaged eyesight, ruptured eardrums, collapsed lungs, psychological trauma and in some cases - death.

Arc flashes are not new to electrical systems. What is new is the awareness and recognition of the dangers and costs from exposing a worker to an arc flash. An arc flash is an unexpected and unwanted flashover of electrical current between electrical equipment through air resulting in intense heat, sound blast and pressure waves.

2B Crime Prevention thru Design
Presenter(s): Pat Patton, University of Regina

CPTED, Crime Prevention through Environmental Design is the reduction and elimination of crime opportunities by modification of the built environment. It provides methodologies and strategies to involve the community, builders and maintainers of facilities in developing facilities/spaces while minimizing crime and increasing the perception of safety. At the University of Regina, this has been a Campus Security philosophy for a number of years. Recently, a wider group including Facilities Management (Campus Security and Planning Design and Construction) and the Regina Police Service were trained in CPTED with plans of further integrating it in our Campus Environment. This presentation will describe CPTED and the efforts of the University of Regina to use its strategies.

3B Collaborative Work Places
Presenter(s): Barry Brennand, Steelcase

Today, you don't have to go to work, to work. Work and Place are two separate concepts. Mobile technology has facilitated that reality. Technology, and the new working behaviors that it supports points us to a new planning paradigm, the "interconnected workplace."

- What's going on in the world of work?
- It's anywhere + anytime + any place *and highly collaborative*.
- Organizations of all kinds strive to be both lean and creative.
- What's going on with workers?
- They're mobile. They're diverse – generationally, culturally and professionally. They know what they want, and who they want to work with and for...and the type of working environments in which they want to work.
- What do they want from their workplace?
- A place where they connect, collaborate and co-create.
- A place where they can be seen and be heard.
- A place to learn and to share.

In short, the workplace has to work harder by working smarter. This presentation explores the trends and issues that are impacting the workplace today. It will prompt new thinking about how the workplace needs to change to support the new ways people are working...and learning.

1:30 pm – 2:30 pm

1C Implementing Technology in the Classroom

Presenter(s): Richard Benoit, Steelcase

What's going on in the world of technology?

- It's everywhere and drives new behaviors
- It's highly collaborative
- It's disruptive and evolving faster than ever

How do we make it accessible?

- Intuitive interfaces
- Sharing content
- Simple control
-

This presentation explores the technology trends that are impacting the classroom today. It will expose new ideas about how the integrating furniture and technology can support the new ways of learning.

2C Hydronics; Where We Have Been & Where We Are Going

Presenter(s): Jerry Boulanger, Axiom Industries Ltd.

This presentation is on broad issues related to the use of hydronic systems in HVAC. Topic that will be covered are:

- Why they are used and the main advantages of hydronic over air-based systems
- Some of the history behind the development of hydronic systems
- Common issues with hydronic systems
- Current trends in the design of HVAC systems and the resulting impact on hydronic system design

3C Building a Culture of Civility

Presenter(s): Lew Beyer, Civility Experts

Lateness, bullying, complacency, theft, gossiping, low service standards, dishonesty, poor quality, sloppy dress, cell phone interruptions...the list of rude behaviors experienced in the workplace is endless. Left unchecked, incivility is like a virus that infects our workplaces. This interesting and relevant workshop assesses your current workplace situation, and offers solutions for stopping the incivility virus from spreading in your workplace.

After completing the Organizational Civility Scale™, participants will engage in discussions and solutions-oriented activities towards:

- Understanding what civility is *exactly*, and learning why they should care about it?
- Identifying symptoms of viral rudeness in their workplaces
- Recognizing if/how they as individuals contribute to a toxic workplace
- Adopting behaviors that foster civility in the workplace

3:00 pm – 4:00 pm

1D APPA Journey

**Presenter(s): Kevin Hanson, APPA
Lander Medlin, APPA**

"What is APPA? How can APPA help you? Where do you start? What can you do to help your career in higher education facilities management move along?"

How can you contribute more to your profession? The APPA Journey presentation will open your eyes and your understanding to what a great resource APPA and RMA can be in answering these questions and helping you along a career path that will be rewarding, stimulating, and exciting, both professionally and personally. It will probably even help you make more money because you will be a much more valuable member of your institution's facilities management team. Come join us for a lively presentation and discussion that will open new pathways for you!"

3D How to Avoid Being a Cocktail Weenie; Mixing Business and Pleasure

Presenter(s): Lew Beyer, Civility Experts

After this entertaining and practical keynote, you'll understand why the executive standing by the shrimp tree might leave having satisfied their appetite but they'll have missed out on meeting key clients. If you have ever been fearful about walking into a room full of strangers but want to learn how to make the most of every schmoozing situation, this humorous and experiential session is for you.

WEDNESDAY, SEPTEMBER 14TH, 2011 9:30 – 10:30am

1A UBC Campus Alternative Energy Feasibility

**Presenter(s): George Hutchison, Stantec Consulting Ltd.
Leanne Bilodeau, University of British Columbia Okanagan**

UBC Okanagan is currently in the construction stage of a 90%+ carbon free heating and cooling system for approximately 1.5 million square feet of academic buildings. The District Energy system is being constructed to further enhance an already operational open loop aquifer based heating and cooling system, as part of the University's move toward carbon free heating & cooling.

The District Energy system is also a major component of an overall master plan to eventually become a net-zero energy campus. Enhancements include harvesting waste energy from computer data centres, planned future waste heat recovery from an existing central heating plant, and further development of open loop geoexchange well systems to provide additional heating & cooling capacity for current and future buildings.

The District Energy System will maximize energy transfer between buildings with simultaneous differing usages or load profiles. The open well aquifer loop geoexchange heating and cooling systems are believed to be the third largest in North America.

Other system advantages include the distribution of energy using low cost ambient temperature underground pipelines, and allowing the campus energy systems to adapt to future heat

sources/sinks such as biomass, solar thermal and other future energy systems not yet available in the marketplace.

2A Paradise Creek Ecosystem Restoration, University of Idaho
Presenter(s): Raymond Pankopf, University of Idaho

Paradise Creek flows through the campus of the University of Idaho. Early in the 20th century, significant reaches of the creek were straightened channelized by agricultural landowners prior to the acquisition of the land by the University. In 1963, approximately 1,100 feet of the creek was covered by the University during the construction of a Residence facility. The covered section served as a service and emergency vehicle access to the residential neighborhood.

One of the outcomes of the 2000 University of Idaho Long Range Campus Development Plan (LRCDP) was a stated desire and objective to reroute the creek, daylight it and restore habitat. For many years, the University pursued planning for this effort in partnership with the Walla Walla District of the U.S. Army Corps of Engineers. In late 2009, the Corps and the University learned that the project was included for funding as a part of the 2009 American Reinvestment and Recovery Act (ARRA, otherwise known as the "stimulus"). The Corps awarded the project as a design-build effort to McMillen Engineering of Boise, Idaho in Fall of 2009. Design occurred Fall '09 and Winter '09/'10 and construction began May of 2010. Construction was completed in November 2010.

3A Sustainability on a Budget: Meeting Competing Facility Needs with Fewer Dollars
Presenter(s): Susan Buchanan, VFA, Inc.

Organizations are challenged to meet sustainability objectives and mandates within severely constrained budgets. Overall success hinges on their ability to smartly evaluate and prioritize sustainability investments to achieve the greatest impact, all within the context of overall business objectives. In this session, we'll discuss how organizations can evaluate the sustainability of their existing facilities, plan to reduce their environmental impact and promote a healthier built environment.

It is essential for an organization to establish a sustainability framework that includes business objectives to reflect its mission and goals. By defining performance baselines for sustainability – including such metrics as energy and water use, carbon emissions, and other organization-specific benchmarks – organizations can ensure a foundation for establishing goals and measuring progress against those goals.

Ultimately, sustainable practices need to be integrated into not only the daily facility management programs, but also into their long-term capital planning process. By combining green initiatives with detailed data about overall requirements across an existing building portfolio, organizations can get a holistic view of a facility's needs to maximize facility condition and sustainability. There are many factors by which organizations determine the impacts and benefits of sustainability improvements. Some common ones include implementation costs relative to conventional improvements, ongoing maintenance costs, resource usage reduction and associated cost savings, and impact on emissions. Such factors can ultimately be used as standalone criteria for evaluation, or aggregated into the sustainability score for an asset or an individual improvement, facilitating the prioritization of competing projects.

In most organizations, sustainability improvements are funded from the same source as other capital requirements. Therefore, they must often be evaluated in the context of overall capital needs and priorities, based on what will deliver the greatest return and best support the organization's mission.

At the end of this session, participants will be able to understand how to establish a sustainability framework including business objectives, define and track key performance metrics, identify green opportunities alongside conventional maintenance and upgrades, prioritize and rank options, and integrate sustainability into the capital planning process.

11:00am – 12:00pm

1B Overview of Tools for FM Project Managers

**Presenter(s): Cloriza Lomeli, GLHN Architects
Bill Nelson, GLHN Architects**

Project Manager's come from all different backgrounds in Facilities Management. The Director identifies you as a "go getter" and next thing you know you're running projects. This presentation is put together to provide an overview of tools and resources available to develop and enhance FM wide Project Management.

We want to tell our customers "yes" and deliver. We will share traits for success in Project Management and factors to achieve a successful project.

Learning outcomes:

- Importance of communication in Project Management
- Planning, organizing, directing and controlling of Institutions resources for an objective that has been established to complete specific goals of the customer.
- Overview of project lifecycle

2B Navigating Rough Waters – How to get Financial Support for Deferred Maintenance, Capital Renewal and Sustainability Programs

**Presenter(s): David Evers, Honeywell Building Solutions
Gary Reed, Eastern Illinois University**

The economic recession and the financial crisis have affected Higher Education both negatively and positively. Pressure from Federal and provincial governments to slow tuition and fees growth, reduce cost structure, and lower student debt.

- Learn how Eastern Illinois University partnered with Honeywell to build one of the largest biomass plants in the United States country, eliminate a coal plant, reduce GHG's 80% and energy consumption by 50%, and integrate the project into the curriculum - all without any taxpayer dollars.
- Federal Stimulus aid brought some temporary relief.
- Use Campus Facilities as a Learning Laboratory and Use Central Plant to Reduce GHG at the Same Time.
- Private Industry-Higher Education collaboration must accelerate in 21st century.
- Internal and external pressures to meet sustainability goals

Join Gary Reed and David Evers as they address how Eastern Illinois University and Honeywell handled the financial challenges around deferred maintenance, decreasing funding and sustainability initiatives facing their organizations. Learn how this leading university received financial support for deferred maintenance and capital investment in energy projects. Learn how the additional benefits helped with green Jobs for students, curriculum support and student recruitment and retention. Network with a group of senior executives who are leaders in their field, have the chance to share experiences and contribute to fresh insights.

3B CAUBO/APP A Benchmarking Study using the FPI Survey
Presenter(s): Darryl K. Boyce, Carleton University

In June 2010 the CAUBO (Canadian Association of University Business Officers) Facilities Management Committee decided to work toward encouraging participation and improving the quality of data provided by Canadian Universities in the 2009/2010 APPA/CAUBO Facilities Performance Indicators (FPI) survey. To that end, six geographically separate Canadian Universities were asked to be part of a pilot group for the completion of the FPI Survey. Two consultants/facilitators assisted the universities in the process.

The Universities and consultants were to report on the experience with the survey and to propose improved data point definitions and other recommendations for future use by other Canadian universities and APPA FPI participants. The data generated by the six universities were scrubbed with the help of the consultants in an effort to reconcile differences in interpretation of definitions and other factors that were considered to affect the comparability and reliability of results. Subsequently, the FPI results from the six Universities were compared to the “un-scrubbed” results of thirty other Canadian University participants. Emphasis was centered on data related to deferred maintenance, facilities operating costs, maintenance, utilities and funding. While the entire data set was not reviewed in detail, conclusions and recommendations re definition changes/clarifications were developed. The participation of consultants at the six pilot study universities helped to improve the consistency and comparability of data. Based on the pilot study it is proposed that CAUBO encourage more Canadian University participation in this excellent benchmarking program and to offer consultant review/guidance/assistance to those universities who request it. This presentation will review the experience and the issues identified by the consultants’ review. Looking forward, the focus will be on identifying refinements and clarifications to definitions, either specifically in the Canadian context or as recommendations to APPA for all participants, where this can improve the comparability and usability of the survey results.

1:30 – 2:30pm

1C Placemaking in Planning: Creating a Campus that Inspires
Presenter(s): Jennifer Keesmat, Design Dialog

The collegial tradition has historically positioned and recognized university campuses as places of relieve, reflection and, to an extent, exclusion.

Campus planning in the 21st century has embraced more democratic pedagogies that consider university campuses as places for community engagement and learning, where students thrive as a result of collaborative learning environments designed for social interaction. By investigating the

principles of place making, and their applicability to university planning, it becomes clear that an integration of uses, as articulated in open space and built form frameworks, is fundamental to the thriving of student communities.

2C Managing the Contracts for the Direct Purchase and Price Management of Natural Gas and Power
Presenter(s): Eugene Setka, France Financial Consulting

This presentation will be presented by one of the principals of France Financial Consulting and will discuss:

- Negotiation of physical natural gas supply contracts and financial management of price risk utilizing your supplier, your bank and natural gas storage. Also, we will discuss pipeline transportation arrangements and the utilization of natural gas storage to help you with your daily operations.
- Negotiation of long-term power supply contracts in the deregulated markets.

Attendees will develop an understanding of the economic benefits of directly managing the contracts that result in the purchase and delivery of their energy requirements.

3C Strategic Capital Development
Presenter(s): Harvey Kaiser, Harvey H Kaiser Associates, Inc.

A presentation, *Strategic Capital Development: The New Model for Campus Investment*, is based on the APPA book by co-authors Harvey H. Kaiser and Eva Klein. The authors combine their extensive higher education experience and their specific work of the last decade to develop a bold approach for planning capital investments from a strategic and long-range perspective. The approach is introduced by stewardship principles necessary to create and sustain a physical plant that is responsive to institutional strategies and functions; remains attractive to faculty and students; and optimizes available resources. Then, the proposed comprehensive model is presented as a fully-integrated set of methodologies to assess needs and develop a prioritized capital projects plan, integrated with a physical master plan. Included is the concept of a strategic funding framework - a larger view of feasible and desirable capital funding for defined capital needs. The model concludes with guidance on ongoing implementation.

3:00 – 4:00pm

1D Improving Operational Costs and Learning Performance with Smart Lighting Design
Presenter(s): Netesh Gohil, Philips Lighting

Take a peek into the lighting ‘crystal ball’ to reveal some current and future trends in lighting solutions. We’ll help you understand how improving lighting efficiency in educational facilities can repay themselves quickly, and make a significant impact on your sustainability goals. Whereas reducing energy and maintenance costs is one part of the equation, understanding how lighting contributes to occupant comfort and productivity is another important consideration in learning environments. We’ll share some interesting findings on current research involving a unique Philips lighting system which is revealing a correlation between lighting controls and positive student performance and engagement.

3D Integrated Facilities Planning, Moving Beyond Data to Effectively Make the Case for Change

**Presenter(s): Thomas Huberty, Sitelines, LLC
Scott Schrage, University of Denver**

Having valid and reliable information and a framework for making investment decisions is vital. In this session you will learn how one institution has been using innovative analytical and strategic tools developed by Sitelines, LLC to improve their planning process. Facilities Leadership from University of Denver will share the lessons they have learned, both successes and challenges, on their eight plus year journey to transform facilities data into knowledge on campus.

Learn how they have utilized Sightlines Return on Physical Assets annual analysis and comparative benchmark to measure their operations, investment performance, identify opportunities for improvement, and effectively communicate successes and challenges across campus.

They will share how the development of their Integrated Facilities Plan has helped them make the case for capital change, improved communication and credibility with senior campus leadership, and how it has integrated facilities into other areas on campus concerning space and programming.

GROUP PHOTOS



FIRST TIME ATTENDEES



CANADIAN PROVINCES



ARIZONA



COLORADO



IDAHO



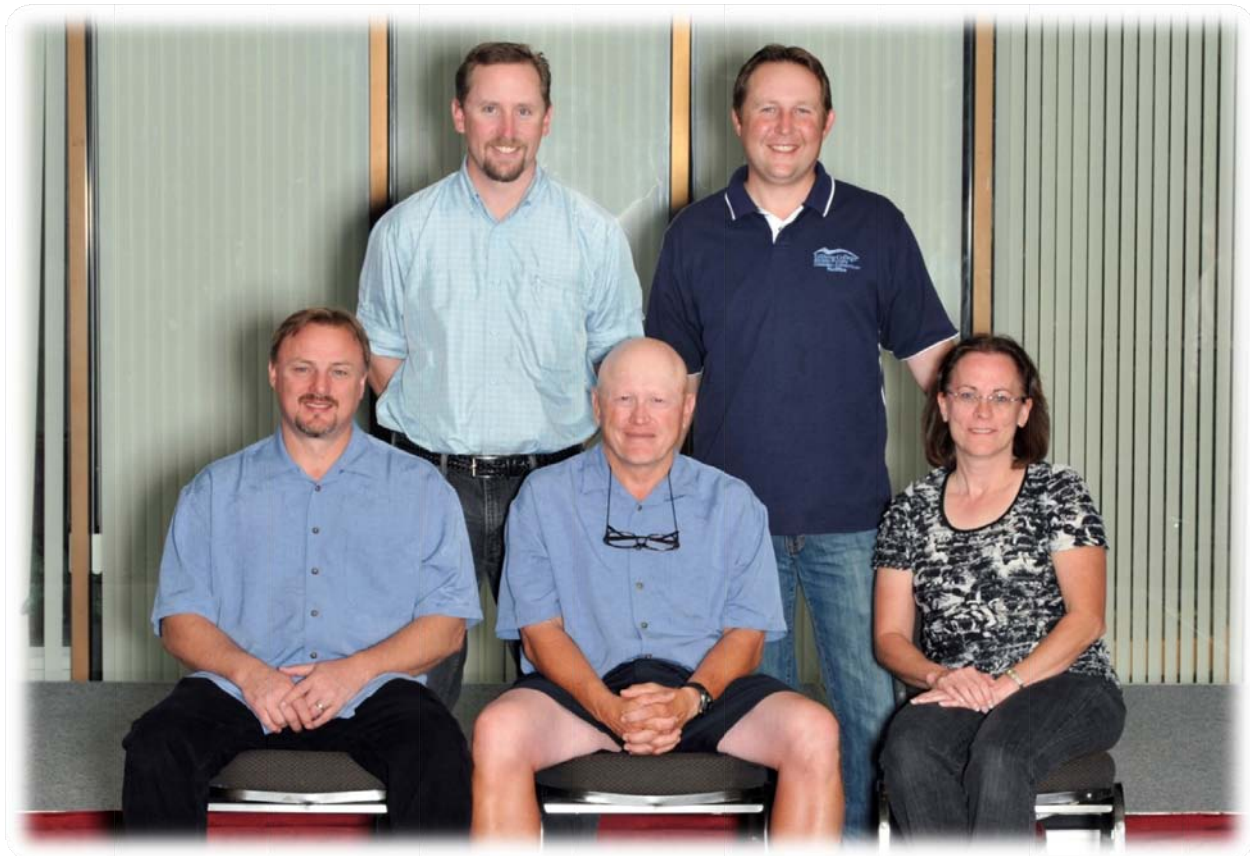
MONTANA



NEW MEXICO



UTAH

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Darrell Agopsowicz
Lisa Gerspacher
James Westerman
Paula Matz
Scott Smart
Mike Holdnefield
Shane McKechney
Darcy Strinholm
Alex Buehler

We also acknowledge our good friend and colleague, the late Andrew Glavacevic. Andy was instrumental in organizing the tradeshow and sponsorship components of this conference, as well as the Golf Tournament.

AWARDS WINNERS

The following individuals and institutions were recognized at the RMA-WCUPPA awards banquet:

RMA President's Award

Lander Medlin, APPA
 Polly Pinney, Arizona State University
 Nancy Hurt, Colorado State University

Val Peterson Award

Joseph Metzger, Arizona State University

Lee Newman Award

Jim Knutson, Trane

Golden Nugget Awards

Large	University of Saskatchewan
Medium	University of Lethbridge
Small	Casper College

14'ers Club – New Members

Cloriza Lomeli	GLHN Architects and Engineers, Inc.
Chuck Gameson	RMH Group
Val Peterson (Honorary)	RMA/APP A Emeritus
Ted Cary (Honorary)	RMA/APP A Emeritus
Pieter van der Have (Honorary)	RMA/APP A Emeritus
Don Mackel (Honorary)	RMA/APP A Emeritus
Jim Knutson (Consensus)	Trane
Lisa Potter	University of Colorado at Boulder
Stephen Spiwak	Nalco Company
Bill Nelson	GLHN Architects & Engineers, Inc.
Brother Ron Bartusiak	Santa Fe University
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David Gray (Honorary)	Middle Tennessee State University

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