

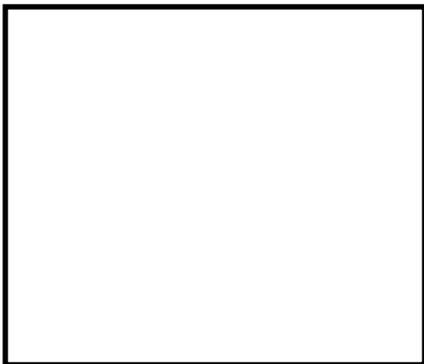
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Spring 2000 Edition | Lee Forest, Editor
LForest@usm.maine.edu

News

SPRING 2000

UNIVERSITY OF MAINE AT FARMINGTON



By: BOB LAWRENCE
DIRECTOR OF FACILITIES

The University of Maine at Farmington is excited about hosting the spring 2000 (I would say Y2K, but I had my fill of that expression earlier in the year. How about you?) NNECERAPPA educational conference. We hosted the chapter way back in September, 1990, and think that you should visit our campus at least once every ten years. If you arrive early we'll be happy to give you a tour. Since 1990 we have completed a number of projects including the renovation of our library, the addition of a new HVAC system to our student center and the construction of our Health & Fitness Center which has a swimming pool, weight room, aerobics area, running track and court sports, all of which you may use during your free time at



the conference. The Fitness Center is open from 5:30am until 11:00pm. Enclosed is information and registration materials.

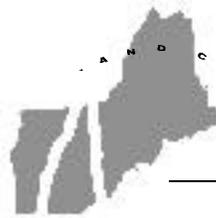
The theme of our meeting is "Network to Knowledge". The operative word is "Network". Our sessions not only have something to offer the higher education institutions, but are also appropriate for grades K through twelve. We hope to enhance infor-

mal associations with local school districts as well. The educational sessions will start off with two presenters well known to our organization. Dick Eustis, the founding president of NNECERAPPA, will be speaking about a design/build program that shows how

design/build can be used when projects must be competitively bid as is done in the University System. It also covers use

"NETWORK TO KNOWLEDGE"

Continued on Page 2



Spring 2000
Continued from Page 1

by private institutions which do not "bid" projects. Don Briselden, Phillips Exeter Academy, will update us on the progress of APPA in its efforts to link with grades K through twelve. Other sessions will deal with building commissioning, presented by Bill Faucher from Allied Engineering, Inc.; campus lighting, by Jim Stockman, a lighting consultant from Kennebunkport; computerized maintenance management systems - from the simple to the sublime, by H.C.I. Systems. Following Don in Track II will be a discussion of ethics in facilities management by Dr. Doug Dunlap; typical safety issues and inspections by Kathleen Gerard from the Maine Bureau of Labor Standards; and effective purchasing practices by Richard Thompson, Director of the state division of purchases.

Our staff has planned an excellent lineup of sumptuous repasts starting with a welcoming outdoor barbecue at noon on Monday. The breaks between sessions will provide the usual assortment of snacks and refreshments with a fantastic choice of prime rib or salmon at the evening banquet. George Hamm will present an after dinner dissertation which should entertain everyone. A breakfast buffet will greet attendees on Tuesday morning to start the day off right and the farewell luncheon will complete the conference. All this will be prepared by ARAMARK Dining Services which has just celebrated its thirty-fifth year at UMF.

We hope that you will take advantage of these offerings and plan to

meet us on June 12 & 13, 2000, at the University of Maine at Farmington. Our campus is located on the corner of Maine Routes 2 & 4 not too far from Sugarloaf, U.S.A. and even closer to various trout ponds and streams. A map is enclosed. We hope you will come early and stay late. A good time should be had by all.ⁿ

Chapter Directory A Vital Resource!

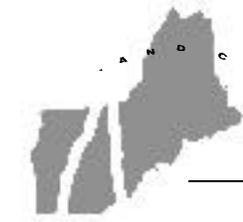
BY ANITA BAILEY

A group such as our Northern New England Chapter of APPA consists of its collective list of members. We often talk about the benefits of membership in an organization such as ours, and we recognize that there are many. We are always seeking out new members, and make every effort to welcome them when they come. But who are we, the members of NNECERAPPA? We are all facilities related people, looking for a common bond that will help us to continually improve on how we do our jobs. We try to identify who we are, and share that information with everyone, through the Northern New England Chapter Membership Directory, which is distributed every spring and fall at our chapter meetings. The effort to create this document began at Phillips Exeter Academy when the school played host to the fall meeting in 1995.

Ann Goodenow of Bowdoin College then volunteered to maintain and distribute an updated book twice a year. A look through the book shows all schools divided up by state. Under the name of each school is an asterisk (*) indicating the institutional representative's name, followed by a listing of each associate members from that school. Following the listing of schools is a Business Partners listing.

At one time, the directory listed only each school's institutional representative, along with a list of people who had recently attended a chapter meeting. Attendance at a chapter meeting is no longer the reason for inclusion in the directory. So we can better update the directory, and make it a useful tool for each of us, we have included a "Directory Inclusion/Change Form" as an insert to this newsletter. Please take a few minutes to fill it out, fold it in three (make sure that Ann Goodenow's name and address are on the outside), tape or staple shut, add a stamp, and send it out. Go ahead- do it right now (I can wait)....

Now that wasn't so bad! Once information is received, it will replace the existing information for your school's membership list in the chapter, and will update our mailing lists. Thanks for making the effort. Now, don't you feel better?ⁿ



Membership has its Privileges!

BY EARL SMITH
PAST PRESIDENT, ERAPPA

Guess what I just got? My annual membership dues invoice. I'd better get it to the billing office before I forget. There, that's done.

The dues invoice makes me think about the terrific value to my institution that membership in APPA and the Eastern Region provides. The APPA Institute and the Leadership Academy are two items that come to mind. The research that has been done has resulted in publication of the Critical Issue in Facilities Management series and the Custodial Staffing Guideline for Educational Facilities. I am anticipating the result from current research efforts in the areas of the Strategic Assessment Model and staffing standards for the trades and grounds function.

My association with many of you has been one of the greatest benefits for me in my current position. The network of facilities professionals one has access to in this organization is phenomenal. I have been able to call on the experience and expertise of many of you in dealing with the many pressing issues that face me at UMass. When I wanted to implement zone maintenance and create a Utilities Department, several of you hosted my staff and shared your experience with them. These visits lead to greater acceptance of new concepts and structure. My staff came away with an

appreciation of what can be done and gave them some pride in what they have done as well.

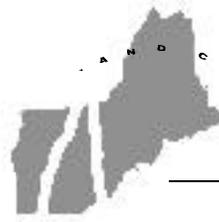
When members meet at our ERAPPA annual meetings and our many chapter meetings, the contacts, discussion and presentations create more and more chances to be exposed to that piece of information you need to address that one pressing problem you have. Add to that the chance to use the APPA and ERAPPA list to research a problem. There should never be any reason a facility issue cannot be resolved by applying the best thinking in the field. This is why I think the APPA Directory is one of the most valuable tools I have on my shelf.

Each of us must focus some of our time on cultivating prospective members as well as maintaining our membership. The first thing we institutional representatives need to do is maintain our membership by submitting our dues invoice as soon as possible. Also, we must all take the time to talk to potential members and reveal the benefits of membership. We must not rely only on those who sit on membership committees, task forces or the APPA staff to do all this work. While they can provide resources we can use, it's the member-to-potential-member contact that draws new people into the organization. The ERAPPA Membership Task Force was

established to help us focus our regional efforts and to work in concert with the APPA Membership Committee vision. Don Briselden, the Region's representative to the APPA Membership Committee chairs the task force that is made up of representatives from each chapter.

I encourage anyone to contact Don Briselden, any board member, the chapter membership representatives or me if we can assist you in getting membership information to potential members. Dina Murray, APPA's director of membership, will follow up with the Eastern Region's membership packets to potential members. Reach her at (703) 684-1446 or dina@appa.org. n

Ann Bunnel Is...



BY DAN GEARAN
CHAPTER PRESIDENT

MOVING ON!!

It is with mixed emotions I announce that Ann Bunnel has stepped down from the office of Vice President of NNECER-APPA. Ann has accepted a new position at the Tuck School of Business at Dartmouth as the Director of Fiscal and Auxiliary Services. She will no longer be an employee of a facilities department and will not be able to continue to serve as Vice President of the Chapter. Those that know Ann, know that she has always wanted a career in finance. Ann is thrilled about the new position and the opportunity to remain at Dartmouth. We are happy that Ann has found something she really wants to do, but we are sad to lose her and her participation in the

chapter.

The Chapter and the Board are losing a great contributor. Ann has served the Chapter in many ways. As Secretary/Treasurer she brought the book keeping of the chapter to a new level. Her attention to detail, thorough reporting and record keeping will serve the chapter for many years to come. She has served on many committees including the Host Committee for the upcoming Burlington 2000 ERAPPA Meeting. Her presence at Board meetings will be missed. Ann was always there with a comment or idea that kept us moving in a positive direction.

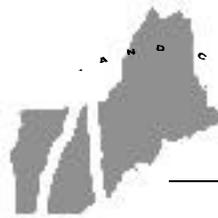
Fortunately, Ann has agreed to stay on and help us with the Burlington

Meeting. She is playing a vital roll on the committee by managing the program budget. This is no small task and Ann, as always, is doing it to perfection!

For the Chapter and the Board I would like to thank Ann for all her hard work and dedication. We wish you good luck and we will miss you!!

University of Southern Maine
Department of Facilities
P.O. Box 9300
96 Falmouth Street
Portland, Maine 04103

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EDUCATION COMMITTEE UPDATE.....

BY ANITA BAILEY AND DON BRISELDON
PHILLIPS EXETER ACADEMY

If one reads the Constitution and By-Laws for the Chapter, you realize that it takes many pages to spell out all the guidelines and regulations for the Chapter. But, within the first few sentences of the constitution, it becomes clear that education is one of the primary reasons for the existence of the Chapter.

However, it is a long way from constitutions and intent to delivering an educational program at each chapter meeting. Over the past ten years, the education committee has developed into one of the contributing arms of the chapter. The education committee is made up a cross-section of members and meets twice each year to plan and deliver educational programs. The opportunity for delivering those programs is usually through the host committees of the institutions that volunteer to sponsor chapter meetings at their schools. It is the cooperative work between the host committees and the education committee that results in the quality programs that we come to enjoy in the spring and fall of each year.

The education committee met in April, at Burlington, in connection with the host committee for Burlington 2000. Here is a summary of the activities with which the committee is now engaged:

- ! Maintaining a list of "Hot Topics" to guide future programs.
- ! Surveying chapter members to deter-

mine educational needs (future).

- ! Expanding and updating the Chapter Process Book, the very practical guide-book that host committees use in planning chapter meetings.

- ! Writing articles—such as this one—for the Chapter and ERAPPA newsletters.

- ! Sponsoring the loan program for "APPA's Basic Tools for Supervisors". A descriptive brochure describing the program will be available at the Farmington meeting.

- ! Working with the Board in lining up sites for future chapter meetings.

- ! Providing the "First Time Attendees" orientation program at each chapter meeting.

As you can see, there is a lot of good work going on. By the way, here is a tentative list of future sites for chapter meetings. It is still tentative as we work with the various schools to confirm the locations and years.

June 12-13, 2000

University of Maine at Farmington

Fall 2000

ERAPPA at Burlington, VT

Spring 2001

Joint meeting between the Northern New England and Southern New England Chapters at Stonehill College, in MA.

Fall 2001

Keene State College (tentative)

Spring 2002

Bowdoin College

Fall 2002

Colby College (tentative)

Spring 2003

Middlebury College

Fall 2003

Open

Spring 2004

Phillips Exeter Academy

Fall 2004

Open

Spring 2005

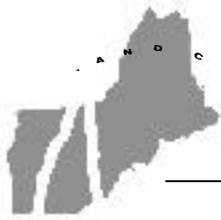
Open

The committee welcomes suggestions and participation. If you have any ideas, wish to join us, or if any institution is interested in hosting a chapter meeting, please contact Anita Bailey, Education Committee chairperson by telephone at 603-777-4447, or e-mail Anita at abailey@exeter.edu.

K-12 Initiative
Continued from Page 7

resource, supported by APPA, with a K-12 focus but certainly available and useful to all facilities professionals.

Once again, I want to appeal to your good offices in assisting in getting out the message. That message is that APPA; nationally, regionally and most certainly at the chapters has a wealth of resources to share. Here is how you can assist this continuing initiative at the chapter level. Invite the facilities manager of your local school district or a private school in your area to the next chapter or regional meeting. I am sure that such a reach out call would be much appreciated. At the same time it provides an opportunity to send along information about APPA. Please call me if I can assist, 603-777-4442. n



BURLINGTON

CELEBRATE THE PAST 2000
CREATE THE FUTURE

BY FRANK MAZZOLA

If you have not made your reservations yet for ERAPP's annual meeting in Burlington, Vt., better do it right away! On Sunday, October 8, through Wednesday, October 11, 2000, the 50th annual meeting of the Eastern Region of APPA will convene at the Burlington Sheraton hotel and Conference Center. The Host committee from the Northern New England Chapter promises that this event will be the most memorable ever!!

The program theme, "Celebrate the Past, Create the Future" will recognize our organization's rich history while maintaining a sharp eye on what the future holds for us as professionals in this millennium.

The education program emphasizes the theme through a balanced listing of educational opportunities from technical sessions to management and motivation presentations. Integrated within the overall conference is a sub-theme and special program titled: "The Future of the Facilities Management Professional." The special program and the overall educational program will commence with a "Call to 'action'"

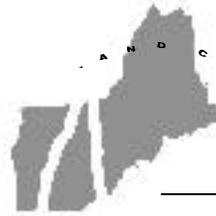
keynote presentation on Monday morning. The special program will continue with presentations by NACUBO and APPA on topics on leadership, as well as a 90-minute forum presentation by a panel of three to four presidents from local colleges and universities. The overall education program will conclude on Wednesday with a three-hour presentation by the Covey Institute.

Ah, but annual meetings are not just about rigorous intellectual pursuits. Our program will feature high quality in its entertainment as well. Two of the most impressive and important attractions in New England will serve as venues for the evening portions of our meeting. On Sunday night, a dinner cruise aboard the M/S Ethan Allen on beautiful Lake Champlain will provide a perfect backdrop for meeting old and new colleagues.

On Monday evening attendees will be treated to tours and dinner at the nationally regarded Shelburne Farm Museum, which hosts one of the best collections of folk art in the country. As always, spouse and guest activities will be available.

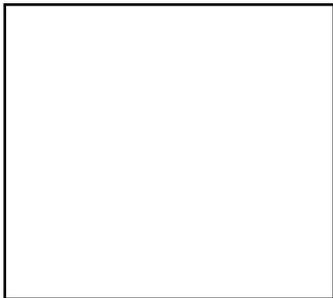
The ERAPP 2000 meeting will have it all; the famous New England foliage, outstanding educational programs, enticing entertainment, and best of all, great fellowship with hundreds of our friends and colleagues.

Look for registration information in the mail soon. For more information visit our web site at: <http://www.errapa.org/erappa2000>. Remember, make your hotel reservations now! **HOTELS IN NEW ENGLAND FILL UP FAST IN THE FALL.** n



PRESIDENTIAL

NOTES!!!!



BY DAN GEARN
CHAPTER PRESIDENT

Many of you have been recipients of my requests, recruitment and pleas for hosts for upcoming meetings. I am happy to say the response has been great! We now have meeting sites through 2003 and some beyond. We would still like to schedule meetings for 2004 and 2005. If you are interested let me know and we would be happy put you on the schedule.

Plans are set our next Chapter Meeting. Bob Lawrence and his team at University of Maine Farmington will be hosting the chapter on Monday and Tuesday, June 12 & 13, 2000. As you can see from the Farmington Article, the theme of this meeting will be "Network to Knowledge". We hope to attract the local school districts to this meeting as well as our usual higher education institutions from Maine, New Hampshire, and Vermont. We look forward to seeing you there!

Lately, Chapter business has taken a back seat to preparing for the fall ERAPPA Meeting in Burlington, Vermont. The Host Committee has been hard at work preparing all the details for the fall meeting. The meeting is shaping up to be a great educational opportunity. The

work that has gone into this meeting has been amazing! The Host Committee is comprised of representatives of several institutions from the three states in our chapter. These individuals have traveled long distances regularly for the past few years to put together a meeting that will have it all.

As Chapter President, I am proud of the hard work and dedication of our members. Your willingness to host Chapter meetings and volunteer to put on major events like the upcoming ERAPPA meeting is a testament to the strength of our Chapter. I want to encourage all NNECERAPPA members to get involved, not only in our chapter but ERAPPA and APPA. One of the themes throughout our chapter meetings is the need for networking, customer service, training, and education. Only through member involvement will these needs be met and that means, "Get involved!" Don't let the opportunity go by where you can get involved in our chapter leadership, education committee or planning for an event. Hosting a chapter meeting or educational program can be a great opportunity for you and your staff to show off what you have been doing. It can also be a great learning experience! Often times we have to handle details for a customer event. Hosting a meeting puts us on the other side of the fence, seeing what it is like from the customer's perspective. There are many ways for you to get involved, and the rewards are many! If you have questions about the Chapter, please check out our web site at <http://www.erappa.org/nne/>.

K-12 INITIATIVE WITH A TWIST

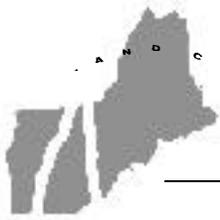
BY GEORGE BRAGG
PHILLIPS EXETER ACADEMY

You may have read about APPA's initiative to reach out to our K-12 schools and offer the assistance of APPA as a resource. Well assistance can be a two-way street. Resources can be stretched for all of us and if you are to get the job done you need to look for new solutions. Here is story of one successful venture where our local high school assisted us.

This past winter, the Academy's garage personnel made arrangements with Exeter High School's Seacoast School of Technology Auto Body Program to refurbish two of our oldest vehicles. Our goal was to accomplish major auto bodywork and repairs to two carpenter shop vehicles and also work with a school program in the seacoast area.

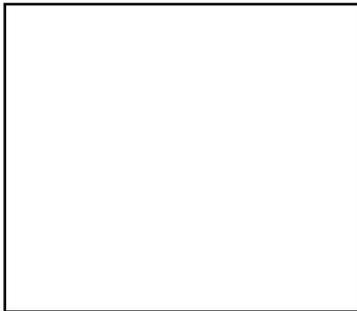
The high school students returned the first vehicle to us in February, free of dents and sporting a complete paint job in PEA colors. The second vehicle received the same type of repairs and was completed in April. The outstanding work performed by the Exeter High students has made a major improvement to this vehicle. This was truly a win win proposal. The students were able to work on two real projects and we received two reworked vehicles for the cost of materials.

We thank the students and their faculty members and look forward to working with the Seacoast School of Technology Auto Body Program on similar projects in the future. n



"CELEBRATE THE PAST"

"CREATE THE FUTURE"



BY DON BRISELDON
PHILLIPS EXETER ACADEMY

That is the theme for the October ERAPPA annual meeting to be held at the Sheraton Hotel and Conference Center, in Burlington, VT, October 8 - 11, 2000. The meeting is going to be a special experience. There is an article in this edition of the Newsletter that speaks to the overall program. I want to focus on the education program.

Our theme "Celebrate the Past, Create the Future" will serve to recognize our organization's rich history, while maintaining a sharp eye on what the future holds for us as professionals in this, the "new" millennium.

The education program emphasizes that theme through a balanced listing of educational opportunities from technical sessions to management and motivation presentations. Integrated within the overall conference is a sub-theme and special program titled: "The Future of the Facilities Management Professional". The special program and the overall educational program will commence with a "Call to Action" keynote presentation on Monday morning. The special program will continue with presentations by NACUBO, APPA, topics on

leadership, as well as a ninety-minute forum presentation by a panel of four presidents from local colleges and universities. The overall education program will conclude on Wednesday with a two-hour presentation by the Covey Institute.

So, if your interest is in the management or leadership of facilities organizations, if you wish to attend presentations on life-safety, design and construction of campus facilities, if you would like to sit in on discussions about landscaping, contingency plans, utility master planning, historic buildings restoration, campus planning, utility master planning or other facilities issues, then plan on attending Burlington 2000. n

sule form:

- Develop an education program that is targeted to meet the needs of the K-12 community. (Being managed by the Education Subcommittee.)
- Establish a K-12 web-site presence on APPA's web-site that will include; resource contacts, tools, performance indicators, and best practices information. (Being managed by the Comparative Measurements and Information Sharing Subcommittee)
- Develop membership marketing information geared toward the K-12 committee with a presence at the APPA international, regional, chapter and/or state levels. (Being managed by the Membership Subcommittee)

Are we making progress? Yes indeed we are. The task force met last November and again in April and worked out an implementation plan that addresses specific actions to be completed over a two-year period. A task force subcommittee is at work for each of the three objectives. We are developing web site resources in all three areas so that a K-12 school can readily access quality existing sites and obtain the latest educational programs, best practices information, or comparative measurements; to name just a few of the opportunities. Our intent is to provide a progress report at APPA's annual meeting in Fort Worth. The final product will be a national level

Continued On Page4

**KEEPING
THE K-12
INITIATIVE
IN VIEW**

BY DON BRISELDON
PHILLIPS EXETER ACADEMY

Because initiatives such as this take time to move from concept to product, it is easy to lose sight of the progress that is being made. Please recall that the basic goals of the K-12 Task Force were described in past articles. Just in case you set those goals aside, here they are in cap-