



SEATTLE NEWS

The Newsletter of the Greater Seattle Chapter of IFMA
IFMA SEATTLE: YOUR RESOURCE FOR EXCELLENCE!

March 2006

IN THIS ISSUE

Programz Corner
front page

President's Message &
IFMA Officers
page 2

Continuing Education
page 3

Member Recognition
page 4

Educational News
page 5

Education Symposium
page 6

Educational Article
page 7

Educational Annoucments
page 8

IFMA Sponsorship
page 9

Sponsorship & Advertising
page 10

IFMA Committee Chairs
page 11

Calendar
page 12

Our Mission

Create an environment that supports the diverse membership of IFMA and encourages each member's growth in the areas of facility management most important to them individually.

Programz Corner

Please join us on March 21st at the Museum of Flight for a "behind-the-scenes" tour of the Museum's operations, including how they are meeting energy challenges on a limited budget, as well as their plans for the future. The Museum's 12-acre Seattle campus consists of a 273,000-square-foot main building and a 35,000-square-foot Library & Archives annex.

7:30 a.m. Registration

8:00 – 9:00 Program.

We look forward to seeing you at the Museum of Flight. More information on upcoming programs can be found on the IFMA website. www.ifmaseattle.org

The Programs Committee
Marlaine McCauley
Neil Bavins

Continuing Education

LIGHTING DESIGN LAB

Electric Lighting 2006 Class Schedule

Registration:
www.lightingdesignlab.com/calendar/classes.html

Fixture Selection – Pros and Cons. \$20

Seattle: Wednesday, March 1 10:00 am - 12:00 pm
Spokane: Tuesday, March 14 10:00 am - 12:00 pm

Electric Lighting Controls in Daylit Spaces. \$20.

Seattle: Wednesday, March 1 1:30 pm - 3:30 pm
Spokane: Tuesday, March 14 1:30 pm - 3:30 pm

BUILDINGS IN BALANCE: Green Building Lecture Series

Cascadia Green Building Council
March 3, 2006 – The First LEED Hotel – Hilton Vancouver, WA
March 10, 2006 – Building Integrated Solar Power

All sessions held from 12noon-2pm at Sellen Construction, Seattle.

Registration: \$20
<http://www.usgbc.org/chapters/cascadia/default.asp>

--more continuing education on page three

Continuing Education

IFMA FM Edge SEMINAR

Mar. 3, 2006

The Emergency Action Plan: When a Failure to Plan is a Plan for Failure

10am-11:30am CST
Audio & Web Presentation

Registration: \$99 IFMA members

http://www.ifma.org/learning/audio/mitchell_02_seminar.cfm



PRESIDENT'S MESSAGE

Chris Lewis

Greetings Fellow IFMA members

As promised last month, in my column this month I'll focus on the IFMA Leadership event recently held in Houston. It was a well attended event with over 130 IFMA Board members, professional staff, chapter, council and committee members from all over the US and Ottawa, Ontario.

We toured the International offices in Houston and the former home of the Houston Rockets, which was recently repurposed into a huge church and ministry office. They do everything big in Texas!

The keynote address was delivered by Jim Bearden from Austin. He managed to keep a post-lunch crowd awake and engaged with his discussions on the *Relentless Search for Better Ways*, his new book describing what he calls the "Happily Ever After Cycle". He outlines the eight steps of this cycle, which can be applied to jobs or relationship. These steps range from "New and Exciting" to "Looking" for the next thing when the new wears off. It was fascinating to see how this applies in our everyday personal and professional lives.

Jim's premise is that you make your own personal "Happily Ever Afters" happen. He then leads you through how to find out where you want to be and keep things interesting and fulfilling.

A Leadership Conference wouldn't be complete without workshops on leadership skills and styles and a peak into how leadership is changing in the modern workforce. A great parallel was made to volunteer organizations and how there are beginning to be more similarities to today's paid workforce. With "long term" employment being defined as FOUR years or longer, people who are not energized by their current employment may choose to just try the next thing that comes along.

It becomes more important than ever to lead by example, understand what motivates your employees (or volunteers) and make sure that you are doing everything you can to keep them engaged and productive. This particularly struck home with me as we are all volunteers at IFMA Seattle and keeping the chapter alive and vibrant is what we seek to do.

We are working with the Programs committee to come up with a special edition of the "Excellent Adventure" that will focus on Board and Committee participation. We'll have the incumbent officers and chairs explain why they are involved, what they take away from their involvement and what opportunities are available for you to become involved. As with most worthwhile adventures, you get out what you put in, and I'm sure you'll find that there are many opportunities to improve your skills, make a difference in your profession or simply get to know some of the greatest people in our business waiting here for you in a committee position or board officer role. Stop one of us the next time you see us and ask us about what's available that might suit you.

Don't Forget - The Educational Symposium is coming up on March 2nd at what is arguably the coolest new building in Lynnwood. As usual, your Education Committee has a great program this year with some new wrinkles; a small trade show and a tour of a LEED certified building. Linda Beverly will be visiting from International and Mike Parks from Marple's Business Newsletter will be speaking. We look forward to seeing many of you there.

Best Regards, Chris Lewis, CFM

IFMA SEATTLE: YOUR RESOURCE FOR EXCELLENCE

Officers

president
Chris Lewis, CFM

tel: 206-226-1650
fax: 206-404-6830
email: clewis@egjsrealestate.com

vice president
Eric Postle
Puget Sound Properties Comm. Real Estate

tel: 425.586.5646
fax: 425.455.9138
email: epostle@pugetsoundproperties.com

2nd vice president
Kenneth Fox, CFM
Philips Oral Healthcare, Inc.

tel: 425.396.2110
fax: 425.458.0370
email: ken.fox@philips.com

secretary/treasurer
Linda Gettman
Fleischmann Office Interiors

tel: 206.826.6317
fax: 206.623.3317
email: linda@sfoi.com

immediate past president
David W. Ling, CFM
Home Street Bank

tel: 206.389.4415
fax: 206.515.4040
email: david.ling@homestreet.com

chapter administrator
Association Management, Inc.

tel: 1.877.460.5880 toll free
fax: 253.265.3043
email: aminc1@juno.com

Continuing Education

BUILDING OPERATOR CERTIFICATION 2006 Class Schedule

Level I course series will begin in Spokane on April 4, Renton on September 19, and Everett on October 26.

Level II course series will begin in Everett on May 18 and in Renton on October 5.

Training is for building engineering and maintenance staff and include topics such as HVAC systems and controls, energy conservation techniques, electrical systems, and indoor air quality. Upon successful completion, participants earn a BOC professional credential.

Registration: \$1,275 for full course series of 56 hours of training.

Tuition assistance available through the IFMA Seattle chapter.

<http://www.theboc.info/wa>

DESIGN TRENDS Seattle March 21-22, 2006

Washington State Convention & Trade Center. Visit www.designtrendsseattle.com for more information.

UW Engineering Professional Programs

Certificate Program in Facilities Management

Website: www.engr.washington.edu/epp/

Phone: 1-866-791-1275



An Important Step for Your Future

Contact info:
www.theBOC.info

Serving IFMA members since 1996

Announcements

Seattle Chapter Establishes Scholarship Funds for UW Certificate in FM and Building Operator Certification

In its December meeting, the Seattle Chapter board established two scholarship funds to support chapter members in need of financial assistance in their pursuit of professional education. Scholarship funds were established for the UW Certificate in Facilities Management (Sander Abrams Memorial Scholarship Fund) and Building Operator Certification (BOC). Members interested in applying for the funds should contact:

UW - Trisha Dvorak – tdvorak@ese.washington.edu
Website: http://www.extension.washington.edu/ext/certificates/fam/fam_gen.asp

BOC – Cynthia Putnam, Northwest Energy Efficiency Council – Cynthia@theBOC.info
Website: www.theBOC.info/wa

legenddata systems

IDENTIFICATION SOLUTIONS

18024 72nd Ave. S., Kent, WA 98032

Who Is In Your Building? Secure Visitor Management

- Fully Automated Visitor Enrollment
- Visitor Activity Tracking
- Advanced API for Integration with Access Control
- Security, Management & Reporting
- Register, Identify and Track Visitors
- Visitor Pre-registration

Call Us Today!

866.371.1670

www.idunlimited.com

Recognition

Welcome New Members

Wiesia Dlugosz – A&D Business Development Manager – Kimball Office

Donald Anderson – Facility Manager – University of Washington

Anniversaries

Lorie Erickson – Harrison Memorial Hospital – **14 years**

Tom Hebner – Premera Blue Cross – **14 years**

Scott Rusch – Fred Hutchinson Cancer Research Center - **14 years**

Michael Nolan, RA – City of Renton- **11 years**

Barry Holldorf, CFM - Wizards of the Coast - **11 years**

Linda Gettman – Fleischmann Office Interiors – **10 years**

Dale Temple, CFM – Seattle Country Day School – **10 years**

Michael McCadden – University of Washington – **9 years**

Brian Jespersen – Hexcel Corporation – **7 years**

John Balch – Oasis, Inc. – **7 years**

Robert Akerstrom – ErgoGenesis LLC – **5 years**

Linda Flynn, FMP – Avanade – **5 years**

*Cindy Strickland
Kim Shelton, IIDA
Co-Chairpersons,
Membership Committee*

Education Features

IFMA Releases Benchmarking Report in Operations & Maintenance Study Reveals Increase in Utility Costs Affecting Facilities in All Industries

IFMA has released a research report which confirms that organizations across the board are experiencing higher costs than in previous years. Seventy-five percent of the 630 facilities with data included in the research report have experienced an increase in utility costs, with 20 percent reporting an increase of 10 percent or higher.

Some of the report highlights include:

- The cost of natural gas increased more than 40 percent, while electricity costs decreased 3 percent, since 2004.
- An average of 367 rentable square feet of space is allotted per occupant.
- 57 percent of washrooms are cleaned once a day, while 40 percent of washrooms are cleaned more frequently.
- 47 percent of phones are never sanitized, whereas 10 percent are cleaned once a day by janitorial staff.

The study which led to IFMA's *Operations and Maintenance Benchmarks* research report encompassed approximately 420 million square feet, providing data for office facilities, headquarters and other types of facilities including research, museums, hospitals, clinics, call centers, factories, courthouses, airports and correctional facilities.

"Most of the costs we examined stayed the same as in the previous study conducted in 2004; however, we saw a large swing in utility costs," said Shari Epstein, IFMA's associate director of research.

The cost of natural gas increased more than 40 percent whereas electricity costs decreased by 3 percent. Natural gas prices shot up in the past year due to a colder than average winter, tighter supplies and increased growth in the economy. Utility costs vary by market and that is reflected in the report. Seventy-two percent of respondents indicated fluctuations in rates as the primary reason for the rise in utility costs, while 30 percent attributed the rise in costs to changes in consumption.

Adjusting the operations of heating, ventilation and air conditioning (HVAC) systems and replacing and retrofitting light fixtures are some of the more common energy conservation practices that have been implemented during the previous year, according to the report.

In addition to information on utility costs, the report includes dollar per square foot averages for housekeeping and maintenance costs, along with practices and staffing ratios.

--continued on page five

IFMA Educational News

Educational Symposium

Education Features cont.

The report explores how often common janitorial tasks such as cleaning, dusting, polishing, vacuuming and waxing are performed. One of the interesting findings regarding janitorial contracts is that 45 percent are based upon performance and 55 percent are based upon task and frequency.

The report also revealed that square footage per person in a workplace has stayed relatively the same since 2004. The current average rentable square foot per occupant is 367, a slight decrease of two feet.

Information was collected for the research report through surveys which were mailed to IFMA professional members in the United States and Canada in May 2005. More than 650 surveys were returned with 630 deemed usable for analysis.

The full *Operations and Maintenance Benchmarks* research report is available for sale in IFMA's bookstore at www.ifma.org/bookstore. The cost is \$60 (U.S.) for the association's members and \$120 (U.S.) for nonmembers.



Lynnwood Convention Center



Chris Lewis - IFMA President

Real Estate Strategies that Increase Profit & Improve Performance

Services:

- Tenant Representation
- Leasing
- Sales
- Advisory

For More Information, Contact:



Eric Postle, SIOR

Principal

(425) 586-5646

epostle@pugetsoundproperties.com

10900 NE 4TH STREET, SUITE 1950
BELLEVUE, WA 98004

www.pugetsoundproperties.com



3132 NE 133rd Street
Seattle, WA 98125-4423
(206) 367-2500
Fax: (206) 368-6856
www.psref.com

PUGET SOUND REFRIGERATION

- HVAC Service
- Control Systems
- Energy Management
- Commercial / Industrial
- Preventive Maintenance
- 24 Hour Emergency Service
- Design / Install

Quality Services Delivered With Integrity

IFMA Seattle March 2006 Newsletter

Educational Symposium



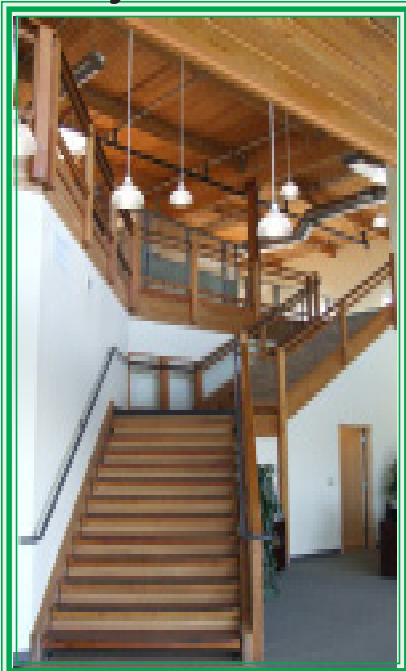
Linda Beverly - Keynote Speaker



John Benny - IFMA Past President



Lynnwood Convention Center



IFMA Vendor Trade Show



The industry's **biggest show** of the year – **DesignTrends Seattle**—takes place **March 21-22, 2006** at the **Washington State Convention & Trade Center**. Visit www.designtrendsseattle.com for more information on this must- attend event.

The DesignTrends Seattle Conference and Exposition brings together **top professionals** in a variety of related industries including Interior Designers, Architects, Building Owners, Urban Planners, Project Managers, Facility Managers, Property Managers, Décor Consultants and Space Planners.

There are many reasons to attend including:

- ❑ **Over 125 exhibits** featuring new and innovative products that can provide valuable business solutions and keep delegates informed on the very latest developments.
- ❑ **Over 30 educational seminars and presentations** featuring expert advice on industry trends, cost-reduction strategies and ways to increase revenue.
- ❑ **High-profile key-note speakers** like Jeff Mowatt & Kevin Lust, trainer and motivational speaker.
- ❑ **Continuing education credits** on approved conference seminars
- ❑ **Four shows in one!** Buildex, DesignTrends and Construct Seattle Conference & Homebuilder & Renovator Expo all take place at the same time in the same venue.

Register by **March 10th, 2006** and receive your FREE exposition badge in advance by mail.

Register after March 10th and pick up your FREE exposition badge onsite (\$20 value).

Simplified VoIP for Business

By Kent Hellebust

You're wondering if migrating to VoIP (Voice over Internet Protocol) to reduce phone call expenditures is right for your building or office...but even if you're technologically savvy, the choices are confusing. There are dozens of service providers ranging from well-known phone companies to new start-ups, and hundreds of equipment combinations to choose from. So how do you sift through all of the options and make a decision that's right for your situation?

There are two ways to approach VoIP. One is to purchase, install and manage VoIP-enabling phone equipment on site. The second, and far easier approach, is to use a hosted services company so that you don't need to buy, install, manage or upgrade any equipment. For those without an IT support staff, the hosted alternative can be both cheaper, easier, and cause less disruption to your facility.

Here are several items to consider when evaluating VoIP alternatives:

- 1) Current phone system. If you are happy with your present phone system, look for a VoIP provider that offers a "line replacement" service. This service allows you to keep your existing phone system and replace a high cost phone line with a more economical VoIP equivalent.
- 2) 911 service. Being able to dial 911 and connect to the local emergency dispatch is standard with traditional phone companies, but not all VoIP services provide this capability yet.
- 3) Mobile employees and teleworkers. If mobility is important, ask if your VoIP service provider can connect with offsite employees.
- 4) The right features. Many VoIP service providers offer a wide range of new and useful features, such as FindMe/FollowMe call roaming and simultaneous ring on your office and wireless phone. Make sure your new provider doesn't overlook the features you would find most beneficial.
- 5) Ease of use. Many services offer a long list of impressive features, but they are too complicated for the average employee. Purchase only what you can use.

Kent Hellebust is CMO of AccessLine Communications

For more information, visit www.accessline.com



GREATER SEATTLE CHAPTER

International Facility Management Association

Sponsorship Opportunities for 2006

The Seattle Chapter can accept up to 2 sponsors per meeting. Monthly sponsorships are \$350 per event (Education Symposium and Golf Tournament have separate listings).

Start thinking about months in 2006 for getting your company name out there. Our annual events are: March/Education Symposium; April/ New Member Recognition; September/ IFMA Golf; October/ Awesome Adventure (roundtable); November/ "Tomorrow Space."

Fax sponsorship requests to Melanie Saenz 206-768-0236. Or e-mail msaenz@bankandoffice.com with any questions.

January - 2006

24th - Facility Tour; Sono Site, Bothell

March- 2006

2nd - Education Symposium

21st - Facility Tour

April- 2006

25th - IFMA New Members Event

May - 2006

16th - Facility Tour; Port of Seattle, Pier 69

June- 2006

20th - IFMA Event TBA

July- 2006

18th - Facility Tour

September- 2006

13th - IFMA Annual Golf Event

October- 2006

17th - Chris's Excellent Adventure

November - 2006

20th - Tomorrow Space - IT Trends

December - 2006

TBA - IFMA Event

IFMA Seattle Chapter Meeting & Tour Sponsorship Benefits

Benefits include:

- 1) Intro by Chapter President (or Vice Pres)
- 2) 3 min "Company Portrait"
- 3) Table for business cards & brochures available at registration
- 4) Company logo on Chapter website for the event month
- 5) Company logo on event news Flash
- 6) Networking chance to get personal and company name exposure

Meeting and tour sponsorships are \$350 for 2006. Sign up by March 1st get a **DISCOUNT**; only \$315.00.

Fax sponsorship requests to Melanie Saenz 206-768-0236.

E-mail questions to msaenz@bankandoffice.com

Proud IFMA Sponsors

We are looking for Sponsors for IFMA upcoming Events. This is a great way to give back to your IFMA organization and contribute to on-going educational and professional events.



IFMA Sponsors & Advertising

March 2nd – **McKinstry**
IFMA Educational Symposium



for your information: members only

*website login: ifma
password: fmseattle*

**FOR A LOOK AHEAD INTO
IFMA SEATTLE'S 2005 &
2006 PROGRAM SCHEDULE
SEE THE BACK PAGE**

Purchase six months (any size)

Get one month free

2 bus card spaces:
\$50.00 per month

**Newsletter ads are limited to IFMA
members only.**

Send art work and request to:

Melanie D. Saenz:

msaenz@bankandoffice.com

Must have print ready work (jpg or pdf).

**Business card size:
\$35.00 per month**

Committee Chairs

associates liaison

Steven Stein

Mohawk Commerical

tel: 206.619.0976

fax: 425.462.1711

email: MohawkWA@aol.com

education

Cynthia Putnam

NW Energy Efficiency Council

tel: 206.292.3977

fax: 206.292.4125

email: cynthia@putnamprice.com

golf special event

Dan Maus

Ticon, Incorporated

tel: 206.714.8900

fax: 425.278.1620

email: danm@ticonteam.com

membership (co-chair)

Cindy Strickland

Magna Design

tel: 425.776.2181

fax: 425.778.5466

email: cstrickland@magnadesign.com

membership (co-chair)

Kimberly A. Shelton, IIDA

Kimberly A. Shelton Designs

tel: 206.390.6587

fax: 206.545.8830

email: kshelton@gte.net

member recognition

Matt Gibson

GettyImages

tel: 206.925.6961

fax: 206.925.5001

email: matt.gibson@gettyimages.com

communications:
newsletter/website/sponsorship

Melanie D. Saenz

Bank & Office Interiors

tel: 206-768-0253

fax: 206.768.0236

email: msaenz@bankandoffice.com

newsletter (co-chair)

Bill Blau, CFM

Adobe Systems Incorporated

tel: 206.676.7593

fax: 206.675.6801

email: bblau@adobe.com

programs (co-chair)

Neil Bavins

Puget Sound Refrigeration

tel: 206.367.2500

fax: 206.368.6856

email: neil.bavins@psref.com

programs (co-chair)

Marlaine McCauley

Apex Facility Resources, Inc.

tel: 206.686.3357

fax: 206.224.3170

email: marlaine@apexfacililty.com

public relations (co-chair)

Dean Baker, CFM

McKinstry/Essention

tel: 206-268-9779

fax: 206-268-9776

email: dbaker@Essention.com

public relations (co-chair)

Kelly Thomson

INSIGHT Enterprises, LLC

tel: 253.861.9842

fax: 253.858.7787

email: thomsonkr@comcast.net

Board Meetings are held on the first Wednesday of the month at 11:30am.

Sponsored by: McKinstry

March- 2006

2nd - Education Symposium
21st - Museum of Flight tour

Sponsored by:

April- 2006

25th - IFMA New Members Event

Sponsored by:

May - 2006

16th - Facility Tour; Port of Seattle, Pier 69

Sponsored by:

June- 2006

20th - IFMA Event TBA

July- 2006

18th - Facility Tour

August- 2006

Summer Break

September- 2006

13th - IFMA Annual Golf Event

October- 2006

17th - Chris & Eric's Excellent Adventure

November - 2006

20th - Tomorrow Space - IT Trends

December - 2006

TBA - IFMA Event

January - 2007

IFMA event - TBA

February - 2007

IFMA event - TBA

Seattle News is published monthly by and for the members of the Greater Seattle Chapter of the International Facility Management Association (IFMA). Opinions expressed in Seattle News do not necessarily represent the views of the association, its members, or its Board Members.

IFMA is the premier professional association for facility management. Representing the largest community of FM professionals on the planet, IFMA membership comprises 18,000 facility professionals worldwide.

The Greater Seattle Chapter of IFMA serves to support our members on a local basis. Our Vision is to be an organization that fosters social interaction and opportunities for personal and professional growth within the facility management industry.

For more information or to contact us, please visit our website at www.ifmaseattle.org.



Please Recycle