

KC IFMA fosters a culture for the open exchange of wisdom, knowledge and experience, within the FM profession.



President's Podium

Dumpster Diving

Dumpster diving. Now there is a term that I bet is making my fellow facility managers either laugh or cry. I was relating a recent incident that had occurred and said we had to go dumpster diving. The person with whom I was speaking asked me what on earth did that mean. Sadly, this person had never experienced the fun of digging through the trash dumpster to retrieve something that was not supposed to be in there.

Our most recent dumpster expedition was this past January. Due to the nature of our research we have many clients and one of them is the Army. We had the Army Inspector General team out to audit our procedures and lab operations. This incident still makes me shake my head. Since our guests would be with us for three to four days, we let them set up camp in one of our conference rooms. Each evening they would leave and the room would be filled with items and forms all over the place. One of the items left in the room was a paper sack with red stripes on it. This particular bag with red stripes means that those materials are going to be shredded before disposal. Out of the chaos left in this room each night, the cleaning crew emptied the trash cans in the room and decided to take that one paper sack out with them. The Inspector General's office did not appreciate the sack disappearing. Time to go into the dumpster and look for it. We got two lucky breaks. First, the cleaning crew had rolled down the top, which wound up keeping all of the papers inside and, second, the bag had stayed dry. Happy ending . . . and we passed the inspection!

Another time we had a vial of mercury that arrived. The styrofoam package was opened and then the vial was packed back down into it. The container was then set on the floor, and it got pushed up next to the trash can. You guessed it, we threw it out. Since the vial was mercury, I did not feel like I could ask anyone on my staff to go looking for it. I volunteered and climbed in. I finally found the package with the vial intact. Someone gets an A+ for packing materials that actually work. It was returned to the proper lab.

This one is probably my all time favorite dumpster story. We had a lab technician who received a new piece of laboratory equipment in her office. She opened the box, examined it, and then placed it back into the box and proceeded to set the box on top of her wastebasket. She was furious the next morning when it was not there. We went dumpster diving and came up with it. The casing was

Contents

[President's Podium](#)
[Focus Feature](#)
[April Program Preview](#)
[New Members Are Our Future](#)
[Real Estate Seminar](#)
[CFM Review](#)
[Good News](#)
[International News](#)
[Chapter News](#)
[March Program Review](#)
[Chapter Calendar](#)
[CFM Question](#)
[Quick Pix](#)

dented, but the mechanical aspects were fine. This person threw a fit, and demanded that my department pay to replace this equipment. The apparatus might have been small in size, but it was definitely pricey at \$4,000. I sent a memo off to her director explaining what, where, why and how it wound up in my dumpster. It was determined that it was poor judgment on her part leaving it sitting on top of her office wastebasket. Chalk one up for the housekeeping department.

Dumpster diving goes hand-in-hand with being a psychic. Your cleaning crew is supposed to know which particular items in or near the trash can is actually trash. I have many other favorite stories I've gathered through the years. I always enjoy reminiscing on all the great times we have had around here in the facilities department, don't you?

Donna Koontz, President
Kansas City IFMA Chapter



[Back to Top](#)



FOCUS FEATURE

With more daylight and warmer weather approaching, we thought everyone could use some time management reminders! Enjoy!

IT'S ABOUT TIME

By Ed Buonaccorsi, General Services Administrator, City of Santa Rosa and
Paula Shimizu, Deputy Director of General Services, County of Sonoma

One important, but often forgotten, fact is that there is no way to control time. There are 24 hours in a day and seven days in a week. It doesn't matter if you are a recent winner of the lottery or the poorest person on earth; time remains the same for all of us. There is hope. Individually we can make more time available to accomplish the things we set as priorities.

We cannot alter the speed of the earth's spin, nor go back in time to change something already past. Time continues to tick long after our ticker has stopped. The time we have is limited. Like money, it's up to each of us to spend it wisely or just throw it away. However, it is possible to control what

we do during the time that is available.

With limited available time, we should try to clarify what is it we enjoy. Reflect and honestly answer what your strengths are along with your individual weaknesses. We should be working to identify what our job is and what constitutes excellent performance. These questions will help formulate a plan that becomes more focused and increases our potential for success.

Plan the day around your natural energy flow. Going with the flow doesn't mean drowning. Plan the more challenging work for early morning. The most productive time is between 9:00 a.m. and noon. The least productive time follows lunch, as your food digests, until 4:00 p.m. when we get a second wind until 8:00 p.m.

Too often, we place unrealistic time frames on ourselves. Work to prevent frustration. Things never seem to be completed based on our own perception of how things should be completed. It will always take more time to complete something than we are often willing to accept. It is healthier to over estimate the time it takes to complete something and over estimate it every time.

We cannot add more hours to the day. Do not attempt to sleep less or to talk, read or listen faster. Don't shortchange yourself or the project you're working on. If you're traveling, plan ahead by getting tickets early and leaving ahead of time. Even flying in a day early and leaving a day later for a meeting will reduce the stress of time. Stop rushing to meet self imposed deadlines. Do not try adding additional hours to the day. Instead, just reduce the wasted hours through better planning.

A big obstacle to winning back time is our unwillingness to allow ourselves a break. It's all right to just sit and actually do nothing. No one can stop and start on a dime. There is a transitional period required from just completing a major task to jumping into the next major task. Break time isn't a bad thing, it is a necessity.

Building slack time into our schedules is critical. Allow time to get in sync with your own personal rhythm. Each of us has our own natural way of being. It's better to show up early and be relaxed than to rush and never be fully relaxed. Our internal batteries require charging. Constant rushing only discharges our limited reserves.

Take a moment to breathe in deeply to help refresh your mind and body. We create our own stress and we need to take time out. Don't eat at your desk, but leave your desk and take time away from work, tasks and assignments. It's all right to just sit there without being busy doing something.

When you are under pressure, take a few moments to recall a pleasant scene. We all have some pleasant life experiences from childhood to possibly a vacation. By periodically taking a few moments throughout the day, we can beat the stress cycle. These moments are like small vacations allowing us to break up the stress and pressures of work.

Interestingly, 94% of all vacationers take cameras, CD players and camcorders with them. 38% bring their cell phones and pagers. Another 18% bring notebooks and PDAs. How can anyone expect to fully relax while being connected to work? If you are going to take a break, take a break. I thought a vacation was to get away from work and relax. How will that happen when you bring your job with you? Where's the break?

The heart of time management is to concentrate on results and not just be busy. Each hour spent

doing something, costs something. It is important to understand what our time is worth. Create an activity log to determine how you are currently spending your time. Increased productivity is possible by setting priorities (to-do lists) and concentrating on the right things and not everything. An action plan allows problems to become solvable opportunities. The most important thing is to remember to keep focused on the big picture, focus on those things that are important to you and the rest will take care of themselves. There's always enough time if you don't try to do everything and focus on doing fewer things better. Action is an act; procrastination is the postponement of action. It's about time; you decide how to spend it, invest it, use it or just lose it.

Partial reprint from the 2003 World Workplace Conference Proceedings.

[Back to Top](#)

April Program Preview



DON'T PESTer US

By Alan Bram
Program Committee

Are you PESTered on the job? Do you have insects, rodents, birds, and stinging insects to deal with either on a regular or occasional basis? If so, pay attention.

On Tuesday, April 20th, 11:30 a.m. - 1:00 p.m., please join us at the Sylvester Powell Community Center, 6200 Martway for an enlightening program about bugs and wildlife pests. Tom Brungardt of Critter Control of Kansas City will speak about controlling raccoons, squirrels, chipmunks, possums, geese, blackbirds, pigeons and stinging insects such as bees and wasps. Dan Moran of Presto-X will talk about occasional invaders such as ants, centipedes, crickets, spiders, flying insects and cockroaches, flies and mosquitoes.

It is important that facility managers learn to identify the signs of infestation and know the prudent preventive measures to control pests. After all, we will never eliminate them. The best we will ever be able to do is to coexist.

How do you know you have selected a competent pest control vendor? What should you expect of the vendor and what can the vendor expect of you?

Daniel Moran is the manager of the Kansas City Division of Presto-X-Company, a full service commercial/industrial pest management firm. He has been in the pest management industry for 14 years. He has completed numerous courses from Purdue University and The American Institute of Baking in the field of pest management and

sanitation. He is a member of The Missouri Pest Management Association as well as The National Pest Management Association.

Tom Brungardt is of Kansas farm boy stock. His under graduate study at St. Mary of the Plains College and graduate studies at Emporia State University were in fish and wildlife management. In 1988, he learned of an entirely new company called Critter Control and purchased the franchise for the Kansas City Metro Area the same year. Since then, the franchise corporation has grown to over 120 offices in 40 states and Canada. In this area, there are now three franchises between Kansas City, Missouri and Topeka, Kansas.

Watch for your Internet E-vite or call (913) 906-6000, ext. 1144 to register. The cost is \$15.00 for members and \$20.00 for non-members. The fee includes lunch. Please sign up by Friday, April 16. We need time to order your lunch.



[Back to Top](#)

New Members are Our Future

By Jim Wilkinson
Vice President, Membership

New members are important to any organization. The Kansas City Chapter has been fortunate over the past decade to enjoy a strong and steady growth rate. As we move into a more mature phase of our Chapter, it is still extremely important to obtain new members. The focus for new members is not so much for the purpose of growth, but for the many things that keep an organization fresh and exciting: New ideas, new perspectives, and stabilization of a mobile and changing membership. All in all, new members are the future leaders of our organization.

Recruiting new members can be simple. The Membership Committee will be recruiting through a targeted marketing approach of possible companies that have facility manager functions.

We also need the participation of current members to solicit new members in two additional areas:

- Approaching facility manager peers
- Requesting that your vendors bring in new members

The Kansas City Chapter has several tools to help your discussions with potential new members:

- Kansas City Chapter brochure, which will be available at the next meeting or by contacting me
- www.kcifma.com
- www.ifma.org

After sharing these materials with a potential member, the next best step would be to invite them to a meeting. Again, the meeting information can always be found on the KC IFMA website at www.kcifma.com.

Please always feel free to put a potential new member in touch with me, and I can get them the appropriate information and get them signed up. You can contact me at jim@imageflooring.com or by calling 816-421-9990.

[Back to Top](#)

Kansas City IFMA Chapter presents:

The Real Estate Game



This three-day seminar will address how to plan the acquisition, development and disposal processes; understand how to develop, implement and maintain the real estate master plan; evaluate and recommend actions on options and alternatives to the master plan; and evaluate and recommend actions on development decisions. Specific learning objectives include: Describing the essential elements and steps in the master planning process, evaluating the real estate master plan, identifying the criteria for site selection, evaluating and making recommendations regarding disposals and acquisitions, determining how changes in the economy affect property values, managing the real estate portfolio so that it is consistent with legal, tax and business guidelines, and providing development support services for other departments.

- Date:** April 27-29, 2004
- Cost:** \$300 for IFMA members and IFMA-sponsored guests.
Cost includes continental breakfast, breaks, lunch and materials.
- Location:** Rockhurst University - South Campus
310 W 106th St.

Kansas City, MO 64114
Room #116

Credit: CEU credits will be awarded to participants.

Registration: [Register online](#) or make checks payable to KCIFMA (please include your email address with your registration so that we may contact you with pertinent course updates) and mail checks to KCIFMA, PO Box 412591, Kansas City, MO 64141.

[Back to Top](#)

Kansas City IFMA Chapter presents:

Certified Facility Manager (CFM) Review



This two-day review session is intended to help you prepare for taking the CFM Exam. In addition, it will provide an excellent opportunity to network with fellow Facility professionals and to become more adept in each of the following core competency areas: Operations & Maintenance, Real Estate, Human & Environmental Factors, Planning & Project Management, Leadership & Management, Finance, Quality Assessment & Innovation, Communication and Technology. These core competencies form the basis for the CFM exam. Each of these core areas support the goals of IFMA's certification program, which are to assure professional excellence, establish standards for global professional practice, promote the added value of the profession, and influence the future direction of the profession. Instructor will be Teena Shouse, CFM, General Manager of Employee Services for Sprint.

Also -- class participants will be reimbursed \$100 when taking the CFM test!!!

Date: June 22 - 23, 2004

Cost: \$200 and includes continental breakfast, breaks, lunch and materials.

Location: TBD

Registration: [Register online](#) or make checks payable to KCIFMA (please include your email address with your registration so that we may contact you with pertinent course updates) and mail checks to KCIFMA, PO Box 412591, Kansas City, MO 64141.

[Back to Top](#)

Good News!

Another one of our Chapter members recently passed the CFM Exam:



Tom Weathers, CFM

Congratulations, Tom!!!

[Back to Top](#)

Chapter News

With Sympathy



Mike Eswein, KCIFMA member, passed away on Sunday, March 28, 2004. Specific details of his death are not known, but Mike fought and beat cancer almost 30 years ago. Mike owned a facility consulting business, Office System Relocation Group, which specialized in move management and furniture procurement/disbursement. He had been a member since 2003, and was working towards his CFM certification attending one of this chapter's CFM review course. Mike is survived by his wife, Barbara, teenage children Andrew and Sara of the home, two brothers, and many more family and friends.

International News

Profiles '03

Members that participated in the study will be receiving a copy of Profiles '03 in early March. Copies of the report were mailed from Houston, Texas to study participants on February 26. This 68-page report contains salary, benefits and bonus data for FM practitioners and consultants. The \$50 publication can be ordered through the IFMA bookstore by calling 713-623-4362 or contacting bookstore@ifma.org

World Workplace 2004 registration is now open!

Registration for IFMA's World Workplace 2004 is now open on the World Workplace Web site - www.worldworkplace.org Reserve your spot today and receive the discounted early member rate.

Reminders about Associate memberships . . .

Associate membership is open to individuals whose primary responsibilities include: Business development; sales and/or marketing as a consultant; representation of a manufacturer, vendor, dealer, distributor; and/or providing facility-related products and services. The membership belongs to the organization; however, it is recorded in the name of an individual representative. The organization may assign or transfer the membership among its personnel. No more than two representatives in the Associate classification from any organization may belong to any one chapter at a time. For an Associate membership to be transferred to a new representative within the company, IFMA Headquarters must receive the request in writing on company letterhead, or by e-mail from a company e-mail address, or as changes on a renewal notice. Associate transfers or updates cannot be accepted over the phone. The request must include all of the contact information for the new representative. Only Associate members email and phone numbers can be edited by chapter administrators. Please forward all Associate member changes, updates and transfers to membership@ifma.org

March Program Review

Church of the Resurrection Tour

By Teresa Reicherter
Program Chair

The March meeting was a tour of the new Church of the Resurrection. Dick Cooper shared some background information with the group prior to touring the new space. Dick was correct when he said the paint would likely still be wet . . . it was.

The Church of the Resurrection was started in 1990 by Pastor Adam Hamilton. This is the fastest growing church in the country with 12,000 members currently. They have undergone three previous expansions, in 1994, 1996, 1998, and now the new church. This project started over two years ago, with a big dream, a commitment of their building committee, and over 200 volunteers working to make this dream come alive.



In March and April of 2002, the church underwent a capital campaign to raise \$30 million to start the project. They raised \$28 million in two months, and proceeded with their plans. The entire project is estimated at \$38 million.

The design was a joint effort by HOK Architects, bringing together their knowledge of stadiums and "large bodies of people movement" know-how; with Shaughnessey, Fickel, and Scott Architects, experience with church designing; Henderson Engineer was the MEP. Acoustic Dimensions out of Dallas was hired to design their sound system. The church creatively utilizes video in their sermons and daily activities, so the sound and video system was a smart investment.

The church has three distinct parts, the sanctuary that seats 3,100 people, the narthex at 21,000 square feet, and the education wing with 54 classrooms at 64,000 square feet.



The sanctuary was designed to be converted into a gymnasium in the future when the master plan of constructing a sanctuary to seat 7,000 people occurs. The sanctuary is column-free due to the truss system design. The main truss spans 175', is 15' high and weighs 140,000 lbs. This allows for a wide open space, free from any obstruction for viewing.

The narthex clerestory was designed with a sky light that spans the space. As the sun hits the skylight, a cross, made of light, and is formed on the floor. Special attention was made to ensure the church was spectacularly illuminated at night through the clerestory and throughout the entire building.



The education wing's corridors are creatively painted with life-size and beyond, scenes of everyday living; tractors, cities, jungles, animals, people and activities. Name it, it's there. They contracted with the Kansas City Art Institute staff and students to paint these scenes.

The church was designed to be energy efficient, utilizing a chilled water system in the basement. Hot water is also used to heat the space. This was a conscious decision made to allow dollars that would have been spent on utilities to go back into the ministry. The exterior of the building consists of precast concrete panels with horizontal etched lines created by hot wire cut Styrofoam laid in the forms. Some panels span 40' in height.



The church opens its doors on March 31st. What an incredible accomplishment for the parishioners of the Church of the Resurrection. But, Dick and his staff only have a few short "moments" to "exhale" before they start renovating the old sanctuary and spaces into a fellowship hall and adult community classrooms, not to mention planning the construction of the future sanctuary in the final master plan. We thank Dick Cooper and his staff for allowing our IFMA group the first "peek" of their new church and wish them continued success on their future endeavors.

[Back to Top](#)

Kansas City Chapter
INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION CALENDAR
(All dates and times are subject to change)

DATE SPONSOR	PROGRAM	LOCATION	TIME
Apr. 13 ASHRAE	Real Estate Management Expo Info: Dave Grosdeck, 816-472-4802	Union Station	3:30 pm - 7:00 pm
Apr. 14 ASHRAE	Homeland Security for Buildings Contact John Frank 770 569-7082 John.frank@gegapservices.com	Free satellite broadcast	12:00 pm - 2:30 pm
Apr. 20 KC-IFMA	Don't PESTer Us	Sylvester Powell Community Center 6200 Martway, Mission, KS 66202	11:30 am - 1:00 pm
Apr. 22 KC-IFMA	Averting the Maintenance Crisis Audio Seminar-No Fee	AVI Systems 8052 Flint, Lenexa, KS 66214	12:00 pm
Apr. 27-29 KC-IFMA	The Real Estate Game*	Rockhurst South 310 West 106th St., Kansas City, MO 64114	8:30 am - 4:30 pm Each day
May 18 KC-IFMA	Kansas Speedway	Speedway 400 Speedway Blvd., Kansas City, KS	4:00 pm - 6:00 pm
May 20 KC-IFMA	The Changing Role of the Facilities Exec Audio Seminar - No Fee	AVI Systems 8052 Flint, Lenexa, KS 66214	12:00 pm - 1:30 pm
May 20 PEP	Continuity of Operations Workshop Contact Joyce Cheng joyce.cheng@usda.gov	GE/Employers Reinsurance Corporation 9201 State Line Rd.	8:00 am - 5:00 pm
June 3 KC-IFMA	Golf Outing	To be determined	1:00 pm - 7:00 pm
June 22-23 KC-IFMA	CFM Review Class**	To be determined	8:30 am - 4:00 pm
July 20 KC-IFMA	Building Seminar	Christ Community Church 14200 Kenneth Rd., Shawnee Mission, KS 66224	8:00 am - 11:30 pm
July 20 KC-IFMA	So You want to Build a Building	Christ Community Church 14200 Kenneth Rd., Shawnee Mission, KS 66224	11:30 am - 1:00 pm
July 21 FM Global	Disaster Planning & Preparedness Wksp. Call 1 877 364-6726 (toll free)	Kansas City, MO	7:30 am - 4:30 pm
Aug. 17 KC-IFMA	TBD Save the Date		
Sept. 21 KC-IFMA	AED & CPR Training		8:00 am - 11:30 pm
Sept. 21 KC-IFMA	TBD Save the Date		
Oct. 16-19 IFMA	World Workplace	Salt Lake City, UT	Daytime/Evening
Oct. 19 KC-IFMA	TBD Save the Date		
Nov. 16 KC-IFMA	TBD Save the Date		

Dec. 21 Holiday Party
KC-IFMA

To be determined

Evening

Registration is required for all events. To register for any IFMA activity, watch for meeting announcements via e-mail, in the Facilitator and/or consult the Chapter Website www.kcifma.com.

The fee for regular monthly IFMA programs is \$15 for members and \$20 for non-members. Workshops and seminar fees vary somewhat as do programs offered by other professional organizations. Please consult the chapter newsletter and/or Website for details.

* IFMA Members \$300.00; Non-members \$350.00

** IFMA Members \$200.00

[Back to Top](#)



CFM'S KNOW - DO YOU?

Which of the following is not usually an allowable operating expense under a lease?

- A. Employee vacation/holiday pay.
- B. Tenant improvement costs.
- C. Property insurance.
- D. Utilities.

Answer can be found after the "Quick Pix"

[Back to Top](#)

Quick Pix



Members and Guests enjoyed the bright and cheery atmosphere during lunch



Host, Dick Cooper, with retired former member, Chuck Winters



Peggy Hopkins and Diane Bashor feel the spirit!



Linda DeTienne relaxes after the tour



The Boiler Room. Don't tell me we ignore the "pretty" parts!

*Answer to this month's CFM question:
B. Tenant improvement costs.*

[Back to Top](#)