



## President's Podium

### Elevator Ups and Downs

On my 'to do' list this month is annual elevator inspections. I have already contacted our elevator service provider to confirm that we were on the schedule for inspection, and I verified when the next load test would take place. Elevator load tests are performed every five years and we are not due again until 2005. My interest in verifying whether it was time for the load test is that the load test takes longer and the elevator would be out of service for a longer period of time.

I recently contacted Glenn Longworth, Chief Elevator Inspector, OEI for the City of Kansas City, and asked him what were the most common issues that his department sees. Glenn shot back at me his department's top ten. Okay, these probably aren't David Letterman's top ten, but Glenn is trying to help keep us on the right path.

1. Interior elevator cab work being done without permits. For example, changes made to the walls or flooring of the cab. You should always contact your local governing agency for questions and input prior to work being performed to ensure code compliancy.
2. Make sure your elevator(s) are inspected annually. Some cities require an inspection every six months.
3. Make sure that your fees are paid on time.
4. Do follow-up on any deficiencies that are noted from an inspection.
5. Know who is responsible for what and which type of deficiencies. For example, a pit light could be taken care of by the building owner, but something mechanical would be taken care of by your elevator service.
6. It is a code violation to allow work to be done utilizing the hoist way. For example, data lines cannot be run down through the hoist way as an easy way to access other floors.
7. Make sure that the fire extinguishers are checked and kept current along with the rest of the buildings. Elevator rooms are required to be kept locked, and frequently, the fire extinguishers are missed in these areas. "Out of sight, Out of mind".
8. Make sure that all of the necessary keys are accessible to the inspectors. Machine room, hoist way, and, if you have a fire alarm system, those keys as well.
9. Make sure that your local inspection agency is kept current with whom to contact at your company and the current name of your elevator service provider. This is a particular problem

### Contents

[President's Podium](#)  
[Focus Feature](#)  
[May Program Preview](#)  
[A Building Audit](#)  
[CFM Review is Coming](#)  
[CFM Review](#)  
[Educational Opportunities](#)  
[International News](#)  
[April Program Review](#)  
[Chapter Calendar](#)  
[CFM Question](#)  
[Quick Pix](#)

in outside managed properties.

10. The elevator machine room may not be used for storage. If it does not pertain to the elevator, then it may not be in there.

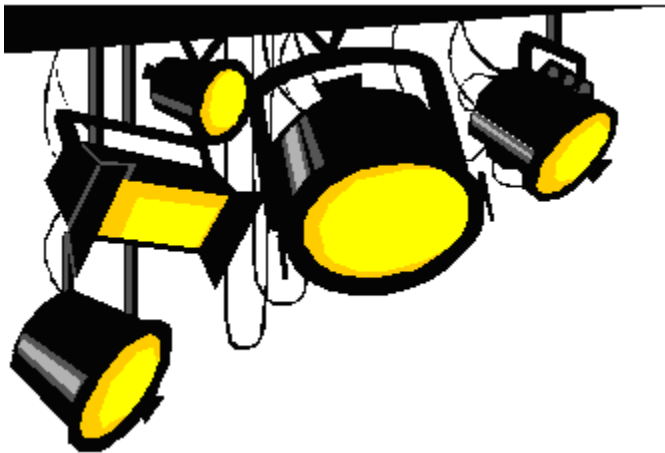
From personal experience, remember that an elevator emergency phone must be able to be answered 24 hours a day. So, if you have these ringing to your security desk and a person is not always sitting at the security desk, you need a new plan. I solved this problem by having the elevator phones answered by a 24-hour answering service. I then provided the answering service with a script of what to say and a series of phone numbers of key building personnel and security staff that could be contacted.

If you have questions, please remember that your local governing agency is always happy to assist and provide you clarification on code issues. Thanks Glenn!



Donna Koontz, President  
Kansas City IFMA Chapter

[Back to Top](#)



## FOCUS FEATURE

### **Making It Happen**

By Alan Bram, CFM  
Past President

If only we had the money, the sky's the limit. In the non-profit sector the delay from conceptualization to reality can be a long time. It's a money thing. Can we afford to build it, and if we do, can we afford to operate it?

In 1998, it was determined that our facility needed to grow in a couple areas to meet current and projected future needs. In fact, the feeling was so pervasive that funds to hire an architect to immediately begin the process were donated by some interested individuals.

It was determined that the Campus needed a fixed-seat theater in order to accommodate the growing interest in the performing arts. In the 1970s and 80s, the Jewish Community Center was renowned locally for its performing arts program. When the current facility was built in 1987-88, the cost of the theater was prohibitive. The Jewish community was constructing one facility to accommodate the needs of nine separate entities, and the theater just made the cost too high so it was put on the back burner. It would have to wait.

The same decision was made regarding the need for a second gymnasium and a large aerobics room that also surfaced in 1998. It, too, would have to wait for funding.

In a non-profit charitable institution, waiting for funding often means waiting for some wealthy individual who identifies strongly with your institution and has a shared vision for expanded facilities or program.

We are fortunate that such an individual stepped forward to say, "I want to build that theater in memory of my husband." She and her husband would attend events at our Campus that their grandchildren were involved in and often thought - what more could be done if the right facility was available?

As often happens, one very significant contribution leads to others, and if you know how to fundraise, you soon have donations for 70% to 80% of the project from 10% of the donors. Then you head to the Foundations to solicit their support and eventually broaden the fundraising campaign to include the community.

In our case, it soon became evident that we would have to divide our project into phase one and phase two. Phase one was the theater component, and phase two was the expansion of the sports facility. In the beginning, the funding was coming in faster for the theater. A strategic decision was made to devote all our efforts to completing the theater project first, and when those financial needs are met, we would proceed with phase two.

It should be noted that the capital campaign had two components. One component was to raise sufficient funds to build the new wing without incurring any debt. The second component was to establish and completely fund an Endowment that would kick off sufficient revenue to offset the increased operating costs that would result because of the project. We promised our Campus community leaders that we would not proceed until all the money needed had been committed. We didn't want to cause the overall community overhead to rise because of this project.

While the fundraising was proceeding, architects, engineers, and designers were formulating plans with our Project Committee. The City's building department staff was consulted and all applications for permits were obtained.

In order to create excitement and support for the project from our community, we organized a variety of lay committees. Some of the committees established are: Project Committee, Campaign Committee, Operations Committee, Interiors Committee, Groundbreaking Committee, Recognition Committee, Public Relations and Marketing Committee, and Grand Opening Committee. Each committee has a chairman and a written job description.

The Board of Directors of the Jewish Community Campus must ultimately approve all policy and financial decisions.

An extensive value engineering process is utilized to reduce costs and evaluate design without losing sight of how the building must function when complete. A theater is a very technical facility with special HVAC, acoustics, sound, lighting and other needs. When complete, it must function as intended so one has to be very careful during the value engineering process.

Facility managers know how a building gets built. I am not sure they appreciate the intricacies of the non-profit institution such as the involvement of the lay committees, the need to garner community support, the need to provide appropriate donor recognition, the role of the groundbreaking and grand opening events, and the need to communicate to the various constituencies that have a vested interest in the project.

I find the opportunity to expand facilities to be challenging and invigorating. It is a break from the routine - if one can say a facility manager has a routine. I am beset by new challenges almost every day . . . and they aren't all positive experiences such as a new project.

[Back to Top](#)

# May Program Preview



## Tour of Kansas Speedway

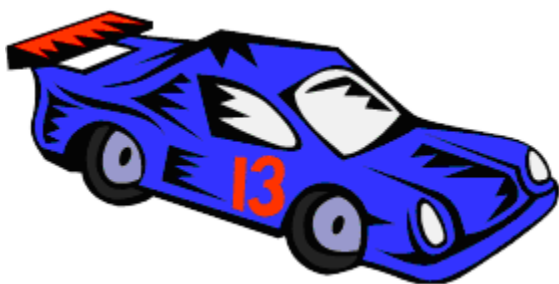
By Teresa E. Reicherter  
Program Chair

Our May 18th program will be an informative presentation and tour of the Kansas Speedway located at 701 Speedway Boulevard in Kansas City, Kansas. The Kansas Speedway has become a popular attraction and a great addition to our city.

We will start sign-in at 4:00 p.m. Appetizers will be served at 4:00 p.m., with the program starting promptly at 4:30. Darren Cook, Director of Operations, has planned a short presentation on how the Speedway came to be, a construction overview, and an overview of the amenities that the Speedway has to offer. This will then be followed by a tour. There is LOTS to cover, and of course, we are all aware of the size of the Speedway - so LOTS to see. There just isn't going to be enough time to see everything, so do plan to arrive on time so we can begin promptly.

Directions for parking will be provided on the email invitation. Please RSVP either by email or calling the reservation line at 913-906-6000, extension 1144.

We hope to see you all there.



[Back to Top](#)



## A Building Audit

(A Community Service Project of your IFMA Chapter)

By Alan Bram  
Audit Program Chair

On Thursday, March 4th, a team of eleven IFMA members descended upon one of five buildings owned by the Guadalupe Center. The purpose: To inspect the building from top to bottom and inside and out. The investigation included a look at all building systems - heating, cooling, plumbing, electrical, security, life-safety, and to assess the systems in place for accomplishing the facility management functions. At the end of the process, the owner was left with a written report of the findings and recommendations, a manual on "Building Operations in a Non-Profit Charitable Institution", and sample manuals for Employee Safety and Crisis Response.

The audit began by asking Bernard Ramirez, Associate Director of Finance and Development, to fill out a preliminary survey about the current building operations at the Guadalupe Center. After receiving the completed audit, Alan met with Mr. Ramirez to review and answer any questions. This enabled Alan Bram, Audit Committee Chairman, to better determine what their needs might be and to thus select the appropriate chapter members to participate in the actual on-site audit.

Though it was raining heavily on March 4th, everyone showed up at the building to be audited. Participants included:

<b>Alan Bram, CFM</b> <i>Jewish Community Campus</i>	<b>Kelly Smith</b> <i>MilliCare</i>	<b>Dennis Adams, CFM</b> <i>Sprint</i>
---	--	---

<b>Matthew Knopke</b> <i>Brothers Mechanical Contractor</i>	<b>Jerry Reno</b> <i>Jewish Community Campus</i>	<b>Allyn Starr</b> <i>Facilities Planning Consulting</i>
<b>Bill Corbett, CFM</b> <i>Waddell &amp; Reed</i>	<b>Melanie Reeder</b> <i>The Invironmentalists</i>	<b>Stephanie Mann</b> <i>Dick Messerschmidt Inc.</i>
<b>Lance Loewenstein</b> <i>Whelan Security</i>	<b>Sandra Tarrant</b> <i>Building Keepers</i>	

The audit team was on-site for about two hours. They divided up and moved carefully and deliberately through the building, taking notes and asking questions. A couple brave team members even explored the grounds and roof in the rain.

Within about two weeks, all team members submitted written reports to Alan Bram. It was his responsibility to collate the information in an understandable format and to compile recommendations. The final step was to sit down again with Mr. Ramirez and review the report. This led to questions and further explanations.

It is our hope that the report will be put to good use in enhancing the facility management functions of the Guadalupe Center.

[Back to Top](#)



## **CFM Exam Review Course Coming to Kansas City!**

CFM - Certified Facility Manager: A truly reliable standard for recognizing the achievements of facility managers. On a global scale, the CFM designation serves as a standard measurement of abilities and experience in the management of facilities. Companies around the world can apply this criterion on staff hiring or advancements, knowing the skill level of those candidates rates among the very best.

The Kansas City Chapter of IFMA is once again hosting the national CFM Exam Review course right here in Kansas City to help prepare those individuals who desire to sit for the exam and become a CFM! The study will be led by Teena Shouse, CFM, General Manager of Employee Services for Sprint. In addition to serving on the International Board for IFMA, Teena is an instructor for IFMA headquarters and was responsible for writing the book used for the national course on CFM Review.

The course will be held June 22-23 at the Sprint World Headquarters Campus. Now, the best part . . . normally, this course is priced at \$675. But the KC Chapter is substantially underwriting the cost of the course to enable its members to pay just \$200 for this exam

review course. Will you ever have a better opportunity to learn for such a low price? In addition, the Board of the KC Chapter of IFMA has made a firm commitment to support those who endeavor to achieve their certification by offering a \$100 reimbursement of the exam fee for those who take this course and then take the exam within 90 days.

If you wish to be placed on the list for the class, please [register online](http://www.kcifma.com) at [www.kcifma.com](http://www.kcifma.com), under the Education section. If you are thinking about it, but would like more information, please contact Linda DeTienne, CFM. You can reach Linda at NCRI (National Catastrophe Restoration, Inc.) at [detienne@ncricat.com](mailto:detienne@ncricat.com), or 913-663-4111.

Don't put it off - become the Chapter's newest CFM!

## 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:** Sprint World Headquarters Campus, Overland Park, KS

**Registration:** [Register online](http://www.kcifma.com) 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](#)

## FOCUS ON EDUCATIONAL OPPORTUNITIES

By Linda DeTienne, CFM, CFMJ  
Vice President of Education

The corporate culture today is one of high demand and expectations, and rightfully so. We should desire to, if the Army will pardon my intrusion on their slogan, BE ALL THAT WE CAN BE! To better prepare ourselves for the "opportunities" that will face us today, tomorrow, and everyday to come, we should take full advantage of the array of benefits offered through our IFMA organization.

The Board of Directors of the Kansas City Chapter of IFMA has a strong commitment for aiding our members in the area of professional development. With a keen eye focused on the hot topics of the time, our Education and Program Committees work diligently behind the scenes to bring to our members opportunities for workshops, seminars, courses, symposiums, programs, exhibits, and more.

Here are some of the upcoming educational events. Mark your calendars now and plan to attend!

May 20	FM Edge Audio Seminar on the Changing Role of Facilities Executives
June 17	FM Edge Audio Seminar on Brave Buildings
June 22-23	CFM Exam Review Course, offered to assist in determining readiness to sit for the Certified Facility Manager Exam
July 22	FM Edge Audio Seminar - Linking Corporate Culture to FM Organizational Success
Summer 2004	IFMA's national course on Technology - the Newest Core Competency
Fall 2004	Environmental focused course

For more information on any of these sessions, please check the KC IFMA web site - "[KC Education Events](#)", or contact Brittany Gamble, Education Committee Chair, at [bgamble@bnim.com](mailto:bgamble@bnim.com), or Linda DeTienne, VP of Education, at [detienne@ncricat.com](mailto:detienne@ncricat.com).

[Back to Top](#)



# International News

## *IFMA Foundation Announces New Website . . .*

The IFMA Foundation now has its own Web site with a whole new look - [www.ifmafoundation.org](http://www.ifmafoundation.org)! You may still access the Foundation's Web site via the IFMA Web site at [www.ifma.org](http://www.ifma.org), which will link you to the new cyber home. You will find much of the same information as before, but be sure to visit often as the site is under construction to become more informational and easier to navigate.

---

## *More Foundation News - Call for Scholarship Sponsors*

The Foundation has a wonderful scholarship program, which helps both undergraduate and graduate students pursue their dream of obtaining a degree in the field of facility management. The scholarships are available to students attending any accredited four-year college or graduate program, who meet the eligibility requirements as set forth in the 2004 scholarship application now posted at the Foundation's Web site, [www.ifmafoundation.org](http://www.ifmafoundation.org). In addition to receiving a check, the scholarship recipients gain an opportunity to travel to World Workplace, attend the educational sessions and network.

---

## **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](http://www.worldworkplace.org) Reserve your spot today and receive the discounted early member rate.


[Back to Top](#)

## *April Program Review*

### **Don't Be Pestered**

By Alan Bram  
Program Committee

"Don't PESTer Us" was the title of the April program. Dan Moran, Manager of the Kansas City Presto-X office and Tom Brungardt of the Kansas City office of Critter Control were the guest presenters.



Dan opened his presentation by addressing how to select a pest management company. It is important

that their credentials include memberships to the state and national pest management associations. They should have demonstrated experience in the areas of pest control that you need and should be a full service provider - rodents, insects, termites, flying insects and pest birds. Twenty-four hour emergency service is a definite asset.

Your technician should be well-groomed, have legible handwriting, exude competency, and be a courteous and happy employee. The same technician should service your company each month.

An audit of your facility is the first step of setting up a pest management program. You must know what your pest problems are and the extent of them.

Pest Management includes good housekeeping practices, good sanitation, locating the source of the infestation, trapping, baiting or other measures. Dan made the point that if a potential pest control contractor promises to eliminate pests, you need to run the other way. Pests can be controlled, but not eliminated.

Tom Brungardt said that Critter Control specializes in wildlife and stinging insects, and have been in business since 1983.

Nuisance animals include: Mammals - bats, raccoons, squirrels, and moles; Birds - pigeons, starlings, sparrows, geese and crows; Reptiles - snakes and lizards; Stinging insects - honey bees, wasps, hornets, cicada killers, carpenter bees, and others.

Geese have become a problem because 85% of them no longer migrate. They continue to live where they are hatched.

Signs that one might have a problem are: An unusual noise, wildlife seen frequenting a structure, a fowl odor, and/or structural gaps, holes or other openings. Rodents (the term means to chew) will chew on anything and destroy it, including metal.

Some methods of control utilized by Critter Control include: Trapping, excluding, habitat modification, chemical repellents, dispersal techniques, electric fences, good housekeeping, and other methods.

The smart facility manager has in place before it is needed, a reliable, competent and professional pest control partner. He/she conducts periodic audits of the facility to look for signs of infestation. Once a pest problem is noted, the necessary steps to control and monitor the condition should be put in place.



**Guest speaker, Tom Brungardt**

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

DATE SPONSOR	PROGRAM	LOCATION	TIME
May 13-14 IFMA	Public Sector Council Spring Meeting	Harrisburg, PA	
<b>May 18 KC-IFMA</b>	<b>Kansas Speedway</b>	<b>Speedway 400 Speedway Blvd., Kansas City, KS</b>	<b>4:00 pm - 6:00 pm</b>
May 18-21 IFMA	Research & Development Council Spring Meeting	San Diego, CA	
May 20 KC-IFMA	The Changing Role of the Facilities Exec Audio Seminar - No Fee	AVI Systems 8052 Flint, Lenexa, KS 66214	11:45 am - 1:30 pm
May 20 PEP	Continuity of Operations Workshop Contact Joyce Cheng <a href="mailto:joyce.cheng@usda.gov">joyce.cheng@usda.gov</a>	GE/Employers Reinsurance Corporation 9201 State Line Rd.	8:00 am - 5:00 pm
<b>June 3 KC-IFMA</b>	<b>Golf Outing</b>	<b>Painted Hills Golf Course 7101 Parallel, Kansas City, KS</b>	<b>1:00 pm - 7:00 pm</b>
June 17 KC-IFMA	Brave Buildings FM Edge Audio Seminar - No Fee		11:45 am - 1:30 pm
June 22-23 KC-IFMA	CFM Review Class**	Sprint World Headquarters Campus Overland Park, KS 66251	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
<b>July 20 KC-IFMA</b>	<b>So You want to Build a Building</b>	<b>Christ Community Church 14200 Kenneth Rd., Shawnee Mission, KS 66224</b>	<b>11:30 am - 1:00 pm</b>
July 21 FM Global	Disaster Planning & Preparedness Wksp. Call 1 877 364-6726 (toll free)	Kansas City, MO	7:30 am - 4:30 pm
July 22 KC-IFMA	Linking Corporate Culture to FM Organizational Success FM Edge Audio Seminar		11:45 am - 1:30 pm
Summer 2004	IFMA National Course on Technology - the Newest Competency		
<b>Aug. 17 KC-IFMA</b>	<b>TBD Save the Date</b>		
Fall 2004	Environmental-focused course		
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. 26 KC-IFMA	TBD Save the Date		
Nov. 16 KC-IFMA	TBD Save the Date		
Dec. 21 KC-IFMA	Holiday Party	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 [Calendar of Events](#).

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?

**Senior management would be most interested in a facility's year-end report which illustrates:**

- A. The density of each business unit.
- B. How many square feet each business unit requires to produce \$1,000,000 in sales.
- C. The cost of space for each business unit.
- D. The number of people moved by each business unit.

*Answer can be found after the "Quick Pix"*

[Back to Top](#)

# Quick Pix



*Welcome to new member, Jim Noe*



*Board members Becky Beilharz, Jim Wilkinson, and Ron Burns*



*Long time members Bill Corbett and Dave Gaebler catch up*



*Members Cole Noble and Herold Ray (left to right)*



*John Alexander and Dan Sexton prove it's not ALL business!*

[Back to Top](#)