"Our Community in Support of the Community and the Facilities Management Profession"

THE VOICE - A Journal of Professional Development, Collaboration, and Community for Facility Professionals
Hello Again IFMA SVers! Hello Summer! Where has the time gone? As we close out the first half of 2013, I look back and I am proud of what we have accomplished so far.

Last but not least, we officially retired Sitescape and introduced IFMA SV Social! What a labor of love. Thanks to the generous support of a trusted web developer and a diligent beta testing committee, we’ve been able to create a completely custom and unique internet tool which will be helpful to our membership for years to come. So with this year’s theme of “The Social Facility”, I urge you to...GET SOCIAL!

As we take a summer break from our usual chapter meetings and such, remember to take some time for yourself, enjoy a nice vacation, and most importantly stay connected with IFMA Silicon Valley. We have several wonderful summer events all related to our community outreach efforts and/or supporting local charities: GROW Fundraiser in July (dedicated to raising funds for facilities related to education and scholarships), River Clean Up in July (in conjunction with CREW, BOMA, ASVB), and our annual Beach Cleanup and Environmental Restoration project in August. Stay tuned for more details to come.

I also want to highlight recent facilities management topics in the news, or at least my twist on them. My hope is that you take this time to think about how you can apply these principles or lessons learned to your daily job. In addition, wouldn’t it be great to think about how you can apply these principles or lessons learned to your daily job.

As I alluded to in my previous news story, it looks like things are very busy in the Bay Area. Speaking from personal experience, I’ve seen a big upswing in construction projects and I am hearing much of the same from my colleagues. I recently read an article in the business journal that stated the new Apple campus will produce 9,200 construction jobs in Cupertino over a three year period. Keep in mind this is not only campus project on the books…Nvidia, Samsung, Google have large scale projects, just to name a few. Not only will our industry be busy staffing facilities managers to run these facilities and build these campuses but this also means that many of the tech giants in the area are doing well and will be hiring. Apple estimates that the 16,000 employees in Cupertino will balloon to over 23,000 employees after the completion of the new campus. Wow!

Before ending, I would be remiss if I did not thank our sponsors, for without them we could not be the robust and successful chapter that we are. Have an absolutely wonderful summer!

Until next time…

Nichole Stephenson
Teladata LLC
2013 IFMA SV President
when The Voice issue publish date falls close to the 4th of July, who can resist putting the flag on the cover? Not me; but, this issue’s cover represents more than a celebration of our nation’s independence: it represents a community. Call it a community, call it a family or call it a village – IFMA-SV is an association of which I am proud to be a part.

I am not a facilities management professional or a vendor in support of the profession. After offering an explanation of my day job - a veteran coach whose passion it is to support returning veterans with barriers in finding their compass along a path back into employment and a meaningful civilian life – I have been asked why I am a member. The answer is simple – I tell them it is the people and how I and my cause have been embraced. And, that is the primary inspiration for this cover: a reflection of our community of facilities professionals at work serving others.

IFMA-SV and Rebuilding Together returned to the Ravenswood School District again this year to continue the projects started last year at the Costano School and 49ers Academy in East Palo Alto. Read more and check out photos of the event at: IFMASV 2013 Rebuilding Together at 49ers Academy Photos.

While community efforts are an important part of what makes our association successful, the pursuit of professional advancement is the key to member success and why we have expanded our journal to include feature articles specific to the FM profession. Our own staff writer, Ed Novak, has a great feature article on key management metrics and why they are important to FM professionals. Following Ed’s piece is an insightful feature on sustainability in water conservation by Stacie Callaghan – they were recognized by the Marina Coast Water District for their part in water savings over the past 3 years, including this past year with a 12.3% decrease in water use! Lastly, if you have a back pain or some of your employees are being a pain in your beep because of their office furniture, be sure to read Keeley Marks Obregozo’s, Ergonomics; The right Fit for Office Furniture.

But don’t stop there – keep reading more on our amazing community – Movers & Shakers, Membership, and, of course, great annual golf tournaments recap with lots of fun pictures.

Wishing you all a Happy Independence Day!
Jeffrey Artz
Goodwill of Silicon Valley Veteran Coach & Proud Vietnam Era Veteran

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After the U.S. federal government bailed General Motors (GM), then GM CEO and Chairman Ed Whitacre, Jr. told a reporter that he reviews only six metrics to determine the performance of a company or organization. Whitacre was the CEO of one of the “Baby Bells” (SBC) when the federal government bought back the old AT&T in the 1980s. He later merged SBC with several other Baby Bells, including Pacific Bell, and eventually acquired AT&T to form the current communications giant that exists today, at&t.

To differentiate between the old AT&T and the new company, the new company is referred to as AT&T, all lower case.

After he retired, President Obama tapped him to head up the new GM, which he returned to profitability after years of losses and near bankruptcy.

As a real estate and facilities management (REFM) professional, I have been searching for ways to better communicate our unique performance and impact to executives who rarely understand REFM-speak: the jargon and common ways that we talk to each other and our contractors about space, projects and facilities operations. In order to be successful, we need to speak the language of business and learn how our work affects these six key metrics:

- Market Share
- Revenue
- Operating Profit
- Cash Flow
- Quality
- Customer Satisfaction

Let’s examine each of these metrics and see how they tie into the world of Real Estate and Facilities Management.

Operating Profit

Quality

The 6 Key Business Metrics

(That Every REFM Professional Should Know)

Anyone who has read any of Jack Walsh’s books knows what a huge proponent he is of Market Share. Walsh (and I’m sure many other business leaders) believes that if your product or service is not number one or two in market share, then you have a problem with your business. This is one reason why mergers and acquisitions are so popular because they can be a quick way to gain market share and possibly enable your organization to get to or near the top. I consulted for a company that had recently consisted of two companies: one was number two in market share and the other was number three. When the number three company announced plans to acquire the number four market share company, the number two company quickly worked out a deal to acquire the number three company (mixing the deal between numbers 3 and 4), which made it the new number one market share company in its industry.

Why is this important? In addition to hopefully gaining some R&D, manufacturing and administrative synergies with the merger, suddenly the company was in the spotlight of the media, Wall Street and its competitors. Instead of being an also-ran company, the expectations for the new number one market share company increased exponentially. This meant that the all organizations, including the REFM group needed to support your plans and how they are aligned.

Market Share

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REVENUE

You may think there is not much that REFM organization can do to affect the revenue of the company, but the REFM organization plays a crucial role supporting the organization’s ability to support revenue plans, especially if revenue suddenly increases or decreases.

How do you prepare for this? The best way is to know that you have the right amount and the right type of facilities. Are your facility plans in-line with the organization’s revenue plans? Have you reviewed the top goals of the organization? In today’s fast-paced business world, you need tools, such as a CAFM system to be ready for rapid changes. This is the foundation for your strategic facilities plans where you can readily access the data you need to support your plans and how they are aligned.

OPERATING PROFIT

Investors look closely at Operating Profit every quarter to evaluate a company’s performance. After deducting the cost of revenue (what did it cost to make or purchase the company’s products), R&D, SG&A and any non-recurring costs, you end up with the operating profit or loss. A small reduction (less than 5%) of the REFM operating budget can have a significant impact on the company’s Income Statement, often improving the EPS by a penny or more. A penny may not sound like much, but it can make a huge impression to investors who can significantly affect your company’s stock price. Therefore, anything that you can do to reduce costs – think sustainability programs – can be quite valuable to your company.

CASH FLOW

Cash flow is a financial metric on the company’s balance sheet that indicates the financial health of a company. Obviously, cash is good and if the latest balance sheet shows an increase of “cash and cash equivalents” then generally the company is operating well. Revenues may be increasing and / or operations are well-run. For REFM, continuous improvement in operations, including savings from implementing sustainability initiatives can help improve cash flow.

In addition, investing in a CAFM system to better manage space can result in an optimized portfolio and help avoid wasteful investments in excess space. Additionally, managing your vendors well by ensuring that they fully perform their contractual obligations can help to avoid wasteful spending. While finding ways to improve your company’s cash flow is a worthy objective for every REFM professional, delaying vendor payments beyond the agreed upon terms is not a good or sustainable practice. (This is not fair to your vendors, especially small ones that receive a significant amount of their revenue supporting your operations.)

QUALITY

The quality of a product or service can have a significant impact on the success of the company’s offerings. Just as companies can lose one of the bumblefaced firms to assess and rate products (think Consumer Reports as an example), the REFM organization has its own means to measure the quality of its products (space and facilities) and services. Benchmarking is a terrific way to measure quality that is an often-used tool in the REFM toolbox. Virtually, any part of your facilities, from space to operations can be measured and benchmarked against past performance and comparable operations.

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There are several ways to benchmark your operations:

- Start your own benchmark study and invite colleagues to join
- Hire a company that performs benchmarking studies or participate in one for free. If you participate in IFMA’s benchmarking studies, for example, you will receive the study report for free
- Use an on-line tool such as the “Energy Star” benchmarking tool to compare the energy performance of your facilities to industry standards to begin understanding opportunities for energy savings

Surveys are another useful way to measure the quality of your operations.

CUSTOMER SATISFACTION

Just as your company needs to know what its customers think of its products and services, you should know what your customers think of their facilities and associated services. Surveys are one of the best ways to get your internal customers’ feedback. As with benchmarking, you need to establish a baseline of current performance that can be used to set future performance goals and determine where improvement is needed.

Another way to survey your customers is to provide a link to a simple survey after completing every Facility Work Order (FWO). As you gather data regarding your service levels you will begin to understand your team’s performance better as well as identify problem areas that you can begin to address by discussing performance concerns with your customers. Again, keep the survey simple: I use a scale from 1 to 5 and anytime that I receive a score less than 3, I want to have a conversation with the person who gave us a low score to find out where the problems are, determine how to improve services and ensure that future work is completed in a satisfactory manner.

COMMUNICATION – SPEAK THE LANGUAGE

Understanding and incorporating these six core metrics into your vocabulary and reports to your executives will enable you to communicate more effectively with them when you are proposing new projects and changes to your operating expenses. Your executives may prefer a few other business metrics but start using these six. Once you begin to speak the language of your executives they will realize that you understand their world which will lead to greater success for you and your organization.
WATER CONSERVATION

A prime concern for both clients and contractors is water conservation. Water is our most precious resource and a large budget item for consumers. One of your goals may be to reduce your landscape water use without sacrificing aesthetics or property value. A solution is to implement a Landscape Water management Program at your property using three logical steps and four general recommendations, saving a substantial amount of water and money.

1. Perform an Irrigation Water Audit - An Irrigation Water Audit measures, in a definite and quantitative way, the efficiency of an irrigation system and pinpoints any deficiencies. The audit gives data that specifies ways to upgrade the system and/or the landscape in such a way that valuable irrigation water is used more cost effectively. It also gives the information needed to program irrigation controllers effectively, enabling reductions in metered water usage thirty to sixty percent and possibly more. Hiring a contractor with Certified Master Water Auditors and Certified Landscape Irrigation Auditors on staff can ensure the audit is performed to professional standards to determine maximum efficiency. The audit will compare actual use and costs to a water budget, taking into consideration:
   - The annual landscape water budget – adjusted for seasonal requirements
   - The site’s unique landscape water requirements
   - Recommended (or required) use determined by the water company
   - State-wide mandated water conservation requirements
   - Historical weather patterns compared to current weather conditions

2. Upgrade your irrigation system based on the water audits findings. Budget upgrades over a period of time based on budget expenditures:
   - Replace current controllers with “smart controllers” - ones that water your landscape according to ET (Evapotranspiration). Installation of this type of controller will allow your maintenance contractor to regularly adjust irrigation schedules according to weather patterns and perform irrigation system checks with remote control.
   - When using a mixed-use meter, consider re-plumbing your irrigation backflow device and installing sub-meters to determine how much water is applied to the landscape. On site personnel can read sub meters weekly and adjust irrigation timers to fall within recommended usage based on ET rates.
   - Use matched precipitation sprinklers on the same zone / valve - do not mix any combination of sprinklers such as impact sprinklers, gear driven rotors, stream rotors, and spray heads. Speed of rotation and precipitation rates for each type of sprinkler vary. When mixed on the same irrigation lateral some areas may receive more water than other areas, causing flooding and dry spots.
   - Replace brass heads with plastic spray heads to improve distribution uniformity. Install sprinklers with a pressure-compensating device that will only allow a certain amount of water through each spray head.
   - Utilize MP Rotator nozzles - a 10- to 30-ft. multi-stream, rotating sprinkler. It converts spray heads into high-uniformity, low-application-rate sprinklers that save water and solve problems. The MP maintains a matched precipitation rate (MPR) up to twenty feet on center throughout arc and radius adjustment.
   - Install drip irrigation to shrub, tree and ground cover beds to prevent over spray. Use pressure regulators, filters, and pressure compensating emitters.
   - Upgrade in-ground irrigation systems by adding flow meters, soil-moisture meters, rain shutdown devices, or ET based controllers.
   - Install a backflow blanket to protect against frost damage.
   - Install pressure reducing irrigation control valves on stations that experience misting to reduce water pressure. Reducing water pressure will decrease the gallons of water supplied to each sprinkler on the lateral line.
   - Install in-line check valves to reduce the amount of irrigation water lost after the irrigation cycle is complete - valve leakage, aka low head drainage. Sprinklers with check valves already installed can become faulty over time and need to be inspected and/or replaced if not operating correctly.
   - Utilize waterproof connectors for irrigation wires to prevent condensation and rust.
   - Replace sprinklers with faulty cap seals. If the cap seal is replaced and the sprinkler continues to leak water, replace the entire sprinkler as needed.
   - Relocate any sprinklers shooting irrigation water onto buildings, fences, and hardscapes - irrigate landscape areas only.
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3. Renovate your landscape - Practice xeriscaping / hydrozoning.
   - Remove water loving turf areas and reduce annual color beds and install attractive, native, drought tolerant plant material - up to 25% water savings, up to 30% maintenance savings.
   - Group plants that have the same requirements for water and microclimate

4. General recommendations
   - Run the irrigation system early in the morning.
   - Cut run time to mature plant material.
   - Program irrigation controllers based on historical ET rates.
   - Constant monitoring and adjusting based on actual weather conditions, site specifics.

Talk to your landscape maintenance professional on how they can help you conserve water and be water wise! It’s good for the environment and your wallet!
It is Day 2 of your new big shiny building and all of your employees are getting settled into their workspaces. It has been a long process working with contractors to ensure that the new location is not only beautiful, but functional for many years to come. The sleepless nights, the large cups of coffee consumed, and the multitude of decisions that led to this PERFECT space. And then it happens….. Complaints start to bubble. My cubicle is too small, I can’t adjust my chair and this desk is too high for me!! And now begins the fun game of how to adapt the workspace to the variety of people that walk in the door every day. In a nutshell, this is what ergonomics is at its true core - fitting the workspace to the user.

Ergonomics is defined as “An applied science of designing and arranging things people use so that the people interact most efficiently and safely.”

According to the American Medical Association, the cost of lost time due to common pain conditions was estimated at $61.2 billion annually. At an average of 5.2 hours per week per employee, this is a huge cost to any organization. In addition, in an extremely competitive market where employers are fighting for the best talent- employees expect the best work tools and work environment. Employers like Google, Facebook, and Yahoo are increasingly looking towards building their new work environments with flexibility and their employees’ health in mind. The increase in implementation of height adjustable tables is just one small indicator of employers prioritizing their employees’ health and comfort. So how do you account for tiny Tina in accounting and super tall Tom in engineering? The answer is utilizing ergonomics as a planning tool to improve the productivity and comfort of employees before the complaints start to swirl.

Here are some important guiding concepts on how to create a work environment that is comfortable, functional, and allows for your employees to be as productive as possible when creating a new workspace or even when looking at improving on employee comfort in an existing space.

- Look for ergonomic tools that are simple to use and built on solid ergonomic research. There is so much misinformation around ergonomics and fads as far as “new ways to sit” or new knobs and buttons that offer 20+ adjustments for a chair. Ultimately, people are more likely to use work tools if they are easy to adjust and understand. A chair with 20+ adjustments may seem like a great idea until you have 200+ employees in poorly adjusted chairs because they can’t understand how to get the chair into the correct position. In addition, do you want to be the person that has to train them on how to use these tools? This brings me to my next guiding principle.

- Work with partners that can support their product with training and resources. Ergonomic work tools do require some training and support so don’t be afraid to ask for these value-added services. Some manufacturers will actually offer the services of an ergonomist on move in day with the purchase of their seating and tools. Having an ergonomist available to answer questions as everyone gets adjusted to their new workspace can be extremely valuable.

- Lastly, look at ergonomics as an investment and not an afterthought. It’s very easy to think of ergonomic tools as a solution to discomfort or only needed when someone has an injury or discomfort. As an average worker’s compensation claim varies anywhere from $35,000 up to $65,000 based on medical bills and lost time at work, can any employer afford NOT to invest in their employee’s health and comfort?

So let’s now paint a very different experience on Day 2 in your new big shiny building. As employees settle in to their new workspaces, many adjust their monitors and keyboard trays and settle into their new task chairs. An ergonomist walks through and explains how to properly adjust their chairs and spends a few minutes discussing healthy keyboarding practices and monitor height. And then it happens…. employees working in a comfortable and healthy way without you having to lift a single finger.
April 2013 Chapter Meeting
Keeping R&D Jobs in Silicon Valley

At our April chapter meeting at Microsoft, one of our fellow Facility Managers, Dan Burris of Headway/TDK, shared how his department was instrumental in helping the company to continue to grow and keep their manufacturing operations thriving in Silicon Valley.

Dan's excellent presentation provided insight on how Headway/TDK's Facilities Department was instrumental to their operational success by reducing their annual utility costs by over $1,000,000.00, a factor that greatly contributed to the bottom line and helped keep manufacturing jobs from being outsourced overseas. He explained that since 1997 the company has continually advanced their technology while looking for ways to keep operating costs competitive, enabling them to achieve an impressive 30% worldwide market share. Dan explained that once again his facility department was tasked to reduce operating costs so that they could stay globally competitive. One of the largest cost opportunities was to reduce the amount of energy used to manufacture their product but the challenge would be to comply with the stringent environmental demands in ultra-clean room production areas.

Dan provided some detailed but easy to understand visuals on semiconductor technology. It was fascinating to see how one component of a computer hard drive goes through a thousand step process requiring incredibly tight temperature and humidity conditions before becoming part of our everyday computers. Headway/TDK's Milpitas 115,000 sq. ft. facility has an enormous 2,700 ton HVAC system that must maintain the temperature within one degree of set point and no more than a 2.5 percent variation conditions before becoming part of our everyday computers. Headway/TDK's Milpitas 115,000 sq. ft. facility has an enormous 2,700 ton HVAC system that must maintain the temperature within one degree of set point and no more than a 2.5 percent variation conditions before becoming part of our everyday computers.

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Dan and his facility department had already performed much of the typical energy efficiency measures yet knew that further savings were possible. TDK demanded that the cost savings be measured (and guaranteed) at the utility meter and under no circumstances could there be any disruption to their 24/7 production demands. A detailed investment grade energy audit by Comfort International revealed a potential $820,000.00 per year energy savings with a 1.5 year ROI. They were also able to obtain a PG&E rebate of over $633,000.00. This was the largest rebate PG&E issued last year and the largest savings of any retrofit project.

Dan showed us visually just how immense and complex their HVAC system had grown over the years, and how it was redesigned and improved. Upgrades were made to their control system, and VFD's, and other mechanical modifications were made, cutting over 80% in system energy usage. In fact, four of the seven chillers previously used are now completely off-line, together with other systems operating at a fraction of prior energy usage. Dan said that the most important thing he was concerned with (and that he lost sleep over) was that all upgrades be accomplished without affecting their 24/7 production. He is proud they accomplished that and are on track to achieve $1.2 million per year in energy savings!
On April 10th at Silicon Valley Bank, we had a packed IFMA lunch meeting to hear Felix Lopez, Pacific Gas & Electric Company (PG&E), and Alan Pong, Comfort International, Inc., give us one of the first presentations on the California Energy Commission’s paradigm shift that affects funding for utility rebates. Announced only a week earlier, the change affects all utilities in the state.

While the rest of the U.S. has had a continually rising energy use, California’s has been flat since 2005 thanks largely to rebates from utilities. Felix explained the basic types of rebates, most of which have been to promote new energy technologies and introduce the concept of energy efficiency.

Alan further explained that utility companies get audited by the Energy Commission, and over the years, the actual amount of savings realized versus what is claimed by rebate projects has been declining. This increase in “masked” savings is the reason the Energy Commission has changed how many of the rebates are structured.

Felix gave an example of a lighting retrofit project, changing out T12 to T8 lighting. Before, the retrofit would have qualified for a rebate, but now it will net zero dollars. Why? The new Title 24 energy efficiency standards have been adopted as the baseline for energy efficiency affecting lighting retrofits as well as many other technologies (VDF’s, motors, etc.). The rebate was net zero because Title 24 now specifies T8 as the “standard”. Felix said, “The only way to obtain a lighting rebate is if your retrofit exceeds that T8 standard.” This is a HUGE shift for all utility company rebates.

What the Energy Commission wants is market transformation -- going beyond a “one technology” retrofit. They will not pay for minimum standard retrofits or “free riders”. In response, PG&E announced that they are changing their direction in rebates. Many are likely to be reduced by 50%, or in some cases eliminated completely in the near future. The goal is to obtain that next level of energy efficiency and there are increased rebates for doing so. Alan and Felix shared how that approach will obtain much more significant operational savings.

Alan provided an example of a simple corporate office facility where approximately $1.50 per square feet of energy savings annually was achieved with an under two-year ROI. A detailed ASHRAE level 3-4 investment grade energy study of the facility provided information to be able to make deeper energy efficiency changes beyond the Title 24, exactly the direction the utility companies would like.

While some rebates have disappeared, there will be other opportunities for facility managers to realize even greater savings.

Judith Sayler

Judith Sayler is a past Board Member and Secretary for IFMA-SV. She currently serves on the Professional Development Committee and is the Mentoring Program Coordinator for the Chapter. She is a business development associate with Gordon Prill, Inc., a design-build firm in Mountain View providing architectural, MEP engineering and construction services for aerospace, high tech, corporate office, lab and university markets. www.gordonprill.com

April FMRT Meeting
REBATE SAVINGS FROM PG&E

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June FMRT Meeting
Planning and Installing EV Charging Stations

Ready or not, Electric Vehicle charging stations are coming …soon to company parking lots near you!! Citrix Systems in Santa Clara was our host for our June FMRT on EV charging stations. Our speakers were Michael DiNucci, VP, North America West, ChargePoint, Inc.; Tony Rosa, Project Manager, Sprig Electric; and Ted Lawson, Senior Director, Americas Real Estate & Facilities, Citrix Systems.

Mike DiNucci has installed over a 1000 EV stations including over 500 at Google. He said that Google doesn’t charge employees but some other companies do as an incentive to turn the cars over and not ‘ice’ the spot. With the assumption it takes about three hours to fully charge a car such as a Leaf, a company might charge a minimal fee per hour the first three hours, and after that, the cost per hour jumps substantially.

Mike explained that in any one organization, 1-3% of employees will be driving EVs (this is bound to increase), so ideally you should have a ratio of 1:2 or 1:3 charging stations per employee to meet the need. Expect to pay around $4,500 each for a single station or $6,500 each for dual charging stations. The IRS offers a tax credit for charging stations up to a maximum of $30,000 per site (IRS Form 8911: Alternative Fuel Vehicle Refueling Property Credit). If you have multiple buildings with different addresses, there may be a possibility to get additional tax credits.

Michael also filled us in on the types of charging stations – Smart vs. Dumb. “Dumb” chargers only provide electricity whereas “smart” chargers are networked and allow numerous features:

- Public access vs. private (free access can still be restricted to employees only by integrating with a company’s badging system)
- Allows reservations
- Compile reports – energy consumption, who was using the stations, for how long, etc.
- Sends text alerts to drivers, administrators, FMs (i.e., reminders that the car is charged and time to move it or if there is a problem with a station or the overall system. If the charging cord is cut for any reason, power is immediately cut and a text message is sent to both FM and the car owner.)

Tony with Sprig Electric provided great guidelines for the physical installation of the utilities required for the charging stations as Sprig Electric has installed over 600 in the past two years.

- Determine location of main electrical distribution board #1; plan to install 277/480V, 3-phase power.
- Determine proposed location of EV stations #2
- The distance between #1 and #2 provides “rule of thumb” for the utility pathway: under 100’, cut & trench; over 100’ directional bore. Utilizing landscaped areas for trenches which is more economical than tearing up a hard surface.
- Check each City’s requirements as they vary, i.e., accessible stalls are required in Palo Alto and Santa Clara but concrete bollards only in Palo Alto (since they are a safety feature to keep charging stations from being hit by cars). Install them always!
- Determine number of stations, size the conduit for future needs and note conduit sizes over 2.5”, the material costs jump considerably, so plan accordingly.

Ted Lawson installed Citrix Systems’ first charging stations in 2009 and will double the number by next year, and possibly quadruple it by 2015. With Ted’s deep concern for sustainability, he wanted the stations to have net zero energy consumption and came up with a very smart solution. He installed PV solar panels on the overhangs at the entries of their buildings, with the electricity going directly into their power grid. The panels provide more than enough electricity for all of the EV stations and then some, and the excess electricity serves other uses. This great idea won Citrix the Green Power Innovator Award in 2011. Another innovative idea Ted will be implementing is allowing people to use their parking lots and EV stations during weekend 49er games for a cost, which will eventually pay for all of the new stations. Very smart!

Demand for EV stations is growing…… get on board!
Pamela Isom, President/CEO of ICE Safety Solutions, received the Silicon Valley Business Journal 2013 Women of Influence Award. The awards dinner was held at the San Jose Fairmont honoring this year’s 100 most influential women in Silicon Valley. Ms. Isom felt honored to be recognized for her achievements and dedication for positively effecting change within her industry and community.

Ms. Isom said, “ICE certifies and trains over 5,000 people annually and my greatest satisfaction is knowing that many lives are saved every year by those we certified to use an Automated External Defibrillator (AED) on people who were experiencing a cardiac arrest or were choking”.

Ms. Isom previously received other prestigious awards and honors for her business achievements and community involvement including Silicon Valley-Top Women in Healthcare, Northern CA Minority Business of the Year 2005, 2010 and 2012, as well as being recognized as one of the top 3 minority-owned small businesses in the United States. To give back to the community, Ms. Isom provides free CPR training to at-risk youth groups, and domestic violence shelters. She is committed to the growth of women and minority businesses by spending her personal time mentoring and coaching entrepreneurs to maximize their effectiveness.

ICE Safety Solutions, Inc. focuses on customizing innovative and effective safety services, training and medical supplies for corporations and hospitals to mitigate workplace injuries, illness and loss of life. The company provides CPR, First Aid, Disaster Preparedness, OSHA related services and first aid kits/medical supplies through scenario based training and delivery technology.

Membership Update - The Welcome Event for New Members
by Ralph Buchanan

Each year our Chapter holds a special welcome reception for members who joined during the prior twelve-month period. This event is quite different than the new member orientations that are held 3-4 times each year. The purpose is to provide the new members with an opportunity to meet one another and with the Chapter leaders to learn from their experiences how to get the most for one’s membership. It is strictly a social, get acquainted event and not a formal program or presentation.

Over 60 Chapter members attended the welcome reception held on May 15 at the newly renovated cafeteria facility at Hitachi Data Systems; our gracious host was Rick Sage, Sr. Director Global Real Estate & Facilities. We enjoyed great food and beverage by Bon Appétit. The event was planned and coordinated by Deanna Cistone of Ricoh, Cristina Avila of Fenwick & West and yours truly.

To help the attendees “get social,” a handout was given to each attendee that contained quite a few ice-breaker questions that attendees could ask of someone new whom they met. To make the evening even more fun, the handout included a Chapter Trivia Quiz consisting of four questions about our Chapter, with an off-the-wall bonus question.

For each right answer, attendees received one raffle ticket. And, if they answered the bonus question, they received twice as many tickets. There were three prizes of $50 gift cards.

The contest designers were surprised at how many attendees had correct answers on the Trivia Quiz about the chapter, and then realized that most had smart phones, and as we know, Google has the answers to everything! Not to say anyone was “cheating,” rather they were just smart facilities professionals deploying the latest and greatest technology!

While membership has been growing, there are still a number of firms not represented in our membership. Our Membership Committee has a goal of having 600 Chapter members by year’s end, and at this writing, we’re up to 560. We want to add some momentum to our effort, so be on the lookout for an e-blast soon about an exciting membership drive later this year.
You Are Invited!
IFMA-SV Community Outreach
Wilder Ranch Coastal Cleanup

What is This?
Join us for a day in beautiful Santa Cruz with your fellow IFMA members! We will be gardening, doing light construction work and site maintenance at the Historic Wilder Ranch!

When and Where?
Friday, August 23rd, 3:00pm
Wilder Ranch State Historic Park,
Santa Cruz

Additional Details?
Followed by a catered BBQ Dinner sponsored by Herman Miller

How Do I Sign Up?
Sign up by August 16th. This event always books up quickly!
Questions? Contact Dawn Jungemann: Jungemann.d@gmail.com

Members Free
Non-Members $40
(Sorry, no pets or children)

Details will ONLY be sent to those who RSVP. Register today at: www.ifmasv.org
Many thanks are owed to all of those that donated time for many of the IFMA-SV members and friends that expressed their interest in participating in the 2013 Golf Tournament. It was a pleasure to have their support and to work with them towards making this year’s tournament a truly memorable one! For one of their BEST days on the course. Sponsors, volunteers, and volunteers: many were competing for the best round of the day and a nice cash prize. In fact, we actually had a 3-way tie for the best score.

And... The best round of the day went to: 1st Place Team!

For the fifth year in a row, tournament committee members recognized the best-of-the-best of our Hole Sponsors in five different categories: Best Food, Best Drinks, Best Giveaways, Best Design, and Best Overall Hole. Here are the winners, who were each awarded with an advertisement in The Voice:

Best Food — Graebel

Best Drink — Platinum Roofing

Best Giveaways — Iron Construction

Best Design — Access Communications

And... BEST OVERALL — BCCI Builders!!!

The day would not have been complete without our other noteworthy sponsors: Western Allied Mechanical as our Chapter Platinum and Golf Cart Sponsor; Brook Furniture Rental as our Hole-in-One Contest Sponsor (sadly no hole-in-one winners this year); and Office Solutions Interiors sponsored the Putting Contest. Alliance Roofing, The Inside Source, and MAI Industries were awarded with an advertisement in The Voice: Congratulations to All of the Winners!!!

Behind the scenes, the tournament committee was making sure things ran smoothly. After months of planning, everyone wanted to see their hard work pay off—and it did! The tournament’s success was primarily due to the efforts of our committee members and volunteers:

Chair: Jeremy Goodland

Committee Members: Cathy Cathey, Deanna Cistone, Harris Ginyard, Nina Grimm, Cameron Hong, Jim Lampkin, Sandra Louie, Keeley Marks Obreggoz, and Kelsy O’Brien.


When players weren’t busy mingling with volunteers and sponsors, many were competing for the best round of the day and a nice cash prize. In fact, we actually had a 3-way tie for the best score.

And the winners (determined by the clubhouse) were...
Golf Tournament (cont.)

Of course the real winner of the IFMA-SV tournament was our Community Outreach program and the 49ers Academy! John Colleton, a representative of the 49ers Academy, thanked all those that contributed to the event, as the monies raised help fund projects like the one that took place in East Palo Alto at the end of April. Project tasks included painting, landscaping, fencing, and installing a flag pole! During the tournament dinner, all attendees stood to watch a video of the flag-raising ceremony, while students of the academy sang the National Anthem.

The inspirational video reinforced the importance of IFMA’s fundraising events and left everyone proud to be a part of the day’s golf tournament.

As the sun fell behind Cinnabar Hills, players left the course with big smiles, full bellies, and fond memories of another successful IFMA-SV Golf Tournament.

Welcome 29 New Members!
by Joy Dunn, Chapter Administrator

Tom Arnold  
Gridium Inc

Andrew Barkley  
Shaw

Matthew Barr  
Genentech Inc

Garrett Baxley  
DSB+ / Premier Maintenance

Glenn Dirks  
Better Workplace, Inc.

Patricia Doehrman-Giansiracusa  
Symantec

James Dwan  
Marina Landscape

Ryan Elleson  
Pegasus Building Services

Kris Faulkner  
Visa

Claudia Gough  
Coherent Inc.

Patrick Hallett  
Sabah International

Chris Hanson  
Bay Federal Credit Union

Richard Hatzenbihler  
The Terraces of Los Gatos

Doug Hilgenezck  
Western Digital Corporation

Brad Herald  
Stryker

Hamid Kaheli  
IMPEC Group

Bill Kelly  
Stern

Stefan Kratz  
American Mechanical Inc

Jason Lesser  
Visa International

Delores Ligibel, FMP  
IMPEC Group

Lisa Lundquist  
A&A Maintenance

Christina Morgan  
IST Management Services

Matthew Olson, FMP  
A&M Maintenance

Hilary Phillips  
Hilside Church

Johan Porter  
Cryptic Studios

Hazel Quintana  
Risk Management Solutions

Jeffrey Silva  
Stanley Security Solutions

David Sylvester  
American Mechanical Inc

The Silicon Valley Chapter of IFMA is one of the most active and successful chapters in the world. The Facility Management profession changes dramatically year to year, demanding more and more from facility professionals. Our Chapter provides excellent educational and networking opportunities for the industry through its classes, luncheons, evening programs and special events.

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<tr>
<th>Date</th>
<th>Event Description</th>
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<tr>
<td>June 12</td>
<td>EV Station Implementation</td>
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<tr>
<td>June 26</td>
<td>FM’s Role in Supporting Growth and Providing Value</td>
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<tr>
<td>July 20</td>
<td>Joint CREW, IFMA, BOMA River Cleanup</td>
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<td>July 24</td>
<td>GROW Organization Launch Block Party</td>
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<td>August 23</td>
<td>Habitat Restoration/Environmental at Wilder Ranch</td>
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<td>Sept 11</td>
<td>Tour of the new 49-ers Stadium</td>
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<td>September 25</td>
<td>Top 10 things you need to know if you need additional space and don’t have an RE</td>
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<td>TBD</td>
<td>IFMA Exam Review Class</td>
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<td>October 2-4</td>
<td>World Workshop - Philadelphia, PA</td>
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<td>October 9</td>
<td>Green Building Design Guidelines</td>
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<td>October 23</td>
<td>Regenerate: Your Buildings, Work and Life Speaker: David Gottfried, founder of USGB</td>
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<td>November 13</td>
<td>IFM Electronic Toolbox: Title 24 2013 Lighting and Controls</td>
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<td>December 13</td>
<td>Holiday Party</td>
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Note: The above programs are subject to change. Such changes will be announced on the Chapter’s website, in Chapter emails and in the newsletter. Register for events on our award-winning website - www.ifmasv.org