



# Chapter Newsletter



Chapter President  
Serena Pancoast, CFM

## President's Message

Over the 4<sup>th</sup> of July weekend, I had the privilege and pleasure of evaluating over thirty students who applied for an IFMA Foundation scholarship. For the first time, our Chapter is supporting and funding one of these scholarships. An original intent of our scholarship was to support a student in the state of California due to the many budget cuts that are impacting our college and universities, making higher education that

much more expensive for our student population. Thus, I'll admit to being surprised, and disappointed, that, out of a total of fifty-two submissions, only two came from California, both from Cal Poly. I then learned that the FM program at Cal Poly largely came about due to the diligent efforts and support of our fellow FM's at the Silicon Valley Chapter. As a fourth generation Californian, I've always been a strong supporter and advocate of this state; to paraphrase Lee Iaccoca, California is the mirror that reflects the future for the rest of the nation. Except in FM education. Even with our population of 35+ million, our vast and diverse landscape, people and communities, our institutions of higher education have not yet developed the FM degree programs that our profession deserves and that our communities need (after all, who better to operate a building to its full potential than an educated, professional FM?). There are 38 colleges in the US that offer a degree in FM and nearly all of them are east of the Rockies. Therefore, a new objective of mine will be to see at least one more California campus offer a program in which, as quoting from the Facility and Property Management Program at Brigham Young University, "Our work is to be a world leader in facility management education, physical asset management and facility research."

Outside of higher education, what about training for existing FM staff? Did you know that there is a local, federally-funded program

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## Board of Directors

### Swearing-in of 2012 Board at Crocker Art Museum

June's Tour of the Crocker Art Museum was also a celebration of World FM Day and the Installation of Officers ceremony. Elected for the 2012 year were Serena Pancoast, CFM (President); Rob Turnage (Vice President), Paul Gillaspay (Secretary) and Chuck Swiderski, CFM (Treasurer).

In addition to the Chapter's Board of Directors, non-elected Chapter Leaders include Jessica Bautista (Chair of Membership); Laurel Bane (Chair of Special Events); Chris Costi (Communication and Member Outreach Liaison) and Helen White (Sponsor Liaison).

The Board and Chapter Leaders will have the Chapter's Strategic Planning Session in September to establish objectives and measurable for the Chapter's 2012 Balanced Scorecard.

## 5<sup>th</sup> Annual Global Energy Efficiency Survey, Results

*IFMA Press Release*



WASHINGTON, D.C. – (June 16, 2011) Rising energy prices, government incentives and enhanced public image are driving energy efficiency in buildings to new heights as a growing number of building owners race to reduce energy consumption, according to the results of

the fifth annual, global Energy Efficiency Indicator survey. The survey of nearly 4,000 building owners and operators around the world was led by Johnson Controls' Institute for Building Efficiency, the International Facility Management Association and the Urban Land Institute.

"We are seeing record levels of energy management and reduction projects around the world, driven mainly by financial reasons, more than environmental concerns," said Dave Myers, vice president and president of Building Efficiency for Johnson Controls. "Regardless of the motivations, buildings account for 42 percent of global energy usage, so the growing trend of making buildings more energy efficient is smart business, helps create local-market jobs, and benefits the environment."

Although the primary motivation for energy efficiency projects continued to be energy cost savings, government incentives and enhanced public image were also important, ranking second and third in the survey. Greenhouse gas reduction, which ranked as

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Don Tucker  
Director of Facilities

## Member Spotlight

*Profile by Chris Costi*

*"It's a proven fact; the sweetest sound to a person's ear ... is the sound of their own name" -Dale Carnegie*

This month's featured member, Don Tucker, Director of Facilities Sacramento Public Library, owes his facilities management success to the term MBWA, management by wandering around. He believes that you should get out, walk around, learn, engage and get to know your staff. Don grew up in Southern

California where he spent many hours at one of his favorite sports, sailing; he and his family would sail out to one of the islands near Catalina Island and play Gilligan's Island for a day or two. For college, Don chose CSU Northridge because it was close

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## President's Message

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specific to FM employee training? Recently, I met with John Orr, CAE, President of the North State Building Industry Association and he introduced me to the North State Building Industry Foundation Facilities Maintenance Apprenticeship Program. This program is designed to provide training in many areas of facilities maintenance for new or incumbent workers. The apprenticeship is built around structured, on-the-job learning and related classroom instruction. Certified by the U.S. Department of Labor, this program covers many disciplines in FM including electrical, plumbing, carpentry, HVAC, and FM Fundamentals such as safety and communication.

As a federal grant program, an employer who participates in the FM Apprenticeship only has to pay 25 cents (that's correct, one quarter) for every hour of training their employee receives for up to 4,000 hours of training, costing only \$500 per year.

I hope to have North State Building Industry Association at our next lunch program (August 18<sup>th</sup>) to provide literature and more specifics about this great opportunity.

*All My Best,*

*Serena*

## Upcoming Events



### **Merge 2011**

Saturday, July 30<sup>th</sup>  
6:00 p.m. – 8:00 p.m.  
1801 L Street, Sacramento, CA

Think Project Runway meets Design Star! Western Contract invites you to attend Merge 2011, an event supporting IIDA scholarships.

Design teams are paired together to create wearable fashion items out of materials they are given, such as carpet, fabric, laminate samples, or even paint samples. Come cheer on the designers, models, students and the creativity! More information at [www.Merge2011.com](http://www.Merge2011.com).



### **August Lunch Program – ADA Overview and New Requirements**

Thursday, Aug 18<sup>th</sup>  
11:30 a.m. – 1:00 p.m.  
Franklin Templeton Investments

Presented by KPFF Consulting Engineers and Mark Posnick, AIA, LEED AP and a Certified Access Specialist (CASP) with Williams + Paddon.



### **New Member Breakfast**

Friday, Sep 23<sup>rd</sup>  
8:30 a.m. – 11:00 a.m.  
Franklin Templeton Investments

To RSVP or for additional information on the New Member Breakfast, please contact Membership Committee Chair Jessica Bautista at (916) 463-5710.

## SBM Provides Path to Greener

### Tomorrow *Part II of the Newsletter's Green Series*



*By Sue Beets, LEED AP*

*SBM Corporate Sustainability Manager*

*In our June issue, we profiled the Global Green Cleaning installment of the IFMA Foundation's Sustainability "How-To Guide" Series. In this issue, we profile a local provider, SBM Site Service, as to how they address good, sustainable practices.*

As a results-driven facilities support organization with a national presence, SBM has a unique responsibility to protect not only our natural environment, but our customers' and employees' health as well. We are dedicated to helping our customers go green through the implementation of recycling programs, various green cleaning services and support of LEED® certified projects.

Due to SBM's best-in-class recycling program, which includes recycling metals, plastics and even kitchen grease, we have been honored with more than 27 environmental awards. Most recently, we received the Colorado Association for Recycling's Outstanding Business Diversion Program award. In 2010, through the implementation of long-term strategic planning and waste stream audits, SBM successfully diverted 173 million pounds of waste from landfills.

We understand the importance of conserving our resources, which is why SBM's green cleaning services are conducted using Green Seal chemicals, supplies and Carpet and Rug Institute green equipment. Remaining on the cutting-edge of equipment and supply technology carries many environmental benefits including reduced use of water and electricity through increased efficiency. For example, SBM's utilization of reusable microfiber products benefits our clients by reducing the amount of water needed to complete cleaning services, and reduces waste sent to the landfill. Studies have shown that the use of microfiber products can result in a reduction of water consumption by up to 75 percent.

Whenever possible, SBM supports energy efficient Day Cleaning services; by providing services during regular business hours, we help our customers achieve significant, measurable reductions in energy usage and greenhouse gas emissions. Our customers also benefit from cost savings on their energy bills with a decrease in the amount of lighting, heating and cooling consumed after hours. In addition to green cleaning, SBM has also supported LEED® accreditation for several of our Fortune 500 customers. Our team of LEED-trained professionals develop site-tailored programs to help our customers support up to 17 LEED points for their existing buildings, while at the same time offering tracking and analysis.

SBM believes in practicing what we preach. We believe we must all do our part to go green, which is why our corporate office has installed flow monitors, flush-o-meters, motion sensors on lighting and has even used reclaimed pallet wood flooring in remodeled portions of the building. We believe that we can make a difference by assisting our clients in fulfilling their environmental goals. At SBM, we believe that together we can create a greener tomorrow.

*For information on SBM's sustainability initiatives and LEED support capabilities, please contact Sue Beets at (916) 871-2980 or [SBeets@sbmcorp.com](mailto:SBeets@sbmcorp.com).*

*To download a free copy of the Global Green Cleaning installment of the IFMA Foundation's Sustainability "How-To Guide" Series from the IFMA Foundation, please visit the Research tab at [www.ifmafoundation.org](http://www.ifmafoundation.org)*

# 5<sup>th</sup> Annual Global Energy Efficiency Survey, Results

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the second highest motivator in 2010, ranked fourth in 2011. Rising energy costs are clearly on building owners' minds. Eight in 10 respondents expect double-digit energy price increases over the next year. As a result, owners have set an average energy reduction target of 12 percent.

But significant obstacles exist to meeting these ambitious goals. Access to funding and financial returns were cited as the top barriers globally. Indeed, barriers to capital access topped the list for respondents in the U.S./Canada (38%) and Europe (30%).

Here are further insights into what building owners and operators are saying around the world:

- Seven in 10 – up from six in 10 – indicate that energy management is important to them, with respondents in India (89%) and China (85%) expressing the most interest, followed by U.S./Canada (66%), and Europe (61%).
- Nearly four in 10 have achieved at least one green building certification, twice as many as the prior year. An additional 32 percent (32%) have incorporated green building elements.
- Building owners planning to pursue green building certifications for existing buildings (39%) slightly outpaced those with plans to certify new construction (35%).
- Lighting and heating, ventilation, air conditioning and controls improvements continued to be the most popular energy efficiency improvements made last year.
- Building owners have greater access to energy data, but few are taking advantage of it. More than eight in 10 measure and record data at least weekly or monthly, but fewer than two in 10 review and analyze that data at least weekly. Those who have implemented smart grid/smart building technology such as advanced energy metering and management systems are nearly 3 times more likely to review and analyze their data frequently.

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**From 2008** – the year the Sacramento Valley Chapter won Small Chapter of the Year at IFMA's World Workplace in Dallas. Pictured here include still active members Chris Flanders, Bob Sawhill, Chuck Swiderski, Gary Engle, Wayne Whitzell, Ken Groves, Tim DuBray, Mark Wilson, Chris Costi, Jack Murphy, Serena Pancoast and Kit Tuveson. Perhaps we'll submit again for an Award of Excellence for 2012!

# Member Spotlight

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Don Tucker with fellow IFMA members at last April's IFMA Sac Golf Tournament

to home and had a terrific Music Department. Don earned his degree as a Music Major (his favorite instruments belong in the woodwind family) and learned how important it was to stay organized. He met his wife by accident when she left her sheet music in the band room; he sought her out, it was a match and after two boys and two girls, some relocating moves and a few career changes, they are now celebrating their 35<sup>th</sup> wedding anniversary.

Don started his career in Southern California in the mid 70's as the Operations Manager for the May Robinson company. He transitioned to Montgomery Ward's, Macys and landed at Sac State for over 20 years as the University Union Operations Manager. When he read about the opening for the Director of Facilities for the Sacramento Public Library in 2007, he jumped at the opportunity. He felt the experience he had gained in the last 25 years made him perfect for the position.

Don manages all 28 library facilities. A recent challenge was when they purchased a machine that sorts returned books. As they were preparing for the installation they realized that a steel pipe was smack in the middle of the wall where the machine was to go. Rather than panic, Don contacted the contractor and they were able to help devise a way to get thru the problem and as a result, the pipe was removed and the sorting machine was installed as originally planned.

These types of challenges are what make Don's job most interesting, never a dull moment. At the monthly meetings he has with the county and building owners, he has the opportunity to provide input on future projects, existing projects and due to his many years of experience in facilities, he can provide valuable input.

Don is passionate about energy conservation; gone are the days when conservation was wishful thinking. All new libraries are LEED GOLD certified, including Valley Hi-North Laguna, North Natoma and Robbie Waters, Pocket/Greenhaven. During one of his monthly reviews, he noticed one of the facilities was using an excessive amount of energy and discovered the units were running about 24 hours a day; his contractor made some modifications and they are currently seeing a reduction in energy use.

Don was extended an invitation to attend an IFMA event from Christian Flanders and he joined IFMA in 2008; he is currently studying for his CFM. IFMA has provided valuable information that helps him with his day to day operations; the many programs he has attended have provided great information and the networking events have given him an opportunity to meet other facility managers where he can learn about their challenges and best practices.

Dons advice to someone starting in the industry: stay committed to lifelong learning by staying informed on building trends and technologies by subscribing to trade magazines and associations that support the industry.

Now would be a great time to visit The Sacramento Public Library. They are the inaugural host site for American Sabor: Latinos in US Popular Music, a traveling exhibition from the Smithsonian Institution Traveling Exhibition Service (SITES) that highlights the musical contributions of U.S. Latinos from the 1940s to present, and explores the social history and individual creativity that produced stars such as Tito Puente, Ritchie Valens, Celia Cruz, Carlos Santana and Selena.

# 2011 Mid-Year Photo Archive



*Chair of Special Events Laurel Bane and Jack Murphy, CFM at the January Program, Green Cleaning presented by SBM.*



*Stephany Cull of RetroCom Energy Strategies, presenting at the March Program – Existing Building Commissioning.*



*The New and Potential Member Breakfast, hosted by the Membership Committee, March.*



*Chapter Members Justin Holliman, Rob Turnage and Charles Esgro, CFM at the 2011 Facilities Expo in March.*



*April 2011 Golf Tournament - Jeff Deming, Jim Sepulvado, Steve DePierro, Rick Konkel*



*Chapter Members climb the grand staircase during the June program Tour of the Crocker Art Museum and Celebration of World FM Day.*

# 5<sup>th</sup> Annual Global Energy Efficiency Survey, Results

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- Organizations that set a reduction goal, analyze energy data frequently, add internal or external resources, and use external financing were found to implement four times as many improvement measures as those who did none.

Highlights of the survey results for North America show a double-digit increase in U.S./Canada building owners who believe energy management is important (66%) compared to the prior year (52%). Building owners expect lighting and smart building technology to have greater adoption rates over the next ten years than renewable energy technologies in the U.S./Canada. Seventy-seven percent (77%) of U.S./Canada building owners plan to include green building elements in their facility plans in the next 12 months. Efficiency in buildings remains the top global strategy for reducing greenhouse gas emissions led by the U.S./Canada (52%) and then Europe (28%), China (27%) and India (24%).

“These survey results speak to an increasing number of building owners and operators turning to smart, high-performance building technology to achieve their energy efficiency goals,” said Tony Keane, president and CEO of the International Facility Management Association. “Managing and operating buildings at peak efficiency will require facility professionals to strengthen their skill sets to successfully utilize these complex building technologies. As more high-performance buildings come online over the next decade, training and credentialing will play an essential role in helping facility professionals manage these buildings at optimal performance levels.”

This year marks the first time survey respondents include members of the Urban Land Institute (ULI), which has an ongoing program of work dedicated to energy-saving urban development practices, including both building and location efficiency.

“This survey identifies building performance and financial innovations that are applicable to both new and existing buildings and all segments of the real estate marketplace,” said ULI Chief Executive Officer Patrick L. Phillips. “The real estate industry is demonstrating leadership in the quest to find an appropriate balance between energy use and sustainable communities.”

## World Workplace 2011 in Phoenix



IFMA's grand event is in Phoenix this year, an easier trip for those of us on the west coast! If you've attended World Workplace in the past you know what a positive experience awaits. For those of you already registered, watch you in-box for upcoming communications on events for our group to attend together, such as the IFMA

Foundation Gala and Recognition Reception at the Phoenix Art Museum, the Foundation Scholarship Presentation and the West Coast Reception. If you have any questions on WWP, or would like some insight from those who have been, please contact any member of the Chapter Board; we'd love to connect with you in Phoenix!

## Causes and Cures of “Hot Spots” in Turf



One of the most common problems in turf care is addressing “hot spots” in turf. Often identified as an area where the turf is not an even green, these “spots” can be easier to see than to know how to fix. Too often, irrigation run times are increased at

the controller and the cost impact the customer's pocketbook. There are several steps one can take to help identify the underlying cause, correct the situation, and even help reduce water waste.

One of the most common causes for a hot spot is improper irrigation coverage. Coverage issues can include clogged or misaligned nozzles, tilted or blocked heads (by turf or plants), and poor operating pressure of the irrigation station. Too many heads, a broken head or lateral, and flow restriction at the valve all can affect sprinkler performance. If heads and nozzles are correct, but heads still lack “head-to-head” coverage, consider adding a head, where needed (if system capacity is adequate) or upgrade to rotary nozzles.



The “Poa Annua” grassy weed

Another common cause for a hot spot can be actually due to a grassy weed, known as, “Poa Annua” or Annual Blue Grass. This weed looks like grass, but has a very shallow root system, so that during the summer, when the real grass has deeper roots, these areas are starving for more

frequent watering. Since soil evaporates more quickly at the surface, these weeds will show signs of stress. A careful strategic plan in the early spring to “slit seed” the turf area with hardier grasses, will help crowd out the weeds and help save water in the summer heat.

One of the last recommendations for addressing a hot spot is to check the soils. This can be done initially with a soil core tool. Look at samples throughout the turf station, both in green areas and in the hot spots. If the soils are healthy, the root depth should be at 4-6 inches. The turf station should have consistent moisture content throughout. The issue could also be with the soil itself. There may be damage due to fertilizer burn, plant disease, or bad soil microbes. Consider sending soil samples to a lab for analysis.

If you see “hot spots” in your turf, call your local C&D representative and we will be happy to diagnose it and help ensure your turf is looking it's best!



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