



NEW Review

September 2009

Chapter Mission Statement

The Northeast Wisconsin IFMA Chapter is an Association of Facility Management Professionals with the common goal of advancing their profession and promoting individual career development through education, networking and information-sharing.

www.ifmanewisconsin.org

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The 4 C's of IFMA

If you are like me, you have been asked to do more with less. Doing more may range from putting in longer hours to additional responsibilities. Less can encompass a reduction in staff to a hold on spending. This seems to be the philosophy that most businesses have embraced. It is nothing new, but it has intensified with the today's economic conditions. How are you surviving? One constant in the equation is the support that you can get from your IFMA membership. Even though there are many facets to an IFMA membership, I have found four main areas that I turn to when I need support. They are what I call the 4 C's of IFMA:

- **Connections:** Other facility managers are experiencing the same situations you are. Networking with others allows you the chance to share your frustrations, questions and successes with your peers. Through the relationships you develop you gain additional resources to confer with.
- **Content:** Monthly meetings offer a wide variety of content which will broaden your knowledge of many aspects of facility management. The Councils and IFMA International provide certification programs, conferences and online information to help with your professional growth.
- **Communications:** Regular communication is provided from the Chapter through newsletters, the website and at monthly meetings. Our website has been thoughtfully redesigned to improve its communication capabilities; it will be introduced at the September 15th meeting,
- **Commitment:** To keep an organization viable and vibrant, it takes a commitment from both members and member volunteers. Make a commitment this year to attend meetings on a regular basis. Enhance your membership by taking advantage of volunteer

2009-2010 EXECUTIVE COMMITTEE MEMBERS

<u>POSITION</u>	<u>NAME</u>	<u>PHONE</u>	<u>E-MAIL</u>
President	Lydia Bessert	491-9955	lbessert@baylake.com
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opportunities. Personally, I have found both roles very rewarding.

At a time when you may be wondering how to do more with less, utilize one of the 4 C's of IFMA. I challenge you to make the most of your IFMA membership.

Lydia Bessert



Member Anniversaries

Bill Beachkofski - 9/21/2007
Herb Binkowsky - 9/17/2001
Pat Danforth - 9/11/2007
Bill Dowell, CFM - 9/03/2002
Rick Greisser - 9/18/2007
Ron Kilgore - 9/20/2004
Don Miller - 9/28/2008



Building Systems: Retro-commissioning

Following is an upcoming seminar being offered by The Energy Center of Wisconsin:

Retro-commissioning is a systematic process for identifying and implementing improvements to an existing building's equipment and systems. The process focuses on building operation and maintenance activities. It targets energy using systems with the goal of reducing energy waste, achieving energy cost savings and selecting the most cost-effective solutions to achieve these goals and fix existing problems.

Results of retro-commissioning may include improved temperature control, better indoor air quality, building pressurization, laboratory safety, infection control and/or electrical system reliability. Potential savings from low-cost to no-cost energy efficiency improvements typically range from 10%–20%.

This half-day training provides an introduction to retro-commissioning. Participants will learn how to conduct a process-based evaluation of building systems performance and energy consumption. Participants will also learn how to determine whether a building is a good candidate for retro-commissioning.

AS A RESULT OF THIS TRAINING YOU WILL BE ABLE TO:

- Define the retro-commissioning process
- Describe characteristics that make a building a good

candidate for retro-commissioning

- Identify typical energy savings obtained through retro-commissioning
- Explain the costs and benefits of retro-commissioning
- Show how the retro-commissioning process helps sustain improvements over the long term

BENEFITS OF ATTENDING

- Learn the step-by-step retro-commissioning process
- Gain insight from case study and real life retro-commissioning scenarios
- Understand the cost and benefits of retro-commissioning
- Become familiar with retro-commissioning and its connection to LEED for Existing Buildings
- Get the tools you need to get started on a retro-commissioning project

WHO SHOULD ATTEND?

Facility operations managers, facility energy managers, energy engineers, service contractors, control system contractors and energy service providers.

COST

The registration fee for attending this training is \$99, which includes continental breakfast. AIA members are eligible for a \$20 discount. When registering online, use the promo code you received from AIA to apply the discount. For more information, please contact Kristi Kaiser at 608.238.8276 x135 or kkaiser@ecw.org.

WHEN/WHERE

September 22, 2009—Alliant Energy Center
1919 Alliant Energy Center Way, Madison, WI 53713
608.267.3976

October 7, 2009—Radisson Paper Valley Hotel
333 West College Avenue, Appleton, WI 54911
800.242.3499

AGENDA—half-day training

7:30 am—Registration & Continental breakfast
8:00 am–12:00 pm—Program

I Introduction to the Retro-commissioning Process

- Step-by-step process
- Roles and responsibilities

II Case Studies

- Pre-retro-commissioning condition
- Post-retro-commissioning condition
- Cost, energy savings and payback

III Common Energy Efficiency Opportunities

IV Cost of Retro-commissioning

V Benefits of Retro-commissioning

VI Retro-commissioning and LEED for Existing Buildings

VII Next Steps

- What buildings are the best candidates for retro-commissioning?
- Getting started

CONTINUING EDUCATION UNITS

The Energy Center of Wisconsin is an Authorized Provider for the International Association for Continuing Education and Training (IACET) and is committed to developing quality

learning activities. You will receive .4 Continuing Education Units for attending this training. Members of the American Institute of Architects (AIA) will receive 4 LU (Learning Units) for attending this half-day training.

CANCELLATIONS AND REFUNDS

All cancellations are subject to a \$25 administrative fee. We will refund 50% of the registration fee for cancellations received within two weeks of the training. Cancellations made within three business days of the training are nonrefundable. If this program is not held for any reason, the Energy Center of Wisconsin's liability is limited to the refund of the program fee.

METHOD OF REGISTRATION

(payment must accompany registration)

1. **Online:** www.ecw.org/university
2. **Phone:** 608.238.8276 x135
3. **Fax to:** 608.238.0523
4. **Mail to:** Energy Center of Wisconsin
Retro-commissioning
455 Science Drive, Suite 200, Madison, WI 53711

About the presenter...

Rebecca Ellis, P.E., LEED AP

President, Questions & Solutions Engineering, Chaska, Minnesota

Rebecca Ellis is a nationally recognized leader in the building commissioning industry. She is a licensed professional engineer in 13 states, a LEED Accredited Professional and holds commissioning certifications from both the Building Commissioning Association and the AABC Commissioning Group. Rebecca has helped define mainstream commissioning services and is a much sought after speaker, author, and trainer. She has written a monthly column about commissioning for *Engineered Systems* magazine for more than ten years. Prior to founding Questions & Solutions Engineering, she developed and led the largest commissioning service group in the country.

Ms. Ellis has more than 20 years of experience engineering and managing a variety of HVAC system projects. She is a specialist in the design, analysis, and commissioning of intricate temperature and humidity control systems with a particular strength in direct digital controls.

Is Your Glass Half Full?

by Michael A. Rice, from FMJ, July/August 2009

In today's economic environment, most businesses are looking for ways to provide more value to their employees while managing costs and implementing sustainable practices. One area to explore is the office water program. Bottled water is still the predominant means of providing drinking water in offices today. However, many facility managers are concerned about both the direct and indirect costs of bottled water. Concern for social responsibility has most firms now looking for ways to eliminate the environmental impacts of bottled water as well. Facility

managers are becoming even more attentive to issues of safety and sanitation. One way for companies to reduce costs, promote sustainability, improve safety and sanitation, and provide an upscale office water program is to use filtered ice and water dispensers.

Bottled water—a benefit and a curse

Drinking water is one of the best things a person can do for his or her health and wellness. Good hydration is acknowledged to reduce fatigue, improve mental acuity and retention, improve productivity and promote better overall health—all critical factors in a high performance business environment.

Unfortunately, the way that most water is provided in offices today exacts a tremendous toll on natural resources and the environment. Bottled water—whether in the form of 5-gallon bottles or single-serve bottles—requires significant amounts of energy and generates substantial pollution to make the bottles, process the water to fill the bottles, transport the bottles to distributors and end users, and finally, collect, transport and dispose of the empty bottles. It has been estimated that the amount of oil needed just to manufacture a half liter bottle is about 4 ounces, or a quarter of the bottle.

When it comes to disposal, it is estimated that more than 70 million plastic bottles are thrown away every day in the U.S. alone, and 65 percent of those bottles end up in landfills.

A significant office expense

Not only is bottled water an environmentally unfriendly product, it is very expensive. Compared to tap water, which costs about half a cent per gallon, bottled water usually costs more than US\$1 per gallon, a 2,000 percent premium. A typical 50-person office probably pays between US\$2,500 and US\$4,000 per year for bottled water plus the expense of storing bottles and paying monthly invoices. Bottled water also creates both a potential Occupational Safety and Health Administration concern as employees risk injury by lifting heavy bottles and a security issue when delivery personnel need access to a facility.

A new paradigm for office water

Ice and water dispensers offer a company the opportunity to reduce costs, improve sustainability and provide an added amenity to employees. Ice and water dispensers can be fitted with high quality filtration systems that meet or exceed the quality of bottled water.

In addition, they drastically reduce both the ongoing costs to provide water and the environmental footprint caused by bottled water. For a 100-person office, a single ice and water dispenser—in conjunction with reusable containers—can eliminate the impact of producing, transporting and disposing of or recycling either hundreds of 5-gallon water bottles or approximately 25,000 single-serve bottles per year. It could also save up to US\$5,000 annually.

Ice—a valued amenity

Ice can provide several benefits to an office water program. First, ice water provides a metabolic benefit for those concerned about fitness. The caloric requirement to metabolize 40-degree Fahrenheit water to body temperature for someone drinking the recommended eight glasses a day is the equivalent of 3 to 4 pounds a year.

Ice can also solve the problem of running out of chilled water at break times. Most water coolers only have limited capacity to chill water and often, the first couple of people with large mugs will use up all the available chilled water. With ice, you can provide your associates with an almost limitless amount of ice cold water, even at peak periods. In addition, beverages with ice will stay cold for much longer than if they come from a chilled water dispenser or other refrigerated dispenser.

Addressing the sanitation issue

Traditionally, ice has been available in offices from either the refrigerator or an icemaker. Larger operations may have an icemaker on top of a large storage bin. These icemakers all have open bins from which ice is scooped out by individual users. People often complain of cross contamination from unsanitary coworkers who scoop their cups through the ice bin or who may store their lunch or other food in the ice storage area.

Ice and water dispensers provide the opportunity to supply employees with a more sanitary option—offering an additional incentive to switch from expensive and environmentally harmful bottled water while avoiding the pitfalls of traditional icemakers. Today's ice and water dispensers are:

- ^ Sanitary, with hands-free dispense activation by lever or infrared sensing;
- ^ Easy to install and maintain by placing on a counter or on a base stand for easy utility and drain connections; and
- ^ Efficient, using less water and energy than traditional cube machines.

A dispenser for all applications

There are ice and water dispensers to satisfy a variety of applications. Dispensers can be sized to store from 12 to 100 pounds of ice and make up to 25 pounds per hour—enough to satisfy a 300-person staff. Dispensers can be placed on a counter, a floor stand or even on a wall. They can also include their own filtration systems or use a common source of filtered water.

While traditional under-counter, refrigerator or bin-mounted icemakers produce a hard cube-type ice, most ice and water dispensers have icemakers that produce a softer form of ice called extruded or chewable ice. Studies have shown that two-thirds of the U.S. population, and up to 90 percent in some areas, prefer chewable, extruded ice to cube ice. Even *The Wall Street Journal* ran a front page article on the

growing popularity of chewable ice in the U.S. last year.

Office Temperature Study Examines Common Worker Complaints and the Relationship Between Comfort and Cost

The International Facility Management Association has released “Temperature Wars: Savings vs. Comfort,” a new study that takes an in-depth look at the most common thermal complaints made by workers and the variety of ways facility professionals respond to them. The survey is available at www.ifma.org.

Recent IFMA research also shows that many facility professionals are adjusting the thermostat to higher settings in the summer and lower settings in the winter in an effort to cut energy consumption and costs. This 2009 study identifies when most thermal complaints occur, the nature of the complaints, and the actions taken to make workers more comfortable and able to concentrate on their jobs.

Not surprisingly, survey respondents again report that the most common heating, ventilating and air conditioning complaints they receive are that the temperature is too cold (94 percent) or too hot (91 percent). Indoor air quality complaints are a distant third (25 percent), followed by too drafty (21 percent) and too noisy (16 percent).

Building occupants adjust to thermal comfort issues in different ways, the most common of which are through the use of personal fans (66 percent) or by a change in clothing (64 percent). Also popular with workers — though not with building management — is the use of personal heaters, which 60 percent of facility professionals report seeing. Many survey respondents say that personal heaters are not allowed, however, because they present a fire hazard. Other responses include using stand alone air conditioning units, blankets and even small wading pools under the desk.

“We have people with lap blankets and fingerless gloves on,” said one respondent. “Sad, isn't it?”

When it comes to addressing occupants' thermal complaints, 90 percent of facility professionals say they check the temperature in the area where the complaint was made to see if it is within standards; 87 percent validate that the HVAC system is working properly; and 75 percent adjust thermostats to provide for greater worker comfort.

Less popular responses include encouraging the occupant to wear layered clothing (35 percent) and temporarily moving the worker to another area (4 percent). Others report taking a vote of all occupants in a given control zone; asking people for a budget code to charge them for additional costs associated with running units more than agreed upon parameters; or simply doing nothing.

“We sometimes say we'll make an adjustment, but don't,” said one respondent. “This actually seems to work.”

“Usually, a prompt response saying that we are handling it is key,” said another. “Then, we follow up in a couple of hours to find out if the ‘adjustments’ made an improvement. Often, we haven't actually physically done anything to

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change the temperature.”

During the summer months, survey respondents say they hear complaints that the temperature is both too hot (66 percent) and too cold (58 percent). However, 57 percent of facility professionals say their company does not relax the dress code during the summer to improve occupant comfort, whereas 43 percent say their company does. Summer “pre-cooling,” a practice in which cool outdoor air is brought into a building at night, was reported by 47 percent of survey respondents.

The majority of those surveyed say temperatures at their facility are centrally controlled and cannot be regulated by individual occupants (56 percent). Forty two percent say

that temperatures in their buildings are zone controlled, allowing facility managers and sometimes occupants to adjust the thermostat, and 2 percent report buildings that feature individual occupant or work station temperature control.

Energy efficiency is of prime importance to facility professionals, with the vast majority of respondents saying they utilize a number of energy saving techniques. Seventy seven percent say that they have updated or replaced an HVAC system or components; 73 percent have verified that their building automation system is working as designed; and 52 percent have installed more efficient light fixtures to reflect less heat. Common responses also include modifying ductwork (27 percent), installing new window shades (24



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N.E.W. IFMA SEPTEMBER PROGRAM

September 15, 2009

State of Your Chapter

It seems hard to believe that summer has flown by and we are ready to start the next session of scheduled programs for the 2009-2010 season. To kick things off, we are starting a new tradition. Join us for our first-ever State of the Chapter meeting, which will be followed by a presentation by the featured speaker.

The evening will begin with a registration/networking/social segment, allowing you to catch up with your fellow IFMA members after a summer away and enjoy special hors d' oeuvres from Chef Ken, accompanied by beer and wine. Then, our chapter leaders will bring you up to date on chapter business, including financials, direction and goals, the new schedule of programs, and the unveiling of the revamped website. Following that, we will enjoy a presentation on the topic, "How to Stay Positive and Proactive in Challenging Economic Times" by Dominic Langteau of Brintech.

Dominic Langteau is the Midwestern Regional Manager for Brintech. In his decade of experience in the financial services industry, Dominic has worked with some of the top national banking organizations. Dominic specializes in developing projects and services for financial clients, including such services as international banking operations, charter consolidations, regulatory compliance programs, project management methodologies, application and business process outsourcing, and core system evaluations and integrations. Before joining Brintech, Dominic served as Vice President of a leading systems integration consulting firm in the northeastern United States. Dominic holds BA from the University of Wisconsin-Milwaukee, where he focused on Public Relations and Economics. He currently resides in Chilton, Wisconsin.

Start the year off right—relax and network a little, learn how your chapter is improving, and find a few more tools for coping with tough times. See you there!

LOCATION: Mustard Seed Cafe
1541 Bellevue St., Green Bay, WI

SCHEDULE: 4:00 – 5:00PM Registration and networking
5:00 – 6:00PM Presentations

DIRECTIONS: Take Hwy 41 to Highway 172 East. Take the Webster Ave. exit and turn left onto Webster. Travel about .8 miles and turn right onto Allouez Ave. Travel 1.3 miles to Bellevue St. and turn left. The Mustard Seed Cafe will be .1 miles up on your right.

Admission:
\$15.00 Members
\$25.00 Non-Members

REGISTRATION PROTOCOL: Go to our website at www.ifmanewisconsin.org and click on the September program in the Events Calendar. Fill out the form to register for the meeting. Deadline for registration is Tuesday, September 8th.

