



GAPPA 2005 New Beginnings



Welcome

Georgia Association of Physical Plant Administrators

Jekyll Island

GEORGIA'S JEWEL

GAPPA 22nd Annual Meeting and Trade Show was a huge success this year. Despite the challenges of moving to a new venue, Bob Hascall

and Harvey Shumpert and their respective teams did a fantastic job. The new location was perfect. Most of the educational sessions were full, the food was good, and the convention center was plenty cool. We had 170 people registered and 104 booths. That is a 27 % increase over last year. Everybody had a great

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Connecting the Dots...

Jack Colby, Incoming President of APPA.

Jack Colby had a great speech "Connecting the Dots." He addressed issues that every leader should evaluate and act upon.

"We have to earn a seat on the decision table."

Many of us in facilities management are busy . We don't have the time to read professional publications, but If you are interested in your organization's well being and your role as a

leader, then read this excerpt.

"Get the right people on the bus."

Mr. Colby said that most people understand their purpose in their organization, but they don't understand where they're going, how to get there, or the tools needed to get there.

"If your department is delivering lousy service, it is your fault !"

He suggested to ask



yourself, what kind of place do you want this place to be? What kind of people you need? Do you need people coming to work on time? Do you want to promote from within? Do you need training and development? Do you need to recognize people for performance? All of these are questions that you should be asking your-

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SOUTH GEORGIA COLLEGE TO OFFER FACILITIES MANAGEMENT PROGRAM



South Georgia College has become the first two-year institution within the University System of Georgia to offer a Certificate program in Facilities Management. This program has been promoted by the Board of Regents of the University System to assist with the goal of meeting the needs of light industry and business in the area serviced by its colleges and universities. It has special interest to personnel working the public

works and plant management areas. It was the brainchild of its director, Dr. George B. Wingblade, Director of Physical Plant and Public Safety at SGC and a Facilities Management leader with the University System. The program will be another way to support small business growth in the local manufacturing sector. The program is designed to assist local businesses to rapidly and substantially improve the skills of their employees through credit courses offered locally and in cooperation with the work schedules of these employees. The certificate can be earned within one academic year, requiring the completion of seven courses. In the future this certificate will be expanded into an Associate and Bachelor Degree program.

Wayne Dill Resigns from the GAPPA Board

I have been appointed as the Interim Associate VP for Environmental Safety. I will be transitioning out of Physical Plant



and into my new assignment immediately. It is with regret that I have to terminate my association with the great people in the GAPPA organization. I will always be a Past President and a member in my heart, just not an active member.

The 13+ years of being on the board and working with Physical Plant professionals in the state has been one of the high points of my working career. I want to thank the GAPPA organization for the opportunity to serve.

Warm Regards,
Wayne

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self, Mr. Colby said.

“It is lonely on the top, but it is your job”

Mr. Colby stressed the effect of communication skills. He said never underestimate the effect of what you say and what you do. He reminded the audience that we need to observe what is going on in the whole institution. We have to earn a seat at the decision table.

Mr. Colby said, your job is to make sure that everything is working properly, but don't let this task insulate you from the main mission.

Institutions that provide top level customer service, do that because their top managers preach that philosophy. If your department is de-

livering lousy service, it is your fault!

He used the analogy of the “bus.” He said **“get the right people on the bus, get the people in the right seat, and get the wrong people off the bus. Then the bus will take you where you want to go.”**

“Get out of your office and be part of the process.”

Invest in human resource such as director, manager, and front line supervisor. The front line supervisor is the most challenging position and it needs the most attention.

Practice performance management. If you don't take action toward bad performers, then you

are rewarding them.

Communicate with your people. You often hear the quote **“our director has no idea what we do.”** Make sure you know what the employees are doing and let them know that you are aware of it.

Understand human resources and elevate that function, Mr. Colby said.

Evaluate the process. There are always opportunities for improvement and better efficiency. **“Get out of your office and be part of the process.”**

Information is a tool to help us get the job done. Make sure it is available where it is needed.

Finally, Mr. Colby reminded the audience of the fact that it is lonely on the top, but it is our job.

Re-Inventing the Physical Plant

Mr. Wright is a very interesting speaker. He is vibrant and full of energy. His session was interesting and educational. He talked about issues that many of us in facility management need to revisit. Below is an excerpt from his presentation at the annual meeting.

everybody must know the core value

He started with a quote from Plato, a philosopher from 4000 years ago. He said **“Education is not about teaching people new things. It is about extracting things they already know.”** He said most of us can't remember our mission statement or our core values.

you should be out in the workplace where your people are working

He said everybody must know the core value statement. Put it on your vehicles, on your stationery, in your newsletter. Frame it. At Emory University, the core values are everywhere.

You should try to know the names of your people

He stressed that as a leader you should be out in the workplace where your people are working. That is where leadership takes place. Make yourself three routes to visit your buildings on your campus. You should check your campus at night. You should try to know the names of your people. Write the names down.

get a copy of the university budget

Make sure you have a line item for employees' morale

Publish an employee newsletter

He also stressed the importance of being aware of the environment around you. He said, get a copy of the university budget. Make sure you have a line item in the budget for employees' morale. Publish an employee newsletter which can help improve the morale. Tell your employees what you want them to know. Tell them about your core values.

Compare your organization to peer institutions

You must know where your organization stands. Compare your organization to peer institutions. He had another suggestion. He recommend to send a team of about four people to other universities to get ideas. Ask them for three suggestions for improvement, he said. You must know where you stand.

Stay at the Ritz and try to come back with ideas for your campus

One novel idea that Mr. Wright had was for you and your spouse to stay at the Ritz and try to come back with ideas for your campus. He also said to get your employees involved. Ask them how you can do it better. Make

them your partners.

Mr. Wright suggested another novel idea. He said, host a breakfast for your 20 best customers. Also send a copy of the newsletter to your customers.

Your ambassadors, your Custodians

Mr. Wright believes in the ambassadors. He said your Custodians are your ambassadors. They are fifty percent of your manpower and they are good people. So use them.

treat people as you want to be treated

Mr. Wright suggest to keep a complaint log. It may show you a pattern. Five percent of people complain to higher management, Forty Five percent complain to front line employees, and fifty percent do not complain.

Mr. Wright closed by asking the audience to treat people as they want to be treated because people are honorable and they are proud of what they do.

GAPPA Scholarship

GAPPA has scholarship funds available to any employee of member institution. The scholarship award can be up to \$2,000. For information, please contact Jodie Sweat, the Chairperson of the scholarship committee at: jsweat@kennesaw.edu

GAPPA 21st Annual Meeting



Harvey, Don, and wives at banquet



Dr. Carl Hurley entertaining the crowd



Joe White accepting appreciation plaque for his help in coordinating the convention



Ralph Johnson at Siemens' booth



Iris Odom manning the registration table



Don Alexander and Wayne Robertson during their presentation about energy conservation at Tech



Joe White greeting the guests



Attendees at one of the educational sessions



Mike Leasure at a booth



Dr. Carl Hurley with Mrs. Hascall



Don Alexander and Bill Halabi at eh banquet



Joe Fisher, President of Srappa at closing breakfast

GAPPA 21st Annual Meeting



Bob Hascall



Bob presenting Jerry Spiceland with appreciation plaque



Mr. and Mrs. Sweat



David Sims greeting the guests



Exhibitors



Rich Lolli and associate of TAPCO



Bob Hascall at the tradeshow



A packed Educational session



Christy Anderson and associate



Wayne Robertson presenting a session.



Fola of SPSU



Educational session

Recycling at Georgia Tech



Cindy Jackson, Manager of solid waste and recycling

Following is an interview with Cindy Jackson, Manager of Solid Waste and Recycling at Georgia Tech.

Q: How did recycling start at Georgia Tech?

In the early nineties, Georgia Tech had several student driven recycling drives and programs, but they were not integrated or supported by the administration. In 1996, the student group, the Environmental Forum, lobbied for a permanent full-time staff member to head a recycling program at Tech. So I was hired to develop a comprehensive recycling program to reach out to faculty, staff, and students. I had six months to develop a pilot program.

promote a better quality of life for future generations

Q: Why should a school develop a recycling program?

There are three main reasons why colleges and universities should recycle:

- It makes economic sense. In 2003 the recycled goods raised \$6,700. Had all of those products and materials been landfilled, it would have cost \$32,000.

- It makes environmental sense. By recycling today we contribute to the

overall sustainability of our environment, and promote a better quality of life for future generations.

- Only we can save the Earth. By recycling we preserve virgin forests, slow the depletion of the ozone layers, and recapture land that would otherwise be landfill. There are many more reasons why we should recycle, but these are a few.

Q: What does it take to get a recycling

You must have student support / involvement

program up and running?

You need to have the commitment and support of the college/university administration. Ideally you need to have someone dedicated to run the recycling program. If your school has a small/limited budget, the duties of the recycling coordinator will most likely fall onto the person that manages the solid waste contract. You must have student support/involvement. Targeting the environmental organizations for their support is vital.

Always research your markets. Find out

Georgia Tech uses environmental outreach programs to keep our community informed and involved

what you can recycle in your area, how will you haul the materials/products, or can they be picked up. Locate your local groups/organizations and partner with them to get facets of your program going. Know what resources are available to you in your local area. Remember that the various recycling facilities want your recyclable goods. Contact them to get help developing a plan for collection.

Create your on-campus collection infrastructure. Utilize your housing department, academic, support buildings, special events, food service industry, fraternities and sororities when building your plan.

Q: How much does it cost to run a recycling program?

The college/university will determine the available budget. Once that is determined, it may be possible to supplement the budget with the funds gained from the recycling program.

Q: What laws govern campus recycling?

There were laws that requires that 25% of all waste to be recycled. Those laws have since been disbanded. The Board of Regents should encourage and support recycling programs that are created to maintain and manage on-campus recycling.

Q: What should be recycled?

At Georgia Tech, we recycle 14 different

The collected goods are then distributed to local charities

products/materials. Those include, but are not limited to, aluminum, glass, plastic bottles, mixed office paper, newspaper and e-waste (TV's, computers, cell phones, etc.).

Q: How do you get out the message about recycling?

Georgia Tech uses environmental outreach programs to keep our community informed and involved. We host a premier Earth Day Celebration every April. During this event environmental organizations from across the state join us in raising awareness about sustainable issues. At the end of the school year we launch a campus-wide recycling/charity drive. We strategically set up collection sites around campus to collect non-perishable food, clothes, shoes, school supplies, and more. The collected goods are then distributed to local charities. In this information age, we also host two websites and a monthly e-newsletter. Another facet of our marketing structure is our Recycling Contact Person (RCP) network. We have at least one contact person in each campus building/department. The RCP is voluntarily responsible for monitoring the conditions of the recycling in their building/department, and maintaining contact with our office.

If you would like more information, please contact Cindy Jackson at cindy.jackson@facilities.gatech.edu

GAPPA Board

GAPPA board is elected to one, two, three and four year terms. Below is the list of our current board members. If you have any questions regarding GAPPA or a facility management issue, feel free to contact any of them. They have very broad experience and they are willing to share it with other members. If they don't have the answer, they can direct you to the right place.

President

Bob Hascall
Emory University
404-727-7499

Secretary

Don Alexander
Georgia Tech.
404-894-4235

Four Year

Russell Vullo
Mercer University
478-301-2409

Three Year

Ralph Johnson
University of Georgia
706-542-7422

Two Year

Jim Graham
Coastal Plains Exp. Station
229-386-3337

One Year

Scott Hardy
Perimeter College
404-299-4420

Immediate Past President

Lee Richey
Draper and Associates
770-423-6675

Treasurer

Eddie Woodhouse
Columbus State University
706-568-2009

Four year

George Wingblade
South Georgia College
912-389-4282

Three Year

Jodie Sweat
Kennesaw State University
770-423-6224

Two Year

Dale Hess
University of Georgia Exp.
770-423-6224

One Year

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Macon State College
912-471-2782

1st Vice president

David Smith
Medical College of Georgia
706-721-3477

2nd Vice president

Harvey Shumpert
Georgia State University
404-0651-1672

Business Partners Representative

Rod King
A.L.C. Control
770-421-3280

Newsletter

Bill Halabi
Georgia Institute of Technology
404-385-2001

Emeritus

Joe White
912-788-2349
Clay Adamson

Past Presidents

David Sims
Macon State College
912-471-2782

Bob Bell
Valdosta State University
229-333-5875

Jim Brown
S. Polytechnic State Univ.

Travis Weatherly
Perimeter College
404-299-4420

Wayne Dill
University of Georgia
706-542-7422

Clay Adamson
Mercer University

Workshops

We have tentatively planned two workshop for this year. Please pass the word out to your associates.

Topic: How to **properly** charge an HVAC system.

Place: Georgia Tech.
Sponsored by: Bill Halabi
Date: November 2005.

Topic: Hot water supply system and Energy Conservation

Place: Mercer University Macon.
Sponsored by: Russell Vullo.
Date: To Be Determined.

For Address , Fax, and Email address, please check our Web site at:

WWW.GAPPA.ORG

Did you know?

By attending GAPPA educational sessions at the annual meeting you can meet the requirements for your PE license

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time and everybody went back to work with some good ideas to implement at his/her school. The speakers were interesting and the topics were very relevant to our everyday jobs on campus.





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GAPPA News Bits

Steve Bartkowski (Former Atlanta Falcons Quarterback) will be our keynote speaker at the next GAPPA Tradeshow in 2006.

Wayne Dill of University of Georgia has been appointed as the Interim Associate Vice President for environmental Safety. We wish him luck.

Jerry Spiceland of Gainesville College retired in June. Jerry has served on GAPPA board for many years. Good luck Jerry.

Ervin Ogden resigned GAPPA board. He accepted a job with Johnson Control.

GAPPA Board Approved limit-

ing the tradeshow to 88 booths. So go ahead and reserve your space as soon as possible.

Due to increase cost of the new venue, the board has voted to increase the registration rate for vendors to \$650 and for members to \$260.

Congratulations to **K.C. Harris** of Macon State College. The board voted to appoint him for one year term.

Congratulation to **Scott Hardy** of Georgia Perimeter College. The board voted to appoint him for one year term.

Congratulation to **Phil Norrell** of North Georgia College and

State University who retired. He expressed interest in continue helping on the board.

Jodie Sweat of Kennesaw State University was appointed by the president to serve as s member of the education committee.

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If you have material for the newsletter, please email it to me at Ga Tech. My Email address is :

bill.halabi@facilities.gatech.edu