

KC IFMA fosters a culture for the open exchange of wisdom, knowledge and experience, within the FM profession.



President's Podium

Energizer Bunny

The more opportunities that I have to interact with fellow facility managers, the more curious I get about common traits we share. The company I work for, Midwest Research Institute, performs research, testing and invention. I think all the scientists I spend my day with are rubbing off on me. I have wondered if there are any commonalities that relate to facility managers. I think it would be interesting to see what birth order we come from, number of siblings, astrological signs and general economic upbringings.

Facility Managers are people pleasers, can withstand high amounts of abuse, have a personality for servitude, and can outlast the energizer bunny. Through networking, we already know that the majority of us in this field started out by being something other than the facility manager. I started here thirteen years ago to run the housekeeping department and, just like many of you, they just kept adding to my duties. First, it was the lawn care, then the parking lot, then the roof, etc. Facility Managers are just like the energizer bunny, we just keep going and going. We come in early to start pumps, make rounds, check to see the trash was emptied, ensure that bathrooms have supplies, go to meetings, see vendors, and then stay late to fix something. We do all of this to make sure that everyone else is heated or cooled and their needs will be met for yet another day. When it is wintertime, we also come in early to make sure all of the parking lots and sidewalks are cleared. Many a time I have slid my way to the shop door, since the snow crew has not yet gotten to that spot. This is all on top of taking calls during our lunch hours and everyone's favorite, the middle of the night.

Two years ago, the night before Thanksgiving, I received a call at 9:30 p.m. to tell me the city water main in front of our building had broke and our first floor was flooding. I came in and ran a shop vacuum until 5:00 a.m., then went home and cooked a Thanksgiving dinner/birthday party for my mother. The whole time I was cooking, when I was not nodding off, I kept muttering I just have to get a new career. Well, I am still here. I should add - all Facility Managers seem to be able to function on limited sleep.

When I first came to work for MRI, the facilities staff was divided into two areas; half of us lived in the boiler room and half in the shop. I was part of the half that lived in the boiler room. It was burning hot during the summer and freezing cold in the winter. When it was deemed cruel and

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unusual punishment - ok, when it was deemed we were not very accessible down there, I got to move up to the shop area and out of the basement. Our offices do have heating and cooling, but that is not a great comfort when the shop area all around has none. When I leave my office, I cross the shop to go through a set of double doors that enter into the main portion of our building. Any time my office door opens, it is either oppressive heat or the arctic blast. What is the point? Well, for some reason, I live like this and yet spend my day making sure all of my co-workers do not! We make sure they have clean, climate-controlled offices and, if they don't, we certainly know we will be hearing about it. This, too, we take with a smile and then scurry off to fix the problem. Hence our ability to take high amounts of abuse.

For me, I am the oldest of four children and got that nice middle class upbringing and the bad luck of being the sign of the bull. I certainly live up to that birth sign of being bullish and stubborn. That sign also says I am a very loyal person, translation people pleaser. I wonder if there is a former facility manager out there with a tombstone that reads:

Here lies Bill
A great Facility Manager
A real glutton for punishment



Donna Koontz, President
Kansas City IFMA Chapter

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FOCUS FEATURE

SAFE WATER

By Betty Klein
Chapter Member
STG International, Inc.

I have always believed that as Facilities Managers, we each have at least one story that is

uniquely ours, but from which we and those with whom we share it, can learn valuable lessons. When I started the process of installing a bank vault on the 37th floor of a high rise office building, I thought that was going to be my story. This is it:

To set the stage, I was working for a stock and bond brokerage firm that had experienced rapid growth and the resulting growing pains. The computer room was full and needed more space. The Operations department with which it shared the 43rd floor was also in need of more space. Since the computer system had to be up at all times in order to execute trades, it could not move. So the Operations department was selected to move but had its own complications: a bank vault that housed sensitive files.

It was determined that the cost of moving the vault would be more than the cost of buying and installing a new vault, and that the technology group would be able to utilize the old vault as a "safe room" for electronic equipment. However, it was only useful if it opened into the computer room rather than into the open office area. By moving the opening, we could use a regular steel door in place of the very expensive vault door. Therefore, we decided to buy a new vault for Operations, but use the old door.

Prior to installation, the floor had to be reinforced to handle the weight of the vault, the door, and the large safe that was inside the vault. After reviewing many options, a location was found that could be relocated for the several weeks it would take to do the floor work. The hallway down which the I-beams were to be transported made turns that did not allow for the size I-beams that had been recommended by the structural engineers; for every break and weld in a beam, some structural integrity is lost. Change order - stronger beams and more welds.

Because the building was located on a light rail line, arrangements had to be made with the operators of the line to stop the trains for several 20 minute time periods so that the 18 wheelers could be maneuvered into the dock area. For 12 hours straight, I watched as the I-beam pieces were moved by forklift to the elevator, taken to the 37th floor, offloaded by pallet jack to the installation site and stacked by size. Over a period of two weeks, the vault was installed.

In the meantime, the structural engineers were working on how to move the 5,000-lb. vault door the six floors. They determined that the corridor and freight elevator were not currently set up to carry that much weight. A plan was devised where, on moving day, we rented two one-half inch thick steel plates, 4' x 5' in size, and eight one-fourth inch diameter steel pin rollers. The use of the pin rollers over the steel plates adequately distributed the load to prevent damage to the floor structure. We also hired eight strong men. The door was removed and was placed on a platform that had been set on the pin rollers. Four men placed the first steel plate in front of the platform, the other four men placed the next steel plate next to it, and we were off at a snail's pace. As the door moved from one plate to the next and rolled off the pin rollers, the men moved the pin rollers to the front of the platform, and the steel plate to the front of the last plate. We inched along. About six hours later, we were at the elevator.

The elevator service company had dispatched a technician to make temporary modifications to the freight elevator so that it would be able to hold the weight without stretching the cables. The pace of the elevator also had to be slowed to prevent sudden starting and stopping. Finally, the new vault, the door and the vault contents were installed.

I thought the story was over. It wasn't.

As I mentioned earlier, after the new vault was installed and the contents safely ensconced, the old vault was to be used as a "safe room" in the technical department. As part of the remodel, the hole left after the door was removed was to be closed and a new door cut in on the other side, making it a part of the computer room. Since the old vault had been there for quite a long time and the manufacturer was no longer in business, nobody really knew what the vault was made of.

So, on a Sunday morning, the contractor started trying to cut the new opening. Then I received a phone call. A screw that was securing sheet rock to the inside of the vault had been removed, and water was spurting out. The question - is there any plumbing in that wall? The answer - of course not, the vault is just a box. Then where was the water coming from? We were like the little boy with his finger in the dam, removing screws, putting them back, hoping they would hold back the flood to no avail. We determined that water was inside the wall to about 18" in height, and on all four sides of the vault. A hole was cut in the wall, a hose inserted, and about 100 gallons of water siphoned from the wall.

After consulting with architects, engineers, swamis, parapsychologists, and the manufacturer of the new vault, we arrived at a viable explanation of the origin of the water. The vault had not been properly air-conditioned, and was normally at around 80 degrees during the workday. On weekends, when the air conditioning was set warmer, the temperatures could be even hotter. It backed up to the computer room that was kept at approximately 65 degrees. Condensation caused by the temperature differential on each side of the walls had, over the years, filled the walls with water.

I hurried back to review the mechanical plans for the new vault to verify that everything possible had been done to prevent the formation of more "safe water".

Newsletter Editor's note:

Maybe you have experienced a situation something similar to this, and would like to share it. If so, please send your article to Becky Beilharz at blbeilharz@aol.com

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October Meeting Preview

TOUR OF CERNER WORLD HEADQUARTERS

By Rita Beebe
Program Committee

Our October 21st meeting will be a tour of the new **Cerner World Headquarters** at 2800 Rockcreek Parkway, Kansas City, Mo. (north of the river). We will begin with appetizers at 4:30 p.m. in the new state-of-the-art cafeteria. Our program will begin at 5:00 p.m. with a presentation, followed by a building tour and visit to the "VISION CENTER". The focus of the presentation will be given by Brian Irwin, Cerner, and team members from JE Dunn, General Contractor and Gould Evans, Architects. We will then break into small groups for the tours.

Parking will be available in the parking lot at 2800 Rockcreek Parkway and on the street in front of the building. Parking will not be a problem at this time.

We hope you can join us.

**Watch for your Evite notice coming soon! Reservations can also be made by calling 913-906-6000, ext. 1144. Please leave your name, the number of attendees, and your phone number.
Thank you!**



Please remember to turn me off during the program.
Thank you!



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We want to hear from you...

If anyone is willing to share a story or write a small paragraph for our newsletter, please feel free to do so. We would love to hear about the projects with which you are involved or share with us the "Horror Project of the Month". If you are a Certified Facility Manager (CFM), you can earn maintenance points for writing an article for the newsletter. News articles are due to our Newsletter Editor, Becky Beilharz, on the third Friday of the month.

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If you are planning to attend this year's event, please send an e-mail to Becky Beilharz at blbeilharz@aol.com to let her know. There will be a couple of specific events coordinated for the Kansas City Chapter attendees while in Dallas. There will be a watch-party for the Chiefs' Monday night football game against the Oakland Raiders; this event will coincide with the Annual Cort Rental party. Those members planning to attend the Tuesday night Awards Banquet will need to get their banquet ticket to Becky the week prior to the conference. Banquet tickets, and other conference items, will be mailed by conference organizers closer to the event. We look forward to seeing many Kansas City chapter members in Dallas!

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September Program Review

TOUR OF SHOOK, HARDY & BACON

By Teresa Reicherter
Program Committee

Our September meeting on Tuesday, September 16th, was a presentation and tour of the 2555 Grand Avenue building at Crown Center, the soon to be new home of the Shook, Hardy, & Bacon law firm.



Jack Tinnel leading the tour through unfinished space

The 2555 Grand Avenue project consisted of an over 600,000 square-foot, 24-story office tower; the parking garage structure with a minimum capacity of 1,800 vehicles; and the link construction to connect the building with the shops, restaurants, and hotels on the Crown Center complex. There were a large number of companies involved to successfully accomplish this project. Dave Roesler stressed it was the partnership and the teamwork between all parties that lead to the success of the project. Once negotiated, the Crown Center Redevelopment team and Shook, Hardy, & Bacon worked closely with ZGF, HNTB, and JE Dunn to make this project the success that it has

become.

The early decision to go with a steel frame construction versus concrete made for a less expensive project and a quicker completion time, by two months. The team worked closely to get the steel and

glass bid packages prepared early and sent out to meet the rigorous delivery dates anticipated. It appears by the early team involvement, many problems and delays were foreseen and deterred.

Linda Sturgeon, managing director of Operations and Human Resources for Shook, Hardy & Bacon outlined three main goals for their new headquarters:

1. They wanted a functional, flexible design, one that would create minimal disruption to staff during moves, adds, and changes. The systems furniture will require minimal alterations to convert to their different station standards. No electrical or HVAC changes will be necessary to accommodate these changes.
2. They were to stay within budget. They planned for contingency and worked hard to keep in budget.
3. They wanted to have an aesthetically pleasing and comfortable environment without sending the wrong message to their clients.

The presentation ended with a tour of the following floors:

- The 2nd floor, housed the mail center, dock and many other of the internal office production functions.
- The 3rd floor, featured conference rooms and the café dining space for catering.
- On the 4th floor, we viewed their rolling mobile file system which contributed to half the entire floor space.
- The 9th floor, a typical attorney floor, is where we were able to see the standard office layouts. The building was designed with a curtain wall the length of the building, allowing offices placed along the exterior wall, with a unique corner design allowing for eight corner offices on each floor. The open office has Herman Miller, Ethospace and the offices are furnished with Kauffman wood furniture.
- The 13th floor was committed to mostly conferencing, as well as the 24th floor, where we ended our tour overlooking the Kansas City skyline. And what an incredible view that was!



A tour through SHB office space. It will never look neater!



Building Lobby - so nice and open

We'd like to thank everyone that was able to attend this tour. Crown Center has yet another building located on its complex to be proud of. We congratulate the entire team on the success of this incredible project and for those of us in the area, we welcome Shook, Hardy & Bacon to the 'neighborhood'.

If you'd like to see ongoing construction progress and past progress go to www.crowncenter.com, click on 'office space', then '2555 Grand' to view a library of web cam shots.

KC IFMA Upcoming Educational Opportunities

Certified Facility Manager (CFM) Review



This two day review session is intended to help you prepare for taking the CFM Exam. In addition, it will provide an excellent opportunity to network with fellow Facility professions and to become more adept in each of the following core competency areas: Operations & Maintenance, Real Estate, Human & Environmental Factors, Planning & Project Management, Leadership & Management, Finance, Quality Assessment & Innovation and Communication. These core competencies form the basis for the CFM exam. Each of these core areas support the goals of IFMA's certification program which are to assure professional excellence, establish standards for global professional practice, promote the added value of the profession and influence the future direction of the profession. Instructor will be Teena Shouse, CFM, General Manager of Employee Services for Sprint.

Date: October 29 & 30, 2003

Cost: \$200 for KC chapter participants and guests before September 30th; \$250 for non-KC chapter attendees. \$250 for all participants after September 30th. Cost includes continental breakfast, breaks, lunch and materials.

Location: Business and Technology College - Room 248, 1775 Universal Ave (I-435 & Front St), Kansas City, MO 64120

Further Info: Contact Linda DeTienne, CFM, CFMJ, at detienne@ncricat.com

Registration: Click here to [register online](#) or mail checks to Robert Rives, CFM @ Community of Christ, 1001 Walnut, Independence, MO 64050

Finance and Non Accounting Basics for Non-Bean Counters



This two day workshop will focus on an awareness and understanding of the universal language of business. By being able to speak the numbers, participants can question, plan, adapt, and innovate based on a solid comprehension of all the factors affecting and driving their organization. They are better able to collaborate, support, and offer additional insights during decision-making and strategy sessions. After completing this course, participants will be able to: read financial statements (income, balance, cash flow) to identify the numbers required for planning and analysis, spot areas where financial performance can be improved, interpret budget information correctly, target variances and determine relative degrees of risk and use financial, accounting data to control costs and manage resources efficiently.

- Date:** November 4 & 5, 2003
- Cost:** \$200 for IFMA members and IFMA-sponsored guests prior to the event. \$250 after October 20. Cost includes continental breakfast, breaks, lunch and materials.
- Credit:** CEU credits will be awarded to participants.
- Location:** Business and Technology College - Room 248, 1775 Universal Ave (I-435 & Front St), Kansas City, MO 64120
- Registration:** Click here to [register online](#) or mail checks to Robert Rives, CFM @ Community of Christ, 1001 Walnut, Independence, MO 64050

The Real Estate Game



This three day seminar will address how to plan the acquisition, development and disposal processes; understand how to develop, implement and maintain the real estate master plan; evaluate and recommend actions on options and alternatives to the master plan; and evaluate and recommend actions on development decisions. Specific learning objectives include; describing the essential elements and steps in the master planning process, evaluating the real estate master plan, identifying the criteria for site selection, evaluating and making recommendations regarding disposals and acquisitions, determining how

changes in the economy affect property values, managing the real estate portfolio so that it is consistent with legal, tax and business guidelines and providing development support services for other departments.

- Date:** April 27-29, 2004
- Cost:** \$300 for IFMA members and IFMA-sponsored guests. Cost includes continental breakfast, breaks, lunch and materials.
- Location:** TBD
- Credit:** CEU credits will be awarded to participants.
- Registration:** Click here to [register online](#) or mail checks to Robert Rives, CFM @ Community of Christ, 1001 Walnut, Independence, MO 64050

Stay tuned to www.kcifma.com for further developments!

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CFM'S KNOW - DO YOU?

Here's the CFM question for the month, and the matching answer can be found later in this newsletter.

What information is most important in a charge-back system?

- A. Information needed to explain charges.
- B. Information on corporate standards and accounting principles.
- C. Information delineating causal relationships.
- D. Information that shows financial responsibility.

Answer can be found after the "Quick Pix"

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Quick Pix



Chapter members enjoying the tour



Members admiring the view



Would you get anything done with this view?



Or this view!

Answer to this month's CFM question:
D. Information that shows financial responsibility.

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