

State Facilities Quarterly

"Provide and protect public assets"

Official Newsletter of the National Association of State Facilities Administrators
An organization of planning, development, operations and maintenance officials

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Editor's note: The events of September 11th brought building security to a new level and has left state facilities administrators to devote even more of their time and efforts on the topic. The Focus Section has been extended in this issue in order to bring you additional information about state building security. The Communications Committee hopes you find this issue informative and helpful.

Lisa Collins, Editor

Tennessee's Security Efforts Began Before September 11

By Mike Fitts

The thrust of this article was to focus on the changing emphasis by states on security of its employees and facilities, but that was before September 11.

Tennessee's security concerns began last July after the near riot that occurred at the State Capitol in Nashville. Tennessee, facing a tax crisis, was considering an income tax proposal and local radio disc jockeys whipped its listeners into an anti-tax frenzy resulting in a storm on the Capitol while the Legislature was in session. This resulted in rock throwing and vandalism that damaged doors, windows and the grounds of the Capitol.

In the mid 1980's Tennessee produced an Adaptive Use Historic Structures Report for the State Capitol, a major portion of which has been implemented. An appendix to that report included a security assessment that suggested many changes for improved security. Due to the then excessive costs, lack of perceived threats and the general feeling of complacency, none of the recommendations were implemented.

Spurred by the World Trade Center bombing in 1993 and Oklahoma City federal building in 1995, the Department of Safety, the Department of General Services and the Tennessee Bureau of Investigation developed a joint paper containing recommendations for increased security for the Tennessee State Capitol and the State legislative office building. The Tennessee State Capitol, the oldest working Capitol building in the nation, houses the working offices of the Governor and the State's Constitutional Offices as well as the functioning House and Senate chambers. That paper was considered, but not acted upon in any serious manner. After repeated efforts, the authors refined their paper into more directed recommendations in 1998 and the State began to address the problem.

Preplanning was approved in early 1999 for a small project, and work began in earnest. Phase 2 was funded in 2000. The first major project was the installation of security gates to the Capitol with a vehicle barrier system. When the tax protest occurred, the security gates

(Turn to Tennessee on page 3)



President's Letter

Most of us remember the tragic events in Oklahoma City and the effect that attack had on the issue of security in all of our buildings. The horrific events of September 11 have reinforced the need for those security measures. We need to do all we can to keep our tenants safe, but in the rush to do everything, we need to keep a few things in mind.

There was nothing that could have been done at the World Trade Center to prevent that tragedy. There was no failure of the building systems. In fact, based on all accounts, the building systems performed well and were responsible for reducing the death count in the final, inevitable collapse.

Does that mean that we should ignore obvious security risks in our facilities? Of course not. What it means is that we have to take a larger view of the whole issue. Also, there's a limit to what you can do to protect your facilities. You can put locks on all manhole covers and put tamper resistant controls on water pipes, but you can't do anything to keep someone from poisoning the water supply. What you can do is develop emergency plans to deal with those issues over which you have no control. More than ever before, we as facilities administrators should be collaborating with our colleagues in the emergency management area.

On another topic, let me bring you up-to-date on the potential future of NASFA. The Executive Committee met in Tucson, Arizona for our semi-annual meeting and also met with leaders of the Associated General Contractors of America (AGC). Over the next several months and, hopefully years, we will be taking steps to continue and improve our relationship with the national AGC. Our hope is that you will also be taking steps to continue and improve your relationship with the state branches of the organization. We can improve our facilities by improving our understanding. If you do not have a relationship with your local branch, I encourage you to get in touch with the NASFA staff or log onto AGC's Web site at www.agc.org. If you already have a relationship, mention our national efforts and encourage their support and participation. I believe we have the potential for a long and beneficial relationship.

Lamar Holland (GA)
2001-02 NASFA President

NASFA Western Vice-President Elected

After 35 years of service to the Washington State Department of Transportation, Ron Sisson retired on October 31, 2001. As a transportation facilities manager, he was instrumental in recruiting transportation employees for NASFA membership and served on NASFA's Executive Committee.

Robert "Bob" Bippert, assistant director for the Washington State Division of Real Estate Services, was elected to replace Sisson as the NASFA Western Region Vice-President. His background in the private sector as a construction manager and his education in management and finance have provided him with a solid foundation for his 12-year state career. ♦

NASFA and AGC Meet

By Mike Kenig

NASFA's executive committee met with the Associated General Contractors of America (AGC) in Tucson, Arizona on January 23. Earlier meetings had been held to identify possible topics and areas of mutual interest to both organizations. The meeting in Tucson was the first formal liaison between the two associations and was a very successful beginning to this new relationship.

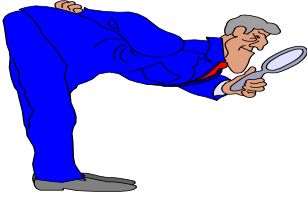
One possible future initiative identified included joint educational efforts, through conferences and workshops. Cooperation on issues of mutual interest can benefit members of both organizations.

As one example, both AGC's and NASFA's policies are to support all project delivery methods.

AGC is working with its local chapters to promote the development of alternative delivery method legislation, along with the necessary processes and procedures for the implementation of both Construction Management at-Risk and Design/Build.

Both groups agreed to work within their own organizations to assist with similar liaison efforts at the local and regional levels. Look for more information on these efforts in the near future. If you would like information on local AGC contacts log onto www.agc.org or contact the NASFA staff at (859) 244-8181. ♦

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Focus Section: State Building Security

Tennessee

(continued from front page)

were nearing completion. The anti-tax disc jockeys were claiming that they were installed specifically to keep them out. This was the next impetus to expedite the recommended security measures, and proceed with the design and construction of the next phase which had been funded in July 2001.

All through the process, the typical arguments arose measuring security value versus cost (i.e., “you can’t make anything truly safe from a professional terrorist, so why bother to go to great expense,” “you are only keeping out the occasional bum,” etc.)

Now the scene has dramatically changed since September 11. The money issue is of much lesser importance. Speed and the amount of security measures have the higher priorities. The State immediately developed an enhanced security plan that, for the moment, is “people” intensive. Monies are being considered from re-appropriations to address physical improvements.

What is important now is the thoughtful, diligent implementation of workable security improvements to protect State facilities and their occupants in a timely manner. States need to share successes, as well as those measures that were not as successful. Some states appear to be far ahead of others in the development of security improvements. A visit more than 10 years ago revealed that New York State’s level of security for its office buildings is a level that Tennessee has not reached today. NASFA is

the vehicle to promote and expedite the exchange of such information.

Many of our initiatives in State government are unfortunately founded on reaction to problems versus pro-active foresight. Security seems to be one of those issues stirred mostly from reaction, and now is the time for us to react, yet, not overreact. ♦

Author’s note: Government’s emphasis (and mine) on security has drastically changed since September 11, when my wife left her hotel one block from the World Trade Center just as the plane struck the first tower. My wife escaped injury by taking a cab out of the area a couple of minutes before the second plane struck. She returned safely to Tennessee via Greyhound bus minus all luggage and personal belongings, which still reside somewhere in the remains of a hotel room at ground zero.

Mike Fitts, FALA, is the state architect, Tennessee Capital Projects/ Real Property Mgmt., Dept. of Finance and Administration and can be reached at (615) 741-2388 or mfitts@mail.state.tn.us.

Heightened Security in Arkansas

By Don Manes

The State Capitol is protected by the Capitol Police. Soon after the terrorist act of September 11, two officers were called up and are now fighting in Afghanistan. When two others left the force, the concerns for safety became astronomic. The Secretary of State, Sharon Priest, is responsible for the Capitol and received two officers “on loan”

from the highway department and then obtained an interim appropriation to hire four additional full-time police. She locked four of the entrances and placed a metal detector at the single remaining entrance and moved several Christmas events to tents on a nearby parking lot.

When there were acute anxieties about anthrax being used as a terrorist weapon, Priest sought to establish an offsite mail handling facility for all incoming mail and packages directed to the Governor’s and Lt. Governor’s Offices, other constitutional officers, the Senate and House Offices, as well as her own. The equipment and staffing proved to be too expensive, and the processing time was to be longer than the Capitol tenants could endure. Due to budgetary constraints, the proposal has been delayed.

...the best deterrent to avert mischief, or worse, in state buildings is an alert tenant population....

State Building Services (SBS) has always been security minded in its eight office buildings. Having had uniformed guards in its buildings for a dozen years, SBS has taken several steps since September 11 to heighten security. These include locking all entrances except one through which visitors are required to sign in with the uniformed guard, issuing card swipe and key access devices to building tenants, and the timely closing of buildings at the designated close of business. The

Little Rock Fire Department has also been asked to conduct surprise fire drills in all buildings, having had one bomb threat in late September.

The chief of Capitol Police, James D. Vandiver, has stepped up the flow of e-mail advisories covering a range of topics from new parking restrictions, anthrax, handling bomb threats and other security related matters. According to the chief, no serious events have occurred, attributing this to the increased security at the Capitol.

The FBI's recent extension of the terrorist watch to March 11 will keep weary Americans on alert. On the positive side, the best deterrent to avert mischief, or worse, in state buildings is an alert tenant population, one that is generally suspicious of anything or anyone that are out of the ordinary. ♦

Don Manes is the deputy director for the Arkansas State Building Services and can be reached at (501) 682-5554 or dmanes@asbs.state.ar.us.

Georgia Tightens Access

By Heather Hedrick

The Georgia Building Authority (GBA), which handles the daily operation of more than 50 buildings housing thousands of state government employees in the metro Atlanta area, contracted with a private security firm based in Atlanta, to employ an additional 36 individuals at its buildings. Many locations that once had no manned posts are now staffed with an officer during regular business hours.

GBA produced a comprehensive report for each agency head of all the individuals from his or her agency who have been issued a cardkey, including each person's access locations. GBA then requested that each agency review employees' access locations and send back the list, marking out all

individuals who are no longer employed.

All state employees are asked to wear their GBA issued ID badges visibly at all times when on state property. Officers stationed at the entrances to buildings are asking to see a state ID badge from everyone who enters. Employees are asked not to tape or prop open any doors and GBA is insisting that all employees use their programmed cardkeys to enter a locked door.



A GBA support team is shown pouring concrete to create a sturdier entrance in a parking garage.

--Photo provided by Heather Hedrick.

GBA has recently completed a comprehensive test of all emergency blue light panic buttons located throughout GBA parking facilities. These panic buttons, located underneath flashing blue lights in parking lots, are connected directly to the GBA VCR room, which is manned 24-hours a day. When operators receive an incoming panic button call, they immediately contact local law enforcement, which will dispatch an officer to the location.

Loading docks were quickly identified as an area in which GBA needed to increase security procedures. A letter was drafted and handed out to couriers on all GBA loading docks stating that (1) all couriers must carry some type of company provided identification card or badge, preferably with a photo ID of the driver and signed by a company executive; (2) all couriers must provide signage

stating the company name on the outside of the delivery vehicle; and (3) couriers must carry a valid Georgia drivers license that will be recorded at the time of entry into the GBA facility.

GBA requested that all state employees unloading materials at any loading dock ask a co-worker to meet their car at the loading dock area, to quickly unload the boxes and then remove the car. No vehicles are allowed on loading docks for more than 15 minutes, and no personal parking is available in any loading dock area.

GBA and its partners will continue to reevaluate current practices on Atlanta's Capitol Hill in the hopes of creating a secure and efficient environment for tenants. ♦

Heather Hedrick is the public information officer for the Georgia Building Authority and can be reached at (404) 463-0334 or heather.hedrick@gw.gba.state.ga.us.

New Mexico Uses Y2K Planning

By George Marquez

The planning that occurred in preparation in New Mexico for Y2K did not go to waste. It has given the state the ability to manage events as they occur and refine the plan of response to emergencies.

Caught between time constraints and budget restrictions, New Mexico continues to refine its preparedness. Jump started by the events of September 11, a statewide surge of activity is occurring. Local emergency planning committees are co-hosting exercises with the state's Emergency Management Office and the National Guard.

The New Mexico General Services Department (GSD) is working many angles of the situation. Its primary responsibilities during an emergency are in the areas of communication and

transportation since its radio network, motor pool and aviation fleet provide invaluable assets to the state. The secondary responsibility is property. As the landlord and maintenance company for the state, the department has the knowledge of the state's holdings and the authority to volunteer locations for evacuation centers, staging areas and any other use that may be determined necessary during an emergency.

GSD is also hard at work streamlining its internal emergency preparedness. As a department, it has a disaster recovery plan in place for its Information Systems Division (ISD). It also has a building evacuation plan for every building it maintains. An overall phase one plan for reacting to the actual emergency is in draft form. The plan's immediate areas of concern are personnel safety and accountability and immediate resumption of government business.

...a better-prepared department is an asset to the entire state....

The mitigation portion of the plan involves planning and simulations. ISD's remote server simulation results have paved the way to increase the complexity of the next simulation. The formation of a GSD Emergency Operations Center (EOC) in the event of an emergency is still in the planning stage. While GSD's input is needed at the state facility, the immediate needs of customers require it to remain in a central, safe location. From this location it will be able to account for its people, assess the situation, allocate resources as needed and communicate with GSD representatives at the state EOC.

GSD is ready. It is an integral part of the statewide planning and preparation activities and is lending assistance to sister agencies in developing their response plans. Believing that a better-prepared

department is an asset to the entire state, thorough training and the flexibility to participate in exercises has been provided to GSD personnel. The department exists to support other state agencies – through planning and preparation for emergency situations it is taking that duty to the next level. ♦

George Marquez is the public information officer for the New Mexico General Services Department and can be reached at (505) 827-1795 or george.marquez@state.nm.us.

Security – The Hot Topic of 2002

By Bob MacKenzie and Tonya Darby

Since the previously unimaginable attacks of September 11, safety and security of facilities and the tenants within them have received increased scrutiny. Budget constraints prevent most organizations from hiring additional staff, so facilities professionals are now tasked to perform yet another critical mission for their organizations. Most are now expected to be on-site experts in handling security issues for their facilities. They wrestle daily with competing demands, including where to find accurate information, how to increase facilities security without jeopardizing customer service and, most importantly, how to keep their employees and tenants safe.

The Washington Plant Operations Support Consortium staff sponsored a poll of its members nearly two years ago, inquiring how much time members were dedicating to facility security. In February 2000, more than 73 percent of member facility managers were spending up to 25-35 percent of their workweek addressing security-related needs. Since September 11, that percentage has obviously skyrocketed, as have the complexity of issues being

addressed. While operational security is still important, these needs have grown to include site security and public access.

A recent straw poll conducted by *FacilitiesNet* found that 81.5 percent of 109 facilities managers surveyed nationwide reported their top management's concerns about security had increased in the past two years. Another poll by the same firm found that of 34 facility managers, a startling 94.1 percent reported security had "become a higher priority in their companies over the past three years."

"The Consortium helps its members," said Phil Person, Consortium senior project coordinator. "We routinely bring in security experts to complete on-site security assessments for other members; some can be pro bono, others with a minimal charge. With a thorough inspection of the facility site and buildings, these experts are able to quickly identify member's security needs. The experts also make recommendations on how to best meet the needs of members' sites. These recommendations may include the development of new policies and/or procedures, the installation of new equipment, or added on-site security personnel."

In addition to Consortium resources, members are encouraged to look at the International Facility Management Association's disaster recovery page at www.ifma.org. State building security will also be a topic at NASFA's 15th Annual Conference & Tradeshow in Salt Lake City, Utah, June 15-19, 2002. Visit www.nasfa.net for complete information. ♦

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www.redicheck-review.com

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Your ideas and topic suggestions for *State Facilities Quarterly* are welcome at all times and will be invaluable to other state facilities managers. Please send information about studies, new projects, legislation, etc. to the NASFA staff at the address listed below.



The National Association of State Facilities Administrators is an organization that brings together state officials involved in the planning, development, operations and maintenance of state facilities. The association was formed in 1987 to provide a forum for sharing information on effective facility administration, as well as for the sharing of problems and solutions with peers on a national level.

Any state is eligible for membership in NASFA. Annual dues entitle your state to select the individuals you want to be involved with the association. All facility administration personnel can access the information network, receive the newsletter and other mailings, and attend the association's annual meeting. Many states have elected to divide the membership fee among several departments interested in active membership.

If you are interested in obtaining more information about NASFA, contact the NASFA staff, The Council of State Governments, 2760 Research Park Drive, P.O. Box 11910, Lexington, KY 40578-1910, phone (859) 244-8181 or log onto NASFA's Web site at www.nasfa.net.

Attention States!

The winter issue's Focus Section will be on security issues. Share your ideas with other NASFA members in the spring issue of *State Facilities Quarterly*.

The deadline is April 12, 2002.

National Association of State Facilities Administrators

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