

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

Florida Undertakes a Quest NASFA Corporate Member Assists Division of Facilities Management

By Clayton Kline, PE, senior product manager, AssetWorks, Inc.

Dennis Cook understands the problems associated with large-scale facilities management. He's been the computer systems administrator for 14 years for the Florida Division of Facilities Management. The division handles everything from routine building maintenance to large-scale facility renovations and also manages all the property leasing for the state.

For the past 12 years, the division has been managing those facilities on a three-year cycle. During that process, facility inspectors identified deficiencies and prioritized those for correction. The renovations alone number over 10,000 projects each year. The costs of those corrections are billed back to the various agencies inhabiting those structures.

Cook began writing his own program to track and manage those functions; however, the relationships between the various databases were too weak to provide the detailed reporting the state needed on time. In 1997, without a preventive maintenance system in place for all the facilities, the division received an audit criticism from the state's auditor general.

A search began to find a preventive maintenance and facilities management system to handle the state's specific requirements, but none of the proposals encompassed everything in facilities and asset management.

The division manager attended the NASFA annual conference and trade show and met with the software company AssetWorks. After talking to the company, Cook discovered it had developed the exact system he'd been searching for.

FM Enterprise offered a common user interface, standard reporting methodology and the ability to dynamically link every function into one database. The product could also handle fund accounting, an important aspect to help the division take control of its invoicing and receiving functions. A decision was made initially to implement only one component at a time throughout the state, starting with the

much-needed preventive maintenance module. This would guarantee each component would function the way the state needed it to and would reduce the number of man hours and training necessary to implement the system.

Cook wanted the preventive maintenance system operational in the first regional facility by April 25, 1999 and all of the facilities by June 30, the end of the state's fiscal year. The first regional office was finished four days ahead of the deadline, and all 17 regional facilities were operational a full month ahead of schedule.

By the end of June, 3,500 and 4,500 preventive maintenance work requests were being printed out just for the regional facilities, an incredible accomplishment in just five months.

The next implementations will include implementing programs for the 45 local facilities and then implementing FM Enterprise's Work Management module. This will allow them to track and manage all aspects of building maintenance, from changing a light bulb to major facility construction. In addition, they plan to integrate the state's purchasing card program and the use of FM Enterprise's WebFM to allow the division's clients to request and track projects over the Internet.

For more information contact Clayton Kline, PE, senior product manager, AssetWorks, Inc. at (210) 301-1701 or e-mail <ckline@assetworks.com>.

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President's Letter

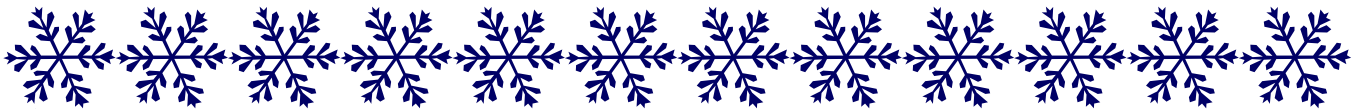
Happy New Year and welcome to the Year 2000. It appears most of the world made it through the Y2K transition with little or no problems. Chalk it up to outstanding planning and proactive measures, an over statement of the original problem or just sheer luck, we were all able to breathe a sigh of relief on January 1.

This year promises to be an eventful one for NASFA. As of January 1 our executive board lost two members who are entering the private sector. Ralph Newell, president-elect and Stedmann McCollough, southeast vice president, are both on to new careers, and we wish them well. They provided dedicated service to the organization and made contributions, which will have an impact on the future of our organization. Their hard work and dedication is sincerely appreciated.

This focus section is entitled "Facilities Without Boundaries." The underlying idea is that NASFA should appeal to a number of state entities who are currently not taking full advantage of its benefits. Under a new initiative

to involve transportation agencies, Ron Sisson, (WA) is leading an effort to set up a new area of interest tract for this year's annual conference. In addition, there will be three sessions that will focus on the real estate aspects of our responsibilities. There are several other areas of opportunity to expand participation in NASFA to new areas of focus. Unique building types and operational procedures exist in the areas of correctional services, public safety and security, health related facilities and many other departments. The focus of our member states should be to encourage as many of these new potential participants to become active in NASFA. Growth of NASFA and providing the most services to government, should be goals for all of us.

Dick Thomas (NY)
1999-2000 NASFA President



Dear NASFA members, friends and associates:

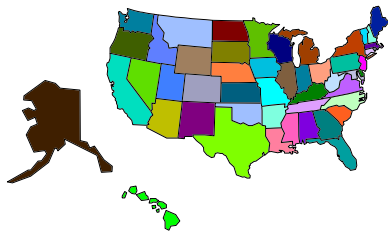
I have left employment with the state of Nebraska and have moved to central Kentucky to pursue other career opportunities. With this move I will be leaving NASFA as well. This is more difficult than you may think. I have really enjoyed my involvement with all of you and have said on many occasions the best asset of NASFA is its people. Being able to get to know each of you through conferences and conventions that are knowledge packed and entertaining will be my memories of NASFA. I have had the pleasure of serving on the executive committee with some of the best people on earth.

I quickly found out that by getting involved in the association made me more knowledgeable, aware of what current trends were in the industry and gave me contacts to find solutions to problems quicker, faster and cheaper. I am leaving this association, but I will take with me the friends I have met through the work in which I have participated.

I challenge those of you sitting on the sidelines of this organization to get involved. It's your association, and you will find the gifts returned.

*Sincerely,
Ralph Newell*





State News



Kentucky Dedicates State-of-the-Art Facilities

Source: Kentucky Department of Transportation Press Release, December 15, 1999

Kentucky Transportation Cabinet Secretary James Codell and Federal Highway Administration (FHWA) officials, along with state and local officials, dedicated the completed state-of-the-art Weigh Stations/Rest Havens on I-75 north and south. These facilities, totaling \$10 million, are the first in the nation to incorporate a truck weigh station with a rest haven for truckers.

The cabinet's Kentucky Vehicle Enforcement officers conduct 90 percent of Kentucky's 90,000 truck inspections at weigh stations. A Rest Haven is a designated area for truckers to safely park and sleep. The cabinet hopes by giving truckers a convenient place to stay, it will prevent parking on interstate shoulders and ramps. These I-75 facilities, with a capacity of 50 trucks, are complete with overnight parking, restrooms, vending machines and telephones.

The cabinet has equipped these facilities with the latest technology to aid inspections such as Commercial Vehicle Information Systems and Networks (CVISN), allowing the officers to electronically inspect trucks, making the information more timely and accurate. A component of CVISN is the North American Pre-Clearance and Safety System (NORPASS), formally known as Advantage I-75, a public/private partnership designed to reduce congestion and improve safety along I-75. Participating trucks relay information electronically to the weigh stations, therefore eliminating stops at the 29 participating weigh stations, which makes the roadways safer by preventing continuous merging on-and-off the interstates.

Transportation Secretary James Codell says the cabinet is building these cutting-edge facilities to reduce fatalities and increase safety on Kentucky's roadways. "The average daily number of trucks at this milepoint is 11,400 which is 4.2 million trucks per year. With these increasing statistics, we have and certainly will continue to make safety our number one priority. We are pleased that our current commercial vehicle fatal accident numbers are down 26 percent from 1995."

The cabinet is currently performing studies to determine locations for future facilities on I-71, I-64 and I-65.

For more information, contact [Liz Sharlot](#), Kentucky Office of Public Affairs at (502) 564-4890.



Illinois Building Closed for Asbestos Alert

Source: The State Journal Register--Online, December 27, 1999

Potential asbestos contamination at state offices forced officials to close the building, giving hundreds of state employees an extended Christmas break. About 250 employees of the state comptroller and 60 under the Department of Commerce and Community Affairs were told to stay home unless called or until alternative work space was found.

The comptroller's office learned from the Illinois Environmental Protection Agency that the building located at 325 West Adams Street might have asbestos contamination. According to Gail Lobin, spokeswoman for Comptroller Daniel Hynes, workers installing new carpet on the building's third floor, which houses the Illinois Department of Commerce and Community Affairs (DCCA), "uncovered tiles that caused the asbestos to be exposed."

Dennis McMurray, spokesman for the IEPA, said that an inspector discovered what he suspected were asbestos-containing materials and that one lab sample has verified asbestos content. Hanson Engineers Inc. were combing the building to determine the extent of possible asbestos contamination and to develop a cleanup plan.

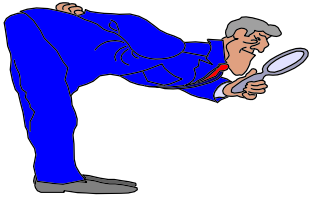
The week between Christmas and New Year's is typically a slow time for these offices, according to Brian Reardon, DCCA spokesman.

"If there was a week for this to happen, this would be it," he said.

The state has spent more than \$20 million on asbestos removal efforts since the 1980s, but many state buildings, built from World War II into the '60s, still contain asbestos insulation, floor tiles and other materials. It is not considered an immediate hazard unless released into the air during construction or renovation. However, asbestos fibers released into the air are considered a risk for cancer if inhaled.

In August 1989, five offices in the Stratton Building had to be sealed temporarily after asbestos fibers were released into the air when old carpet tiles were removed. In April 1989, the Armory gym was closed to recreational use for four days after a 3,000-pound stage curtain containing asbestos crashed to the floor.

The state created an Asbestos Abatement Authority charged with identifying and removing asbestos in state buildings in the late 1980s. The agency was disbanded in 1991, and the duties have been taken over by the state agency in charge of construction projects, the Capital Development Board.



Focus Section

Facilities Without Boundaries

“Facilities without Boundaries” More Than a Concept at Washington Complex

By Dan Singleton, facility manager, North Cascades Gateway Center

The North Cascades Gateway Center (NCGC), located in the northern corridor of western Washington State, is a unique example of a facility without boundaries. These 230 acres of state-owned property were originally developed in the early 1900s as a regional mental hospital. The campus was largely vacant for nearly two decades, but has recently undergone a rebirth. It has been transformed from a state and community liability to a striking example of public service and inter-governmental coordination. The campus now houses several mental health, education and training services and serves hundreds of customers.

The campus encompasses a wide variety of tenants with various resources at their disposal. These resources are identified and marshaled for the common good of the complex. The prevailing atmosphere is cooperative and the staff of the NCGC has created an atmosphere of interagency teamwork, which benefits the campus as a whole.

Recently, a project was completed in cooperation with the federal Job Corps program, the largest tenant, that provided street lights to the entire north side of the campus. In the original agreement for this project, Job Corps was to supply all materials and the student labor to do trenching. In return, NCGC staff was to complete all conduit and electrical work to Department of Labor and Industry standards. As the project was about to start, Job Corps informed NCGC that the program and the instructor scheduled for the trenching were no longer available because that vocation had been dropped and the instructor reassigned. Job Corps requested a lead person to oversee the student trenching, and offered in exchange, a block of student hours from other vocations for use in the future on other campus projects. The whole process was beneficial to both programs and saved thousands of dollars on the lighting project. This is one example of the mutually beneficial environment the campus has provided to the state.

A Washington National Guard unit is another partner on the campus. A few years ago, the state Military Department, through an agreement with General Administration, constructed a regional maintenance complex on the campus, and relocated their staff and equipment from several other locations in the area. This resulted in savings to taxpayers through consolidated facility costs, and also provided a more strategic location from which to respond to emergencies and perform other duties.

At various times, the support of the guard has been enlisted in projects such as the disposal of building rubble. These were part of the legacy of neglect when the state vacated the campus in the 1970s and posed a serious liability to the state because of latent hazardous materials. Again, through cooperation and support of yet another partner, the Washington State Department of Corrections, special inmate crews were trained in the removal of hazardous materials and provided demolition and abatement work at a fraction of average cost of other providers.

Facilities without boundaries is happening at NCGC. The campus isn't considered as just a cluster of buildings isolated from the surrounding community. Staff has worked over several years with federal, state, and community leaders to create a facility that provides tax savings and other benefits beyond the facility boundaries to the benefit of many stakeholders.

For more information, contact Dan Singleton, facility manager, North Cascades Gateway Center, Division of Real Estate Services, Department of General Administration, at (360) 856-3162 or e-mail <dsingle@ga.wa.gov>.

Arkansas Building Services and Military Department Share Challenges

By Donald Manes, deputy director, Arkansas State Building Services

The Arkansas State Building Services (SBS) has approval and supervisory responsibilities on all state-financed construction projects, exclusive of the highway and transportation agency, game and fish, and selected very large projects that are privately funded. Thus, our purview covers all cabinet agencies, institutions of higher education including the medical school and teaching hospital complex, correctional facilities, state police, parks and the military.

The Arkansas Military Department (AMD) comes under the standards and criteria of SBS and the provisions of various statutes pertaining to procurement and construction when it undertakes code-defined public works or makes capital improvements on state-owned property or state ground leased land in a federal preserve. SBS provides services and approvals in three major areas, namely leasing of space and facilities from private enterprise or other public entities, architectural-engineering review and approval of the plans and specifications of construction projects and construction supervision through bidding, inspection, payment of contractor pay requests and issuance of completion certificates.

Thus, the AMD, which is responsible for training and equipping both the army and air national guards, is treated like any other agency. While ADM's share of our workload is somewhat small, \$5.2 million of \$265.7 million, SBS has a special respect and effort for the military. We acknowledge its federal mission as it relates to war and national emergencies, but we are very attentive to the guards' state mission, which is the protection of life and property and the preservation of peace and public safety.

SBS assists AMD in the selection of AE design professionals, reviews and approves plans, lets the bids, inspects work in-progress and pays the contractors. The major thresholds are 1) \$10,000 plus requires formal bidding, and 2) \$20,000 plus requires a licensed contractor and performance bond. Small outings are handled through quote bids and statutory purchasing procedures. The state's share in military construction is generally 25 percent. These funds must come from appropriations by the general assembly and often involve a specific release by the governor.

Military construction is carried out through each state's director of facility engineering (DFE). The states are organized in regions to coincide with the army areas and directors are required to attend two meetings a year, one regional and a national meeting associated with a trade show.

Federal regulations prevent the director from paying a portion of his state's NASFA dues, but there is room for the military's increased participation in NASFA activities and many good reasons for it. DFEs should be invited to our annual and regional meetings for the exchange of ideas, the experiences and styles of other states, our greater understanding of the peculiarities of military construction and the mutual pursuit of improved techniques. Exchange strengthens.

For more information, contact Donald Manes, deputy director, Arkansas State Building Services, at (501) 682-5589 or e-mail <dmanes@asbs.state.ar.us>.

At Last, a Facilities-Related Transportation Forum

By Ronald Sisson, operations and maintenance standards manager, Washington State Department of Transportation

NASFA has stepped-up and offered its organizational structure, staff and member talent to provide a forum long in the offing - an exchange medium where professionals from state Departments of Transportation (DOT) can share and discuss facilities information and concerns.

DOT facility administrators share many of the same building and related site issues as other state and capitol campus agencies. A number of state DOT facilities representatives have enjoyed and benefited from the exchange of information through NASFA for many years. However, some building and site issues are unique to DOT's and other state agency representatives had little or no interest in resolving vexing issues. Several of the DOT members compared notes and agreed that the NASFA organization

already had the structure to accommodate DOT facilities issues but the small number of DOT-related members did not justify larger-scale presentations.

At the 1999 NASFA Annual Conference and Trade Show in Jackson, Wyoming, I asked for an item to be placed on the agenda in the executive session, to determine NASFA's willingness to host this type of a specialized forum. Not only was the DOT forum well-received by the executive committee, but suggestions of adding special interest forums for natural resource agencies, corrections agencies and several others were advanced. Other specialty groups were placed on hold pending the success of the effort and acceptance by the nation's DOT's, the committee decreed.

"This is a great idea; we've really been needing it."

"I've been looking for an organization to take this on for a long time."

In July, I began the task of obtaining the correct contact in each state's DOT organization and soon found that this was no easy task. In about two months' time, I finally had a completed list of firm contacts for all fifty states and the District of Columbia. I also polled these contacts for level of interest in the general intent of the initiative. Almost without exception, the replies were enthusiastic, varying from "I've been looking for an organization to take this on for a long time," to "This is a great idea; we've really been needing it."

Subsequently, a DOT ListServ was developed with the expertise and assistance of the NASFA staff. Once e-mail contact was established, a call for suggested topics was initiated via the ListServ. The response was overwhelming, and after putting a format together to measure which items were of most interest to most people, the questionnaire was e-mailed to the entire DOT population. As this article is being typed, the responses to the questionnaire are pouring in, by e-mail, FAX and snail mail.

Analysis of the results is pending, but if the attendance in any way matches the response and enthusiasm exhibited by the DOT representatives, the 2000 NASFA Annual Conference and Trade Show will be record setting in attendance. The majority of the nation's DOT's are planning to have representatives there, according to the poll. DOT's will have four sessions, dedicated to unique DOT concerns, and we're working hard to ensure the concurrent tracks are not of conflicting interest to the DOT professionals in attendance. The conference will be well worth the trip. See you all in Burlington!

Ron Sisson, operations and maintenance standards manager, Washington State Department of Transportation, can be reached at (360) 705-7888 or e-mail <sissonr@wsdot.wa.gov>.



From the Listserv Members Helping Members

Question posted by South Carolina

How much and how does your state charge for in-house construction and planning services? How do project managers oversee contracts of renovations and construction of new state owned buildings? Currently South Carolina charges by the hour and keeps track of the time. What is your state's formula, or does your state not have a fee? Is the department funded by bond interest or general fund money?

Arkansas--It does not charge for its in-house construction and review services at this time.

Georgia--The majority of construction in Georgia is administered by the Construction Division of the Georgia State Financing & Investment Commission at no cost to the using agency. The contracts with the design professionals require they perform contract administration and that cost is included as a part of the project cost. A resident engineer is maintained as an observer on payroll whose cost is included as a part of the project cost. Project managers who are assigned to multiple projects oversee the architectural and construction contracts. That cost is not charged to the agency but is funded as a part of the division's budget. The budget is funded from the interest earned from the general obligation bonds sold. Design services aren't performed, only contract administration. Individual agencies may or may not have design capability, but if they do that cost is included in the agency budget.

Idaho--The Design and Construction group is funded from the Permanent Building Fund and does not charge for its services. The monies in this fund come from a variety of sources, (i.e. sales tax, cigarette tax, beer and wine tax, lottery) and interest on our budget reserve account.

Kentucky--It does not currently charge the user agencies any fee for project management. The funding source is the General Fund.

Minnesota--Minnesota's Division of State Building Construction operating budget comes from the general fund.

Montana--The state does not charge any fee for work using state money (i.e. building program cash and building program bonds). For work with all other funding sources, about 104 different sources of funding, the A&E Division charges 5% of the project cost for in-house design services. There is a 3% supervisory fee for planning and management work.

North Carolina--The state, by General Statute, cannot charge for in-house labor by permanent state employees. However, the Facility Management Division does add 10% to the total cost of each billed service work order or project or \$1,000.00, whichever is less, to fund the receipt supported positions. The State Construction Office does not charge for monitoring of new construction and renovation projects by its staff.


Oklahoma--The Oklahoma Department of Central Services, Construction and Properties Division provides contracting services for design and construction. The division does not provide design or construction services to state agencies or charge state agencies a fee for contracting services.

Utah--The Utah Division of Facilities Construction & Management is responsible for managing the design and construction of all state facilities, including higher education. The portion of the division that manages the construction projects is funded entirely from the General Fund and does not charge out the cost of its project management services. This division does not have the in-house ability to provide design and construction services. Design and construction are contracted out and the costs charged to the project.

Wisconsin--The Division of Facilities Development (DFD) manages the construction of all buildings for all agencies including higher education and corrections. All capital budgeting is reviewed and evaluated before being submitted to the State Building Commission. The DFD is responsible for choosing and writing contracts for all professional services, bidding and contracting for construction and managing the process from programming through to occupancy. It is a program revenue operation. Each project budget includes 4% of the cost of construction for the division.

**Post your facilities related questions to
the NASFA Listserv at
state_facilities@nasfa.net**

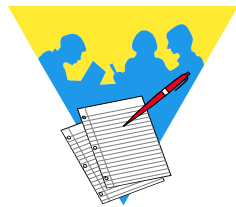
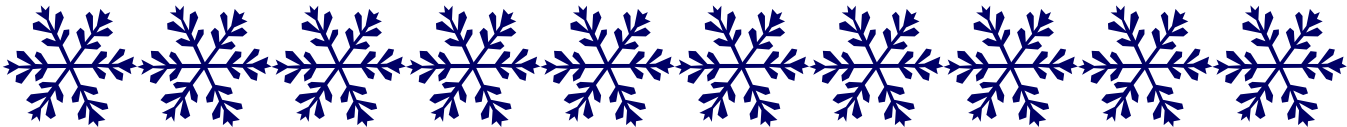
**For additional discussion, post questions
or topics on the NASFA Discussion
Forums via the NASFA web site at
www.nasfa.net.**



**NASFA 13th Annual
 Conference & Trade
 Show**
June 24-28, 2000
Radisson Hotel
Burlington, Vermont
Contact: Tom Sandretto
(VT), (802) 828-3515



**NASFA Innovations
 Awards**
Submission Deadline:
March 10, 2000
Applications available
on www.nasfa.net
Contact: Lisa Anderson,
NASFA program
associate, (606) 244-8179
or landerson@csg.org



Chair's Corner

Bob MacKenzie, manager, Washington Plant Operations

What's the difference between a storage facility constructed and maintained on a military base and one on a natural resources agency site? How about differences in a classroom erected on a school district's grounds and one on a training site managed by your state's Department of Transportation? Although there may be a few unique characteristics, political considerations and other factors regarding each of these situations, the answer is actually, "Not Much!" The reason behind this rudimentary exercise is to show the commonality and benefits of "facilities without boundaries," the subject of our focus section in this issue of the *Quarterly*.

NASFA has long sought to expand beyond our traditional general services facilities administration venues to embrace colleagues in associated areas and disciplines. Don Manes provides an excellent article on Arkansas's collaboration between administrative services arenas and the state's military

department. Ron Sisson, from Washington, has personally invested tremendous time and effort in attracting facilities-related transportation professionals to the NASFA fold. His efforts will bear fruit at the annual conference and trade show in Burlington, Vermont when dozens of transportation colleagues will attend to enhance our collective experiences

Taxpayers demand maximization of their hard-earned dollars and expect us to share lessons-learned and to collaborate wherever and whenever possible. This issue's focus section complements your association's efforts to reach out to other facilities professionals and to expand beyond traditional boundaries. We ask you to pick up the phone and contact your counterpart in corrections, fish and wildlife or state parks and invite him or her to attend your regional meeting, the annual conference or one of your department's events. Together, we are stronger and better equipped. Thanks for your continued outstanding efforts!

1999-2000 NASFA Executive Committee

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State Facilities Quarterly

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Lisa Anderson, Editor, Design & Layout

The objective of the State Facilities Quarterly newsletter is to provide a broad perspective on issues affecting all aspects of state facilities management. Your ideas and topic suggestions are welcome at all times and will be invaluable to other state facilities managers. Please send information about studies, new projects, legislation, etc. to:

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The National Association of State Facilities Administrators is an organization which 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 entitles 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 40578-1910m (606) 244-8181.

Attention States!!

Share your good ideas with other NASFA members in the spring issue of *State Facilities Quarterly*.

The deadline is April 14, 2000

Contact Lisa Anderson at (606) 244-8179 or e-mail her at landerson@csg.org for more details.

National Association of State Facilities Administrators

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