

# FLAPPA News

Summer 2017

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## From the President's Desk

The new board of directors of FLAPPA would like to start off by thanking Mike Steger for his years of service at the helm of the organization and the time he has spent keeping us going. As Mike speaks of Priorities in his article *The Power of Priorities*, so has the board set our goals for the 2017-2019 term.

The Board established some goals we would like to share with our Members & Business Partners and ask for any assistance in making them attainable:

- Increase Institutional and Business Membership by 25%
- Create a quarterly Newsletter
- Conduct 6 Vendor Based Trainings annually
- Produce the Educational Program for the Annual conference by December 1<sup>st</sup>
- Select and Hire an Events Management Firm to Work with the Board.

As you can see from the newsletter, we are starting off the year addressing these goals. The Board selected Cynthia Lamerson of "A Little Extra Help" to assist with these projects and our annual conference.

Lynn University is proud to be hosting the FLAPPA regional Conference here in Boca Raton and would like you all to mark your calendars for a *Save the Date of March 7<sup>th</sup>, 8<sup>th</sup> and 9<sup>th</sup> of 2018*. We are in the final stages of negotiation with our host hotel and will be announcing the preliminary calendar after our board meeting in late September.

We are looking forward to an exciting year and hope you will all find a way to participate. Best wishes to all as we gear up for the 2017-2018 academic year.

Tom Heffernan – President  
Director of Construction and Sustainability – Lynn University



# The Power of Priorities

By Michael G. Steger

It is common knowledge that in order to succeed in the maintenance mission, we must effectively prioritize all the work that comes our way. I recently visited a school where the physical plant department was essentially controlled by the tyranny of the urgent; a situation where practically every move was controlled by the customer; staff, faculty, and then students...in that order.

Certainly, the department did not set out to have their every move controlled by the customer. I suspect at some point in the distant past, a well-meaning manager or director put the focus

These consequences include maintenance employee complacency due to the mindset of ‘why begin this important project/PM/service when I’ll just get called away for a squeaky door hinge anyway?’ The inability to have the time to actually perform predictive and preventive maintenance is also fallout from this model of operation. When the staff spends all their time running from job to job, they are not given the opportunity to actually get into the preventive and predictive work they ought to be doing. After a while, the people that are to be doing these scheduled tasks

and educators (Vice Presidents, Deans) typically will get a quick response as well.



**Mike Steger is the Director of Facilities Management at Berkeley Prep in Tampa.**



**“Balancing the priorities of the maintenance department and the needs (both perceived and real) of the campus community can be a tough job. However, administration will hopefully understand and allow us to set our priorities when we show them that our focus is on the well-being of the campus.”**

on response to the customer and it grew from there, landing them where they are today. Once the maintenance staff began responding instantly to any and all requests, it became an expected response. Now, this activity is so deeply ingrained into the campus culture, that recovery from this response model may be quite difficult.

While the customer feels as if they are being served under this model of operation, ultimately, they suffer from the consequences of lack of higher level and planned maintenance.

simply check them off as done giving the illusion that actual maintenance is being performed.

What gets top priority should depend on a number of loosely weighted factors. As a general frame of reference, I use (in no particular order) People, Places, Times, and Things as to what we prioritize:

Every campus has a pecking order and a few favorites who get a near immediate response. Certainly, the President and Provost warrant a rapid response and any high-level administrators

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However, it should be our primary goal to respond the quickest to the very people that make our institutions (and therefore our jobs) possible; The Student! In over twenty years of higher education facilities management, I have never been faulted for responding first to a student’s needs over an administrator’s needs and I don’t expect that will ever change!

The places that receive priority can be a lengthy and complicated list. However, we can simplify it to focus on the student use areas. Residence halls, common areas, and classrooms top this list. Recognizing that the residence halls are our students home for the time they are under our care helps us have a bit of a personal understanding on how we should respond, and that is quickly and efficiently. We often use the term ‘transparent facilities.’ We should strive to provide

transparent facilities in every way. We do not want our student to notice or be affected by our facilities. If the areas they frequent are too hot, too cold, unclean, poorly lit, or poorly maintained in any way, it detracts from their educational experience. We are here to support the educational mission, not take away from it.

Times play into the priority scheme when we need to adhere to event scheduling for set up, provision of conditioned air, or simply making sure an area is cleaned before an event; be it the work day, a class, meeting, camp or conference. Additionally, nearly all of our predictive and preventive maintenance is performed on a basis of time, whether those times are measured in days or in equipment run times. In all points, paying careful attention to these dates/times will serve us well.

The things that we work to prioritize are pretty much anything and everything we touch as a matter of daily operation; our property, buildings, equipment such as chillers, boilers, air handlers, kitchen equipment (cooking and refrigeration), and locations within the buildings just to name a few.

Overall, what gets top priority should not waver. The focus on our students as our customer and adherence to the preventive and predictive maintenance schedules should be maintained at all costs. It is the primary function of the maintenance/physical plant

department to ensure the proper long-term operation to your institution. Prioritizing our work also means we are to plan and budget for short and long-term repairs and replacements.

Balancing the priorities of the maintenance department and the needs (both perceived and real) of the campus community can be a tough job. However, administration will hopefully understand and allow us to set our priorities when we show them that our focus is on the well-being of the campus. When we prove to them we have this as our best interest, they will see that those efforts will net positive results in providing a better operating, comfortable and safe campus that will help to recruit and retain students! Whatever we do, we need to avoid falling to the tyranny of the urgent!

## Jobs, Careers and Employment

### Looking for a job? Have a job to post?

Go to [Flappa.org](http://Flappa.org) and click on "Member Resources" then click "Job Board".



Coming Soon:

### Vendor Based Training:

Restoration Technology, Technology in the 21st Century by Super Restoration (Miami)

Thursday, Aug. 24, 2017 8:30 AM  
*1701Northwest 87thAve #200 Miami*

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## Join FLAPPA Today!

FLAPPA, the Florida Chapter of APPA, "Leadership in Educational Facilities" is a growing professional organization that consists of facilities administrators in K-12, colleges and universities and business partners throughout Florida.

**F**oster mutually supportive objectives among Florida's educational facilities organization.

**L**earn ways to improve your facility from business partners, using state-of-the-art technology.

**A**ssist in cultivating professional spirit among people engaged in this work.

**P**romote relationships that provide personal and professional development for all facilities personnel.

**P**rovide leadership, educational and networking opportunities for all facilities personnel.

**A**id and supplement the work of the international organization, APPA.



## Attention Members

**We need your help! Are your annual dues up to date? Have you looked at your profile lately? Do emails or phone numbers need to be updated? Is the main contact listed correct? Go to FLAPPA website under "Member Resources" click "edit my profile" and choose from list on the right. It's very important your account is current so registration for the 2018 Conference will be a breeze! Questions? Email [Cindy](mailto:Cindy@flappa.org) [info@flappa.org](mailto:info@flappa.org)**