

The F_ido Spec Sheet

Facilities Development & Operations Team Newsletter



February 2007

“Supply vs. Demand”—The Internship Program

by Jimmy Beno

At some point in life we have all heard about the law of supply vs. demand. Defined, the law is used to describe how the costs of services vary as a result of a balance between service availability (supply) and the desires of those with purchasing power (demand). As the supply of available services decrease the costs to purchase those services go up and vice versa. The interaction between supply and demand is ever-changing and the cost charged for a service is the balance point between the two.

As you read this I know you are immediately thinking to yourself, what does this have to do with my employment at FD&O. The law of supply vs. demand has played a critical role in the department of what I consider to be one of the most important initiatives that FD&O has taken on in recent years – the newly developed and implemented student internship program.

By the time this article is printed, FD&O, in partnership with Palm Beach County School District, will have welcomed seven high school students to our Department to participate in the new internship program. The students will be working in Fleet Management (4), Facilities Management (2) and CID (1). They will be gaining experience and learning the details of the work environment of the profession they have chosen by participating in the career academies at school. Between the education they receive at school and the experience they receive during their time with us, we can cultivate and grow the future workforce for this County and specifically for FD&O. Hopefully as each student successfully completes the program we can hire

them shortly after graduation to perform the duties that they learned during the program.

But why now, why is the program as important as I believe it to be? There are three factors effecting the equation right now:

Growth throughout the County - We live in one of the fastest growing Counties in the nation. Even with the recent decline in home sales and the small economic correction, this County is still a model of growth. With the numerous undeveloped acres of land in the Western portion of the County posed to be developed the future is still bright for continued growth. As this growth continues the demand for skilled trades persons is reaching an all time high. Trades people (i.e. HVAC, electricians, plumbers, automotive technicians, etc.) are fast becoming a scarce commodity. The supply is dwindling as demand is increasing.

Aging Workforce – As we push forward the current workforce both in FD&O and the County as a whole, is beginning to reach the point that retirement is not too far off. As employees retire, their skill set and experience retires as well. These are skill sets and experience that were grown over many years and we need to make sure that there are always employees gaining those same skills and experience that are retiring. Again, the demand for growing new employees becomes even greater.

Smaller number of youth interested in Trades

– To put it simply, FD&O is a trades driven Department. Most of our workforce is job specific and requires years of specific training coupled with hands-on work experience. Today youth are not interested in “hands-on” work as they are in “virtual hands-on” work. Without the introduction of new people into the trades workforce, the supply continues to dwindle.



What do these factors mean for us at FD&O? We are already seeing the results. The cost and ability to hire a new workforce are at a critical level.

The private workforce of contractors and builders are feeling the same pinch in attracting and hiring employees. Because of the nature of their business they are able to offer salaries and wages at significant levels higher than we can so they drive the cost of hiring new employees. Even now, when vacancies occur within our Department, we often go months without having a qualified candidate apply. Often times it can feel as through the private side is “winning” the battle for new employees. The cycle begins its downward spiral with the law of supply and demand dictating that it will only get worse unless we get creative and find a way to increase the supply of available workers.

The internship program is an answer. Focusing on the intangibles of our organization (the benefits, the retirement plan, the career path and opportunities, the diversity of our work experience, education reimbursement, apprenticeship program, the family atmosphere of FDO, the high skill level and variety of work in FDO, the professionalism and the feeling of being part of something greater) is critical to attracting a new work force. While the salaries for our trades persons usually take 5 plus-years to be competitive with or exceed that of the private sector, these non-monetary types of compensation are important. Studies are beginning to show that the new generation of employee is becoming more concerned with what their employer has to offer them through benefits as opposed to



salary. The high school student is in general looking for the best fit for their life and future career. We can further capitalize on this non-monetary compensation with newly graduated high school students with few financial burdens. This is where we can take back the reins and develop our workforce for the future by introducing them to what we can offer through the internship program so that they want to work for FDO when they graduate. After all, who wouldn't want a full time job with benefits, the opportunity to have your four year apprenticeship paid for by your employer and a certification or marketable license. Combined with the fact that not many people leave FDO for other employers (or even other departments) – introducing the students to FDO is the key.



In general, by developing a program that introduces students early in their careers to FD&O, we are laying the ground work to make each of our jobs easier and help ensure that what we do today will continue in the future. The internship program provides us with the opportunity to train our workforce before they are hired full-time. It provides us the ability to showcase what we have to offer and why the County is so great before the student is lured away by the often unfilled promises of the private sector. It provides us the ability to mentor and shape the future of this Department and the County with local talent. Ultimately it provides us all with the opportunity for a legacy.

The internship program is both exciting and critical to our success, so with an eye towards the future, please join me in embracing and welcoming the new student interns. Our hope is that with each successful class we can expand the number of students in the program and the areas in which we hire them but this can only happen if the program is a success. Your knowledge and experience will be critical to that success and we encourage all to demonstrate why FDO is THE place to work. As a team we can change the equation of supply vs. demand to be in our favor.

WELCOME

To the following employees hired between October and February 2007: **Jasmin Sundar and Tara Whigham**, FDO; **Abby Ankeles, Lawrence Chatos, Estela Guerra, and Nicholas Lambiase, Jr.**, Property and Real Estate Management; **Nicholas Jaimungal and Darrell Lange**, Capital Improvements; **Gary Smith and Roman Vasquez Pliner**, Electronic Services & Security; **Doug Agnew, Carlos Azurdia, Jason Barnett, Frank Caraballo, Colton Carmean, Yuan Garcia, Eduardo Lluveras, Evelio Lluveras-Rodriguez, Lewis McBean, Robert Magarth, Frank Napier, and Jim Williams**, Facilities Management; and **Lazaro Alfonso, Christopher Altieri, Jeffrey Gove, Michael Kuczynski, Kenny Persaud, Desmond Ross, Christopher Ryan and Justin Scott**, Fleet Management.

KUDOS

To the following employees for receiving a Kudos from their customers: **Andrew Apold, Keith Barnett, William Dart, Rey Martinez and Diane Yonn**, Electronic Services and Security; **Florencio Carneiro, Nate Rolle, and Tim Weber**, Facilities Management; and **Andre Gonzalez**, PPIG.

PROMOTIONS



Congratulations to the following employees: **Vincent Veldhuis**, Electronic Services & Security; **Don Buhler, Dorianna Fernandez, Brian Hale, and Frank Ramsack**, Facilities Management; **Mario Doran and David Schwarz**, Fleet Management; and **Phyllis Lancaster and Marjorie Victor**, Facilities Development & Operations.

ACHIEVEMENTS

Congratulations to **Melanie Borkowski and Ken Proctor** for being awarded the Council-certified Indoor Environmental Consultant (CIEC) designation by The American Indoor Air Quality Council. The American Indoor Air Quality Council is an independent non-profit professional

association that serves as a certifying body for the multi-disciplinary field of Indoor Air Quality (IAQ).

The IAQ Council offers nine board-awarded certifications to experienced indoor air quality professionals. Council certificate holders have demonstrated their knowledge and experience in such fields as building sciences, industrial hygiene, indoor environmental risk assessment and microbial investigation, remediation and consulting. Council certification programs are the most rigorous in the field of indoor air quality and maintain the highest professional standards.

John Chesher (CID) and Chauncey Taylor (Facilities Services) received two of only three awards presented Countywide for meeting and/or exceeding the County's Small Business Enterprise (SBE) Goal of 15%.

Facilities Services did 52.1% business with SBE Certified Vendors and Capital Improvements did 26.9% for the last half of the prior fiscal year. Congratulations to CID and PPIG staff for their continued support of the SBE vendors.



Mike Anthes, Fleet Management, received a 25 year certificate from the Florida Sheriffs Association for his continued support of the Association. He has been a Honorary Member for 25 years.

DAYLIGHT SAVING TIME BEGINS, MARCH 11

Daylight Saving Time begins a month earlier than usual this year thanks to the Energy Policy Act of 2005, which Congress passed in an effort to save oil and other energy resources. Benjamin Franklin was one of the first proponents of DST; he said it would conserve candles.



Source: Ideas Unlimited for Editors, 9700 Philadelphia Court, Lanham, MD 20706-4405

FACILITIES MANAGEMENT



Change is constant and stress is a result of the resistance to change.

Marsha and I have made a decision to make our home in Colorado close to our children and grandchildren.

On that note (as we shovel our way north), I wanted to express my appreciation to the FMD team and FD&O Department for the opportunity to share in the rapid and excellent changes since I came to the County in early 1996. This change has caused the stress described above because I have resisted making this decision. We love it here and totally enjoy Palm Beach County, Florida, our work and community environment.

I believe change is a positive thing. You make choices to effect change in your life. By taking action and envisioning what you want and what it looks like in 5 or 10 years, it helps you focus and move in a specific direction. This is the way we addressed the past 11 years in FMD so I thought I could point to the changes while I have been part of this great team.

So, what has changed since early 1996? The best way is to look at 1996, what I saw as a new person coming in and what the Managers said needed to be handled, creating the vision & mission which leads to the roles and goals for us.



Facilities Management had recently been decentralized, but not completely. The Regions (4) were North, South, CJC and Governmental Center. We were managing about 4.3 million square feet. Budget and funding approval was still centralized in the FMD Administration section at Building 506. We had no policies or procedures because they had been all cancelled! Human Resources required position descriptions for each person in the Division but only about a dozen were done. That left about 250 to go.

There was no process for handling work orders and account numbers. Petty cash accounts were questionable at best. PPIG was a new group under FMD. Purchasing issues were number one on the list of problems for the Division (Surprise!). FMD had no involvement in the construction, specifications or design review for new buildings. GP Mate was our CMMS system and it was all done on telephone modem lines with a limit to the number of people who could be on at any time. “Pumps” and “vacant lots” were listed as buildings in that system. The dreaded work order system had “TMs”. (See, I did use the term after all of these years of banning it from existence.) I no longer allowed anyone to answer my questions about “Why are we doing this?” with, “Pat told me to!” The building 506 intercom amounted to screaming over the partitions at each other while the personal radios were turned up too loud to hear. We had air conditioning problems everywhere and the hurricane season was starting so we needed to set up a test run at the WPB auditorium for Special Care. The west jail was new and coming on line. Parks were being built and no one knew who was responsible for what. We had staff showing up at jobs with a new van and no tools.



Now 2007, we have 6 Regions with over 7 million square feet of real buildings. Maximo is on its fourth or fifth software update. Staff has tagged it as Maxi-“Moan”, just loves it and the speed, well, it just must be experienced! We have policies and procedures and they actually work pretty well. They were all developed through involving team members from all of the affected areas and spending the time to consider the input. We are involved in the design, construction process including the construction standards and specifications for County buildings. We have Trades Crew Chiefs for the project side of the operations. We know the difference between maintenance and non-



maintenance work. (Though, some of our customers don't like it.) The Service Agreement is in place and the writing process has been refined. It has become a cornerstone of the customer service system providing improved communication with the customer. PPIG is its' own Division now and Communications has become ESS with Security and Parking transitioning from FMD to ESS. The Regions are well developed high performance teams with the best professionals around and looking for more quality members. Each Region has a storeroom and supplies with Central Administration Procurement management assisting the coordination with Purchasing and contract administration. The facility audit process functions well and is improving with each year. Regional management handles their budget processing and manages their funding. The process is open and understandable. New buildings are popping up at a record pace. We have been hit by 3 major hurricanes in less that 2 years and set a remarkable recovery and response level that is to be admired. We have handled the

voting crisis of 2000, the 911 attack results of major security and access changes and the anthrax in Boca which caused the EOC mobilization. I am very proud to brag on the quality and responsiveness of the FMD team and the cooperation with the FD&O Divisions in the work and services to the County and customers.

I hope this little list leaves you in thought. Change is good and constant, planning for it and not resisting will reduce the stresses. Managing the change by involvement and participation helps you grow. The FMD team is active, professional and participates in the activities and direction of the Division & Department. I could not have asked for a better experience or individuals to know and work with. Thank you for 11 great years, the opportunity to work with you and the friendships that have come from our time together



- Mike Boroviak

ART IN PUBLIC PLACES

WORDS "You Can Quote Me" the County's newest public art project, will feature inspirational and thought-provoking quotes throughout the new Operations Support Center facility at Vista Center. Staff and visitors will encounter more than fifty different excerpts which are integrated into the

facility's conference rooms, training rooms, employee and visitor entrances, vehicle maintenance bays, break rooms and other locations. In the words of Jane Gentry, we will, "Dare to be remarkable."

CAPITAL IMPROVEMENTS

Capital Improvements Division had another big year in 2006 with over \$111,000,000 in construction contract awards, and this followed the record year of 2005 with over \$120,000,000 in construction contract awards. All of these projects are keeping our Field Reps busy.



Projects currently under construction include a Fire Station

west of Boynton Beach and one in Palm Springs, the Operations and Support Center Complex, new soccer fields at Jupiter Farms Park, Westgate Head Start Renovations, a PBSO substation in suburban Boynton Beach, an addition to the Wellington Library, a new library west of Delray Beach, a new Ocean Rescue Headquarters in Juno Beach, an expansion to the PBSO aviation facility, a golf course and amphitheater west of Boca Raton, a new

concession facility at Calypso Bay water-park, a Senior Center in Lake Worth, an expansion to Burt Reynolds Park in Jupiter, restoration of the Old Courthouse in downtown West Palm Beach, a new headquarters and training facility for Fire-Rescue, an expansion to the Judicial Center Parking Garage, and an expansion to the South County Courthouse.

Projects recently completed and being enjoyed by the user departments include: a new Fire Station on Okeechoobee Road, a swimming pool for the Glades area, a new District Park in the Acreage, a therapeutic recreation complex at John Prince Park, renovations to the Pahokee Library, improvements to the John Prince Park



campgrounds, improvements to Phil Foster Park, and the new Vista Office Building,

Many projects are under design including an addition to the Daggerwing Nature Center, renovations to the West Atlantic Library for a new PBSO substation, new libraries in West Boca, Lantana, and Royal Palm Beach, improvements to Riverbend Park including a Nature Center, a new Animal Care & Control Facility in Pahokee, Fire Stations near Boca Raton and west of Delray Beach, renovations to the former Engineering and PZ&B buildings at Airport Center, a new marina for Phil Foster Park, and a major expansion to the Jail Facilities.

PROCUREMENT & PROJECT IMPLEMENTATION GROUP

PPIG is currently working on the following projects:

Okeehlee Park Tennis Restroom/Pavilion – A new 1,500 square foot building to support the tennis courts.

Belle Glade Fire Rescue New Modular – A new 1,200 square foot modular building to support take-over of service in Belle Glade.



John Prince Park Golf Center Clubhouse - Remodeling of building to support new Golf Center.

Palm Tran Generator – New emergency generator and housing to support entire complex.

WUD Hagen Ranch Hardening – Removal of lovers and exhaust fans on all nine (9) buildings for hurricane protection.

Some of the projects that PPIG has recently completed include:

Neighborhood Home Beautification Program (Belle Glade) – Exterior renovations to ten homes.

Pahokee Animal Care Trailer – A temporary office trailer to replace offices damaged when the roof collapsed.

John Prince Park Golf Center – Site-work to create a new driving range and three hole golf course.

Cherry Road Complex – Remodeling of multiple buildings for various tenants.



South Bay Fire Rescue – Remodeling of existing building to support take-over of service in South Bay.

ELECTRONIC SERVICES & SECURITY

The Service Facility of ESS awarded a Request for Proposal (RFP) to Siemens, Inc. for the replacement of 247 card access readers at seven (7) PBSO sites last fiscal year at a cost of \$571,980. All work was completed in FY 05-06 two months ahead of schedule. In December 2006, a bid document was awarded to Siemens Inc. for \$452,486 to install 116 additional card readers in the Corrections facilities of Palm Beach County with a completion date of November 9, 2007.



The IT section has been working diligently with the Facilities Management South region to assist with the implementation of the long awaited Remote Dispatch Pilot Program. We held several training sessions on the operation of the Fujitsu tablets, Maximo and GroupWise. The goal of this program is to allow the participants to park their private vehicles at a county facility located near their home and switch to their assigned county vehicle. They can then turn on the tablet to get their Maximo work assignments for the day and go directly to their first job. This eliminates the need to drive to the south county shop to get work assignments and then drive north to the job sites. We have high expectations that this program will prove to be a more efficient use of county resources and time. If the program proves successful in the South Region, our hope is to expand it as necessary throughout the other regions of Facilities Management. The program began on January 10 and will last for a test period of six months with five participating staff members.



We would also like to remind FDO employees to call the FDO Help Desk number (681-4357 or 6-4357) whenever you have any computer related problems. This will ensure that you receive

prompt attention and a quicker resolution to help you get back to work as soon as possible.



The Access Section has been very busy with parking issues. Construction has started on the Judicial Parking Garage. The current plan has the major pre-cast installation starting sometime in March. Once this starts, there will be no parking in the garage or surface lot from 6:00 p.m. to 6:00 a.m. We will also lose approximately 350 parking spaces.

To accommodate the loss in spaces, we have made arrangements to lease 357 spaces from a private development just north of the Judicial Garage. The parking garage opened on February 1.

We have also been working with the Convention Center concerning events that will impact our ability to provide jury parking there. The major event is the graduations in May. It will be completely impossible for us to have jury parking at the Convention Center during that time – almost two weeks. Not only will the parking lot be full, the traffic will make it impossible for Palm Tran or Molly's Trolleys to get through to pick up and deliver jurors. We are working with another local parking management company to provide juror parking near the Courthouse.

In addition to the wonderful world of parking, the Access Section has been very busy setting up key hierarchies and reviewing hardware schedules for a number of CID projects. These would include the Vista OSC, the airport Centre renovations and the South County Courthouse expansion.

PROPERTY & REAL ESTATE MANAGEMENT



PREM has recently welcomed some new faces to the division due to the departure of several long term employees due to retirement and new job opportunities. Currently, PREM has a full complement of 24 Staff members. The following new employees come to us with tremendous experience from both the private and public sectors.

Real Estate Specialist Abby Ankeles worked at the Palm Beach County Property Appraiser's Office as an appraiser performing research and analysis for the development appraisals on residential and condominium properties for ad valorem tax purposes. Prior to joining the County, Abby worked in a commercial real estate appraisal office as a research analyst. Abby is a State Certified General Real Estate Appraiser. She earned her Bachelors of Science Degree in Business Administration from the University of Central Florida, and an Associate of Arts Degree from Broward Community College.

Real Estate Technician Lawrence Chartos worked for the Broward County Property Appraiser's Office as an Information Technology Technician where he verified legal descriptions and sketches of properties. He earned his vocational

degree in electronics from Penta County Vocational School.

Estela Guerra, our new web specialist, worked for the County's Library Department since 2002 where she was responsible for providing various reports, including summary and monthly reports for tutor hours and was responsible for publishing two department newsletters four times per year. Estela created a PowerPoint teaching course for Spanish-speaking Library patrons to learn how to use the computers and internet. Estella grew up in Miami and received an Associates of Arts Degree from Miami-Dade Community College.

Property Specialist Nick Lambaise, Jr. has been involved in real estate transactions since the early 1990's. Nick began his career as a leasing consultant with a large developer in New Jersey. Nick has held positions from property manager to vice-president of property management for a real estate management company in South Florida. Nick's experience includes managing apartments, condominium/homeowner associations and commercial properties. Nick graduated from Mercer County College with an AAS Degree in Business Management. Nick holds his Real Estate Sales Associate License and CAM License, is a Certified Property Manager and an Accredited Residential Manager.



FLEET MANAGEMENT

Fleet Management had the honor of being presented with the 2006 Vocational Fleet of the Year Award by *Fleet Owner* magazine. The magazine salutes fleets across the country for raising the bar for innovative management.

For the fifth consecutive year, Fleet was awarded with the Blue Seal Certification from the National Institute for Automotive Service Excellence. Technicians are encouraged to get ASE certifications. Currently, Fleet has several triple master certifications (car, truck, bus).

Fleet has been able to streamline the vehicle/equipment purchasing process by piggybacking off of the Florida Association of

Sheriffs' contract. This allows for more flexibility in selecting manufacturers and dealerships.

Energy efficient measures such as purchasing hybrid vehicles when available and using nitrogen generators to fill tires instead of compressed air are now standard operating procedures in Fleet. Upon receipt of the 2007 vehicle order, there will be over 125 hybrid vehicles in service.

As a result of the new internship program between Palm Beach County and the School Board, Fleet has four new student interns who started in January. Three interns from Seminole Pratt are assigned to each of the shops at our main facility and the intern from Park Vista High School is working at the South Regional Shop.



Fleet Management is putting together a RFP for crash repair management (this is what the industry now calls accident repairs.)

While this is standard practice by the private sector, there are few government agencies using these types of contracts. Fleet has been working in conjunction with Risk Management so they can use the contract for subrogation and third party claims related to crash liability payments.

New fuel sites coming on line this year include one at the new Fleet Management compound at Vista and at the new Boynton Beach Sheriff's Substation. This will bring the number of sites to 11 and provide customers with additional convenient locations.

Change Windshield Wipers

Automotive experts recommend changing the blades in your windshield wipers every 6 to 12 months for optimum performance and driving visibility. Worn or damaged wiper blades do a poor job of removing precipitation, and they can't properly clear the mud, salt, and oil that splash up

from the roadway. If your wipers are chattering, streaking, or failing to consistently wipe the windshield clean, then it's time to replace them.

Source: Ideas Unlimited for Editors, 9700 Philadelphia Court, Lanham, MD 20706-4405

Gum Chewing as Memory Aid

Forget the image of gum chewing slackers. A study at the University of Northumbria in the United Kingdom indicates that chewing gum can improve your memory. Investigators don't know exactly why, but they found that chewing triggers the production of insulin, which stimulates the hippocampus, a part of the brain involved in memory. Insulin also elevates the heartbeat, which then pumps more oxygen and nutrients to the brain. Whatever gum's effect on your memory, dentists recommend the sugarless variety to maintain healthy teeth.

Source: Ideas Unlimited for Editors, 9700 Philadelphia Court, Lanham, MD 20706-4405

QUOTE

"Ability is what you're capable of doing. Motivation determines what you do. Attitude determines how well you do it."

- Les Holt

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