



The F_iDO Spec Sheet

Facilities Development & Operations Team Newsletter



February 2009

Wolf's World

FDO has always been willing and able to positively respond to change - it is what makes FDO strong. Lately it seems that the kinds of changes which have presented themselves are difficult to deal with, beyond the control of FDO or any individual, and sometimes overwhelming. One of the best ways to cope with all of life's challenges is to cause positive change in your own life.

Improving your health, mentally and physically, is a great way to address all of life challenges. Taking time to exercise is critical. Exercise may physically benefit you by; 1) causing physical changes to your body, 2) battling illness and/or pain, 3) allowing you to play with your kids or grandkids a little longer, 4) making it easier to get out of bed in the morning, and/or 5) giving yourself at least 30 minutes each day. I believe that most significant benefit are the positive mental health benefits which make you feel that you; 1) can finish a task you set your mind to, 2) can cause a positive outcome, and 3) are in control of something. Whether you swim or walk like I do, wakeboard like Jimmy, or play soccer like Garth - just exercise every day. Join me and the other FDO employees in the *Start! Moving Challenge* to improve your health and demonstrate to all that FDO continues to be the Department most ready to survive, strive and thrive in the future.

Perseverance During Difficult Times

By Jimmy Beno



As the sixteenth president of the United States of America, Abraham Lincoln successfully guided this Country through the most difficult period of our history, the American Civil War. During that time President Lincoln, who was faced with a daunting challenge and critics abound, never lost his strong moral will or the ability to see the greater picture

and lead this Country out of the trouble it had created for itself. His steadfast resolution, will and determination to do what was right has endured him to many as one of the most important historical individuals of all time and without a doubt, a critical figure in the shaping and history of our Country.

Lincoln himself was a caring man that took to heart the many struggles of those fighting the war. He was considered an excellent orator and writer and penned many personnel letters to soldiers or their families during those difficult times. The quote below is an example of that ability and his caring heart. Even though President Lincoln was writing to a young man who was not as thrilled as he should have or could have been about seeking an education; his words of advice ring true in regards to the current condition of our nation, economy and work environment.

“Your good mother tells me you are feeling very badly in your new situation. Allow me to assure you it is a perfect certainty that you will, very soon, feel better -- quite happy -- if you only stick to the resolution you have taken to procure a military education.... On the contrary, if you falter, and give up, you will lose the power of keeping any resolution, and will regret it all your life.”

-June 28, 1862- Abraham Lincoln in a letter to Quintin Campbell

As I write, the Country is in the midst of an economic recession and things are as bad as they have been in recent memory. Closer to home, we have been advised by our County Administrator that difficult budget times may still lie ahead for all of us. Indeed, times are tough and many worry that the light at the end of the tunnel is actually a train headed directly for us.

What is one to do? President Lincoln provides the answer both through the way he lived his life and the

quote above – stick to the resolution you have taken up. Each of us has committed to doing a job the best we can do. As positions are cut out of the budget and friends are released from their jobs, our tasks become more and more difficult as we are asked to do the same level of work with less; less funding, less people and less equipment. A difficult assignment? An impossible task? Are we feeling very badly in our new situation?

It may appear so, however, as the President indicates, I will assure you that if we stick to our resolution and continue to work with the commitment and spirit we have shown during the positive years that very soon we will feel better – quite happy. This down time will turn around. If we falter because the load is great, if we cut corners because no one is looking, if we decide to give an inch or two here and there because it is easy to do so, if we turn our backs slightly away from the great work we have done as a Department, we will pay for it in the future and regret it. We cannot falter on our resolution to be the best at what we do; especially during lean times. No excuses.



Always remember that those who never give up and push ahead during difficult times are often rewarded with greatness. Success comes to those who push on even when times are tough; I ask each of you to continue to do so now when we need it the most. Believe in yourself, believe in your Department and believe in your commitment. Let's never regret our actions or fail our resolution to our commitments.

Facilities Management

“Individual commitment to a group effort...that is what makes a team work, a company work, a civilization work.”

Vince Lombardi

As we begin a new year, Garth would like to express his sincere appreciation for all your hard work, professionalism and commitment that made this past year successful for Facilities Management.

TEAM Although we may be experiencing some level of stress and uncertainty during these difficult economic times, we as a team have continued to work together and support each other and Garth is truly proud of the job you have done as we are tasked with doing more with less.

The Facilities Management team would also like to acknowledge the support and assistance from our other divisions within the FD&O family. Without them we would not have achieved and maintained our high level of customer service and customer satisfaction.

The administrative team wishes you all a happy and healthy New Year.

Capital Improvements

Capital Improvements continues to manage and deliver projects for our customers.

Many projects are under design including a new library in the Acreage, a renovation to Southwest Regional Library, a major redevelopment of the Stockade complex, renovations to Four Points office building, renovations to gymnasium at the former Kings Academy for the PBSO Training Unit and improvements to the campground at John Prince Park.

Projects currently under construction or will be soon include the following:

- new library in Lantana,
- expansions to the libraries in Palm Beach Gardens and Royal Palm Beach,
- expansion to the West Palm Beach Head Start facility,
- new Fire Stations west of Jupiter, west of Lake Worth, and one in western Boca Raton,
- renovations to a fire station in Belle Glade,
- new marina building in Phil Foster Park to serve concessionaires and the PBSO Marine

Unit,

- inter-modal bus facility in West Palm Beach,
- new clubhouse at Southwinds Golf Course to replace the hurricane damaged one,
- sand transfer plant for ERM at the Boynton Inlet,
- new warehouse for Fixed Assets and Purchasing,
- equestrian facility at Jupiter Farms Park,
- upgrade to the elevators at the Governmental Center,
- interconnecting road and new boat ramp at the South County Regional Park,
- renovations to the historic Dubois Home,
- new entrance road and pedestrian bridge for Riverbend Park,
- new performing arts facility at Carlin Park, and renovations to the South County Courthouse.

Site work continues and vertical construction for several support buildings for the \$115M West County Jail have begun.

Projects recently completed and being enjoyed by the user departments include new libraries west of Boca Raton and Delray Beach and renovations to the Okeechobee Branch Library, a new headquarters and training facility for Fire-Rescue, an expansion of two additional floors to the existing Judicial Center Parking Garage, a major expansion to the South County Courthouse, a new facility for the PBSO aviation unit, a fire station west of Delray Beach, an addition to the Daggerwing Nature Center, and an expansion to the PBSO training facility.



Electronic Services & Security



FD&O is pleased to announce the hiring of Charles Frazier as the new Director of ESS effective Monday, February 2, 2009. Charles will hit the ground running as he is currently involved in many FDO projects already as the ISS point person. Charles will be taking over ESS during an exciting time as the reorganization of the division has just been put into place, the budget process is beginning and the large volume of work associated with the numerous projects in which ESS is involved (JEP2, etc.) will keep him busy. Charles' focus will be on improving communications between ESS and their customer base and improving the overall efficiencies and effectiveness of the division. Charles' knowledge base, experience and familiarity with our procedures give him the opportunity to make a difference immediately and we look forward to the new and fresh perspective that he can bring to ESS and the Department. Please join us in welcoming Charles and making him feel at home.

The IT section is on the leading edge with some great new projects that will benefit the entire department. FD&O purchased a new document management software system (DMS) from Smead. If you recognize the name it is because they have been in business for years as a file system and file folder manufacturer. The new DMS package will allow immediate availability of information along with version control of a document and the ability to have all documents organized into one system. Bar-coding, labeling, reports and an audit trail are also part of the system. This includes the ability to scan existing paper documents into the system. We are researching information on the purchase of a new color scanner to be used with this system and that can be utilized by anyone in this building if color scanning is deemed necessary. The existing copier/scanners in your area can also be used with this software. The first part of 2009, a representative from Smead and Diane Yonn will meet to discuss strategy on the implementation of this software. We will then be setting up appointments with the key personnel from each division to determine requirements that may be specific to that division.

Other departments within Palm Beach County have also purchased this software and are in the process of implementation. ISS is also negotiating an enterprise agreement with Smead so that the Palm Beach County as a whole can jump on board with this fantastic product.



Our next project is in the final stages of implementation. The Stark energy management program, which is a program to track energy consumption, has been a hard fought war of the databases. Various utilities had previously been tracked using Access databases. After purchasing Stark, the electric utilities were set up in the database via an FPL file sent to us from Finance. It was then determined that this database should include not only electrical, but water and gas utilities as well. We are now combining those databases and this program should be completely operational by January, 2009. Ray Balicki is the dedicated IT staff member for this project and will be working closely with Facilities Management. This is our jump start on becoming “Green”.

Speaking of dedicated employees, Andrew Apold is the IT staff member dedicated to work with PREM on their new requirements for the PREM Core database. Andrew is developing the strategies for implementing a new more functional application that will be replacing the current system of choice for PREM. This utility will be hosted in-house.

Last, but not least, is the Maximo upgrade project. We had to postpone, on two different occasions, the scheduled upgrade for various reasons. This project must be coordinated with ISS and at times it is a challenge to have all parties of interest available. We do use an ISS server and their Oracle database with Maximo. Diane Yonn will be working with ISS on this project. We anticipate that in the first quarter of 2009, we will be using a new version of Maximo.

Help! With other IT section staff mainly dedicated to a host of projects, Paul Lahens is becoming our “Go To” guy. Paul is dedicated to resolving most of the day to day computer hardware issues that arise and manning

the FD&O IT Help Desk. Paul will delegate certain issues to other IT staff members, but needless to say, he is incredibly resourceful and doing a fantastic job.

The IT team approach continues the effort to make FD&O not only the best department but the most technically efficient department in Palm Beach County.

Fleet Management

As of January 1, 2009, Fleet Management switched to Biodiesel for all fuel customers. This change will affect approximately 1 million gallons of fuel pumped annually by our customers. Fleet Management originally began with buying two (2) million gallons of Biodiesel for Palm Tran in January, 2008.

This summer Fleet converted to E10 gasoline for the 3 million gallons of fuel dispensed annually. The transition went very well due to the effort of Fleet’s fuel section within the Specialized Equipment Shop. Employees involved in the transition were Mike Catanzaro, Phil Locker, Jim Buttaccio, and Supervisor Chris Grunder. Their preparation and monitoring of the fuel sites kept the process flawless.



Doug recently did a PowerPoint presentation for the Green Task Force of PBC on Fleet’s green efforts and sustainability. The presentation was well received by the group with one member commenting that Fleet’s efforts and practices will likely be used as a Best Practice for the Green Task Force Report. The Task Force plans to include the presentation as a reference.

Fleet Management has started the process of converting to an upgrade of the Ward Automated Fuel System called CANceiver. This upgrade allows the fuel system to read all the data in the On Board Diagnostic Computer System (OBDII system) of the vehicle. This will eliminate the use of the vehicle/equipment cards because the new OBDII system identifies the vehicle, the current mileage, and the coding that is preformed. The CANceiver can convey all the information that is

in the OBDII system such as how long a vehicle has idled, the top speed of the vehicle, trouble codes, and a whole host of information related to the operation of the vehicle. Due to the current budget situation we are phasing in this system because the cost is about \$380 per vehicle for the upgrade. The loaner/pool fleet vehicles have been converted to get our customers familiar with the new system. We started ordering it on newly purchased vehicles in 2008. This will continue until the entire fleet is complete.

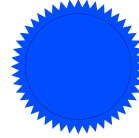
Fleet Management is in the process of rolling out a new work order system that is windows based. Jim Johnston, system administrator II, completed this project almost entirely on his own. Currently, Palm Tran pays us to use our current work order system. They will be going to the new window base system first. Fleet Management will be switching over some time in the first part of 2009. We are in the process of testing and working out the bugs while staff familiarizes themselves with the new system.

The Airport and Water Utilities Departments have both joined the Fleet Management vehicle replacement policy fund. This is a great accomplishment because Fleet has been working on this for the past ten years. With the addition of these two departments, the vehicle replacement policy is strengthened financially because these departments do not depend on ad-valorem taxes for funding. This is particularly important now due to the recent property tax reform which has decreased the amount of property taxes collected; and combined with the decline in property values and the economic downturn. Fire Rescue and Palm Tran are the only remaining departments not participating in the vehicle replacement policy.

The Division has just completed an update for the countywide PPM CW-O-035. Fleet Management will now include an idling policy and energy conservation/sustainability/emission greenhouse gas reduction requirement. It will be going through the approval procedure to become part of the current countywide PPM. We also created a new idling sticker that will be placed in every vehicle as the

vehicles/equipment come to the shops for preventive maintenance or repairs.

For the sixth consecutive year, Fleet Management was awarded with the Blue Seal Certification from the National Institute for Automotive Service Excellence (ASE). Fleet was also selected as one of the “Top 20 Fleet’s” (No.14) out of the top 100 governmental fleets. There are over 35,000 governmental fleets in the United States, so this is quite an honor. Fleet Management was rated No. 13 out of the top 50 Hybrid Fleet’s in the United States for both private and governmental fleets.



Fleet Management is the first government fleet in Florida to purchase new medium/heavy duty hybrid bucket trucks. We have three on order which should be delivered within the next two months.

Facilities Services

In addition to the normal maintenance/repair projects for FMD, current projects being worked on by PPIG/Facilities Services include the following:

- hurricane Housing Recovery Program for HCD – Repairs to multiple single family homes
- neighborhood Home Beautification Program for County Administration – exterior upgrades to single family homes
- demolitions for HCD, PZB, FDO, Parks, and PBIA
- roofing Repairs/Replacements for FMD/FDO, Parks, Fire Rescue, and WUD
- replacement of laundry equipment at CJC
- new UPS system for PBSO Admin at CJC
- exterior painting/repairs/window replacement at the CJC South Tower
- new HVAC systems at CJC
- remodeling for Fire Station 81 at PBIA
- site Improvements at Mecca Farms

- new maintenance building for Mounts
- renovations at Morikami Yematokan
- replacement modular building at the Shooting Range
- new modular building for the CJC Impound lot
- playground repairs at Delray Head Start and South Bay Head Start
- replacement of the UPS systems for all 800 MHz radio tower sites
- relocated modular building for the Belle Glade Youth Empowerment Center
- splash Pad Water Park at Glades Pioneer Park
- expansion of the IT server room for the Clerk in the Judicial Center

Recently completed projects:

- splash Pad water Park at John Prince Park
- replacement of gym floor at West Jupiter
- additional office space for PBSO at Skees Road
- nitrogen Tire Inflation Systems, and replacement Oil Separator Systems, for Palm Tran
- new modular building for Pahokee Animal Care
- new modular building for Fire Station 73 in Belle Glade
- interior hurricane hardening for PBSO 911

Property & Real Estate Management

PREM has continued to be busy this past year negotiating, drafting and ensuring the execution of transactions on behalf of the Department of Parks and Recreation, Fire Rescue, Water Utilities, Libraries, Community Services and ERM. We have been working on all sorts of development, real estate and property management projects. This year we have: (1) processed 30 lease related agreements; (2) received or granted 23

easement interests; (3) acquired 281 acres of property; (4) conveyed surplus property to the municipalities in which the property was located to the City of Pahokee, Belle Glade and South Bay; (5) issued numerous RFPs for the disposition of property as well as the provision of concessionaire services; and (6) conducted approximately 840 site visits. PREM looks forward to continuing in its provision of real estate services to all of the County’s Departments in this upcoming year.

Facilities Compliance

The Facilities Compliance Section remains involved with multiple ongoing projects and assignments. From the planning stage to construction to project completion to facility improvements to daily operation issues no job is too big or too small for Facilities Compliance. Compliance staff enjoys working with CID, FMD, PPIG, Fleet, PBSO, Parks and Recreation, Fire Rescue, Purchasing and other County departments to achieve efficient operation of County facilities.

A sample of projects that Facilities Compliance staff have completed or made substantial progress toward completion this year is as follows:

Documentation of ESS, FMD, and Fleet chemical inventory for incorporation into the Countywide electronic Material Safety Data Sheets (MSDS) database

Completion of Court Facility Accessibility Evaluation (ADA Survey of County Courthouses)

Permitting, stormwater drainage improvements, and other environmental issues associated with the Four Squares property

Remediation and reconstruction of Pioneer Park Aquatic Center impacted by a sanitary sewage lift station failure

Initial response and remediation to facility incidents such as the fire sprinkler line leak at Airport Center Building II

Approvals for a Palm Tran intermodal facility in West Palm Beach, expansions to the West County Jail and various County libraries, and

several new libraries and Fire-Rescue stations
Preliminary site investigation studies and pre-application services for several new Fire-Rescue stations, Library, PBSO, and general government facilities;
and much more!

As always Facilities Compliance welcomes and encourages all divisions and departments to request our assistance with projects to ensure proper regulatory oversight.

Achievements

Douglas Weichman, director of Fleet Management, was chosen first runner up for the “2008 Government Fleet Manager of the Year” by *Government Fleet Magazine*. He was also nominated to be the Senior Vice President for NAFA Fleet Management Association which he will assume in April, 2009 at the annual NAFA Institute and Expo. He is currently the NAFA Treasurer and has held several positions on the National Board of Trustees for this Association.

Chris Grunder passed all eight modules of the Certified Automotive Fleet Manager (CAFM) and now has earned this prestigious certification and designation within the fleet management industry.

Mario Guzman has just completed his Bachelor Degree in Public Administration from FAU this semester. He attended classes while working at Fleet Management.

JR Kulesa has completed the Certified Equipment Manager (CEM) certification.

Larry Anstee was nominated for the second year as Sunshine State Chapter Chair of NAFA Fleet Management Association.

WELCOME to the following employees hired between February 2008 and January 2009: **Alberto Cruz, Alain Garcia, Mike Ruise, Christopher Vacca**, ESS; **Eric Chimienti, Tom Delaney, Kendry Fernandez, Roberto Gregorio, Guillermo Henao, James Law, Karl Luther, Jerry Mangawang, Lynn**

Moore, Alex Moreno, Karl Pals, and Henry Webster, Facilities Management; and **Emran Alli, Jeffery Carney, Jenna Earley, and Frank Matassa**, Fleet Management.

Promotions

Congratulations to the following employees promoted during 2008: **Cynthia Huggins**, Fleet Management; and **Don Buhler, Keith Carter, Bob Dugan, Tricia Edgar, Marc Hartley, Ken Lustig, Tom McNamara, Helmuth Montero, John Nesbitt, Santi Prisarojn, Jon Riggins, Sam Scantlebury, Ernie Visoke, and Bob Zuppinger**, Facilities Management; and **Tom Atchley, Larry Ellis and Lane Racette**, ESS.

Kudos

The following employees received kudos from their customers for their outstanding commitment to quality customer service: **Andrew Apold, Larry Ellis, Jeff Gibson, Lee Harper, Patty Porter, Lane Racette, Daryl Skolnick, and Howard Thomas**, ESS; **Ken Proctor**, FDO; **Jim McNamara, and Danny Racette**, PPIG; **Chris Grunder**, Fleet Management; **Gabriel Acosta, Greg Almond, Carlos Azurdia, Cheryl Binnall, Glendon Clarke, Tricia Edgar, Joe Genci, John Gosnell, Samson Joseph, Pete Kolb, Damon Kunzman, Eduardo Lluveras, Karl Luther, Brian McNamara, Hector Pazos, Alonso Toro, Diego Toro, Alex Valdes, Rob Waldie, Rick Weisinger, and Jack West**, Facilities Management; and **Tony Compagnone, Morine Haslam, and Eric Wasser** CID;

Thank you to all our generous Holiday Party Sponsors. Many of our sponsors have donated raffle items for our party year after year. Please show your appreciation by patronizing the sponsors listed below.

Cabana Restuarant
Caldwell Theatre Company
Canoe Outfitters of Florida, Inc.
City Place
Cuillo Centre for the Arts
Flanigan's Seafood Bar and Grill
Florida Stage
Good Year
Gilded Spa & Salon
Kravis Center
Norton Museum of Art
PBCC Eissey Campus Theatre
Palm Beach Dramaworks
Palm Beach Zoo
Pronti's Italian Kitchen
Raindancer Steak House
Roger Dean Stadium
Roxy Doxie Designs
South Florida Science Museum
Spoto's Oyster Bar
TooJay's
Top Hat Car Wash

Facilities Development & Operations Administration
for our department employees.

Board of County Commissioners
Jeff Koons, Chairman
Burt Aaronson, Vice Chairman
Karen T. Marcus
Shelley Vana
Jess Santamaria
Addie L. Greene

County Administrator, Robert Weisman

Facilities Development & Operations
Audrey Wolf, Director
Dianne Cahill, Editor
2633 Vista Parkway
West Palm Beach, FL 33411
(561) 233-0200

Show your appreciation for appreciation

The cost of praising someone is nil– but a recent study has found that the payoff can be huge.

When employees want to be praised, it means they care to be seen as competent, hardworking members of the team. Good managers want satisfied, motivated, and productive staff members. A *Personnel Today* survey of 350 HR professionals has found that the greatest factor in workplace productivity is a positive environment in which employees feel appreciated. The survey reports that two-thirds of the respondents said they felt a lot more productive when they received recognition for their work, while the remainder said they felt a little more productive.

Just feeling productive can be motivating in itself. When workers don't feel productive, frustration sets in, according to 84 percent of the survey respondents, and 20 percent said they felt angry or depressed when they weren't able to work as hard as they could.

Here are three tips on providing praise effectively:

- **Be sincere.** Give praise only where it is due.
- **Give public praise.** Your goal is to encourage the employee to keep up the good work, while simultaneously encouraging others to put out greater

effort. Praising in public is a good way to raise general morale.

● **Be specific in your praise.** Name exactly what it is the employee has worked on and what he or she has accomplished. Don't just say, "well done, John." Remember that if the employee feels the praise isn't genuine, it could have a negative effect.

(Source: First Draft, Lawrence Ragan Communications, Inc., 111 East Wacker Drive, Suite 500, Chicago, IL 60601)

FDO food drive a success

A big thank you to all of you who contributed to the FDO food drive. As a result of your efforts over 2,000 non-perishable food items were collected and distributed to several area food pantries.

We received acknowledgment from three of the four groups that received our donations. All of them spoke of the great need in Palm Beach County that continues to grow daily.

Food Pantry Chairmen Jim Tuscano said, "With the economy in its current condition, we are rapidly growing in the number of those who are in difficult positions and are in great need. All of us are deeply appreciative of your generosity."

Since the need continues to grow we will be conducting additional food drives throughout the year. People tend to be generous during the holidays, but the need is year round and we hope you will continue to support FDO's efforts to lend assistance to those experiencing these difficult times.

You might consider purchasing those buy one get one free at your local grocery store and putting them aside for our next food drive which most likely will be in March or April.

Marcia Smith has already started a box in anticipation of our next collection. Marcia, along with Facilities Management West Region employees are to be commended for their generosity during the first food drive.

Holiday Party Pictures



Dave and Nancy Dolan



Paul Bennett with friend Lo and Charlie Kelly and Susan Darr.



Laura and Trinity Miller



Sandy and Paul Gold, Gary and Nina Kus, with Rosa and Manny Lisboa Lebron



Mario Viglio

Brenda D'Agostino and Jim McNamara

