



Michigan School Business Officials

19th Annual Facilities/Operations Director Conference & Expo

October 1 – 3, 2017

Crystal Mountain Resort, Thompsonville

# BREAK THROUGH TO EXCELLENCE

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# General Information

Never lose sight of the importance of effective school facilities management and its impact on a quality educational system. As budgets continue to remain tight, there is no more effective, economical way to gain the best facilities information available than attending the 19th Annual Facilities and Operations Directors Conference! You will hear from experts across the industry present on a large variety of topics — all designed to help you be as informed as possible. In addition to hearing from expert presenters, the networking opportunity to connect with your peers from across the state, sharing ideas and issues, is unparalleled anywhere else. Don't miss this opportunity to participate in the conference specifically designed for facilities and operations professionals. Learn and grow and *Break Through to Excellence!*

## Overnight Accommodations

Reservations may be made utilizing the reservation form on MSBO's website, [www.msbo.org](http://www.msbo.org) or by booking online: <https://tinyurl.com/y9uxeusx> utilizing group code **45T4U6**. If room type requested is not available, the next available room type and rate will be confirmed. Crystal Mountain does its best to accommodate requests, however cannot guarantee specific rooms/units. Please inquire with reservation staff for additional unit types available beyond those listed.



## Facilities and Operations Director Certification Information

Michigan School Business Officials (MSBO) offers a voluntary certification program.

The overall purpose of MSBO's Facilities/Operations Directors Certifications is to provide:

- Information and training for Facilities/Operations Directors that is specific to Michigan law and regulation.
- To provide a basis for advancing professionalism of Facilities/Operations Directors in Michigan public school districts.

For initial certification, three-hour sessions are required for the MSBO Voluntary Certification Program for Facilities/Operations Directors. All one hour and 20 minute sessions are considered elective credit toward certification. All clinic sessions can be used toward maintaining and renewing Facilities/Operations Directors Certifications.

For more information regarding the MSBO Voluntary Certification Program, please check the MSBO website at [www.msbo.org](http://www.msbo.org) or e-mail [dkopkau@msbo.org](mailto:dkopkau@msbo.org) or [cbyam@msbo.org](mailto:cbyam@msbo.org).

## Scholarships Available

Will a scholarship enable you to attend the Conference because of budget constraints in your district? Are you within the first three years of employment in a school district? Are you a member of MSBO? If so, you may be eligible for a scholarship! See page 8 for the scholarship application. They are limited, so act fast! Application deadline has been extended to Sept. 25, 2017.



*Thank you to Barton Malow Company and Interstate Restoration for their donations to the conference scholarship program.*

## State Continuing Education Clock Hours (SCECHs)

3 – 11 SCECHs may be granted to each participant who qualifies, pending approval. Under MDE regulations, SCECHs are given based on your attendance at conference sessions and exhibit show. SCECHs are given pending final approval from MDE.

*ADVISORY: It is a criminal offense to use or attempt to use a State Continuing Education Clock Hours (SCECHs) transcript or certificate of completion that is fraudulently obtained, altered, or forged to obtain and/or maintain school administrator, teacher, and/or school psychologist certification or other State Board approval.*

# Sunday • October 1, 2017

## 2:00 – 5:30 pm

### Golf

Golf nine holes for only \$25 on the Betsie Valley Course. (Meet at the Golf Pro Shop). Participants will pay for their golf at the Golf Pro Shop.

## 5:30 – 7:30 pm

### Welcoming Reception

*Sponsored by GMB Architecture + Engineering, KSS Enterprises/Hillyard, Lansing Sanitary Supply, Inc. and Peter Basso Associates, Inc.*

Join us for a cookout on the deck. Plenty of food and drinks; it's a great opportunity to renew friendships and make new ones. **You must pre-register.**

Weather permitting, we'll be riding the Crystal Coaster!

# Monday • October 2, 2017

**7:00 – 7:50 am**

## Full Breakfast

*Sponsored by Aquatic Source, LLC and Town Center Inc.*

**7:50 – 8:20 am**

## Opening Session

*Presenter(s): Scott Little and David Martell, MSBO*

**8:30 – 11:30 am**

### 1. Introduction to Facilities Management

An overview of educational facilities operation with a focus on several key areas. This class discusses the role of the Facilities Manager in the educational community and the impact of facilities in general on the learning and work environment. An outline of the legal and regulatory responsibilities will also be discussed.

*Presenter(s): Matt Losch, Excel Consultant Group, LLC and practitioner*

### 2. Maintenance Operations

An overview of maintenance operations, including: grounds, with a focus on preventative maintenance; scheduling and staffing; work order systems; and service contracts.

*Presenter(s): Todd Bell, Kentwood Public Schools and Don Hebel, Wyoming Public Schools*

**8:30 – 9:50 am**

### 3. Living to the Fullest

Most of us recognize a need to exercise and generally get healthier. Easier said than done, of course! In many cases we're really not sure how to get started — don't even mention joining a gym! Learn how to approach a healthier lifestyle with practical steps — from easy nutritional changes to getting started on physical fitness in a safe, non-embarrassing way. You will learn how to create a plan that fits you — regardless of where you are right

now in your efforts to get healthier.

*Presenter(s): Ryan Haughey, Michigan State University*

### 4. Seek First to Understand

Gaps in communication can often exist between your Instructional and Operations departments. Both groups often speak their own languages and have different norms and goals. This can create inefficiencies. At Port Huron Schools, the operations administrators have lived in both worlds and will share their experiences. Learn about a free fully customizable walk-through app for Operations Administrators, Principals and Custodians to evaluate their buildings' conditions and cleanliness, tips on how to better communicate with all stakeholders, and strategies to move from a separate entity in your district to a team player.

*Presenter(s): David Koester, Theo Kerhoulas, Port Huron School District*

### 5. Running Tracks and Tennis Courts

We often see questions regarding the care and maintenance of running tracks and tennis courts. Learn best practices to consider when installing or renovating these surfaces and how to maintain and repair them to ensure safe playing surfaces throughout their life span.

*Presenter(s): Bruce Lemons, Foresite Design, Inc.*

### 6. Bureau of Construction Codes (BCC) Update

Much is happening at the BCC, from a new code adoption to electronic submittal of plans. Hear directly from the Director what's happening and how to ensure your projects go smoothly when dealing with the Bureau.

*Presenter(s): Keith Lambert, Bureau of Construction Codes*

### 7. Commissioning HVAC Systems

Commissioning is the professional practice that ensures buildings function properly according to the Owner's Project Requirements

(OPR). Some owners use commissioning to ensure that new mechanical systems (or even entire buildings) get setup and working properly, but even old buildings and equipment can benefit tremendously from this process. Learn how commissioning works, the different types and when to use each, and how it can save facility owners precious utility dollars while frequently delivering better HVAC to your buildings.

*Presenter(s): Nicholas Thornton, Siemens Industry, Inc./Building Technologies*

**9:50 – 10:10 am**

## Break

*Sponsored by CRS - Commercial Roofing Specialists, North Coast Roofing Systems and SET SEG*

**10:10 – 11:30 am**

### 8. Boiler Care

Maintaining boilers properly leads to safer operations and energy savings. Discover what should be part of your boiler maintenance program for your schools. Also, what can be done in house and what should be contracted out.

*Presenter(s): Milton Simmons, Hartford Steam Boiler*

### 9. Pump It Up!

Our building systems rely on various pumps to perform properly. Better understanding how pumps actually work and what should be done to ensure optimum performance is important. Join an interactive demonstration designed to show the inner workings of pumps and how to apply this knowledge for more peak building performance.

*Presenter(s): David Chwalibog and Mike Belanger, R. L. Deppmann Co.*

### 10. Looking at Operations Through a Lean Lens

Hear how one district viewed their entire operations department with a critical eye to

# Monday • October 2, 2017

eliminate waste and duplication. The result has been a leaner program that better utilizes existing staff while maintaining a high-quality level of performance.

*Presenter(s): Christine Thomas-Hill and Tyson Burch, Traverse City Area Public Schools*

## 11. What's Up Dude?

More than 200 districts in Michigan, and 6,500 districts nationally, use at least one module of SchoolDude's suite of solutions. SchoolDude continues to evolve and enhance their tools. They have also committed to mining important data that can help client districts communicate facilities information to pertinent stakeholders. Learn all that is happening at SchoolDude and what is planned for the future.

*Presenter(s): Josh Peach, SchoolDude.com, Inc.*

## 12. IPM — Integrated Pest Management Updates

IPM remains a required program for schools to have in place. The State of Michigan has increased its compliance reviews, so you need to make sure your program is up to par. Learn how to ensure your program complies with the rules and is also effective at controlling pests in your schools.

*Presenter(s): Bob Stoddard, EnviroSafe, Inc.*

## 11:40 am – 12:15 pm

Networking Luncheon with Exhibitors

## 12:15 – 2:15 pm

Exhibit Show

## 2:30 – 5:30 pm

### 13. Custodial Operations

Understand custodial operations and learn best practices that focus on procedure manuals, scheduling and staffing, training, equipment and supplies, and service contracts.

*Presenter(s): Glen Huizenga, Nichols and Jeff Miller, Kent ISD*

### 14. Systems — HVAC, Electrical & Technology

An overview of different systems and their components, and the working relationship between the different systems.

*Presenter(s): Nicholas Thornton, Siemens Industry, Inc./Building Technologies*

## 2:30 – 3:50 pm

### 15. The Great Flooring Debate

There are more flooring choices than ever before — how do you know the right type of flooring for your specific spaces? Learn the various types of flooring and their respective applications. Discover the key considerations when deciding on the correct flooring choice, from installation to ongoing maintenance.

*Presenter(s): Kevin Pasma, River City Flooring*

### 16. The Unconference Round Table

Join this participant-driven session designed to cover the topics you want to talk about! Discuss with your colleagues the issues most important to you. This is a great forum to learn a lot quickly from dialogue with others with mutual interests.

*Presenter(s): Tim Peraino, Kent ISD*

### 17. Environmental Update

As the tragic Flint water crisis fades from the headlines, it doesn't mean schools won't continue to be scrutinized for compliance with all sorts of various environmental rules and regulations. Hear the latest on water quality, asbestos, lead paint, indoor air quality, and more.

*Presenter(s): Kary Amin, Nova Environmental*

### 18. Linking Academic Performance with Building Performance: The Case for Energy Efficiency Now

Current and emerging research indicates increased student and teacher success can be linked to high performance energy investments in academic facilities. Hear case studies and review ways to describe and

quantify the full value proposition of energy efficient upgrades within your district. Learn the latest funding resources, technical tools and technologies to increase energy efficiency in your school community.

*Presenter(s): Jason Bing, Ecology Center and Emile Lauzzana, USGBC*

### 19. Technology and Facilities Management — Tear Down the Wall!

In today's world we cannot afford an adversarial relationship with the technology department. Since most of the facilities systems rely on technology, we need to be partnering with each other. When a catastrophe hits, or a system goes down, we need to set priorities with our IT department to determine goals for operating the district. Learn from a facilities director, and IT director turned facilities director, on how to work together effectively to keep your district operating seamlessly.

*Presenter(s): Matt Hess, Birmingham Public Schools; Robin Samuel, Mt. Clemens Community Schools*

## 3:50 – 4:10 pm

Break

*Sponsored by CRS - Commercial Roofing Specialists, North Coast Roofing Systems and SET SEG*

## 4:10 – 5:30 pm

### 20. Natural Gas Cooling?

Re-purposing or updating an older facility? Explore some creative ways to reduce the cost of achieving comfort with a modern, high efficiency, combined heating and cooling system. Compare traditional boiler/chiller systems, Variable Refrigerant Flow systems and natural gas heat pump solutions, along with the associated capital and operating costs.

*Presenter(s): Alan Deal, Performance Engineering Group, Inc.*

# Monday • October 2, 2017

## 21. Innovations for Recruiting and Retaining Employees

How do we find good employees in today's labor market and how do we get the best results from our team — regardless of the generation? Technology, scheduling, and communication all factor in a successful operation. It's so much more than handing someone a bucket and mop and showing them their closet. Join a discussion on recruiting and retention ideas — you are sure to find something new to try, and a great reminder; we are all in this together!  
*Presenter(s): Karin Wysocki, GRBS, Inc.*

## 22. Natural Turf and Crumb Rubber

Did you know that leftover crumb rubber from a synthetic turf field, used properly, can sustain natural turf in high traffic areas, such as goal mouths? Often times this extra crumb rubber just sits there unused. Learn techniques to utilize crumb rubber, whether it's left over or purchased specifically for this use, in extending the life of your natural turf's most heavily

used areas. Discussion will also include other methods for maintaining natural turf fields in optimal condition.

*Presenter(s): Craig O'Berry, Pioneer Athletics and Bruce Lemons, Foresite Design, Inc.*

## 23. Do We Have Enough?

Most of us would say we don't have all we need to accomplish our mission to the level we desire. Certainly we've seen operational resources decline for quite some time, but how do we determine our actual level of resources (people, materials, etc.) and the impact on the mission? This should be a big question for every manager. Is it just a use of benchmarks or is there some way to quantitatively assess how much of something you need? Discover processes to help determine resource needs and how to explain to your customers your ability to deliver services based on the resources on hand.

*Presenter(s): Tim Ammon, School Bus Consultants*

## 24. Mentoring Our Replacement

Too often, schools promote from within without properly preparing the individual for their new role. Mentoring is designed to assist in identifying career goals and provide hands-on learning opportunities for employees. Mentorship programs foster teamwork and collaboration, transfer management and institutional knowledge, and provide for succession as managers retire or resign from their positions. Learn how one district formalized this process and created a meaningful program to help grow their up and coming leaders.

*Presenter(s): Jon Barth and Chris Smallwood, Berkley Schools*

**5:30 – 6:30 pm**

Reception on the Mountain Top

**6:30 – 7:30 pm**

Buffet Dinner

*Sponsored by Be-Energy Solutions, GRBS, Inc. and Spartan Chemical Company*

# Tuesday • October 3, 2017

**7:30 – 8:20 am**

Full Breakfast

*Sponsored by Performance Engineering Group, Inc. and Turfix, LLC*

**8:30 – 11:30 am**

## 25. Budgeting for Facilities

Learn principles of school budgeting and explain methods of establishing and maintaining a facilities or an operations budget. This session will also discuss major budget pressures that schools face, the role of collective bargaining in the budget, and how the public can affect the local school budget.  
*Presenter(s): Steven Lenar, Holly Area Schools*

## 26. Utilities and Energy Efficiency

Overview of the gas and electric utilities, including: services provided and deregulation; discussion of energy conservation options; and a method of financing.

*Presenter(s): Jeff Clark, Michigan Schools Energy Cooperative and Scott Mason, Schneider Electric*

**8:30 – 9:50 am**

## 27. Purchasing Resources

What's out there to assist with purchasing? Learn the tools and cooperatives available to help you find what you need at the best pricing, while satisfying bid requirements. Proper purchasing can be a time-consuming

process, using these tools will make you much more efficient in this area.

*Presenter(s): Anna Marie Hollander and Michelle Selak, Oakland Schools*

## 28. Security and Access Control

Many districts have upgraded their buildings with new access control technology. How does that translate into protecting kids and staff throughout the day? Discover strategies that one district has employed to provide reasonable, yet effective, security for building occupants.

*Presenter(s): Doug Gallup and Andy Jonkman, Byron Center Schools*

# Tuesday • October 3, 2017

## 29. Using Data in Facilities Management

What data is meaningful to us for managing a successful facilities operation? How do we use it effectively and where do we find it? If you're utilizing a work order system, there is a wealth of useful information to be gained — but we need to think about what's available and what we should utilize. Learn all the state and national data that SchoolDude is accumulating and how it might work for your operation.

*Presenter(s): Herb Crawford and Pat Buchanan, SchoolDude.com, Inc.*

## 30. Turning Complaints into Kudos

Guess what? Not receiving complaints may not be a good thing! Many customers with complaints may not let the facilities department know, but they will tell 15 other people! Learn how to communicate to your customers that you want to hear their concerns and then to handle them appropriately. Learn strategies that can help turn those complaints into praise and ensure your department is recognized for delivering outstanding service.

*Presenter(s): Tom Zaglaniczny, Nichols*

## 31. New Directors Round Table

Relatively new to the position of facilities management in schools? Join in discussions with others in similar circumstances on topics of interest or challenge. Sometimes the veterans don't remember what's it's like at the beginning. Take advantage of the benefit of speaking to peers in a comfortable, casual environment.

*Presenter(s): Steve Rusnock, Ingham ISD*

## 9:50 – 10:10 am

### Break

*Sponsored by CRS – Commercial Roofing Specialists, North Coast Roofing Systems and SET SEG*

## 10:10 – 11:30 am

### 32. Waste Disposal Analysis Can Save Money

Analyzing your waste disposal & recycling programs can reveal many opportunities to save money, be more efficient, and protect your employees from injury. We may not always pay close attention to this significant expense as long as the dumpsters are getting emptied. A closer look and analyses may provide substantial opportunities to save money while retaining the same or better service level and not changing providers. Process improvements will lead to cost savings and greater efficiency and safety. Now is the time to make your schools "Green".

*Presenter(s): Jerry Carlin, Sunrise Management Services*

### 33. Dive In To Pool Safety and Efficiency

Is your pool a safe environment for the many customers that use it? Is it running efficiently from an energy and mechanical perspective? Learn the latest on pool equipment, preventing waterborne illnesses, and other best practices for swimming pool operations.

*Presenter(s): Bill Babcock, Aquatic Source, LLC*

### 34. Safety on Campus

Schools spend a lot of time considering how to deal with tragedies; however, other, more mundane incidents resulting in injury are much more likely — from people coming on campus for events, to students and staff every day. Learn the areas where these injuries often occur and how best to reduce the likelihood of it happening in your district.

*Presenter(s): Mike Grosso, SET SEG*

### 35. Is an LED Retrofit in Your Future?

LED is increasingly becoming the lighting technology of choice when considering lighting upgrades. There are many products out there, with various strategies regarding installation. Learn what to consider when it comes to an LED conversion, the economics

of converting, along with discerning quality products. Armed with the proper knowledge, you'll be much more likely to have a successful project.

*Presenter(s): Michael McClear, Be-Energy Solutions*

### 36. You. Your Story. Make An Impact.

Discover the art and business of strategic storytelling, as it pertains to your method of influence. You will walk through a proven blueprint to help you increase your level of influence and persuasion by connecting on a deeper level with those you serve. No matter your role, if you're trying to influence others, Strategic Storytelling can be a great tool. Learn the secrets to improve the power of your words to go from manipulating to motivating. It's all about connection.

*Presenter(s): Kelly Swanson, Swanson Speaks, Inc.*

## 11:30 am – 12:15 pm

### Lunch

*Sponsored by Clorox Professional – APEX and Munetrix, LLC*

## 12:15 – 1:00 pm



### Keynote Speaker

Kelly Swanson is an award-winning storyteller, comedian, motivational speaker, and

author. Kelly teaches people how to harness the power of story. Whether it's the storyline running through your head, to help you deal with stress and change, and reach a higher level of peace, productivity, and prosperity — or using the power of story to connect and engage to have more influence in your life and in your organization. For more about Kelly visit [www.MotivationalSpeakerKellySwanson.com](http://www.MotivationalSpeakerKellySwanson.com)

**Stay until the end for special giveaways!**

# 19th Annual Facilities/Operations Director Conference & Expo Registration Form

## October 1 – 3, 2017 • Crystal Mountain Resort, Thompsonville

Ms.  Mr.

Name: \_\_\_\_\_

PIC: \_\_\_\_\_

Name for Badge: \_\_\_\_\_

Position: \_\_\_\_\_

District/Company: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone #: \_\_\_\_\_

Email Address (required): \_\_\_\_\_

MSBO membership (if not previously paid; \$143 active, \$286 primary associate, \$143 secondary associate member; membership expires 6/30/18)

I am a first-time attendee

I am interested in being a moderator  
(MSBO will confirm with a phone call or email)

### Special Meal/Special Services

Please specify: \_\_\_\_\_

### Payment Information:

\$265 members/\$340 nonmembers early bird pricing (by 9/18/17)

\$280 members/\$370 nonmembers after 9/18/17

Registration fee includes welcoming reception, two full breakfasts, two lunches, one dinner, breaks and materials.

\$75 fee for spouse attending the conference. This fee covers all meals.

Spouse's Name: \_\_\_\_\_

Check enclosed payable to MSBO for: \$ \_\_\_\_\_

Charge my:  Visa  MasterCard  American Express

Cardholder's Name: \_\_\_\_\_

Card # \_\_\_\_\_

Signature: \_\_\_\_\_

(Please sign as it appears on your credit card)

Expiration Date: \_\_\_\_\_ CSV: \_\_\_\_\_

### Sunday, Oct. 1

Check here for nine holes of golf. (Do not pay now. Payment will be made at the Golf Pro Shop.) 2:00 – 5:30 pm

Check here if you will be attending the Welcoming Reception  
5:30 – 7:30 pm

### Monday, Oct. 2 (Choose one 3-hour session or two shorter sessions)

#### 8:30 – 11:30 am

1.\_\_\_\_ 2.\_\_\_\_

#### 8:30 – 9:50 am

3.\_\_\_\_ 4.\_\_\_\_ 5.\_\_\_\_ 6.\_\_\_\_ 7.\_\_\_\_

#### 10:10 – 11:30 am

8.\_\_\_\_ 9.\_\_\_\_ 10.\_\_\_\_ 11.\_\_\_\_ 12.\_\_\_\_

#### 2:30 – 5:30 pm

13.\_\_\_\_ 14.\_\_\_\_

#### 2:30 – 3:50 pm

15.\_\_\_\_ 16.\_\_\_\_ 17.\_\_\_\_ 18.\_\_\_\_ 19.\_\_\_\_

#### 4:10 – 5:30 pm

20.\_\_\_\_ 21.\_\_\_\_ 22.\_\_\_\_ 23.\_\_\_\_ 24.\_\_\_\_

Check here if you will be attending the Monday Dinner  
5:30 – 7:30 pm

### Tuesday, Oct. 3 (Choose one 3-hour session or two shorter sessions)

#### 8:30 – 11:30 am

25.\_\_\_\_ 26.\_\_\_\_

#### 8:30 – 9:50 am

27.\_\_\_\_ 28.\_\_\_\_ 29.\_\_\_\_ 30.\_\_\_\_ 31.\_\_\_\_

#### 10:10 – 11:30 am

32.\_\_\_\_ 33.\_\_\_\_ 34.\_\_\_\_ 35.\_\_\_\_ 36.\_\_\_\_

Check here if attending the Closing Session & Lunch

### Register online at [www.msbo.org](http://www.msbo.org) or:

Use your completed form to register online or mail your completed registration form with a check to: MSBO, 1001 Centennial Way, Suite 200, Lansing, MI 48917. Fax to: 517/327-0768. Questions: 517/327-5920. A \$25 service fee will be charged for cancellations. No refunds are given for cancellations within two weeks of the event. Substitutions may be made at any time. Payment must be received by the date of the event or a \$25 billing fee is assessed.