



PCAPPA

#SharpenYourTools@PCAPPAVegas

2019 Annual Conference

September 29 – October 1, 2019

Las Vegas, NV

WELCOME
to the
PCAPPA 2019
ANNUAL CONFERENCE!

Welcome to the PCAPPA 2019 Annual Conference. We are so delighted you are here with us for an enriching experience at Planet Hollywood in Las Vegas.

Be prepared for a super packed knowledge building adventure and fill up your toolbox with cutting-edge ideas, best practices and innovations in every aspect of the facilities organization. We have over 75 institutions, 40 businesses and 200 professionals at this conference. So, connect, share your stories of success to inspire, put forward your challenges, and be inspired by how our colleagues have tackled similar challenges and expand your network. Extend your reach and let us continue to build capacity to tackle the challenges in Facilities today as we continue to elevate our profession.

Key highlights for this conference include:

- Welcome Reception in the PCAPPA Conference Hall of Resources at 6 p.m., on Sunday, September 29, 2019;
- Special welcome event at 5pm on Sunday, September 29, 2019 in the Wilshire Ballroom for first time participants;
- Inspirational and sensational Keynote Speakers: Patti Dobrowolski, an Author, Speaker, Strategic Illustrator and Change Agent and the Motivational Improviser Avish Parashar to incite your curiosity;
- Campus Tour of University of Nevada, Las Vegas;
- Dazzling team building activity, Industry Showcase Sessions and many interactive activities;
- Hall of Resources with displays of expansive resource pool of knowledge and tools;
- Newly introduced mini general sessions on most requested topics and challenges in facilities;
- APPA awardees celebration and highlights of PCAPPA 2019 accomplishments;
- Closing Reception and inauguration of the 2019-2020 PCAPPA board;
- Many, many knowledge sharing, fun activities and networking opportunities.



I can assure you that this conference experience will invalidate the “Vegas Rule” and keep you talking. So get ready, and enjoy your time in Vegas!

I look forward to connecting with you.

Winnie Kwofie, PCAPPA President

SCHEDULE at a Glance

	DAY	TIME	FUNCTION	LOCATION
SUNDAY	9/29	10:00 a.m. - 6:30 p.m.	Registration Open	Rotunda
		2:00 p.m. - 5:00 p.m.	UNLV Campus Tour	Off-site
		5:00 p.m. - 6:00 p.m.	New Attendee Orientation/Reception	Wilshire Ballroom
		6:00 p.m. - 7:30 p.m.	Welcome Reception in Hall of Resources	Mezzanine
MONDAY	9/30	7:00 a.m. - 4:30 p.m.	Registration Open	Rotunda
		7:00 a.m. - 8:00 a.m.	Sit Down Breakfast	Celebrity 4
		8:00 a.m. - 9:00 a.m.	Opening General Session with Patti Dobrowolski	Celebrity 4
		9:00 a.m. - 10:00 a.m.	Team Building Event	Celebrity 4
		10:00 a.m. - 11:00 a.m.	Hall of Resources Open w/Coffee	Mezzanine
		11:00 a.m. - 12:00 p.m.	Educational Workshops	See Detailed Schedule
		12:00 p.m. - 1:30 p.m.	Hall of Resources Open w/Lunch & Industry Showcase Sessions	Mezzanine
		1:30 p.m. - 2:30 p.m.	Educational Workshops	See Detailed Schedule

TUESDAY

2:45 p.m. - 4:05 p.m.	Mini General Sessions (2)	Celebrity 1 & 4
4:20 p.m. - 5:20 p.m.	Educational Workshops	See Detailed Schedule
5:30 p.m. - 6:30 p.m.	Speed Networking Event VIP Reception <i>invite only</i>	Wilshire Ballroom

10/01	7:30 a.m. - 4:00 p.m.	Registration Open	Rotunda
	8:00 a.m. - 9:30 a.m.	Hall of Resources Open w/Breakfast & Industry Showcase Sessions	Mezzanine
	9:30 a.m. - 10:50 a.m.	Mini General Sessions (2)	Celebrity 1 & 4
	11:05 a.m. - 12:05 p.m.	Educational Workshops	See Detailed Schedule
	12:15 p.m. - 1:45 p.m.	Lunch & Business Meeting	Celebrity 4
	2:00 p.m. - 3:00 p.m.	Educational Workshops	See Detailed Schedule
	3:15 p.m. - 4:15 p.m.	Closing Keynote Session with Avish Parashar	Celebrity 4
	5:00 p.m. - 7:00 p.m.	Closing Reception	The London Club



DETAILED SCHEDULE

SUNDAY, SEPTEMBER 29, 2019

10:00 a.m. - 6:30 p.m. // Rotunda // Registration Open

2:00 p.m. - 5 p.m. // UNLV Campus

University of Nevada Las Vegas – Campus Tour

(Tour group will meet on the Mezzanine level of the hotel at the doors to the conference center at 1:45pm. Transportation will be provided via shuttle bus to UNLV.)

The University of Nevada Las Vegas is currently engaged in a comprehensive campus master plan with the vision that by 2025, UNLV will be recognized as a top tier public university in research, education and community impact. UNLV's diverse faculty, students, staff, and alumni promote community well-being and individual achievement through education, research, scholarship, creative activities, and clinical services. Tour UNLV to see some of the developments in the core of the campus including the Student Recreation and Wellness Center, Lied Library and the new state of the art Harrah's Hospitality Hall <https://www.unlv.edu/hospitality/hospitalityhall>.

Learning Outcomes:

1. Develop a building to stimulate economic development and foster innovation to support one of the top ranked hospitality programs in the world.
2. Focus on partnering in research and education and engaging learners by creating space to bring people and information together in innovative ways.
3. Maximize space for student recreation and wellness to promote health and enrich the cultural vitality of a diverse population of students, staff and the community.
4. Develop and maintain master services agreements and a shared vision between a university and constituents to create a sense of place that balances institutional identities and missions for operations, land use, and capital investment decisions.

5:00 p.m. - 6:00 p.m. // Wilshire Ballroom

New Attendee Orientation/Reception

Join us for a cocktail and a chance to network with other new attendees. Meet the PCAPPA board members and hear from PCAPPA's President on how to make the most out of the conference experience!

6:00 p.m. - 7:30 p.m. // Mezzanine

Welcome Reception in Exhibit Hall (Hall of Resources)

Sponsored by AssetWORKS

Games brought to you by COX BUSINESS

Join us in the Hall of Resources for a Sunday Night Football showing as well as a networking reception with our exhibitors. Watch the New Orleans Saints take on the Dallas Cowboys in a Sunday night showdown. Come dressed in your favorite NFL team's jersey and ready to cheer! Food, beverages and fun will be provided. Don't forget to stop by the AssetWorks booth (#26) to pick up a ticket for a custom drink!

MONDAY, SEPTEMBER 30, 2019

7:00 a.m. - 4:30 p.m. // Rotunda // Registration Open

7:00 a.m. - 8:00 a.m. // Celebrity 4 // Sit Down Breakfast

8:00 a.m. - 9:00 a.m. // Celebrity 4

Opening General Session

Patti Dobrowolski, Author, Speaker, Strategic Illustrator, Change Agent, Three-time TEDx Speaker



PATTI DOBROWOLSKI

Boost your organizational genius! Visual goal setter Patti Dobrowolski captivates and inspires audiences using the business leadership tool of the future: Drawing Solutions.

3-time TEDx speaker, critically acclaimed comic performer, writer and business consultant, Patti's innovative visual keynotes, break out and gamestorming sessions inspire employee and leadership creativity. Need to clearly identify and communicate what's changing in your business while capturing the genius of your leaders at all levels? Patti's *Snapshot of the Big Picture* process has helped to transform NGOs, Fortune 500 companies, B2Bs and startups around the globe. Leaders at all levels learn to translate and communicate their vision of the future using a simple, effective visual.

Set your goals, envision your desired future, create positive change, enhance culture and accelerate team performance for a better bottom line.

9:00 a.m. - 10:00 a.m. // Celebrity 4 // Team Building

Get to know your fellow PCAPPA attendees with a series of quick and fun activities which will help you "break the ice" and make lasting connections at the conference! Business Partners are encouraged to attend!

10:00 a.m. - 11:00 a.m. // Mezzanine

Exhibit Hall (Hall of Resources) Open w/ Coffee

Sponsored by EES FACILITIES CONSULTING SERVICES CORPORATION

BREAKOUT SESSIONS:

11:00 a.m. - 12:00 p.m. // Melrose 4

Track: Knowledge

A Locals Meeting of the Minds at the Ground Level

Speaker: Kimberly Case-Nichols, Executive Director of Space and Facilities Management - University of Nevada Las Vegas

Join us and develop a local core facilities peer group and business partner network in Nevada. Step outside of your vacuum and explore opportunities with industry peers on addressing specific needs in regional areas and share localized resources. In the session, we will discover how to broaden access to individuals with whom you can develop professional relationships and capitalize your knowledge about local case studies. Be prepared to share community workplace trends, better ways to communicate and connect with peers and experts who are close to your work environment. Facilities professionals can swap stories and ideas to help each other to improve areas such as deferred maintenance, increase morale and cost saving ideas. This session is inclusive of all PCAPPA members and anyone interested in networking with the Nevada locals.

11:00 a.m. - 12:00 p.m. // Sunset 3/4

Track: Creativity

Comfort, Cost Savings and Control: How to More Easily and Efficiently Control Thermal Environments in Your Learning Centers

Speaker: John Taylor, Managing Director, Vigilant

Speaker: Patty Anderson, Regional Director, Vigilant

Too hot? Too cold? Facility managers must continually juggle the comfort requirements of building users against the requirements of sensitive equipment and rising energy costs. New cloud-based, IoT technology simplifies this balancing

act by automatically tuning cooling based on the real-time use of the building and pre-determined temperature thresholds to maintain a comfortable learning environment with the greatest possible efficiency. This presentation describes use of this technology in three university settings, with the results and cost savings achieved, in three very different geographic and physical environments.

11:00 a.m. - 12:00 p.m. // Melrose 3

Track: Creativity

Innovations in Location, Mapping Technologies

Speaker: LeAnna M. Pitts, Assistant Director of Facilities, Work Management, University of Oregon

Speaker: Ken Kato, Director, GIS & Mapping, University of Oregon

Come learn about Innovations in Location, Mapping Technologies. Campus Planning and Facilities Management have partnered with Safety and Risk Services leveraging our location and mapping technologies to enhance service, efficiency, safety and resilience at the University of Oregon.

11:00 a.m. - 12:00 p.m. // Sunset 5/6

Track: Knowledge

On-site Vendor Managed Inventory - Lessons from Western Washington University's Implementation

Speaker: Julie Larmore, MBA, MPA, CEFP, Assistant Director, Facilities Financial & Business Services, Western Washington University

Western Washington University is in the final stages of implementing an onsite vendor managed inventory program through Fastenal. As part of this onsite solution our tradespeople order parts, tools, and consumables (including custodial supplies) through the work order system using mobile devices. These orders are sent directly to Fastenal to fulfill from their onsite operation at Western's maintenance yard.

This session will include an overview of the university/vendor partnership, how Western is managing vendor inventory lists, purchase requests, fulfillment, purchase orders, invoicing of inventory materials, deliveries, and lessons learned from the implementation.

12:00 p.m. - 1:30 p.m. // Mezzanine

Exhibit Hall (Hall of Resources) Open w/Lunch & Industry Showcase Sessions

12:00 p.m. - 12:20 p.m.: High Performance Carpet Specifications: Durability, Longevity and Reduced TCO

Speaker: Jill Dougherty, Director of Global Strategic Accounts, Bentley Mills

12:30 p.m.-12:50 p.m.: Simple Custodial Work-loading with APPA Cleanliness Standards

Speaker: Rob Barthelman, Co-Founder, dabblefox

1:00 p.m. - 1:20 p.m.: Improve Your Strategic Planning With Better Data

Speaker: James Wolf, Account Executive, AssetWorks Facilities

Speaker: Randy Walsh, VP of Sales, AssetWorks Facilities

BREAKOUT SESSIONS:

1:30 p.m. - 2:30 p.m. // Sunset 5/6

Track: Leadership

APPA Thought Leaders

Speaker: Ruthann Manlet – APPA 2019-2020 President, APPA

The landscape of higher education is changing at a pace that makes it challenging to keep up with the potential impacts on the facilities management world. The Thought Leaders Series from APPA can help prepare the facilities manager for the new challenges. This session will explore the recent driving forces impacting higher education and the resulting changes that will modify the way we do business. Recent monograph topics will be explored and issues identified that will be critical to the facility manager. Methods that the facility manager can use to gain a seat at the decision making table will utilize strategies and provocative questions to promote the discussions on campus.

1:30 p.m. - 2:30 p.m. // Sunset 3/4

Track: Creativity

Change the Perception of Your Department...Ten Seconds at a Time

Speaker: Robert G. Hood, Communications Specialist, Campus Life Services, University of California, San Francisco

Speaker: Jon Giacomini, EFP, Assistant Vice Chancellor, Facilities Services, University of California, San Francisco

Speaker: Sean Aloise, Communications Manager, Facilities Services, University of California, San Francisco

Starting in 2017, UCSF started using pictures to tell stories about the facilities

department. Facilities staff were encouraged to send smart phone photographs from before and after projects they completed, as well as photographs of facilities staff at work and at team building events. Department management would select two photos a week and add a maximum of three sentences to explain each picture. Limiting the description to three sentences and having a great photograph is the essence of the “Ten Second Message.” What happened next was unexpected and a big win for our facilities department. Photographs started coming in from everywhere in the department: custodians, trades, engineers, administrators, facility managers, everyone! On top of this, our customers and campus administration were hearing about the photographs and wanted to see them, too. This led to a campus wide effort to make Facilities Services front and center on campus.

1:30 p.m. - 2:30 p.m. // Melrose 4

Track: Leadership

Don't Get Mad, Get Even

Speaker: Rachel DeAlto - Rachel DeAlto LLC

Don't Get Mad, Get Even. Not even as in revenge - even as in balanced! Stress at work costs over \$300 billion every year in absenteeism, lowered productivity, turnover and other costs. Did you know that 80% of workers feel stress on the job? Nearly half say they need help learning how to manage that stress. Even more interesting is that while 46% of that stress is from workload, 28% is from “people issues” according to the American Institute of Stress. What if you could address all of those challenges with one program?

Learn how to:

- Overcome stressful situations in the workplace
- Handle difficult conversations and colleagues
- Manage your stress level and find balance

1:30 p.m. - 2:30 p.m. // Melrose 3

Track: Creativity

TRUE Zero Waste Platinum Certified - Connie and Kevin Chou Hall, Haas Business School, UC Berkeley

Speaker: Michelle La, Zero Waste Specialist, Cal Zero Waste, Facilities Services, UC Berkeley

Connie and Kevin Chou Hall is the newest building addition to the UC Berkeley Haas Business School. It is the first academic building in the world to achieve US Green Building Council's TRUE Platinum Certification. From concept to

certification, the project spanned over two years, and is continuing as we strive to continue the highest level of TRUE zero waste certification. The Certification process involved engaging members of all levels, from management, operational staff, faculty, students and visitors as well as active and open communication on how to maintain the facility. This achievement has garnered awareness at UC Berkeley and other university campuses about how zero waste can be successfully reached and helped develop best practices on how we continue zero waste moving forward.

MINI GENERAL SESSIONS:

2:45 p.m. - 4:05 p.m. // Celebrity 1

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Track: Leadership

Yes You Can - Scary Conversations to Build Leadership Capacity

Speaker: Karen Whitney, Higher Education Advisor, Consultant, Author & Speaker, Former University President and University System Chancellor

Speaker: Kimberly Case-Nichols, Executive Director of Space and Facilities Management, University of Nevada Las Vegas

Speaker: Tom Polansky, Assoc. Vice President, Facilities, Occidental College

Speaker: David Llewelyn Samuels, Executive Coach & Strategic Advisor, DLS Partners LLC

Speaker: Winnie Kwofie, PE, MBA, MS, MSCE, Associate Vice President, Facilities Development & Operations, California State University East Bay

We are facing scary shifts in education: Students, their families and communities hold increasing expectations of our campus communities to be safe, secure, highly relevant and meaningful to each student. Meeting these increasing expectations for many of us comes with operational and financial challenges. Our conversation today is designed to enable you to create and support your diverse and inclusive team in order to ensure your organization's success. Even though these challenges are scary, now is the time to seize this moment to explore the many paths to building your diverse team. Recruiting great talent is getting tougher and the stakes are even higher because it is clear that the best teams are diverse and reflect an inclusive talent pool. As campus leaders, we create the environment that draws the best and most effective teams. We must know and lead beyond the inequalities and social injustices that exist as we build our diverse teams. We cannot solve today's challenges with yesterday's mindset. Join us in a “scary conversation” with a diverse panel including a Campus Administrator, University System Chancellor, Facilities Leaders, Campus Business Partners who have moved beyond “the scary” to leading diverse and inclusive organizations.

2:45 p.m. - 4:05 p.m. // **Celebrity 4**

Sponsored by 

Track: Leadership

Relat(able)

Speaker: Rachel DeAlto - Rachel DeAlto LLC

“Now that is someone I could work with.” A 2018 LinkedIn study revealed that the #1 skills gap in the United States are soft skills including leadership, communication and collaboration. Our networks are increasing, yet the quality of our relationships are diminishing. It’s no secret that people will always prefer to do business with those they like and trust. Whether you are selling, leading, or building a team - relatability is an essential skill. A relatable salesperson will outsell their knowledgeable but unfriendly colleague. A relatable CEO will inspire their employees to work harder. A relatable customer service representative will resolve challenges with ease. Being relatable means you can connect, communicate, and inspire - leading to your success and the success of your organization. Thankfully, relatability is a skill that can be learned, and your attendees will learn the art of relatability in this mini keynote with takeaways to improve every relationship. Learn:

- The 3 step blueprint to become magnetic
- How to be authentic and connect in any situation
- What people need to feel to trust and remain loyal to you

BREAKOUT SESSIONS:

4:20 p.m. - 5:20 p.m. // **Sunset 5/6**

Track: Diversity

Conversation with Women Leaders in Facilities: A Round Table Discussion

Speaker: Winnie Kwofie, PE, MBA, MS, MSCE, Associate Vice President, Facilities Development & Operations, California State University East Bay

Speaker: Kimberly Case-Nichols, Executive Director of Space and Facilities Management, University of Nevada Las Vegas

We are currently witnessing an increasing number of women leaders in all professions with zero and or low percentage of women leaders. And yes, it is inspiring to see this trend in our Facilities profession: planning, design, construction, facilities services, operations, maintenance and more. As exciting as this is, one key challenge continues to be the fact that there are very few role models to provide shared experiences, conversations and coaching to support

these aspiring women leaders. To be effective leaders, aspiring women need the tools, skills, abilities and continued support to be successful. So please join us for this roundtable discussion; come engage, share your experience, tap into the wealth of experiences, strength and knowledge that will equip you on your journey to effective leadership. Come create a network of support that will carry you through your leadership journey.

BREAKOUT SESSIONS:

4:20 p.m. - 5:20 p.m. // **Melrose 3**

Track: Leadership

Case study of Cal State Fullerton: Implementing a Hybrid Zone/Task Custodial Plan in a High Rise Building College Environment

Speaker: Tuan Nguyen, BS Nuclear Engineer, MBA, CEFP, CA contractor licenses (A, B, C20, C7), Director of Physical Plant, California State University Fullerton

Custodial challenges are a daily concerns for all facilities managers. We asked if there is a better ways to do things but we do not want to make that leap. This case study at Cal State Fullerton (CSUF) looked at the steps CSUF took to introduce new cleaning method, tackle the attendance issue, establish job card, create a quality control, preventive maintenance plan and inspection plan. With new changes, there are pitfalls and this study will highlight areas that managers need to pay attention to.

4:20 p.m. - 5:20 p.m. // **Sunset 3/4**

Track: Leadership

Data-Driven Master Planning: Tools to help Get Your Projects Prioritized by Senior Management

Speaker: Wes Walker, P.E., LEED® AP, Senior National Director Building Performance and Sustainability, Siemens Smart Infrastructure

Many educational institutions today face the same obstacles to achieving their core mission of recruiting, educating students and providing pathways to successful careers: Budget & Resource Constraints, Aging Infrastructure, Deferred Maintenance, and Sustainability Expectations. We will present our proven method for effective master planning that differentiates itself by quantifying infrastructure performance as perceived by your customers (the faculty, staff and students). It provides the decision makers objective data to link facilities performance directly to your core mission in order to prioritize

capital dollars more efficiently. Utilizing a data-driven process for making smart infrastructure decisions helps you clear the fog of decision-making, aligns budgets with mission impact and priorities, and changes the lens with which management sees infrastructure. Join us to learn a new way to overcome our crisis of priorities, challenge the “autopilot” process, and take the simple, but necessary steps to plan for your campus of the future.

4:20 p.m. - 5:20 p.m. // Melrose 4

Track: Leadership

Supercharge Your Facilities Department: Four Management Tools to Achieve Results and Keep Good People on Your Team

Speaker: Tom Polansky, Assoc. Vice President, Facilities

Are you the kind of leader that expects the most from your people? Will you invest the kind of effort in your people required for their success? Our departments rely more than ever on the intelligence and resourcefulness of overworked staff. Clear communication and accountability are essential for organizational survival. Learn four key management behaviors to build and sustain a work environment that energizes you and your people, releases creativity and makes hard work productive and joyful.

5:30 p.m. - 6:30 p.m. // Wilshire Ballroom

Speed Networking Event VIP Reception (Invite Only)

TUESDAY, OCTOBER 1, 2019

7:30 a.m. - 4:00 p.m. // Rotunda // Registration Open

8:00 a.m. - 9:30 a.m. // Mezzanine

Exhibit Hall (Hall of Resources) Open w/ Breakfast & Industry Showcase Sessions

8:00 a.m. - 8:20 a.m.: The Next Generation of Access Control Door Opening Solutions

Speaker: Michael Murray, Business Development Manager, Western Region, ASSA ABLOY

Speaker: Dale Samsel, Regional EAC Campus Manager, ASSA ABLOY

8:30 a.m. - 8:50 a.m.: The Lean Challenge

Speaker: Michael Parks, Six Sigma, Lean, AMS, CIMS, Lean Executive Director, Veritiv Corporation

Speaker: Dawn Doane, Senior Lean Advisor, Veritiv Corporation

9:00 a.m. - 9:20 a.m.: From Plan to Comprehensive Water Management Program: A Synopsis

Speaker: Brooke Winter, Regional Manager, Phigenics LLC

MINI GENERAL SESSIONS:

9:30 a.m. - 10:50 a.m. // Celebrity 1

Track: Leadership

Leadership/Culture/Trust

Speaker: Chuck Farnsworth, APPA Senior Director of Education, APPA

Today's campus environment is at a cross-roads with leadership and trust. Join our closing speaker, Chuck Farnsworth, an original founding owner of the Covey Leadership Center, for a motivated conversation on the critical importance of commitment to organizations where people are valued as a means to solve the complex issues facing businesses today. We will explore the components on building a high Trust Culture and the role of the Leader in doing so. Engage in discussion on the leadership mindset needed to build a culture of trust by exploring six conditions present in today's organizations

as Chuck shares from his experiences as an education administrator, consultant and most recently newest member of APPA's staff leadership. Participants will leave the presentation with some quick wins they can take back to their organizations and implement immediately.

9:30 a.m. - 10:50 a.m. // **Celebrity 4**

Track: Leadership

Supervisor's Toolkit Training

Speaker: Jason Wang – Senior Director, California State University Northridge

Got a supervisors training program? Or maybe not? APPA's Supervisors Toolkit Educational process is the most comprehensive training/development opportunity to get first, new leaders started in the right direction, and second, providing seasoned leaders a fresh take to what it means to lead with and through people. The toolkit training process targets (7) interactive areas of self-development; "supervision, administration, communication, people, performance, service, and what leadership means." The process is a highly interactive training utilizing a group format to create a "question centric" orientated learning environment fostering greater self-reliance, and understanding to becoming/being a leader. Training at either your campus or regionally, come see a captivating quick snapshot to how this training can create & improve confidence. "It isn't just Nuts & Bolts anymore."

BREAKOUT SESSIONS:

11:05 a.m. - 12:05 p.m. // **Sunset 5/6**

Track: Knowledge

2D/3D Subsurface Utility Mapping - How Certain are you of What's Below Your Feet?

Speaker: Enrico Bertucci, PE, Operations Director, McCarthy Building Companies

Speaker: Brianna Lostaglio, Project Manager, McCarthy Building Companies

Speaker: Frank Fasano, San Francisco State University, Associate Vice President-Facilities Services

2D/3D Subsurface utility mapping can be one of the most relevant and cost effective expenditures a facilities organization can make. Oftentimes items that remain unseen are inevitably forgotten – until there's a crisis. In this presentation we will discuss San Francisco States' solution to one of the most costly negative impacts to our campus – unknowns associated with the subsurface infrastructure.

11:05 a.m. - 12:05 p.m. // **Sunset 3/4**

Track: Knowledge

Empowered Leadership and Knowledge Through Simple Custodial Work-loading, Inspections, Inventory Management, and Space Utilization Tools

Speaker: Robert Gutierrez, Facilities Systems Manager, San Mateo County Community College District

Speaker: Rob Barthelman, AIA, CEO, Co-Founder, Dabblefox

Speaker: Luis Carranza, Custodial Supervisory, College of San Mateo

Speaker: Karen Pinkham, Facilities Manager, Cañada College

Through simple, web-based tools that utilize APPA cleaning standards, San Mateo County Community College District has achieved greater efficiency, established clear custodial assignments, and developed and communicated clear and concise cleaning plans for their custodians. Presenters will share tools, processes, and reporting related to work loading, quality inspections, and supply inventory that will increase your efficiency and effectiveness in your facility cleaning and asset management. Live database examples will be shared.

11:05 a.m. - 12:05 p.m. // **Melrose 3**

Track: Diversity

Establishing and Expanding a Local/Small/Diverse Contractor Outreach Program for Design & Construction Procurement

Speaker: Christopher Manis, LEEP AP (BD+C), Vice Chancellor Facilities Management, San Diego Community College District

Speaker: Rachel Fischer, Director, San Diego Orange Imperial PTAC

Speaker: Ursula K. Leimbach, Public Information & Outreach Manager (Consultant), San Diego Community College District (SDCCD) Facilities Management Division

This workshop will provide attendees with proven strategies for establishing, expanding, and sustaining programs to increase participation of local, and small and/or historically underutilized businesses on procurement opportunities.

Attendees will learn how to:

- Promote and introduce the small/historically underutilized business community to prime contractors for the purpose of developing working relationships and job opportunities
- Identify certified local small/historically underutilized contractors to be notified of bid opportunities

- Promote opportunities for small/historically underutilized contractors at the lower tiers
- Build capacity within the small/historically underutilized business contracting community
- Provide technical assistance and workshops to acquaint small/historically underutilized businesses with their organization's contracting opportunities requirements.

Attendees will also learn how to diversify various engagement strategies to align with project delivery methods to assure optimal outcomes for both their organization and their contracting community.

11:05 a.m. - 12:05 p.m. // Melrose 4

Track: Knowledge

NEXT Generation Green Building: Connecting People & Place

Speaker: Millicent McLane, Vice President Sustainability and A&D, Western Division, Tarkett

The green building industry is moving fast. Are you keeping up? This presentation will cover trends that are influencing the green building movement and what that will mean for the NEXT generation of projects. We'll review new tools to help you evaluate material health and the rating systems that are using them. We'll also discuss design strategies to create actively beneficial spaces for learning, working, healing and living. Join us to learn how the NEXT green buildings will connect people and place.

12:15 p.m. - 1:45 p.m. // Celebrity 4

Lunch, Awards & PCAPPA Business Meeting

Sponsored by: 

Please join us for this luncheon to recognize and to celebrate members of our region who were recipients of various APPA 2019 awards for their innovative ideas, best practices, institutional culture and cutting edge programs. To demonstrate our commitment to accountability to you, we will provide updates on the state of our business affairs with highlights of 2019 accomplishments, finances, and our now adopted Strategic Action Plan - the 5-year road-map for our region. As always, we are excited to hear your feedback on how we can best continue to deliver value to you, our members.

BREAKOUT SESSIONS:

2:00 p.m. - 3:00 p.m. // Melrose 3

Track: Creativity

Are You Resilient Enough to Survive and Bounce Back?

Speaker: Tony Ihsan, ARM, CEFP, LEED AP, ARM, CEFP, LEED AP - Portland Community College

Planning for destructive hurricanes, heat, drought, fires, and snowstorms, to name a few, is now a condition of employment if you are an educational facilities professional. This presentation will cover the following key themes of diversity, leadership, creativity and knowledge impacting facilities in creating the framework to plan, prepare, respond, and recover from a climate related event.

2:00 p.m. - 3:00 p.m. // Sunset 3/4

Track: Creativity

How to Create a Lean Environment at Your Campus

Speaker: Michael Parks, Six Sigma, Lean, A.M.S, CIMS, Lean Executive Director, Veritiv

Learn from Certified Lean advisors how to implement Lean methodologies and principles to empower employees, increase morale and increase engagement while improving your Campus environment. Lean has been proven to empower employees, increase morale and lead to higher levels of engagement. Cleaning is embedded in Lean, and when applied correctly can be the most impactful way to harness these benefits. Cleaning is personal. Study after study, Gallup being the most well known, has shown that when employees feel cared for they give more. And when they don't they give less.

2:00 p.m. - 3:00 p.m. // Melrose 4

Track: Knowledge

Institutionalizing Zero Waste Through a Facilities Services Lens

Speaker: Michelle La, Zero Waste Specialist, Cal Zero Waste, Facilities Services, UC Berkeley

UC Berkeley - Facilities Services houses a series of institutionalized programs that drive zero waste on campus. Many of these programs involve planning and coordinating between key stakeholders to standardize and develop consistency throughout the campus. The zero waste programs within Facilities Services

include indoor and outdoor infrastructure standardization, engagement from top to bottom, from operational staff to senior leadership, as well as education and promotional programs to our campus community. Each of these components include streamlining standard operating procedures and ensuring that each piece contributes to the overall goal for the campus, providing a consistent and standardized service to the campus. This presentation covers all of these different components.

2:00 p.m. - 3:00 p.m. // Sunset 5/6

Track: Knowledge

These ARE the Documents you are Looking for...

Speaker: Jose L. Delgado, CAD Services Manager, University of Southern California

Speaker: Jennifer Sample, Technical Solutions Consultant, Hagerman & Company

Does your team spend too much time searching for campus, building and asset documentation? Do they make multiple trips to the office looking for drawings, manuals, warranties, or instruction videos? USC has invested in a facilities-focused document management system to solve these problems. Their entire staff can quickly find accurate documentation from their desks or mobile devices. Learn how USC has reduced costs throughout their organization by utilizing the powerful force that is Meridian.

3:15 p.m. - 4:15 p.m. // Celebrity 4

Closing General Session with Avish Parashar



AVISH PARASHAR

Motivational Improviser / Speaker

Weaving together humorous stories, jokes, audience interaction, and improv comedy games, Avish keeps the audience engaged while imparting a key lesson: Planning is Important, but Improvising is Essential! No matter how well you plan, things will go wrong, surprises will arise, and the Universe will throw you a curveball. Your success and sanity are directly related to how you respond these challenges. By the end of one of Avish's presentations you will have key tools to flow with all that life throws at you. Avish has spoken to the very creative (actors and directors), the very uncreative (accountants), the very casual (college students), and the very business-like (sales professionals). The end result is always the sa.m.e - smiles, laughs, and a new way of looking at life and business.

Avish is the author of "Improvise to Success!" and the Amazon best-selling, "Say 'Yes, And!'"

5:00 p.m. - 7:00 p.m. // The London Club

Closing Reception

Join us in Planet Hollywood's London Club to celebrate and conclude the conference on a high note. Last chance for food, drinks, networking and fun at this can't miss event! You won't want to miss our special guest appearance from a true Las Vegas magician and legend!

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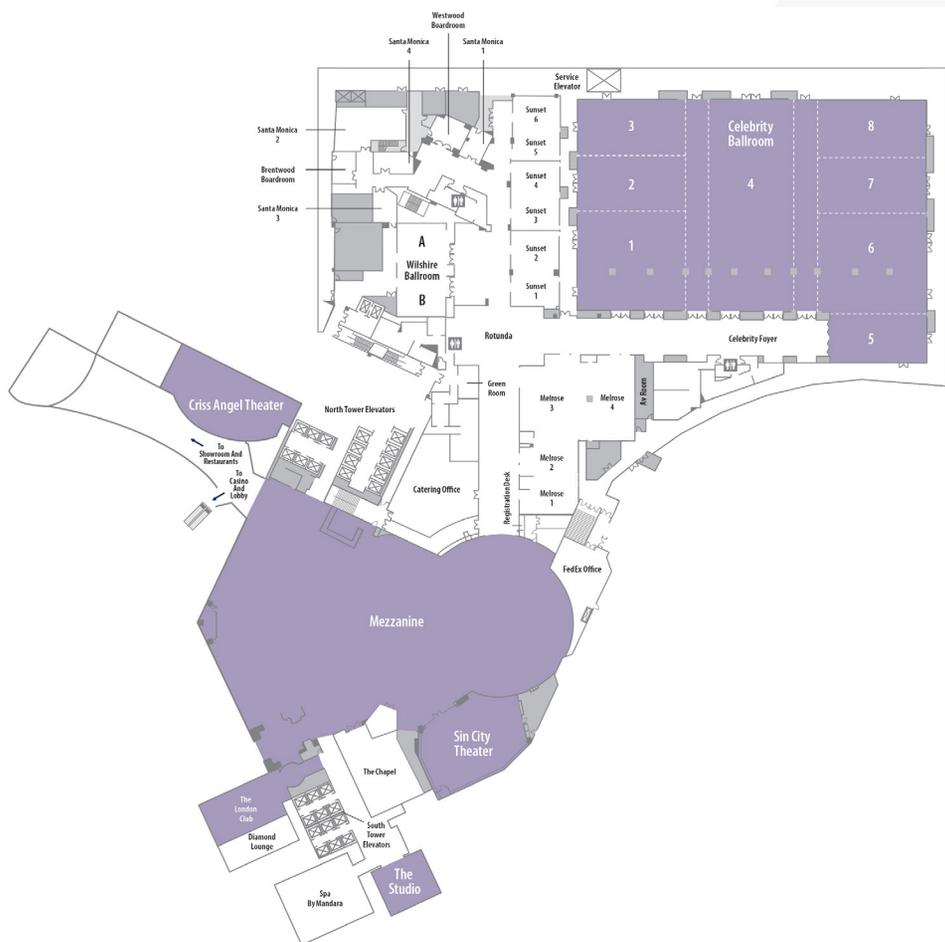
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ARMSTRONG INTERNATIONAL // Booth# 22

Drew Thomas, Armstrong Technical Manager

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Three Rivers, MI 49093

Phone: (305) 479-4688

Email: dthomas@armstronginternational.com

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Jeremy Saline, Business Development Director - University

110 Sargent Dr.

New Haven, CT 06511

Phone: (330) 324-2216

Email: jeremy.saline@assaabloy.com

www.assaabloydss.com

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ASSETWORKS // Booth# 26

Kevin Raasch, Director of Marketing

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San Antonio, TX 78217

Phone: (210) 301-1706

Email: kevin.raasch@assetworks.com

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ATS AUTOMATION

Lucy Gedney, VP of Sales

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Renton, WA 98057

Phone: (206) 459-1161

Email: lucyg@atsinc.org

www.atsinc.org

For over 30 years, ATS has provided building automation solutions in the Pacific NW. With our outstanding products and technical capabilities, we strive to optimize the energy management of buildings and create healthy working

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We use Alerton and Tridium control products, Phoenix for critical airflow controls, Blue Ridge lighting controls and SkySpark for data analytics. We will have some fun gadgets at our table. Please come by and take a look!

BENTLEY MILLS // Booth# 42

Jill Dougherty, Director of Global Strategic Accounts
14641 E Don Julian Road
City of Industry, CA 91746
Phone: (949) 447-8147
Email: jill.dougherty@bentleymills.com
www.bentleymills.com

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CHEM-AQUA, INC. // Booth# 52

Patrick Guccione, Vice President, Special Projects
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Irving, TX 75062
Phone: (817) 301-8622
Email: pat.guccione@chemaqua.com
www.chemaqua.com

Chem-Aqua is the wholly owned water treatment subsidiary of NCH Corporation, a worldwide company that has been providing high-quality maintenance supplies, chemicals and services since 1919. Our Corporate Offices are located in Irving, Texas, USA. We have over 25 manufacturing plants and distribution centers worldwide, and can provide custom water treatment solutions in over 28 countries in North and South America, Europe, and Asia.

CINTAS // Booth# 29

Ronny Tarazi, Education Account Manager
370 Shaw Rd
South San Francisco, CA 94066
Phone: (650) 703-8510
Email: tarazir@cintas.com
www.cintas.com

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Kathryn Sterba, Marketing Leader, Higher Education
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www.coxbusiness.com

The commercial division of Cox Communications, Cox Business provides voice, data and video services for more than 355,000 small and regional businesses nationwide, including health care providers; K-12 and higher education; financial institutions; and federal, state and local government organizations. The organization also serves most of the top-tier wireless and wireline

telecommunications carriers in the U.S. through its wholesale division. For more information, please visit www.coxbusiness.com.

DABBLEFOX // Booth# 19

Rob Barthelman, Co-Founder
PO Box 1715
San Jose, CA 95109
Phone: (408) 427-4143
Email: rob@dabblefox.com
www.dabblefox.com

Dabblefox is SIMPLE custodial work loading, inspections, and asset inventory. APPA standards; Web-based; Unlimited Users; Floor Plan Interface; Robust Reporting Features; and Simple Licensing. Check us out at Exhibit Booth #19 for a free demonstration. Attend our PCAPPA conference session on Tuesday at 11:05 a.m. in Sunset 3/4.

Stop by for a free demonstration on how Dabblefox can provide simple custodial work loading for your facilities. Graphic floor plans provide an easy-to-use interface while the robust reporting can provide your leadership with accurate and relative information required to make objective decisions. Mobile inspections and Asset Inventory help your team be efficient and effective. Dabblefox is the right choice for your custodial planning!

DEISTER ELECTRONICS USA, INC. // Booth# 39

Jerry Stanko, Regional Sales Manager
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Manassas, VA 20110
Phone: (703) 368-2739
Email: Jerry.Stanko@deister.com
www.deister-usa.com

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DEL AMO CONSTRUCTION, INC.

Jocelyn Topolski, Director of Business Development
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Torrance, CA 90505
Phone: (310) 378-6203
Email: jtopolski@delamoconstruction.com
www.delamoconstruction.com

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EMCOR SERVICES/MESA ENERGY SYSTEMS // Booth# 24

Nick Hermann, Mechanical + Energy Engineer
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Irvine, CA 92618-1816
Phone: (949) 254-0974
Email: nhermann@emcor.net
www.mesaenergy.com

Mesa Energy Systems, Inc. are licensed commercial HVAC contractors headquartered in Irvine, California, and offering HVAC maintenance, service, retrofit, building automation systems (BAS) services, commercial refrigeration repair, and chiller services. We have 10 offices serving California, Arizona, and Nevada. The recent demands of the marketplace have transformed us into an energy solutions company, assisting our customers in achieving optimal building energy performance and utilizing improved building and mechanical maintenance, ongoing retro commissioning, and favorable ROI energy retrofits. We will be raffling off a pair of Apple AirPods.

GORDIAN & SIGHTLINES, A GORDIAN COMPANY // Booth# 35

Mary-Neil Jackson, Events Manager
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Greenville, SC 29615
Phone: (864) 752-4578
Email: m.jackson@gordian.com
www.Gordian.com

Gordian is North America's leading provider of facility and construction cost data, software and services for all phases of the building lifecycle. A pioneer of Job Order Contracting (JOC), Gordian's solutions also include our proprietary RSMMeans data and Sightlines Facilities Intelligence solutions. From planning to design, procurement, construction and operations, Gordian's solutions help clients maximize efficiency, optimize cost savings and increase building quality.

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Dylan Johnson, Pro Marketing, National Accounts
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Atlanta, Ga 30339
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INTEGRUS ARCHITECTURE // Booth# 17

Tina Campanella, Business Development & Marketing - Higher Ed
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Spokane, WA 99201
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Email: tcampanella@integrusarch.com
www.integrusarch.com

Integrus Architecture comprises a diverse and dedicated group of architects, structural engineers, interior designers, and business professionals, each committed to an integrated approach toward meaningful and lasting design. With offices in Seattle and Spokane, Washington, Integrus offers services to clients throughout North America, including higher education, K-12, civic/government, justice, and commercial clients. The firm's goal is to create buildings that make the world a better place to live, to work, and learn. Integrus will be giving away a Land's End backpack filled with swag items and a bottle of Award Winning Washington wine. A business card dropped in a bowl at booth #17 is all that it takes to win!

ISES CORPORATION // Booth# 25

Maryjane Stout, Senior Marketing Specialist
3100 Breckinridge Blvd. Suite 400
Duluth, GA 30096
Phone: (770) 674-3150
Email: maryjanes@isescorp.com
www.isescorp.com

ISES Corporation was founded in 1987 to assist managers of large facilities portfolios.

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JOHNSON CONTROLS, INC. // Booth# 20

LSS LIFE SAFETY SERVICES // Booth# 41

Freya Stevenson, Marketing Coordinator
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Louisville, KY 40203
Phone: (502) 213-0431
Email: mkt@lifesafetyservices.com
www.lifesafetyservices.com

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MARSDEN SERVICES // Booth# 43

Sam Cain, Business Development Executive
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MEGAMATION SYSTEMS // Booth# 47

David Mutch, Sales Consultant
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Phone: (905) 844-9947 Ext. 2254
Email: dmutch@megamation.com
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MIRACLE METHOD SURFACE REFINISHING // Booth# 33

Terri McPherson, VP Commercial Sales
4310 Arrowswest Dr.
Colorado Springs, CO 80907
Phone: (719) 594-9196 Ext. 222
Email: tmcpherson@miraclemethod.com
www.miraclemethod.com

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mitsubishi // Booth# 21

Brian Wright, National Sales Director, Educational
4201 FM 32
Fischer, TX 78623
Phone: (210) 376-7633
Email: bwright@hvac.me.com
www.mitsubishi-pro.com

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NALCO WATER, AN ECOLAB COMPANY // Booth# 44

Prachi Garg, Asst. Marketing Manager
1601 W. Diehl Road
Naperville, IL 60563
Phone: (814) 206-4966
Email: prachi.garg@ecolab.com
www.ecolab.com/nalco-water

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Ross Pearson, Senior Project Developer
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Bothell, WA 98011
Phone: (425) 443-3036 Ext. 33036
Email: rossp@nwedison.com
www.nwedison.com

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PACIFIC NATIONAL GROUP // Booth# 18

Lisa Smith, Marketing Coordinator
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Irwindale, CA 91010
Phone: (626) 256-9517
Email: l.smith@pacific-inc.com
www.pacnatgroup.com

Founded in 1959, Pacific National Group (PNG) is a well established, full-service, premier general contracting firm in Southern California. With 60 years of experience and \$6 billion in construction value, PNG continues to build an extensive portfolio of work in highly specialized sectors of construction, including higher education, medical, entertainment, aerospace and luxury retail. PNG performs comprehensive services in construction management and general contracting, as well as design-build capacities.

PHIGENICS LLC // Booth# 37

Brooke Winter, Regional Manager
35701 West Avenue, Suite 100
Warrenville, IL 60555
Phone: (630) 717-7546 Ext. 1005
Email: info@phigenics.com
www.phigenics.com

Phigenics provides water management programs and services to improve the safety and optimize the efficiency of building water systems. We do not sell water treatment or hazard control chemicals and we are not driven to provide a solution that is restricted to an internal product line. We are a vested partner in your water management program, and we can deliver independent guidance that is defensible against claims of negligence and can help validate sustainability claims.

PRECISION CONCRETE CUTTING INC. // Booth# 23

Kent Emert, Branch Manager
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James Alewine, Southern Area Manager
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Vince Delpidio, Senior Account Executive
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Paul Middlebrook, Regional Manager-Pacific
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TARKETT // Booth# 27

Kathy Kohler, Vice President of Education Strategies
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Solon, OH 44139
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Mike Koenig, Vice President of Business Development
1876 Utica Square, 3rd Floor
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Phone: (918) 858-6600 Ext. 672
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Robert Caudle, Director, Government Sales
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Phone: (404) 406-9491
Email: rcaudle@ur.com
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United Rentals operates as an equipment rental company in two segments, General Rentals and Trench, Power, Fluid Solutions and Reliable Onsite Services. General Rental segment rents general construction and industrial equipment. Trench, Power, Fluid Solutions and Reliable Onsite Services segment rents specialty construction products, (trench safety equipment, power and HVAC equipment - diesel generators, electrical distribution, and temperature control equipment; and pumps). The company sells new and used equipment and provides repair and maintenance services.

VERITIV CORPORATION // Booth# 46

Dawn Doane, Sales Manager
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United States
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WTC CONSULTING, INC. // Booth# 30

Ron Rutherford, Director of Marketing
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Monrovia, CA 92270
Phone: (213) 689-5309
Email: rrutherford@wtc-inc.net
www.wtc-inc.net

WTC is a national firm delivering consulting services to high education since 1983. We are a leader in activity-based costing and rate development in the areas of facilities, shared services, and IT. WTC also provides expertise in strategic technology planning, infrastructure assessment and design, contract negotiations, convergence planning, and outsourcing studies. WTC has conducted more than 1,300 engagements for 265 higher education clients. Our firm is active in APPA, NACUBO, EDUCAUSE, and HIMSS. Stop by our booth #30 and register for a chance to win \$100.00

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Veritiv Corporation	46

SECURITY

ASSA ABLOY Door Security Solutions	38
Deister Electronics USA, Inc	39
Marsden Services	43
WTC Consulting, Inc.	30

TECHNOLOGY

Armstrong International	22
AssetWorks	26

Dabblefox	19
Deister Electronics USA, Inc	39
EMCOR Services/Mesa Energy Systems	24
Megamation Systems	47
Mitsubishi	21
TMA Systems, Inc.	32
WTC Consulting, Inc.	30

UTILITIES

Armstrong International	22
United Rentals, Inc.	31

UTILITY VEHICLES

Club Car, Inc.	28
United Rentals, Inc.	31

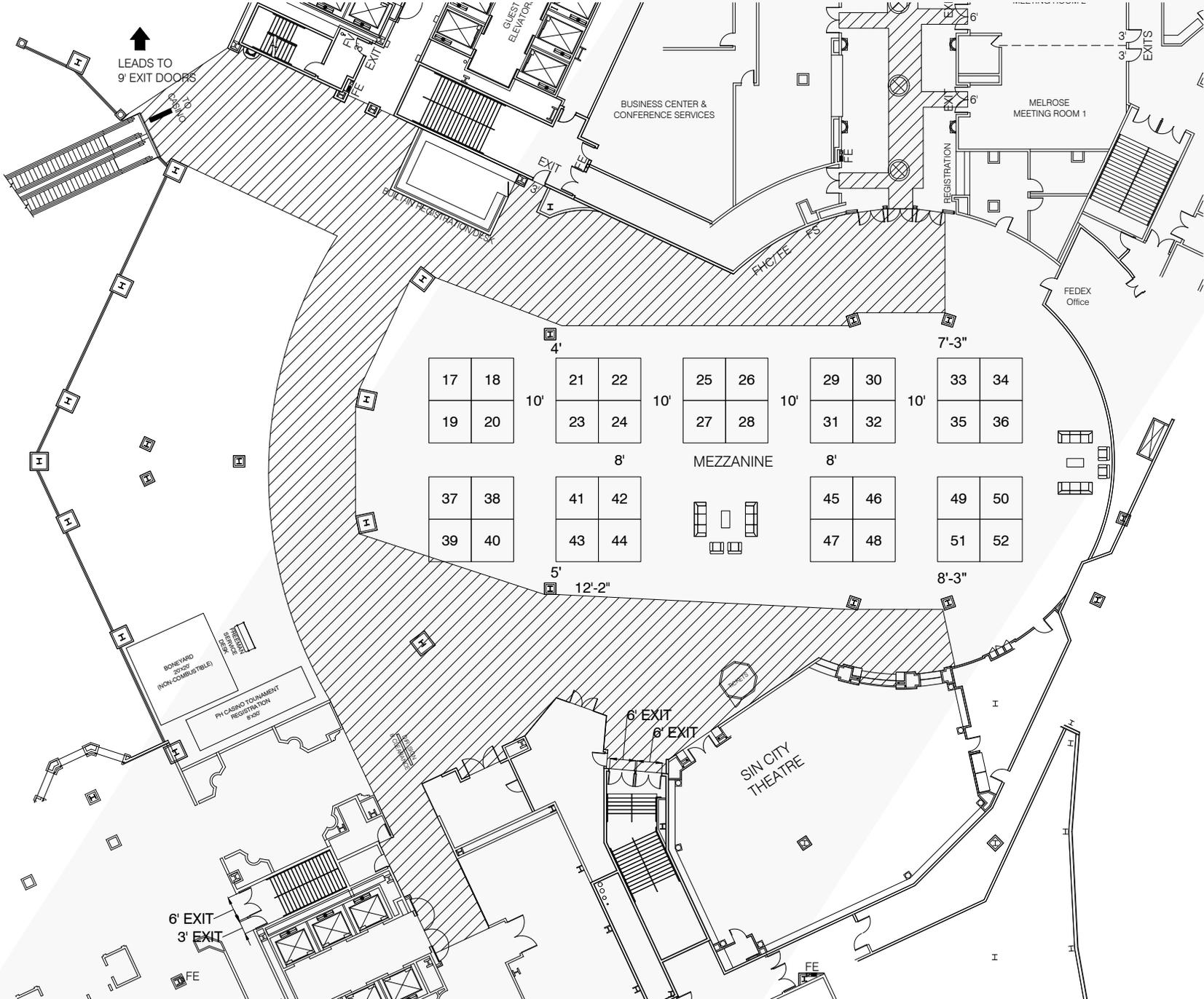
WATER MANAGEMENT

Chem-Aqua, Inc.	52
Nalco Water, an Ecolab Company	44
Phigenics LLC	37
United Rentals, Inc.	31

PCAPPA 2019

SEPTEMBER 30 - OCTOBER 1

PLANET HOLLYWOOD - MEZZANINE - LAS VEGAS, NV



REVISION

Date: 9/15/2019
By: BRIAN BEGAY, NRDC

BOOTH COUNT

Mezzanine as of 09/15/2019

Dimension	Size	Qty	SqFt
10x10	100	36	3,600
Totals:		36	3,600

BLDG. LEGEND:

FIRE LEGEND

FE	FIRE EXTINGUISHER
FHC	FIRE HOSE CABINET
FS	FIRE STROBES <small>LOCATED 7.5' OFF THE GROUND</small>

DRAWING INFO

Passport Line Item Number:

#5838455

Facility:
PLANET HOLLYWOOD

Hall / Level:
MEZZANINE
City & State:
LAS VEGAS, NV

Scale: Custom
Job #: 485012

AE: FRANK OBANDO
Prod. AE: FRANK OBANDO

Started: 9/16/2018
Started By: BRIAN BEGAY, NRDC
Prod. Branch: LAS VEGAS

FREEMAN

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