Amid the constant change in educational facilities, a critical few issues remain constant. APPA 2009 will focus on these issues that surround everything you do as an educational facilities professional:

- Influence/Leadership/Communication
- Disciplines/Accountability/Expectations
- Sustainability
- Total Cost of Ownership

Joins us in Vancouver this July where we will be in a city on the leading edge of public policy and planning that has taken a holistic approach to creating a sustainable city that balances and enhances the environmental, economic, and social needs of the community.

Register today at http://www.appa.org/training/appa2009/registration.cfm
APPA 2009 Programming: Thought Provoking, Timely, and Informative

The challenges facing today’s educational facilities professional are many – and at times, daunting. Let APPA 2009 provide you with the answers.

• Identify viable and proven solutions from today’s leading management experts and from your professional peers.
• Execute viable, successful strategies tailored to your organization’s own unique set of circumstances.
• Gain insight on current trends and conditions that allow you to strategically influence and lead your institution now, and well into the future.

Developed by an eager and dedicated team of your peers and colleagues, APPA 2009 brings to you nothing less than world-class speakers, abundant networking opportunities with other facilities professionals, and answers to the most critical challenges facing you, and your educational institution, in today’s facilities environment.

APPA’s commitment to a Sustainable Event

APPA 2009 not only will contain program offerings that address the critical missions of sustainability, but throughout the event you will see many efforts on our behalf — and yours — to make APPA 2009 an environmentally friendly event. We encourage you to visit the APPA 2009 conference site for periodic updates on this initiative.

Headlining Speakers

APPA 2009 offers you the insight and wisdom of today’s most popular, world-renowned experts in organizational leadership:

Stephen R. Covey

Stephen R. Covey achieved international acclaim, and is perhaps best known, for his self-help book The 7 Habits of Highly Effective People, which was first published by Simon & Schuster in 1989 and has sold around 12 million copies world-wide. Covey has a Harvard MBA and has spent most of his career at Brigham Young University, where he was professor of organizational behavior and business management. In addition to his MBA, he also has a doctorate which he completed at Brigham Young University. He is widely acknowledged as one of the world’s leading authorities on leadership and management. Thousands of organizations across the world, including many of the Fortune 500 companies, have adopted his innovative techniques on leadership, teamwork, and customer-focused service.

Mike Abrashoff

Mike Abrashoff, former Commander of the Guided Missile Destroyer USS Benfold, has spent the last 4 years developing the management techniques he used during his tenure in the Navy into a methodology for application to the business community. His ideas are more fully explained in his book, “It’s your Ship,” which has sold 160,000 copies to date and has been #9 on the NY Times Business Best Sellers List and #7 on the Wall Street Journal List. He has been featured in the Harvard Business Review (March 2002) and Fast Company (April, 1999). Critical to the success of that initiative found in “It’s Your Ship”, was the realization that people really do make the difference. Mike’s model stresses a top-down, command, and, control management style which was very successful. But in today’s world of instant communication and information flow that model has proven to be slow to react and ineffective. Through progressive leaders like Mike, the military services are now scrambling to adjust to the new order that Mike believes will result in the antithesis of top-down management — bottom-up or “GrassRoots Leadership” as Mike has coined it.

Dan & Chip Heath — The Heath Brothers

Chip Heath is a Professor of Organizational Behavior in the Graduate School of Business at Stanford University. He is the co-author of the book Made to Stick: Why Some Ideas Survive and Others Die, which has been a New York Times, Wall Street Journal, and BusinessWeek bestseller. Chip is also a columnist for Fast Company magazine, and he has spoken and consulted on the topic of “making ideas stick” with organizations such as Nike, the Nature Conservancy, Microsoft, Ideo, and the American Heart Association. Chip has taught courses on Organizational Behavior, Negotiation, Strategy, and International Strategy. Prior to joining Stanford, Professor Heath taught at the University of Chicago Graduate School of Business and the Fuqua School of Business at Duke University. He received his B.S. in Industrial Engineering from Texas A&M University and his Ph.D. in Psychology from Stanford.

Dan Heath is a Consultant to the Policy Programs for the Aspen Institute. He is the co-author of the book Made to Stick: Why Some Ideas Survive and Others Die, which has been a New York Times, Wall Street Journal, and BusinessWeek bestseller. Dan is also a columnist for Fast Company magazine, and he has spoken and consulted on the topic of “making ideas stick” with organizations such as Microsoft, Nestle, the American Heart Association, Nissan, and Macy’s. In 1997, Dan co-founded and served as Editor in Chief of a startup publishing company called Thinkwell, which created from scratch an innovative new line of college textbooks. Thinkwell celebrates its 10th anniversary this fall. Dan has an MBA from Harvard Business School, and a BA in the Plan II Honors Program from the University of Texas at Austin. Two proud (sort of) moments for Dan are his stint driving a promotional car called the “Brainmobile” across the country and his victory in the 2005 New Yorker Cartoon Caption Contest, beating out 13,000 other entrants.

For a complete listing of APPA’s 2009 program, visit us at www.appa.org/training/APPA2009/program.cfm
Influence/Leadership/Communication

Standing Out From The Crowd: Marketing of Facilities Management Departments
Every facility management employee is in a position to market facility services with every customer they come into contact and in the conduct of their business daily. Customer service is vital, however, the terms “marketing” and “customer service” are not synonymous. While customer service provides opportunities to reinforce positive images of a facility management department, marketing involves first researching who your customers are, what they need and then promoting and selling services to them. This main responsibility ultimately falls on the shoulders of the facility management department leader. Join us for this informative session as we discuss how to determine your market’s needs, evaluate facility management department’s strengths and weaknesses, tips to develop a “true” marketing plan that serves as a road map and incorporates the importance of quality customer service.

Change is Like a Slinky
Watch where you step! Change or perish — is a current motto for leaders in all types of organizations. But how does one adapt to such fast and furious change and effectively lead the organization through such change? Join us for this high energy session where you will learn that ‘A slinky can be a lot of fun, but it is also completely unpredictable.’ Instead of grudgingly wading through inevitable change, participants will find themselves equipped and fired up to tackle change head on.

Navigating the Next Steps: APPA’s Thought Leaders Symposium
The road is not always certain and causes us to step gingerly as we move forward. Relying on data and informed perspectives provides solid footing that is essential to your survival today. APPA’s Thought Leaders Symposium was developed to promote an annual discussion and distillation of the future of higher education and its impact on the built environment. Since 2006, the symposium has convened senior officers across the United States and Canada along with association leaders and industry consultants. We have reported on the challenges of demographic changes & accountability; the impact of technology, and changing stakeholder expectations; and the university facilities response to this changing landscape. Join us for a report on the future trends from our Thought Leaders Chair and how the current economic climate of higher education is impacting the educational facilities.

Disciplines/Accountability/Expectations

Mirror, Mirror on the Wall: Understanding Our Facilities Colleagues
To transform ordinary work environments into extraordinary ones, you need to create an environment where leaders can leverage the unique strengths thus maximizing a competitive advantage. As the Boomer generation moves into their next career phase, many facilities departments are discovering gaps as Generations X&Y take their place. Attend a session where partnering with an eye toward succession planning is seen as one of the keys to success for the future.

Passionate Performance
Did you know that 83% of U.S. gross domestic product comes from the services/ information industries? The need for an engaged workforce can’t be greater. Yet the challenge for leaders is revealed in the Gallup poll that shows only 26% of U.S. employees are fully engaged at any time. And the other end of the spectrum, 19% of employees are actively disengaged, meaning they intentionally act in ways that negatively impact their organizations. The annual cost nationwide to employ this actively disengaged group exceeds $300 billion. Your people — and the performance they deliver — are the defining competitive advantage for your organization. Join us as we explore methods to engage employees’ minds and hearts so they deliver value for your organization.

Doing More With Less: Take the “Lean” Approach
The lean production concept was to a large extent inspired by Kaizen — the Japanese strategy for continuous improvement. Employee empowerment and promotion focused on improving processes, imitation of high quality customer relationships, fast product development; and collaboration with suppliers are the key strategies of leading “lean” companies. At a time when you are asked to do more with less, tackle the issue and come out on top. Participate in a session where accountability and expectations are key factors to the success of your department.

Sustainability
Implementation for Change: APPA’s Practical Guide to Reducing Your Campus Carbon Footprint
Over the last 18 months APPA in collaboration with Affiliated Engineers, Inc., has embarked on an effort to evaluate steps toward carbon neutrality. Released in January 2009, APPA’s implementation guide has given educational facilities professionals a practical companion framework for moving forward in their unique role within this process. Participate in this highly informative session where we help facilities professionals maximize their specific contributions and share best practices on how to work in tandem with other campus stakeholders to meet your institutions’ goals of carbon neutrality and reduced greenhouse gas emissions.

We did ... why didn’t you?: Presidential Climate Commitment Signatories or Not
Building on the growing momentum for leadership and action on climate change, the Presidents Climate Commitment provides a framework and support for America’s colleges and universities to go climate neutral. The college and university presidents and chancellors who are joining and leading the Commitment believe that exerting leadership in addressing climate change will stabilize and reduce their long-term energy costs, attract excellent students and faculty, attract new sources of funding, and increase the support of alumni and local communities. However, there are many college and university presidents and chancellors who feel that they are making impacts on their campus that support climate change and don’t see where a signature is necessary. Join us for this point-counterpoint session and hear both sides of the story.

GREEN is not a 4 Letter Word
Environmental stewardship, sustainability, and green are all terms used to describe our renewed focus on the environment and its preservation for the generations to follow. This interactive session engages the attendee in exploring how institutions, particularly small institutions, can begin and then grow environmental sustainability programs on their campuses without incurring significant costs. The presentation will include a case study of how Erskine College, a small private liberal arts college, has begun implementing a comprehensive environmental sustainability program and how such initiatives are transforming the campus community.

Total Cost of Ownership
Paying it Forward — Building Information Modeling
Building Information Modeling (BIM) is changing the way Owners, Architects and Contractors work together to design and construct facilities. Models can also be used to support the operations of a facility once the Architect and Contractor move on to the next project. This Owner, Architect, and Contractor panel will explore the positive impact BIM has on the Total Cost of Ownership from the moment a project is conceived, through its development in construction and maturation into an operating facility. Real world examples of model uses will be shared with the attendees so they gain an understanding of critical points of collaboration between all parties.

Improving Affordability of Higher Education through Buying Consortia for Energy Efficiency Improvements
Many public and private higher education institutions continue to experience flat or reduced state budget allocations, coupled with tuition and fees that continue to exceed inflation. These factors continue to make higher education more difficult to afford by a larger percentage of potential students in this country. Finding proactive and innovative approaches to reduce costs without sacrificing quality of instruction and service is truly the challenge facing faculty and business officers. In November 2008, the Midwest Higher Education Compact (MHEC) was awarded an $800,000 grant from Lumina Foundation for Education to implement regional initiatives to improve higher education productivity for colleges and universities that face increasing costs for energy and utilities and for employee and student health care. The goal of this initiative is for institutions to realize financial savings in these two areas where costs continue to rise at a significant rate.
Spouse/Guest Tour Activities

As a spouse/guest attending the APPA 2009 event, you are a VIP. While your significant other is attending their professional development offerings, we want you to enjoy ‘our home’ — Vancouver.

Our Home — Come In & Enjoy!
As a coastal city and major seaport, Vancouver is located in the Lower Mainland of southwestern British Columbia, Canada. It is the largest city in British Columbia and the second largest in the Pacific Northwest region. It is bounded by the Strait of Georgia, Burrard Inlet, the Fraser River, the city of Burnaby, and the University Endowment Lands.

FREE Excursions
Vancouver has limitless options for wonderful walks along the water, through forests, trails and parks. Suggestions in Downtown Vancouver include False Creek, Yaletown and Stanley Park.

Tours and more!
The Vancouver Trolley Company — As GREEN As They Come!!!
Our Hop-on, Hop-off City Attractions Loop Tour is the easy way to enjoy Vancouver’s most popular areas. Vancouver Trolley is Environmentally Aware Fueling with Propane. Visit them today at http://www.vancouvertrolley.com/index.php to reserve your discounted tickets.

Visit the North Shore
Spend your afternoon on the North Shore of Vancouver where nature is the richest in the world.

Registration

APPA 2009 takes place in Vancouver, British Columbia, Canada. All educational sessions, breakfasts, lunches, committee meetings, and the Hall of Resources will take place at the Vancouver & Exhibition Centre. Shuttle service will not be provided due to the close proximity of the hotels to the Centre.

Registration Fees

By April 30, 2009 After April 30, 2009
Member $795 $895
Non-Member $1,395 $1,495
Single Day Pass $350 $350
One Day Hall Pass $125 $125
Spouse/Guest $175 $175

Cancellation Policy

APPA will refund the full cost of registration for cancellations received on or before June 15, 2009. Absolutely no refunds will be issued for cancellations received after June 15. APPA is not responsible for any travel or lodging charges incurred.

Hotel and Travel

Hotel:
APPA 2009 events will take place the Vancouver Convention Centre. APPA will be using the following hotels for lodging:

Marriott Vancouver Pinnacle
Renaissance Vancouver Hotels
Harbourside
1128 West Hastings Street  1133 West Hastings Street
Vancouver, BC CANADA  Vancouver, BC CANADA

APPA’s group rates for the event are $245 (CN) for single/double plus 16% tax. Reservations can be made by calling Marriott at 1-800-207-4150.

Air Travel:
Vancouver can be reached by traveling to Vancouver International Airport (YVR). For more specific information on the Airport please visit http://www.yvr.ca/.

We encourage you to secure your passport. For more information or how to obtain your passport, please visit: http://travel.state.gov/passport/passport_1738.html

Ground Transportation:
Taxi charge a metered rate based on time and distance travelled, the approximate fare to downtown Vancouver is $23-$26 (inclusive of all taxes) under normal conditions. For additional information on taxi or shuttle service you may visit suggested listings at http://www.yvr.ca/guide/toandfrom/taxis.asp.

Contact Us

Registration Questions and Assistance
Contact Cotrenia Aytch, Registrar, at cotrenia@appa.org or 703-684-1446 ext. 235.

Exhibitor Questions and Assistance
Contact Maxine Mauldin, Exhibits Coordinator, at mmauldin@appa.org or 703-684-1446 ext. 245.

General APPA 2009 Questions and Assistance
Contact Derrick Johnson, Professional Development Manager, at derrick@appa.org or 703-684-1446 ext. 228.

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