



BuildingsNY

By Masterson and Schindelbeck

CONTINUED FROM PAGE 20

the customizations may have on project timing, cost and resources. Where possible, business processes should be changed to conform to the system functionality except in cases where the business users believe a particular business process gives them a competitive advantage or is otherwise critical to their success.

Emphasis on Training

Ultimately the success of any system implementation is dependent

on the ability of the end users to use the system effectively. Effective, role based training, tailored to the functionality required for each user community is essential to project success.

Fritz Schindelbeck is the vice president of professional services and Brian Masterson is the senior manager of professional services for Yardi Systems, Goleta, Calif. and Elmhurst, Ill. respectively.

Stuyvesant Fuel Service Corp.

CONTINUED FROM PAGE 24

From all appearances they are. Working in tandem, they have opened many new areas of business for Stuyvesant, expanding the company's impressive customer roster significantly. They often make joint sales calls and presentations, and are working together on a project to enhance Stuyvesant's customer call center for next season. Recently, Romano and Slattery gave a presentation on controlling energy costs and utility consumption for the Federation of New York Housing Cooperatives and Condominiums. They spoke for 20 minutes and fielded questions from the audience afterwards for nearly an hour.

While perhaps complementing each other in personality, their emphasis on customer service and satisfaction is very much the same. It would appear that it does not go unnoticed.

"When it comes to good people in the industry, they are right at the top of the list," said Ruben Pikus of Millbrook Properties LTD. "We are fortunate to have these gentlemen at our side servicing our business."

Romano and Slattery make an effort to "put ourselves in our customers' shoes," as they both put it, knowing it is not easy keeping major commercial and residential buildings in New York running smoothly. Romano feels a special appreciation or empathy for some of them.

"Both my grandfather and great grandfather were building supers," he recounted. "I know what supers go through."

Customers appreciate the lengths to which Stuyvesant prides itself on being "user-friendly."

"I've known Jim for many years, and he and Lou complement each other very well," said Mark Engel of Langsam Property Services. "Importantly, they are easy to work with and very accessible."

This accessibility is mentioned repeatedly, earning them high marks across the board.

"I have only the highest regard for Lou and Jim," said Gerard Picaso, president of Gerard J. Picaso Inc., managers of residential co-ops and condominiums in Manhattan and Queens. "They both have a wealth of experience in the field and importantly make themselves available all the time."

Not the least of what this "dynamic duo" shares is unbridled enthusiasm for the future.

"We are very happy to be part of the team at Stuyvesant. It is an innovative, forward thinking company with excellent hands-on ownership," said Romano.

Slattery concurs, adding, "We're both excited by the good things ahead for our clients and Stuyvesant Fuel/Energy. It's our hope that the synergy Lou and I share will benefit the industry for years to come."

Hydro Tech Environmental

CONTINUED FROM PAGE 29

implementing detailed and specialized cleanups such as bioremediations, vapor extractions and pump and treat systems.

The remediation and cleanup of a property is often conducted prior to or during its development. Hydro Tech performs geotechnical borings for our clients. The information gained from these borings is needed by a developer's architect in establishing soil conditions for redevelopment. Their machines are capable of performing the borings in limited access conditions, which can be crucial in areas like NYC.

Their surveys for mold, lead paint and asbestos provide clients with a

valuable service in addressing potential liabilities at their buildings. Performing these surveys can avoid regulatory violations and future lawsuits.

The company's staff has years of experience working with all levels of regulators, from your local health departments through the state agencies to the USEPA. For over twenty years, Hydro Tech's staff has worked with the New York State DEC and the New Jersey and Connecticut DEP in the investigation and cleanup of petroleum spills and hazardous waste sites.

The company also provides in-house training for several OSHA-required certifications.

CONTINUED FROM PAGE 23

unwarranted intrusions.

The trend is toward vertical lift gates that are self-contained units. They are more elegant mechanically, and over the long haul, more cost effective. The newest gates are made in a range of materials, colors and designs, and operate as a single unit.

Most vertical gates work on a simple belt system without cogs, and can be run off a standard 12 volt-volt car battery, with the option of charging from a 110 voltage supply or a solar panel when 110 volt power is not available. Additionally, when using 110 volt power, the step-down transformer/charger can be located at any nearby 110 power source, which can be connected to the gate using low voltage wiring. This eliminates the need for an electrician. A fully-charged battery will provide enough back-up power for over 1,000 gate cycles, which is important in the event of a power outage or weather-induced event.

The systems are easy to install. The gate and operator come through a single source, which suits a developer whose mission is to purchase and install systems quickly so that revenues can begin to flow!

Further, these gates can add wireless or other communications

technologies easily, which not only ensures safety, but also can be used as a management tool.

Trend #3: The expanding security perimeter

The final trend is interesting and a direct result of the effectiveness of technological advances in personal computers as well as a redefinition of access control and perimeter security. The concept of a "total perimeter protection system" is one that includes the motorized gate and the surrounding fencing in a single network.

For years the industry has used conventional key systems with remote control transmitters which enable every resident or employee to access the gate with one common code. Duplicating a key, or obtaining a remote on the common code is simple, but causes significant security concerns. To compound the problem, car manufacturers also have built remotes into new vehicles, which learn the common code at the entrance gate and further degrade the overall security levels. However new advances provide individual PIN codes for each person, thus making hacking or unauthorized access virtually impossible.

When this is coupled with wireless technology the security perimeter no longer needs to be defined at the access point of a gate or door.

It can now include the fencing throughout the perimeter. By placing sensors on the fence, as well as photo beams, microwave or passive infrared detectors which interface with long-range transmitters, the ability to send signals to the guard shack, a doorman station or a central station creates a great advantage. The signal is received and triggers a sound alarm on a computer. The screen then shows the exact location or zone where the breach of security is taking place.

Conclusion: It's about good judgment

These three trends incorporate not only the products and technologies that are popular in the market, they also represent the needs and the current thinking behind purchasing decisions in the field of access control. While diagnosing a problem early in the game is the best bet, even a doctor will admit that in the end, being able to cut through all of the information and make a decision that will serve both the short-term and long-term requirements for a more secure environment is ultimately how good decisions are formed.

Paul Grossman is chief executive officer of Access Controls International, Brooklyn, N.Y.

By Walter Ulmer III - Remlu, Inc.

CONTINUED FROM PAGE 38

assist you in ensuring each part of your organization fits into the preparedness solution.

A second mistake made in hiring a firm is assigning a disproportionate importance to its "contacts." It is no secret that businesses award work based on who knows who; locals like to hire locals and it seems to make good sense to hire someone who is familiar with the operating environment. However, don't immediately dismiss other consultants who have no specific affiliation with organizations (public or private) from the local area; often, they are able to look at your security challenges thru a more objective set of lenses and, in doing so, offer additional points of view you may have not otherwise considered. A competent planner will quickly establish necessary contacts in the area and gain knowledge of local issues. Contacts are important but objectivity and process integrity are non-negotiable.

Characteristics

Finally, a list of characteristics you may want to consider:

Perspective. Many previously successful tactical-level technical experts who assume roles as planning consultants are, unfortunately, unsuccessful: they are unable to think outside the scope of their very specific technical expertise. Your planner must have the wherewithal

to stretch the thought processes of your planning team. The final plan is not his but belongs to those who must implement it should the need arise.

Objectivity. A competent planner has no agenda, other than optimizing emergency preparedness for the client. He maintains a neutral point of view. How many emergency preparedness programs have been stymied by agendas, politics, and turf battles?

Inclusion. The planner must demand organizational staff inclusion and ensure all necessary viewpoints are represented during the process from within the organization and, in some cases, from outside the organization. Inclusion and clearly defined roles, responsibilities and authority are the bases for a "unified command" emergency response structure.

Program Management. A seasoned planner has had extensive experience as a program manager. Your staff's time is valuable. After about two postponed meetings or exercises, program momentum can slow to an unrecoverable degree. Your consultant must keep the program on track.

Nuance. How quickly is your planner able to understand the organization's personality? Is he able to grasp broad guidance and turn it into realistic, sufficiently detailed and workable plans? Is he able to act as a conduit, bringing concerns and

information from lower levels in the organization to upper levels without losing confidence of employees or management?

Currency. The best planners are incessant researchers and spend unnoticed hours researching current laws and regulations, keeping abreast of best practices, and analyzing lessons learned. Planners with affiliations across a broad spectrum of disciplines may provide better services.

Role. A planner must be a skilled decision facilitator with the role of capturing possible options and eliciting policy decisions from senior management. Consultants are often asked to make decisions or recommendations regarding a particular emergency preparedness protocol or policy. A good planner will present realistic options and provide an objective discussion of pros and cons for each option, but will ultimately expect the organization to make the final decision on its emergency preparedness policies and procedures.

Walter Ulmer III is president of Remlu, Inc., Emergency Preparedness Planning and is a certified instructor with the National Emergency Response and Rescue Training Center, U.S. Department of Homeland Security.