Building Coordinators/FM Partnership Meeting
4-27-2016
Facilities Management
Building & Landscape Services

1. Focused on General Education Funded buildings
2. Maintenance & Operations – HVAC, piping, plumbing, electrical, sheet metal work, carpentry, locksmiths, access control, preventive maintenance
3. Custodial – daily cleaning, cleaning projects (floors), event clean-up
4. Landscape Services - mowing, snow removal, litter removal, projects, trees, shrubs, beds, waste hauling
Work Control Center

1. Processes work requests (AiM)
2. Contacts service contractors (elevators, generators, pest, etc)
3. Warranties
4. Preventive maintenance system support
5. Electronic access scheduling support
Work Control Center – Fun Facts

July 1, 2014 – June 30, 2015

Customer Services Requests: 1,612
Work Orders: 17,035
PM Work Orders: 7,034
TOTAL WCC WORK ORDERS: 24,069

TOTAL AIM WORK ORDERS: 31,120
Customer Survey – January 2015

1. We value your feedback
2. The #1 area to improve was communication, especially regarding the status of work requests
3. FM web page – customer portal
4. AiM work order system upgrade
AiM – Computerized Maintenance Management System

1. Converted from Facility Focus to AiM July 2013
2. Currently working on an upgrade project to provide consistency, make the system easier to use and easier to track work
3. Adding functionality to the FM web page to improve customer interaction with FM services
Improving communication . . .

. . . Now we are at the interactive part of the presentation

First, a practice question:
What is your favorite Hawkeye sport?

1. Wrestling
2. Volleyball
3. Football
4. Track
5. Golf
6. Other

- Wrestling: 37%
- Volleyball: 7%
- Football: 37%
- Track: 4%
- Golf: 4%
- Other: 11%
AiM has a feature that allows customers to submit requests. Would you like an email when that request is processed (approved or not approved)?

1. Yes
2. No
Would you like to be notified when the work starts? When it’s completed?

1. When work has started
2. When work has been completed
3. Both when started and when completed
4. Neither
Future Enhancement Ideas:

1. See a report of the work requests I’ve submitted and the status of those repairs.
2. See a list of all the repair work orders in a building
3. Both 1 and 2
4. Neither 1 nor 2
New Name for the Work Control Center?

1. Campus Support Center
2. FM Service Team
3. Maintenance Support Center
4. Facilities Support Team (FaST)
5. I don’t like any of these, I’ll submit an idea for you
Questions? Comments?

Ann Rosenthal, ann-rosenthal@uiowa.edu

Steph Rourke, stephanie-rourke@uiowa.edu