Welcome Building Coordinators!
May 22, 2019
Welcome Building Coordinators!

Agenda:

• Welcome & Introductions- 5

• Updates: Recycling Tip of the Month – Beth MacKenzie 5

• FEATURE: Panel Discussion - Building & Landscape Services 30

• Question and Answer - 30
Name, department, building and primary programming

What do you want to take away from today’s meeting?
NEXT MEETING: June 5, 2019

- Campus Planning and Project Updates
- **11:00 am – Noon**
- 3655 Seamans Center
- Evening Session 5:30 – 6:30 pm 1505 SC
Updates:
- Beth MacKenzie

Recycle your cans!
Introductions of Panel
- Lynne Finn - Assistant Vice President
Panel Discussion

- Julie Sychra – Associate Director – Building Operations & Maintenance
- Andy Bruckner – Associate Director – Custodial Services
- Scott Gritsch – Associate Director – Landscape Services
Maintenance & Operations: AIM FM Workflow

AIM FM Workflow

**FM@YourService Request Process**
- AIM Customer Request Status:
  - Open: New work request for BCC
  - Pending: Request sent for further action
  - Closed: Request closed or shop work complete
  - Approve: Work approved and closed for Work Order

**Work Management Process:**
- AIM Work Order Status:
  - New: Work order phase
  - In Progress: Work order phase
  - Completed: Work order phase
  - Closed: All Aspects Work Complete or Cancelled

**FDD Work Order Process:**
- FDD Work:
  - FDD Generated Work Order Entered by Tech or Analytical Response Group
  - FDD System Automatically Enter Information in Field

**Quick Work Order Process:**
- Technician Observation:
  - Technician Enters Quick Work Order

**Preventative Maintenance Process:**
- Asset Management Process:
  - PM Standards: Contains the Procedure
  - FM Template: Links the Procedure, Asset and Due Date

**Warranty Information for Work Order:**
- Warranty Information
  - Warranty Information
  - Warranty Information

**AIM Work Order Created:**
- Number Assigned
- Priority Assigned
- Shop Phases Added

**Work Complete:**
- All labor complete, financial transactions pending

**Customer Feedback:**
- Notify work complete

**AIM Phase Status:**
- Emergency PM/Compliance Preventive Urgent Routine Scheduled Time Sensitive

**AIM FM Workflow**

Revision #5 10/29/2018 by Chris Hansen
Planning & Scheduling: Process

Steps of Implementation:
- Establish Planner Role
- Asset Validation
- Establish PM Routes
- Technician training

Implementation Timeline:
- Area 203: Colby: IMU, Art Campus, SC/LC, Fall 17-Spring 18
- Area 204: Jeff: DSB, FH, BLB, Spring 18-Summer 18
- Area 205: Monte: Med Campus, Summer 18 - Fall 18
- Area 201: Dustin: VOX, Pentacrest, Fall 18 - Winter 18

Gather Feedback, Improve, & Spread: Ongoing!
Planning & Scheduling: Impact

Percentage of Time spent on Proactive Maintenance

8 point percentage increase
Planning & Scheduling: Impact

Percentage of Time spent on Reactive Maintenance

5/1/16-4/30/17: 59%
5/1/17-4/30/18: 54%
5/1/18-4/30/19: 55%

4-5 point percentage decrease
Planning & Scheduling: Impact

Routine Work Orders Completed within Goal Timeframe

Approaching 97% completion within 30-day window
- 6,500 Open phases during this time window
Maintenance & Operations: Thank you for your support with this year’s Cold Weather!!

Burst Pipes Wreak Havoc in University Buildings

February 8, 2019 - Email The Editor
What does the custodian say when he jumps out of his closet?

"Supplies!"
<table>
<thead>
<tr>
<th>Area</th>
<th>Shop</th>
<th>Building(s</th>
<th>Supervisor</th>
<th>Assistant Manager</th>
<th>Manager</th>
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</thead>
<tbody>
<tr>
<td>Daytime Service Area</td>
<td>243</td>
<td>Carver Hawkeye Arena, Gerdin Athletic Learning Center, Finkbine Golf Club House, Hansen Football Performance Center, Recreation Building, Hoak Family Golf Complex, Karro Athletic Hall of Fame and West Campus Transportation Center.</td>
<td>Deb Martin</td>
<td>Chris Parker</td>
<td>Jeff Rajtora</td>
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<tr>
<td></td>
<td></td>
<td>Field House, Hawkeye Tennis &amp; Recreation Complex, South Quad, Faculty Art Studios, Dental Science Building and Hardin Library for Health Sciences.</td>
<td>Michael Betts</td>
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<td></td>
<td></td>
<td>Campus Recreation &amp; Wellness Center and the Power Plant.</td>
<td>Gavin Jones</td>
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<td></td>
<td></td>
<td>Main Library, Shambaugh House and 111 Church Street.</td>
<td>Ted Spivey</td>
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<td></td>
<td></td>
<td>Theatre Building, Voxman Music Building, Pappajohn Business Building (days), Old Capitol, Old Museum of Art, Stanley Hydraulics Lab, Madison St Services Building and the Water Plant.</td>
<td>Rich Weatherman</td>
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<tr>
<td>Eastside Service Area</td>
<td>241</td>
<td>Schaeffer, Jessup, Macbride and MacLean Halls.</td>
<td>Shannon Spooner</td>
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<td>1A - 231</td>
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<td></td>
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<td>Van Allen, Jefferson Building, Seashore, Spence Labs and Stuit Hall.</td>
<td>Josh Kohler</td>
<td>Gary Peltier</td>
<td>Duane Lown</td>
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<td></td>
<td>Phillips Hall, Biology Building, Biology Building East, Sciences Library and</td>
<td>Doug Pfeiffer</td>
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<td>1A - 231</td>
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<td>University Capitol Centre.</td>
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<td>1A - 231</td>
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<td>Seamans Center, Lindquist Center and the Communications Center.</td>
<td>Ron Bush</td>
<td></td>
<td>3A - 233</td>
</tr>
<tr>
<td></td>
<td>242</td>
<td>Pappajohn Business Building, Trowbridge Hall, IMU Parking Ramp, Halsey Hall,</td>
<td>Jeremy Schropp</td>
<td>Dan Schellberg</td>
<td>Duane Lown</td>
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<tr>
<td></td>
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<td>Calvin Hall, Bowman House and Gilmore Hall.</td>
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<td>1B - 331</td>
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<td></td>
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<td>Pomerantz Center, Blank Honors Center and the Chemistry Building.</td>
<td>Kelley Thirtyacre</td>
<td></td>
<td>1B - 331</td>
</tr>
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<td></td>
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<td>English-Philosophy Building, Becker Communication Studies building and Adler</td>
<td>Christine Moser</td>
<td></td>
<td>1A - 231</td>
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<td>Journalism Building.</td>
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<td>3A - 233</td>
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<td>University Svcs Building, Clinton St Building, Engineering Research Facility,</td>
<td>Perry Pfeiffer</td>
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## Custodial Asst Managers & Supervisors

<table>
<thead>
<tr>
<th>Area</th>
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<th>Assistant Manager</th>
<th>Manager</th>
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<tbody>
<tr>
<td>Westside Service Area</td>
<td>226</td>
<td>18 buildings on the Oakdale campus, including State Hygienic Lab, Institute for Rural and Environmental Health, Information Technology Facility, Technology Innovation Center and Multi-Tenant Facility.</td>
<td>Toby Thirtyacre</td>
<td>Johnnie Starckovich</td>
<td>Jeff Rajtora</td>
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<tr>
<td></td>
<td>244</td>
<td>Art Building West, Visual Arts Building and College of Public Health Building.</td>
<td>Keith Schweitzer</td>
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<td>Open</td>
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<td></td>
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<td>Dental Science Building.</td>
<td>Tammy Bramlett</td>
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<td>Boyd Law Building, Pharmacy Building, Medical Research Facility and Speech and Hearing Center.</td>
<td>Joel McMorran</td>
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<td></td>
<td>245</td>
<td>Medical Education Research Facility, Carver Biomedical Research Building and Medical Education Building.</td>
<td>Sarah McCain</td>
<td></td>
<td>Open</td>
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<tr>
<td></td>
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<td>Pappajohn Biomedical Discovery Building and Westlawn.</td>
<td>James Nelson</td>
<td></td>
<td>Duane Lown</td>
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<tr>
<td></td>
<td></td>
<td>Medical Labs, Eckstein Medical Research Building, College of Medicine Administration Building and Medical Research Center.</td>
<td>Scott Smart</td>
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<tr>
<td></td>
<td></td>
<td>Bowen Science Building and College of Nursing Building.</td>
<td>Jeremy Reiland</td>
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</tbody>
</table>
a huge THANK YOU goes out to all of the custodial staff who helped out in various buildings during Tuesday’s nights storm. Brent stated several times that the “custodial staff were on top of it and that he could not have handled all of it without their help”.

You and your teams are noticed, appreciated, and acknowledged 😊 Please pass this on to your staff

Just want to pass along that Scott Smart has been very accommodating, easy to work with and is doing a good job for the CCOM. We appreciate his communication on our request and his positive attitude.

Andy, please pass on my sincere thanks and appreciation to the custodial staff that responded so quickly to the issue at Dental Science North this morning. Especially Joe Marron who was probably late to his own party. In my 20 years I have never witnessed such a fast response and excellent teamwork. Thanks again for all your help!!!
Purpose of a Management Plan

• **Communication tool with Building Landscape Services customers:**
  - Colleges, Department Heads, Facility Managers, Administration and Student Organizations
  - Provide a basis for understanding the kinds of landscapes found on campus and the level of service to which any given area will be maintained

• **Prepared as a tool for Landscape Services to assist in advancing the level of landscape maintenance quality on campus by:**
  - Defining appearance expectations
  - Establishing standards for maintenance
  - Providing a structure for monitoring results
  - Develop a stronger sense of stewardship
  - Used as a field reference tool for Landscape Services supervisors and staff
Service Areas
Criteria for Service Level designations

**SERVICE LEVEL A**
- Intense use by students and faculty at gathering places or destination points.
- Historically or architecturally significant buildings or sites.
- Significant area of interface between the University and the public (theatres, visitor areas, major administration areas, gathering places or destination points).
- Locations containing major works of art, fountains, or other unique features or landmarks.
- Identified in the Campus Master Plan as a prominent area on campus

**SERVICE LEVEL B**
- Passive use by students and faculty such as open space and pedestrian circulation links between area.
- Academic or administrative buildings without historical or architectural significance but in prominent or visible locations.
- Interface between the University and the public is moderate such as borders.

**SERVICE LEVEL C**
- Natural areas.
- Open space with little to no actual use by students or faculty.
- Area of little or no interface with the public or the interface is automobile oriented
SERVICE LEVEL A AREA FREQUENCIES

LITTER AND DEBRIS CONTROL
- Litter pick up around Area
- Cigarette butt pick-up
- Building entrances
- Litter receptacles, clean and power wash
- Sand and debris removal from walks

TURF MAINTENANCE
- Edging walks
- Sidewalk margin repair
- Organic- synthetic mix application
- Aeration
- Mowing

TREE MAINTENANCE
- Pruning inspection
- Insect and Disease inspection
- Mulching
- Pre-Emergent

SHRUB AND GROUND COVER BED MAINTENANCE
- Trim formal hedges
- Prune and shape shrubs
- Edge and mulch beds
- Weeding of beds
- Prune dead branches and remove dead plants
- Pre-Emergent

ANNUAL AND PERENNIAL FLOWER BED MAINTENANCE
- Weeding
- Edging
- Watering, check and water as needed
- Pre-Emergent

SITE FURNITURE AND AMENITIES
- Tables, benches, litter receptacles inspected
- Post and chain inspected
- Building signs inspected
SERVICE LEVEL B AREA FREQUENCIES

LITTER AND DEBRIS CONTROL
- Litter pick up around Area 5 x per week
- Cigarette butt pick-up 1 x per week
- Building entrances 5 x per week
- Litter receptacles, clean and power wash 1 x per year
- Sand and debris removal from walks 1 x per year

TURF MAINTENANCE
- Edging walks 1 x per year
- Sidewalk margin repair 2 x per year
- Organic - synthetic mix application 5 x per year
- Aeration 1 x per year
- Mowing 1 x per week

TREE MAINTENANCE
- Pruning inspection 2 x per year
- Insect and disease inspection 1 x per year
- Mulching 1 x per year
- Pre-Emergent 3 x per year

SHRUB AND GROUND COVER BED MAINTENANCE
- Prune and shape shrubs 1 x per year
- Edge and mulch beds 1 x per year
- Weeding of beds 1 x per year
- Prune dead branches and remove dead plants 1 x per month
- Pre-Emergent 3 x per year

ANNUAL AND PERENNIAL FLOWER BED MAINTENANCE
- Weeding 2 x per month
- Edging 1 x per year
- Watering, check and water as needed 3 x per week
- Pre-Emergent 3 x per year

SITE FURNITURE AND AMENITIES
- Tables, benches, litter receptacles inspected 1 x per week
- Post and chain inspected 2 x per month
- Building signs inspected 5 x per week
SERVICE LEVEL C AREA FREQUENCIES

LITTER AND DEBRIS CONTROL
- Litter pick up around Area 2 x per month
- Cigarette butt pick-up 1 x per month
- Litter receptacles, clean and power wash As directed
- Sand and debris removal from walks As directed

TURF MAINTENANCE
- Edging walks 1 x 2 years
- Repair sidewalk margins As directed
- Organic - synthetic mix application As directed
- Aeration As directed

TREE MAINTENANCE
- Pruning inspection 1 x per year
- Insect and Disease inspection 1 x 2 years
- Mulching As directed

SHRUB AND GROUND COVER BED MAINTENANCE
- Prune and shape shrubs 1 x 2 years
- Edge and mulch beds 1 x 2 years
- Pre-emergent beds 1 x per year
- Weeding of beds 1 x per month
- Prune dead branches and remove dead plants 1 x 2 months

PERENNIAL FLOWER BED MAINTENANCE
Low maintenance perennial beds only
- Weeding 1 x per month
- Edging 1 x 2 years
- Watering, check and water as needed As needed

SITE FURNITURE AND AMENITIES
- Tables, benches, litter receptacles inspected 2 x per year
- Post and chain inspected 2 x per year
- Signs inspected 1 x per year
Area 7 Landscape Assets
LANDSCAPE SERVICES CALENDAR

MAY

ALL STAFF:
- Monitor Compliance Training requirements
- Clean vehicles weekly

AREA GROUNDSKEEPERS:
- Litter and debris removal
- Apply 2nd of five Halopyrol applications in week 3, after Commencement. Follow program in Appendix
- Bed maintenance
- Mulch tree rings. See diagram in Appendix
- Prune back coccinellids shrubs such as Forsythia as necessary after the blooing period
- Area 5: Inspect BLD atria prior to the end of semester
- Area B: ARW pond maintenance. See Appendix

OAKDALE CAMPUS:
- Litter and debris removal
- Mow turf
- Bed maintenance
- Mulch tree rings. See diagram in Appendix

TREE CREW:
- Tree inventory
- Perform tree work based on Tree Management Plan found in Trec Campus USA submittal
- Transfer seedlings from Micro-arnery to outdoor storage

TURF CREW:
- Mow turf
- Overscoring window is April 15 – May 31 for majority of projects
- Sod along selected sidewalk margins

IRRIGATION SPECIALIST:
- See Appendix for maintenance schedule

INSTALLATION CREW:
- Install annuals

CONCRETE CREW:
- Sidewalk repairs from prepared list

PROJECTS CREW:
- Sign maintenance, site furniture, post and chain inspection
- Asphalt patching
- Assist internal units, Utilities and other Shops as requested
- Assist UH Housing w/ Move Out after end of semester

WASTE MANAGEMENT CREWS:
- Garbage truck route
- Trash can route
- Roll-off and compactor routes
- Assist UH Housing w/ Move Out after end of Spring Semester

SUPERVISOR:
- Planning and scheduling
- Monitor Compliance Training requirements for self and staff
- AIM: Approve time entries, assign new work requests, close completed work requests
- Track shop stock data entry / equipment rental usage
Landscape Services

Landscape Services maintains a campus with over 150 years of history and memories for faculty, staff, students and alumni. The campus, with trees hundreds of years old, spaces that have been home to generations of students, staff and faculty, areas where traditions were born and grounds that have seen history is under the care and guidance of the Landscape Services team.

Mission

The Landscape Services team is responsible for:

- lawn maintenance
- design, installation and maintenance of landscape
- walkways
- open spaces
- trees (Tree Inventory Map)

Our team includes people with forestry, horticultural and landscape design backgrounds, who are dedicated to maintaining this campus legacy and building for future generations.

MANAGEMENT PLANS

Turf Management Practices - Quick Facts
View our Landscape Services Management Plan

LANDSCAPE SERVICES ADMINISTRATIVE STAFF

Don Guckert, Lynne Finn, Sadie Greiner
Interim Directors, Building & Landscape Services
lynne-finn@uiowa.edu
(319)-335-5068

Scott Gribsch
Associate Director, Landscape Services
Building & Landscape Services
Scott-Gribsch@uiowa.edu
(319) 384-0748

Shawn Fitzpatrick
Assistant Manager, Landscape Services
Building & Landscape Services
shawn-fitzpatrick@uiowa.edu
(319) 335-5107
EAB / Ash Tree removal

Emerald Ash Borer

Flecking of the bark and D-shaped exit hole

Canopy die back due to loss of water and nutrients
EAB Larvae damage

Larvae stage

Borer create long serpentine galleries as they feed on the inner vascular layers under the bark

Branch from first confirmed Ash tree with EAB in Johnson County was in Gibson Square 2106
Ash Trees east side of river
Ash Trees West of the river
Snow Removal Responsibilities
Landscape Services Facts

- Landscape Services maintains 1,900 acres
- 290 acres of maintained turf
- 8 acres perennial beds
- 10.5 acres of shrub beds
- 7 acres of mulch beds
- .5 acres of annual beds (not including raised planters)
- 8,000 trees on both campuses in maintained areas
- 36 miles of Institutional Roads
- 50 plus miles of sidewalks
- 224 litter receptacles
- 494 benches
- 182 tables
- 37 Merit staff
- 5 Professional staff
Panel Discussion
- Steph Rourke - Customer Service Manager

HOUSE RULES
NO FUSSIN’
NO FIGHTIN’
NO WHININ’
NO BACK TALKIN’
QUESTIONS?