

WELCOME!!

**Monthly Building
Coordinator Meeting
Via ZOOM**

August 16, 2023



Agenda

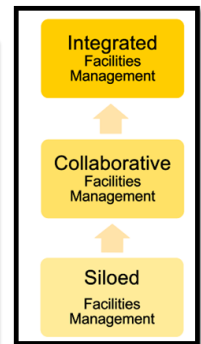
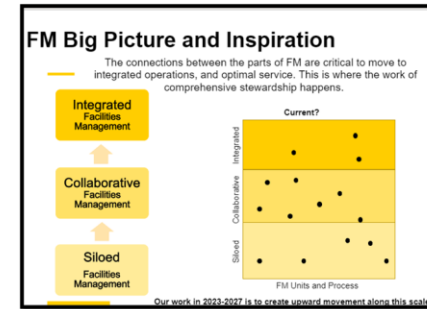
- ***Asset Optimization Services:*** Andy Van Etten—Associate Director and Julie Sychra, Director Facilities Management
- ***Building Landscape Services Survey Results:*** FM Directors Andy Bruckner, Julie Sychra and Scott Gritsch
- ***Landscape Services Campus Beautification:*** Scott Gritsch, Director Landscape Services and Michael Weikamp, Manager Landscape Services

IOWA

Facilities Management Asset Optimization Services

Building Coordinators - August 16, 2023

FM Big Picture & Inspiration

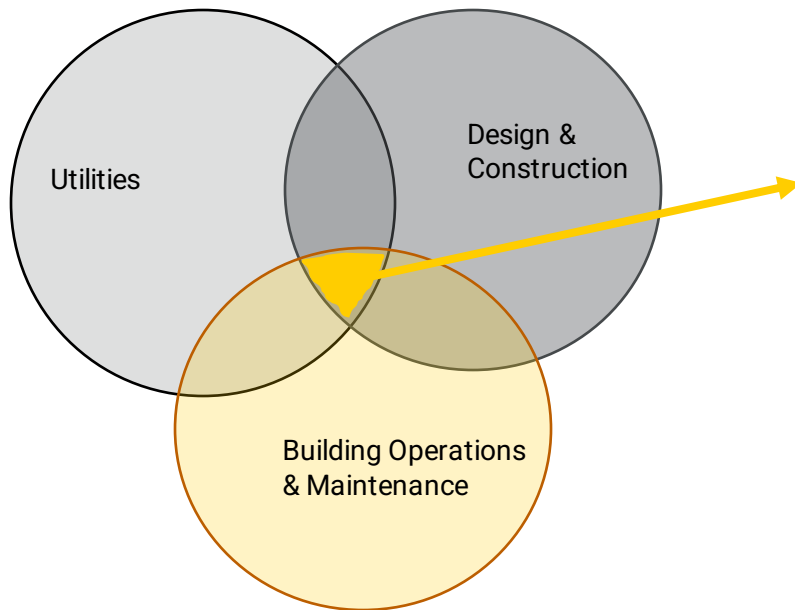


Asset Optimization Services (AOS) is an **integrated** FM team focused on advancing **Total Cost of Ownership (TCO)** practices. This integrated asset management strategy drives maintenance, reliability, and energy efficiency throughout the **entire life cycle of an asset, from design to demolition.**

AOS is grounded in the principles of organizational thinking and action, incorporating Processes, People, Systems, and a culture that centers around our **FM core value of Stewardship**. The AOS team leverages positions that are currently in place, filling an open Building Operations & Maintenance position and established planned Design & Construction engineering support roles to form an integrated FM team.

We are excited to resource this team in a sustainable way and look forward to the stewardship benefits that this work will drive **across campus** both now and in the future.

Asset Optimization Services



Total Cost of Ownership

Processes and decisions grounded by data that consider the entire life cycle of assets, starting in design and ending in demolition.

34.5 Stewardship Decision Framework

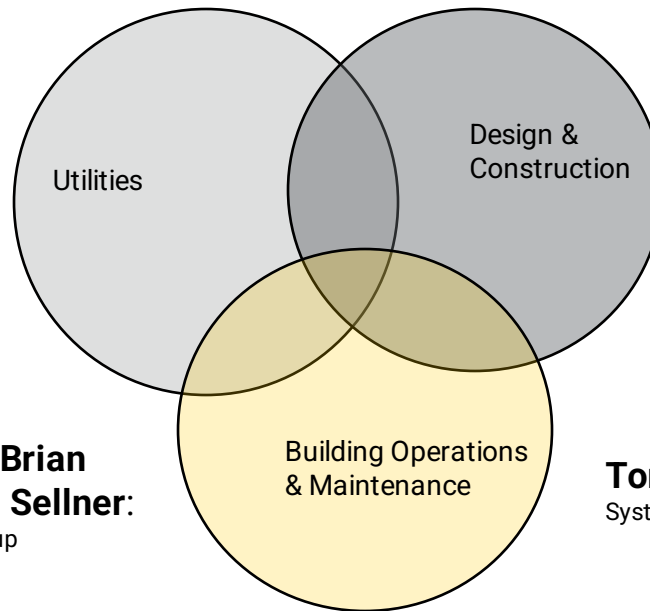
(Amended 8/7/20)

Effective August 7, 2020, this policy has been revised. For individual changes, see the [redlined version](#).

The University of Iowa employs a broad project decision-making framework based on stewardship and total-cost-of-ownership. The total-cost-of-ownership is a composite of financial obligations consisting of the costs for the initial capital design and construction; operations and maintenance; utilities and energy; renewal; and decommissioning or demolition. To take future costs into consideration and aid decision making during the planning, design, and construction phases, the University has established design standards, policies, and procedures. Below are some of the policies associated with this framework. Additional University of Iowa Design Standards and Procedures may be found at the following site: <https://www.facilities.uiowa.edu/design-standards-and-procedures>.

Team Members

Andy Van Etten:
AOS Leader



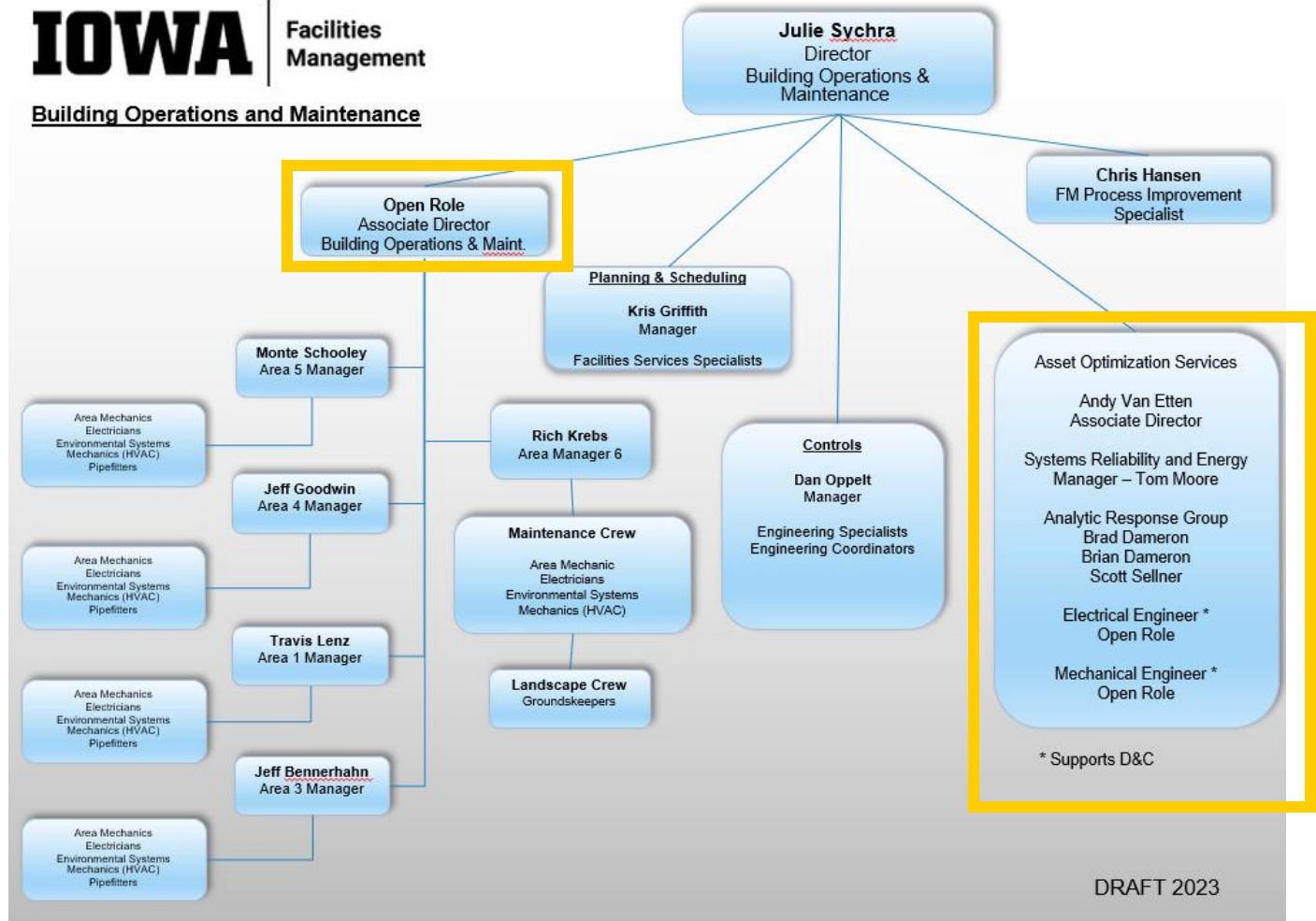
2-TBD:
Mechanical Engineer, Electrical Engineer:
(Filling two needs previously identified by D&C)

Brad Dameron, Brian Dameron, Scott Sellner:
Analytic Response Group

Tom Moore:
Systems Reliability and Energy Manager

BOM Impacts

Building Operations and Maintenance



DRAFT 2023

Asset Optimization Services (AOS)

Who – The AOS Team will be made up of current and planned positions.

What – Asset Management Team focusing on energy and reliability of building systems.

How – Advocating decision-making based on Total Cost of Ownership.

Asset Optimization Services (AOS)

Four Main Services:

- 1.Total Cost of Ownership resource
- 2.UI Design Standards and Procedures content development support
- 3.Energy Fund prioritization and project support
- 4.Building performance optimization

Asset Optimization Services (AOS)

Who – The AOS Team will be made up of current and planned positions.

What – Asset Management Team focusing on energy and reliability of building systems.

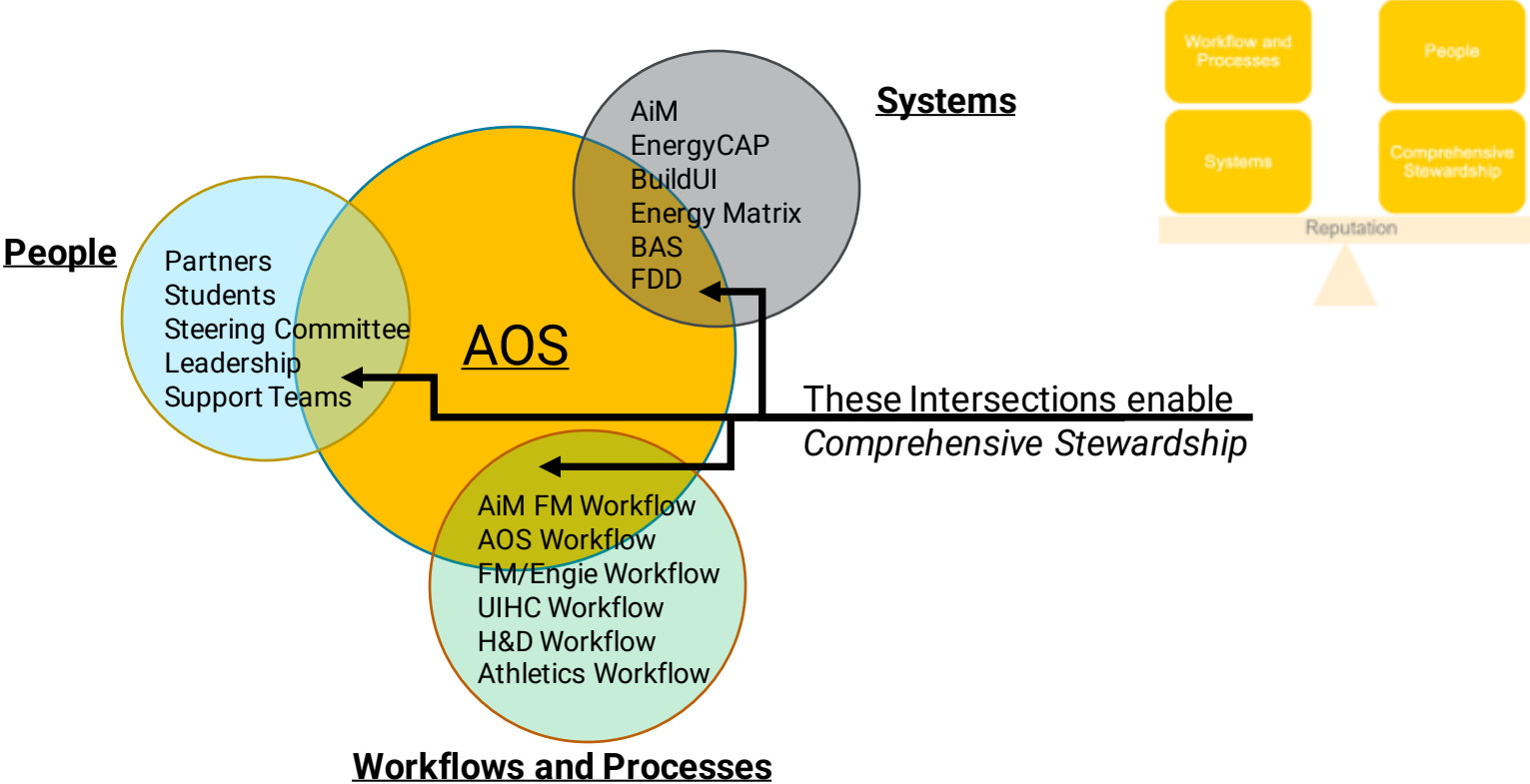
How – Advocating decision-making based on Total Cost of Ownership.

FM Customer Service Analysis Process

	Spring	Sumer	Fall	Winter	Spring	Sumer	Fall	Winter	Spring	Sumer	Fall	Winter
	2023				2024				2025			
Total Cost of Ownership Authority - Develop a standard definition of TCO and Work to align stakeholders on technology and maintenance decisions			GEF (Primary Focus)									
					UIHC (Consultation only)							
					Athletics (Consultation Only)							
					H&D (Consultation Only)							
UI Design Standards and Procedures content development support - Regular review schedule and change management process needs developed.	GEF											
							Athletics (Consulation)					
							H&D (Consulation)					
Utilization of "Energy Fund" – Prioritize energy related projects and develop execution plans.			GEF									
			UIHC									
			Athletics									
			H&D									
Building Performance Reviews – Utilize established systems and teams to analyze building performance and develop improvement plans		GEF				UIHC						
						Athletics						
						H&D						
	Spring	Sumer	Fall	Winter	Spring	Sumer	Fall	Winter	Spring	Sumer	Fall	Winter
	2023				2024				2025			



FM Components of Success



Next Steps

- Continue Communication to Campus
- Build the Team – Engineering Positions Have been posted on [Jobs@uiowa.edu](https://jobs@uiowa.edu)
- Actively recruiting for AD role
- We are entering a transition period with the organizational changes

IOWA

Facilities Management

Building and Landscape Services Customer Survey Year-to-Year Data

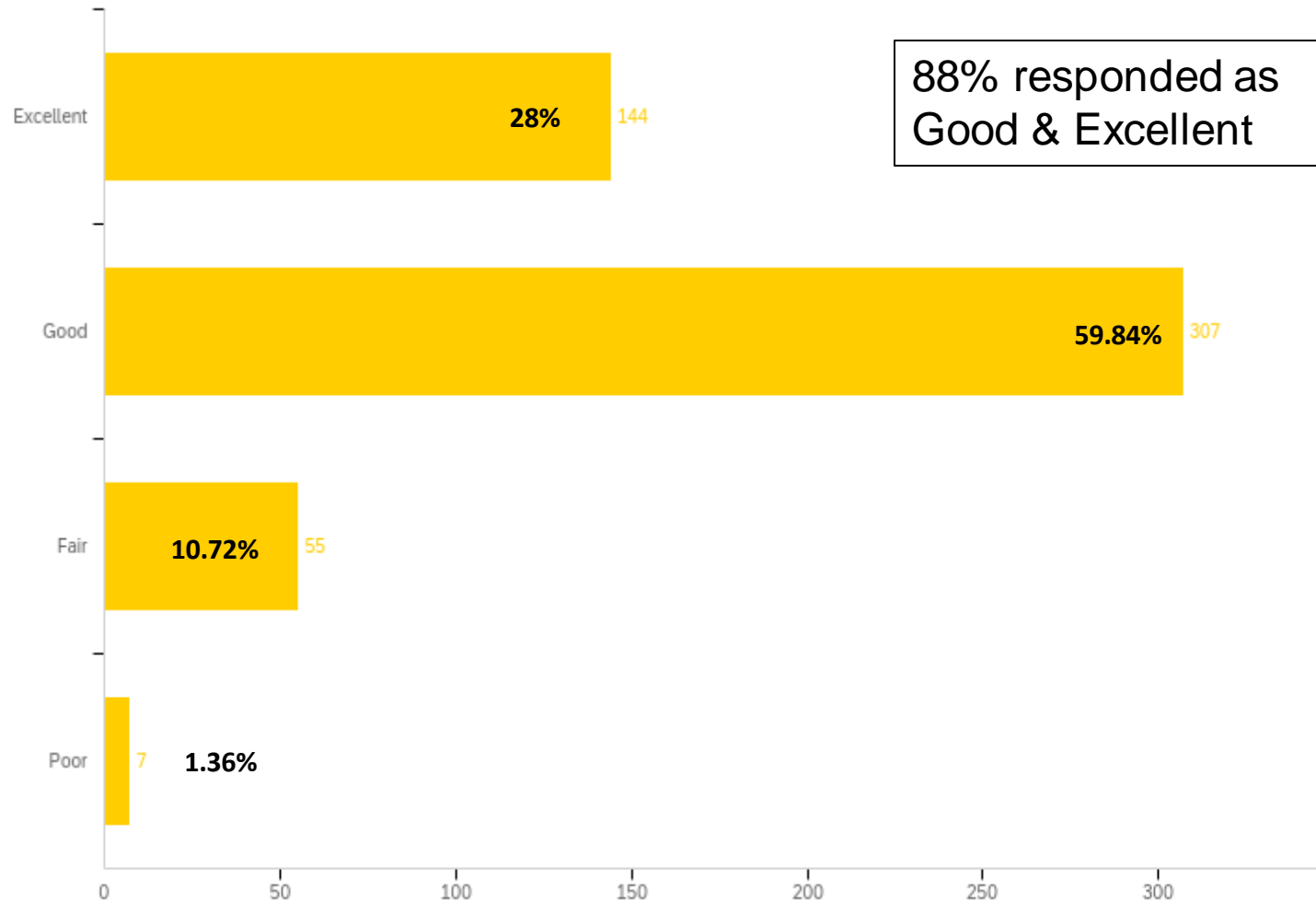
Survey responses from 2015, 2019, 2021, and 2023

August 16, 2023

BLS Survey Results Discussion Update

- Julie Sychra – Director, Building Operations & Maintenance
 - Andy Bruckner – Director, Custodial Services
 - Scott Gritsch – Director, Landscape Services
- Thank you everyone for taking the time to provide very valuable feedback, WE VALUE YOUR FEEDBACK!
 - 709 responses
 - Over 500 comments providing both gratitude and opportunities for improvement

Please rate your general satisfaction with Building and Landscape Services performance:



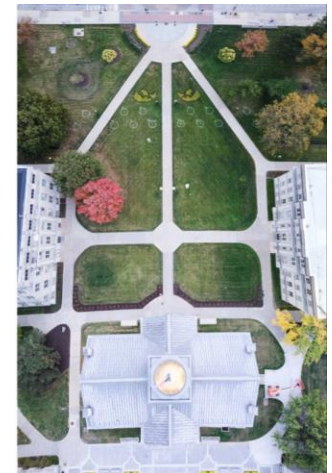
Building Operations & Maintenance - *Initiatives*

- Planning & Scheduling Implementation for Oakdale Campus
 - All five maintenance shops now following same workflow
 - Improves consistency for customers
 - Streamlines internal processes
- Process Improvements
 - Annual Test of Chilled Water Business Continuity Program
 - Cold Weather Protocol
 - Seasonal Switchover Communication
- Employee Engagement & Retention
 - Merit Compensation Project
 - Pipeline/Recruiting focus

Building Operations & Maintenance

Comment Themes

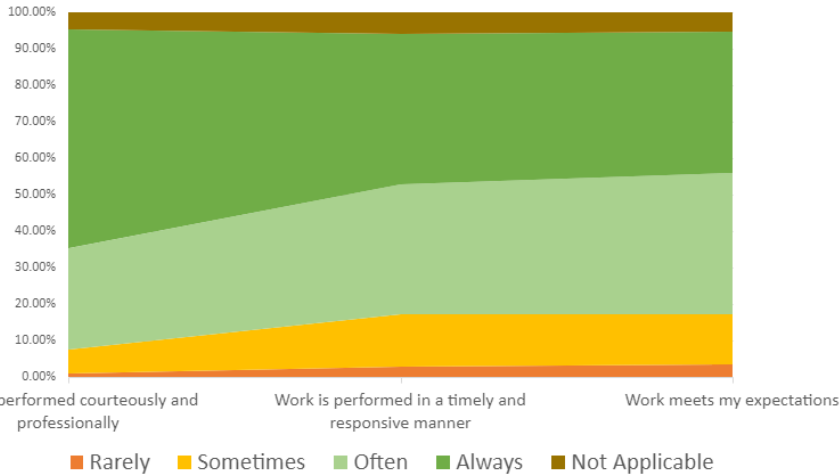
- Over 150 comments
- “I am amazed at the communication and service of the facility staff. They are top notch!”
- Comment Themes:
 - Temperature comments are a consistent theme
 - Specific building maintenance concerns
 - Acknowledging limitations with building age, resources, etc.



In regards to those carrying out maintenance duties:

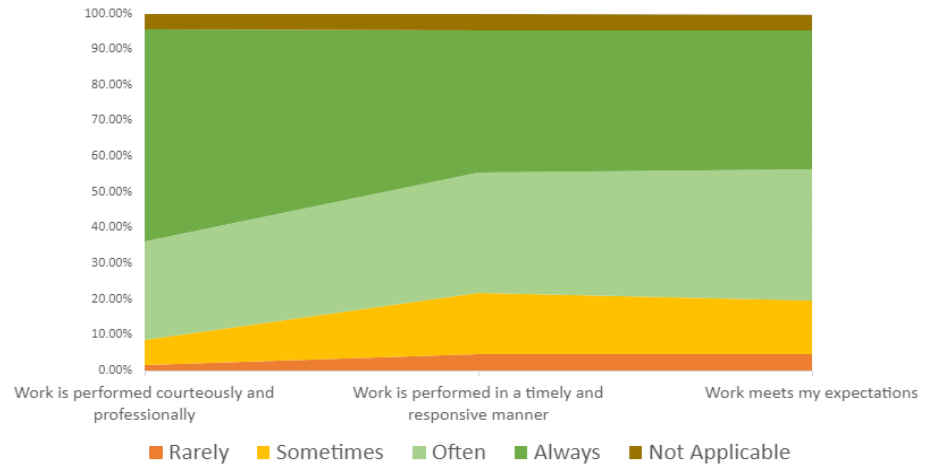
How Maintenance Work is Performed

Building and Landscape Services Customer Survey 2015



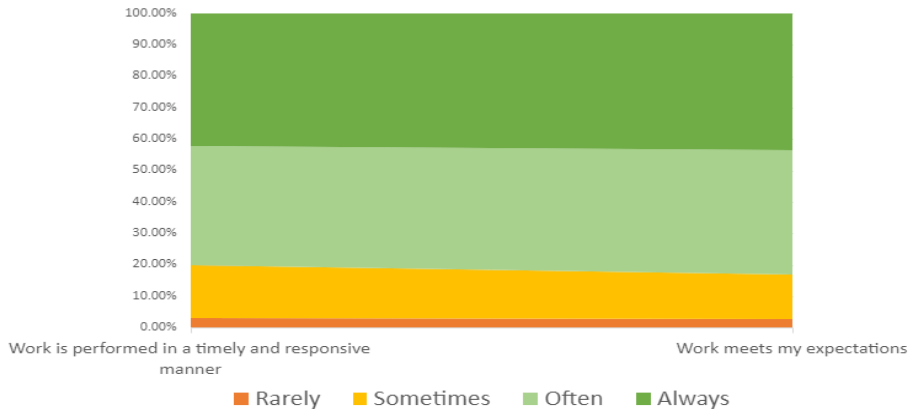
How Maintenance Work is Performed

Building and Landscape Services Customer Survey 2019



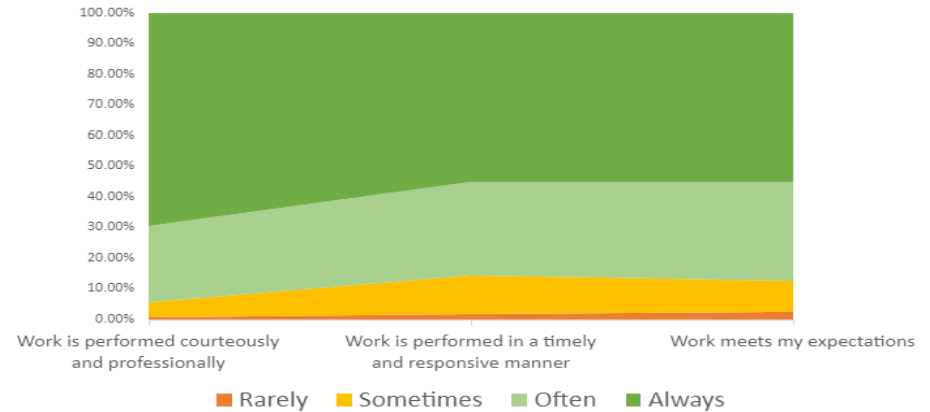
How Maintenance Work is Performed

Building and Landscape Services Customer Survey 2021

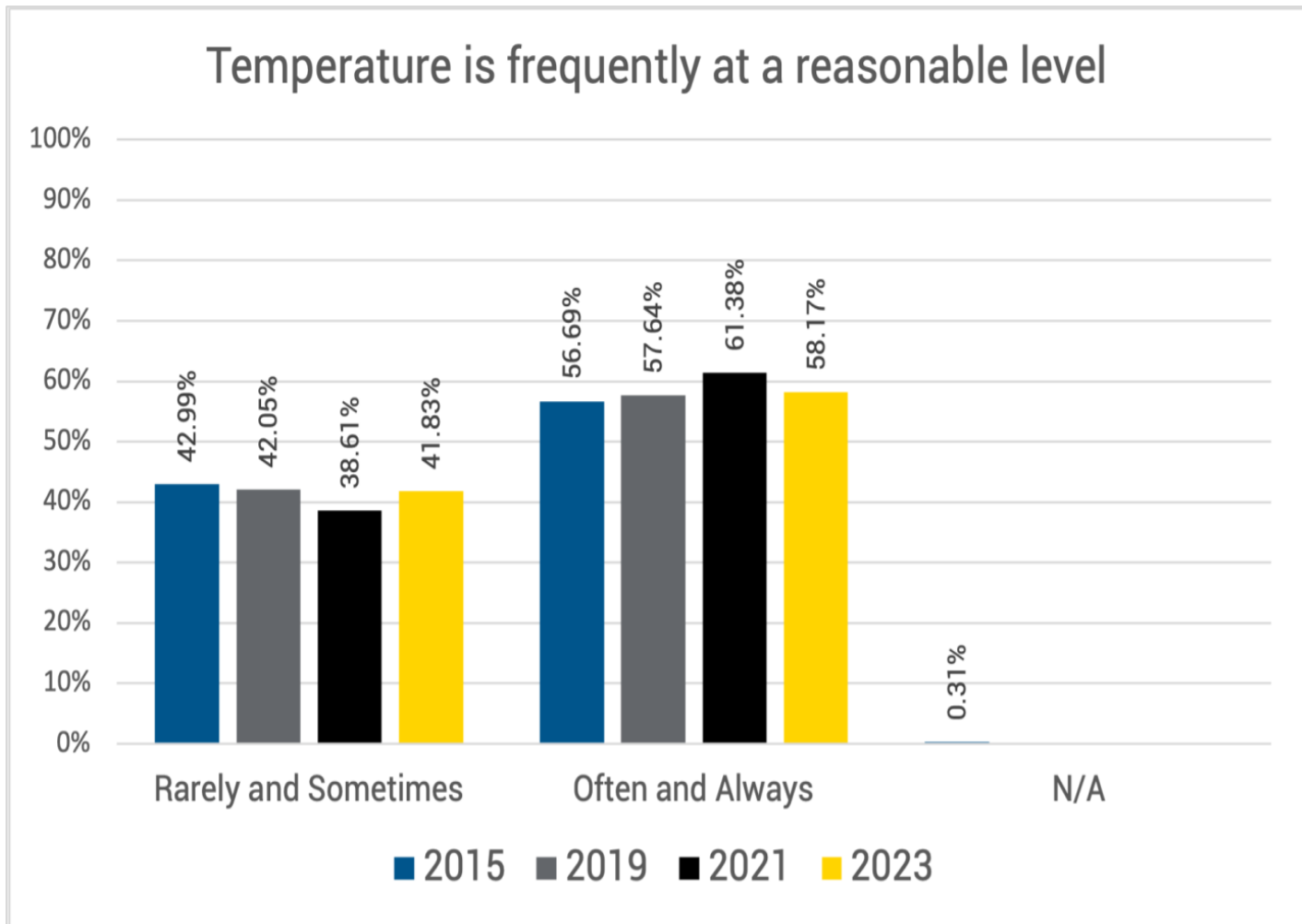


How Maintenance Work is Performed

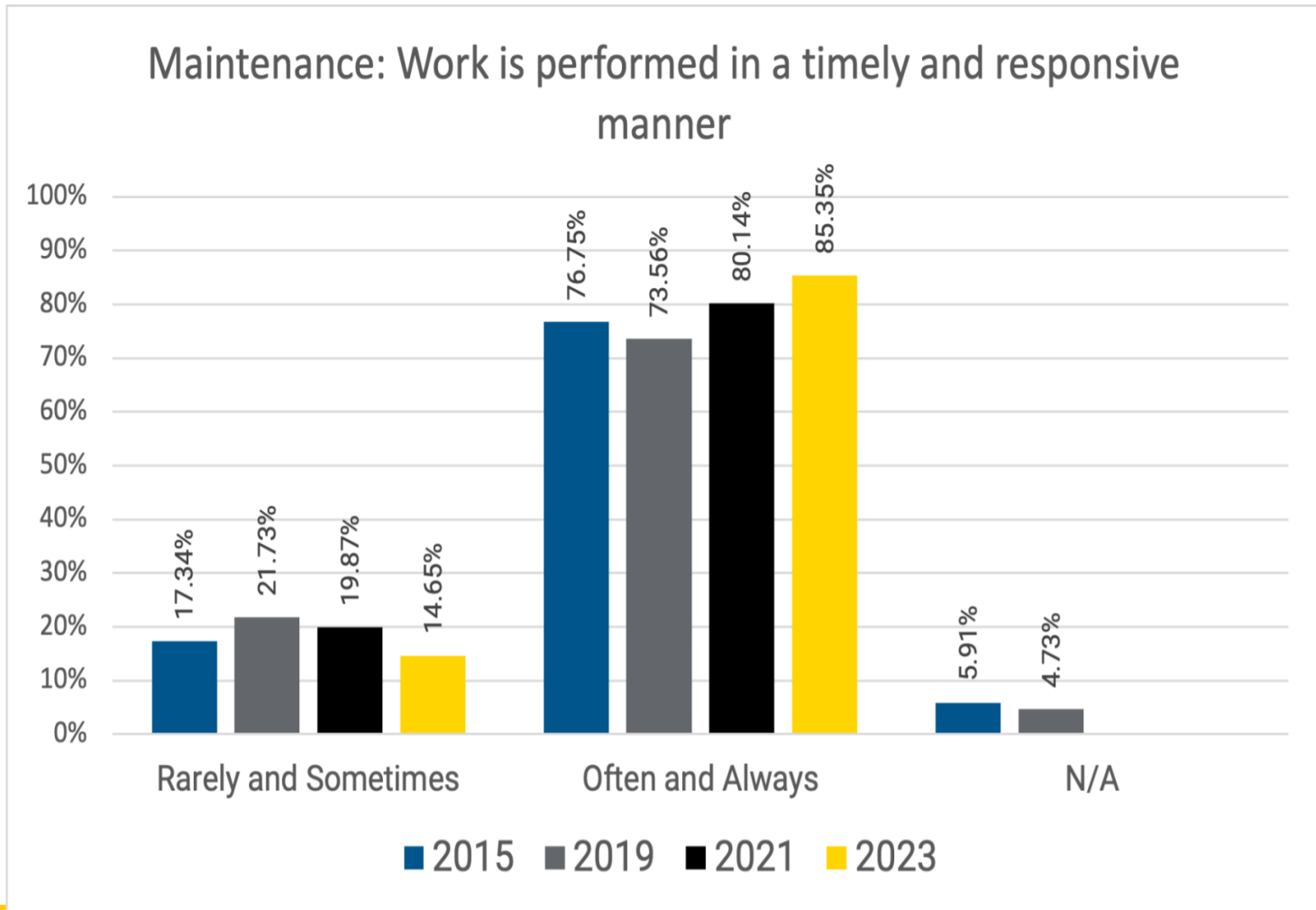
Building and Landscape Services Customer Survey 2023



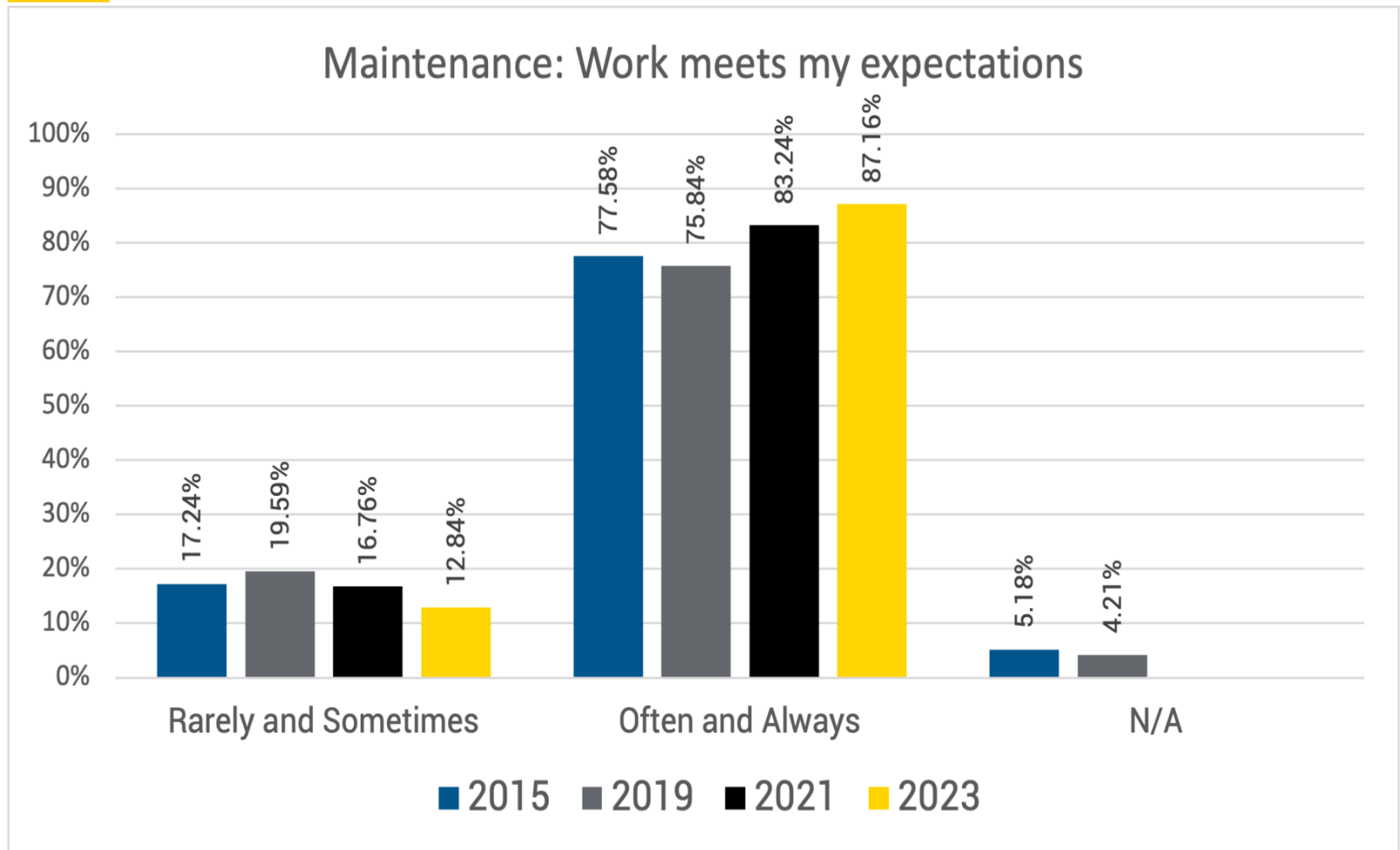
Building Operations & Maintenance



Building Operations & Maintenance



Building Operations & Maintenance



Custodial Services - *Initiatives*

- ✓ Customer Satisfaction
 - Attention to detail in low traffic areas
 - Adjustments to reduction of frequency with office cleaning
 - Maintain communication

- ✓ Employee Engagement & Retention
 - Merit compensation project/SPOT awards
 - Onboarding/Orientation/Training
 - Succession Planning

- ✓ Wellness and Safety of Campus Users
 - Provide a safe and healthy environment for students, faculty and all staff each and everyday.
 - Identify near misses and introduce prevention with all building users
 - Promote a safety culture for all staff to ensure no one gets hurt.

Custodial Services

Follow up on comments

- Over 125 comments
- “Our custodial staff is wonderful.”
- “I greatly appreciate the custodial services that are performed in my building.”
- Comment themes:
 - Thanks for friendly and professional staff and a job well done
 - Private office cleaning
 - Appreciation for daytime attendant program

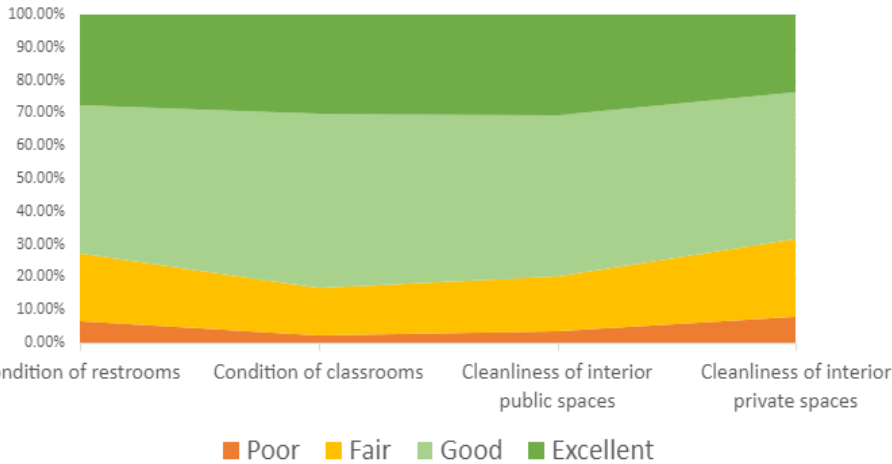


Please rate the following in regards to custodial services:

2015

Custodial Work Results

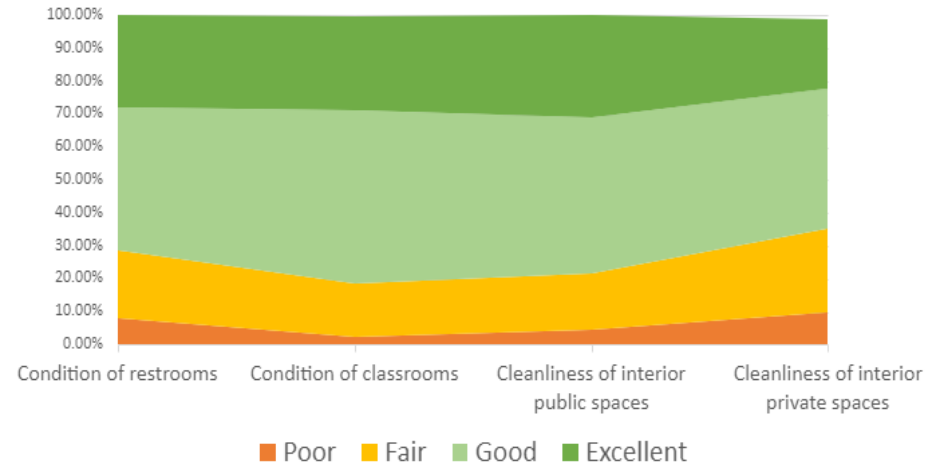
Building Landscape Services Customer Survey 2015



2019

Custodial Work Results

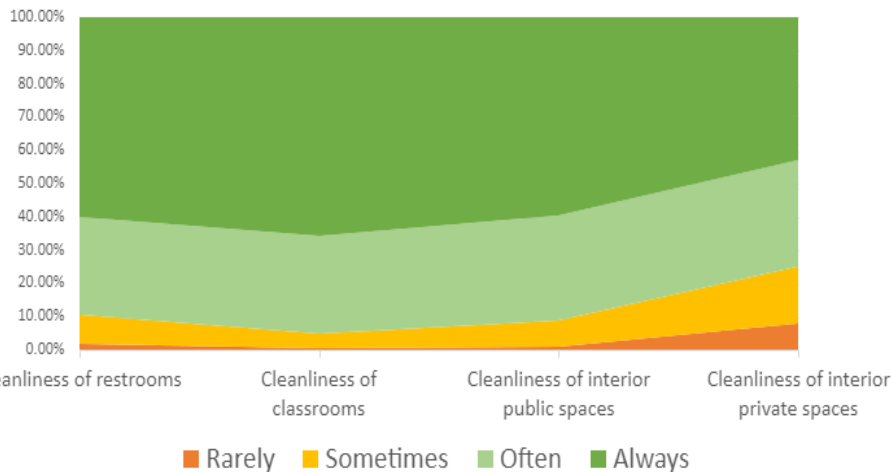
Building Landscape Services Customer Survey 2019



2021

Custodial Work Results

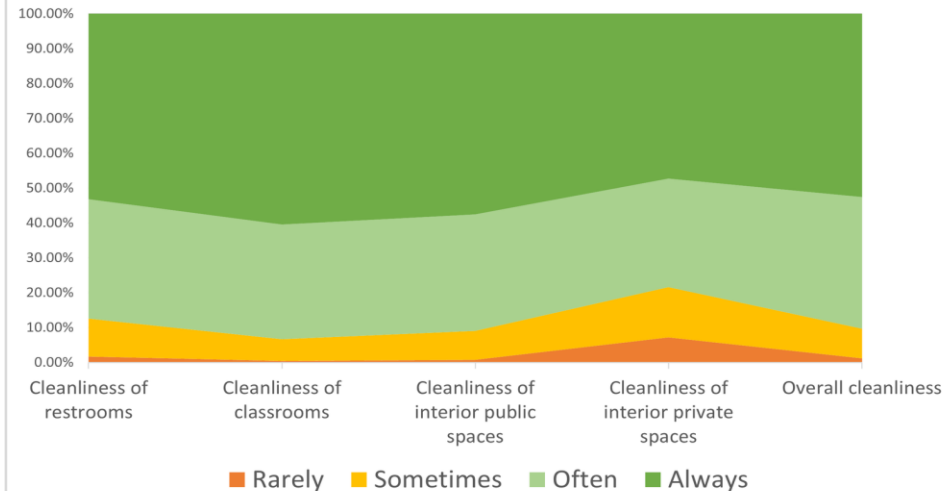
Building Landscape Services Customer Survey 2021



2023

Custodial Work Results

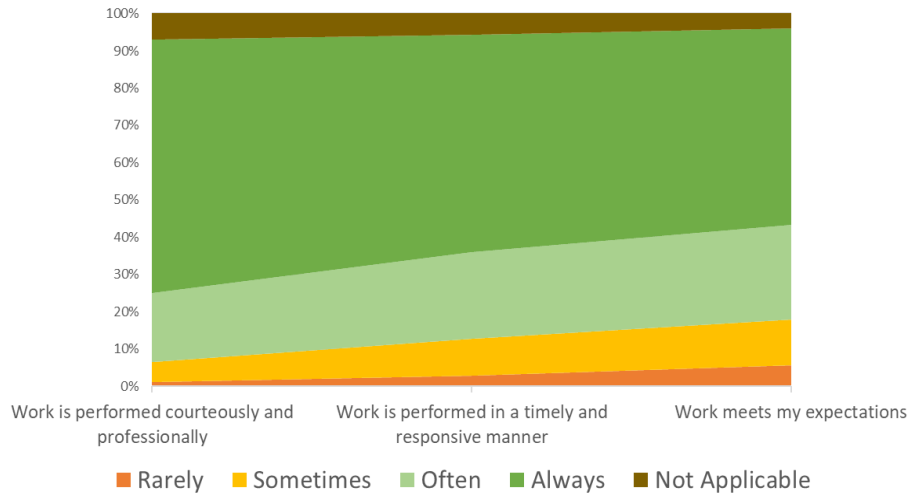
Building Landscape Services Customer Survey 2023



In regard to those carrying out custodial duties:

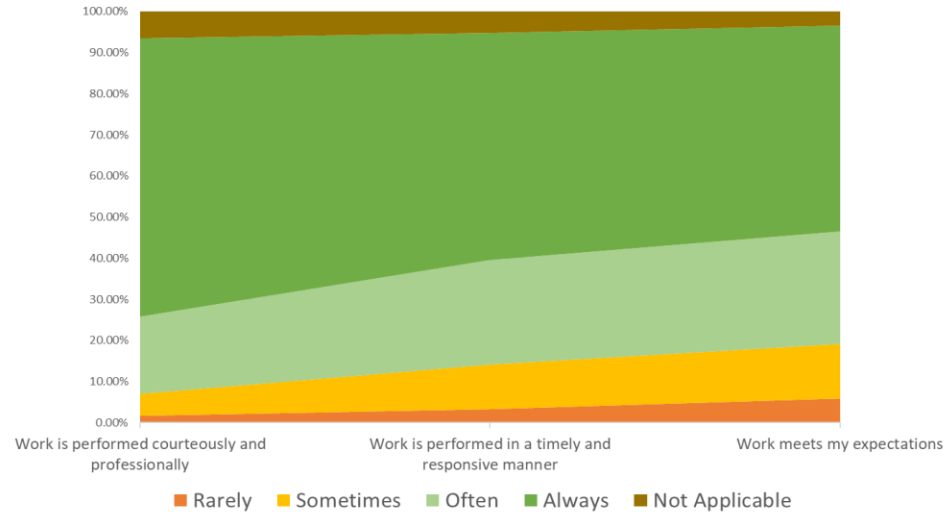
2015 How Custodial Work is Performed

Building and Landscape Services Customer Survey 2015



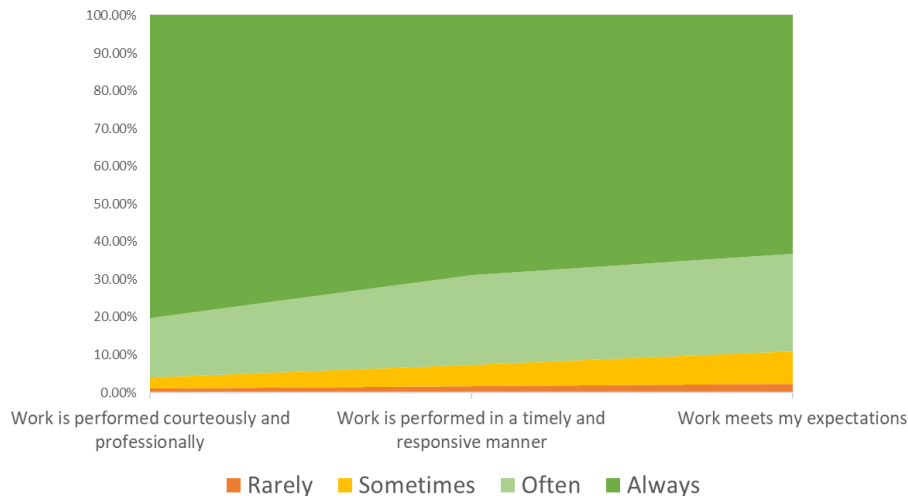
2019 How Custodial Work is Performed

Building and Landscape Services Customer Survey 2019



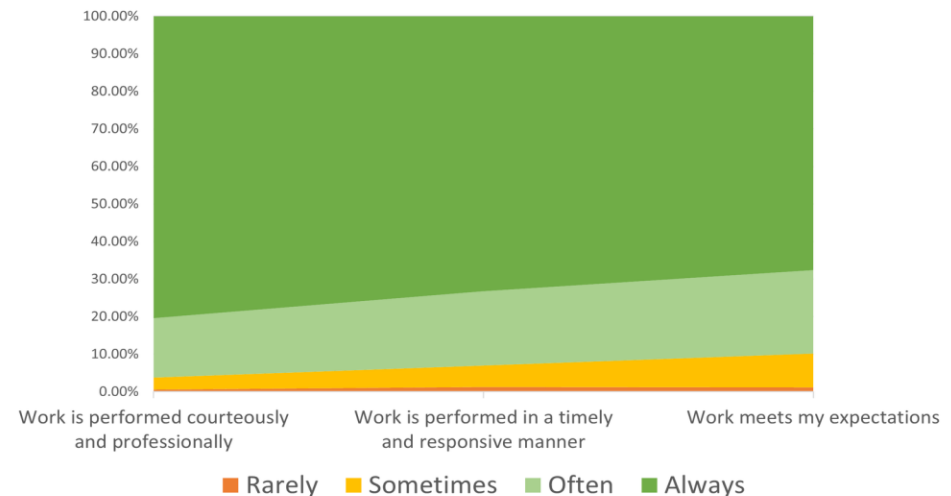
2021 How Custodial Work is Performed

Building and Landscape Services Customer Survey 2021

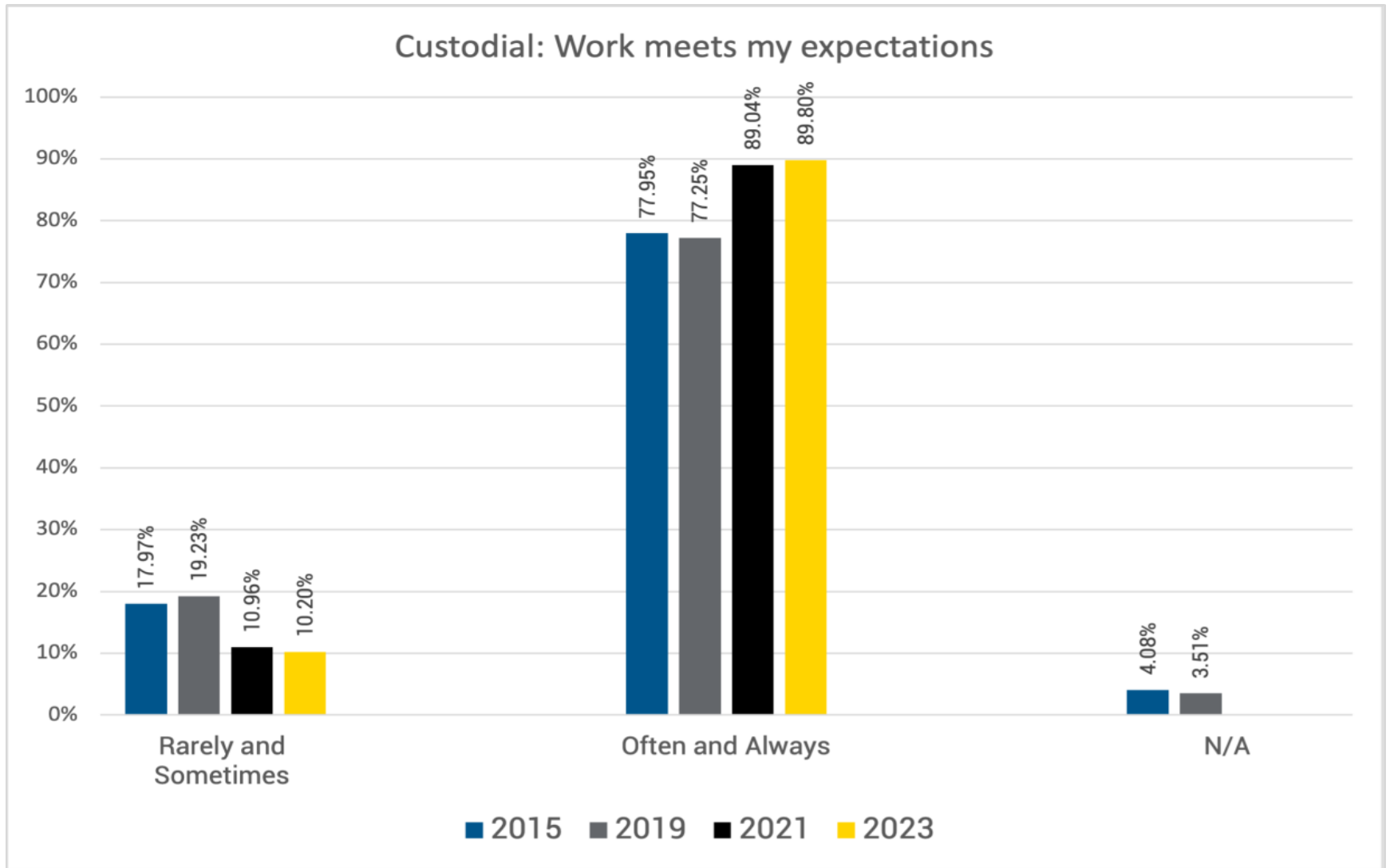


2023 How Custodial Work is Performed

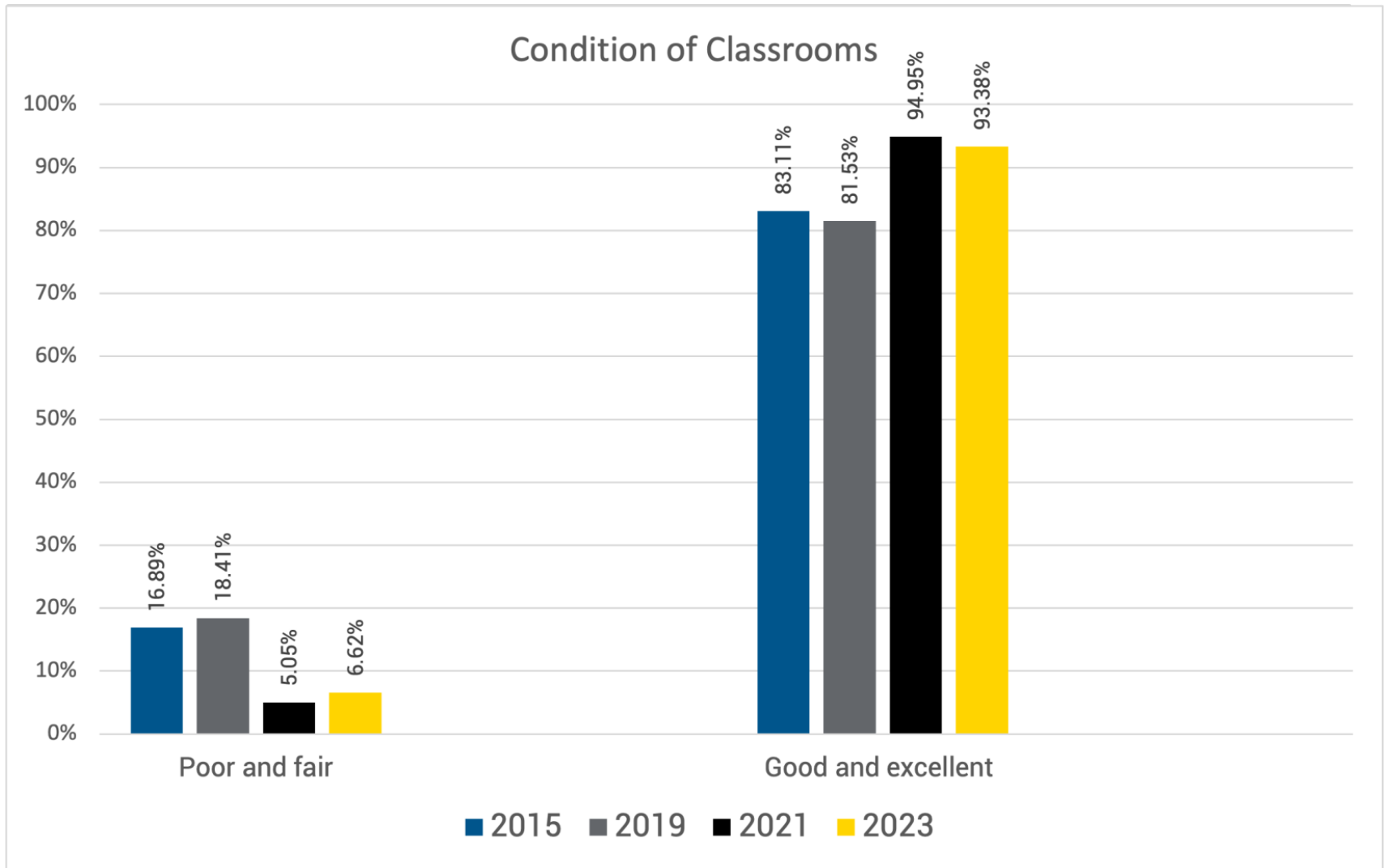
Building and Landscape Services Customer Survey 2023



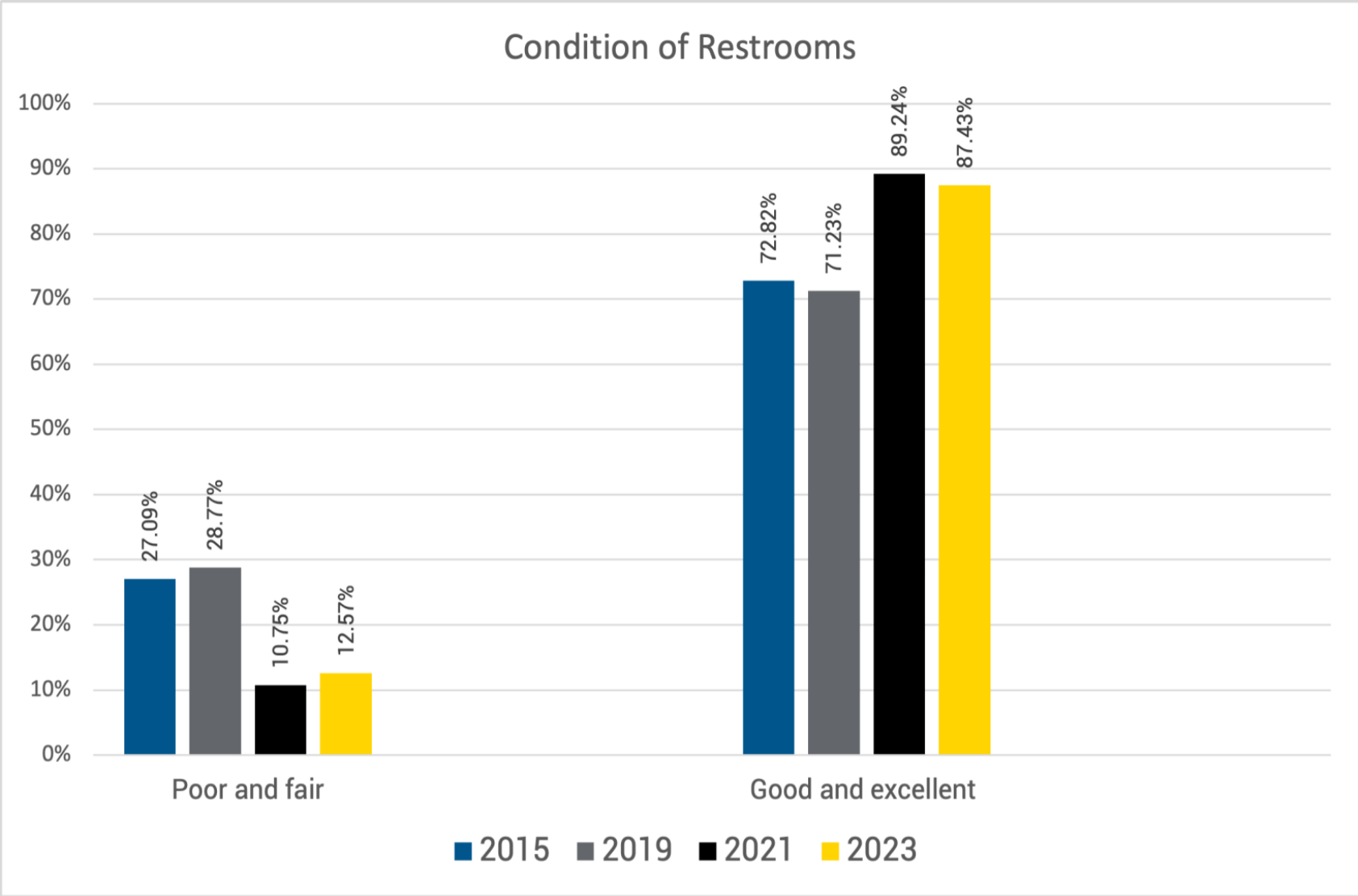
Custodial Services



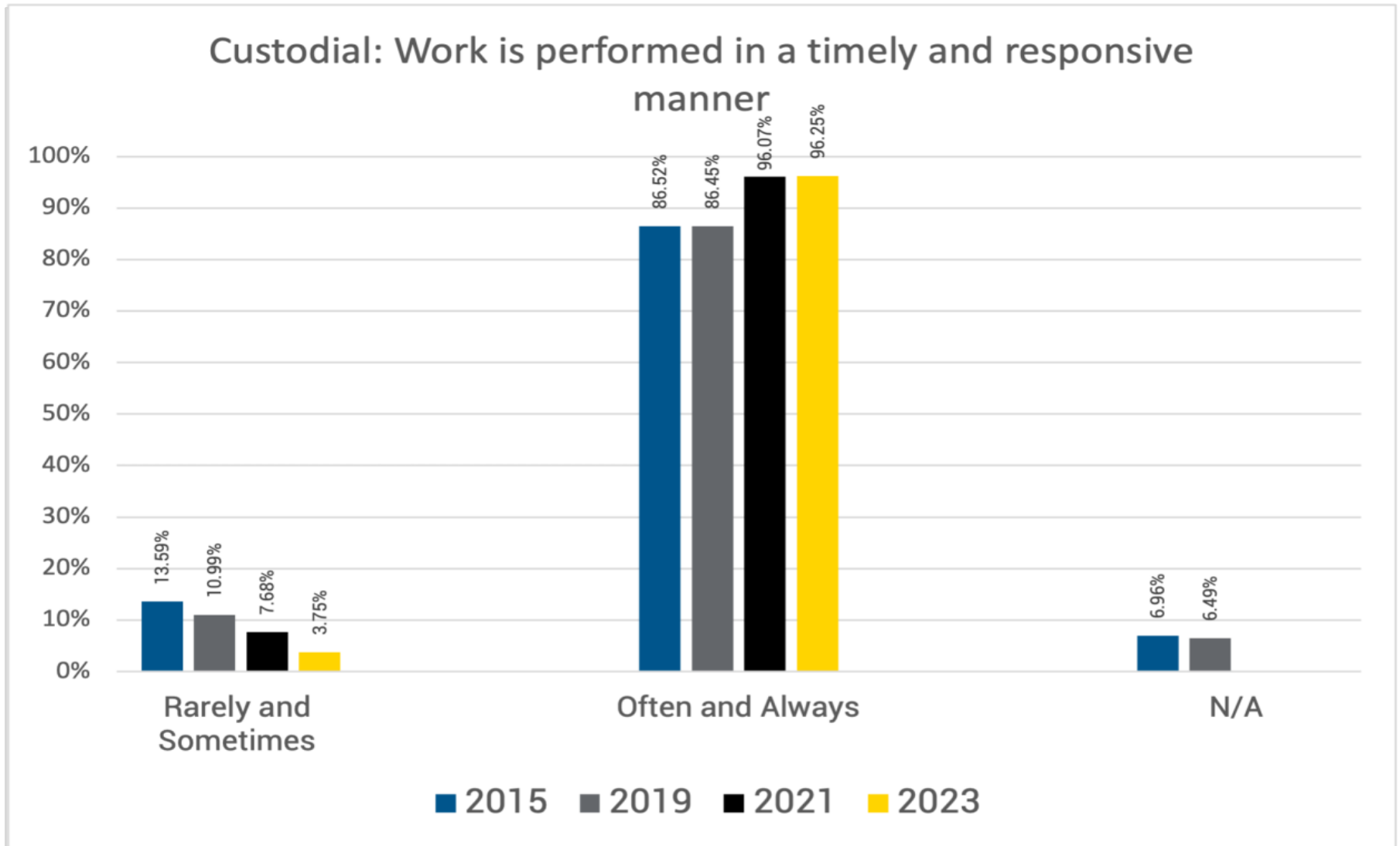
Custodial Services



Custodial Services



Custodial Services



Landscape Services - *Initiatives*

Wellness and Safety of Campus Users

- Provide safe walking conditions on sidewalks by reducing trip hazards and slick spots.
- Create additional small gathering & seating locations across campus.
- Engagement of the River Corridor.

Process Improvements

- Use of new products during the winter season to reduce snow / ice accumulation at building entrances, stairs and ramps.
- Define and communicate turf application practices / plan on campus

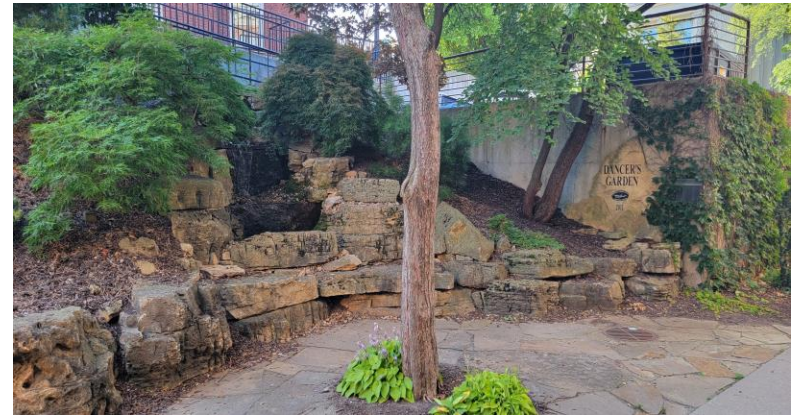
Outreach and Education

- Tree tours (Pentacrest Museums), Bio-Blitz, Honor Students (college & high school) , Ann Frank presentation, Garden Tours (Project Green).
- Collaboration with Student Groups and Classes

Landscape Services

Comments

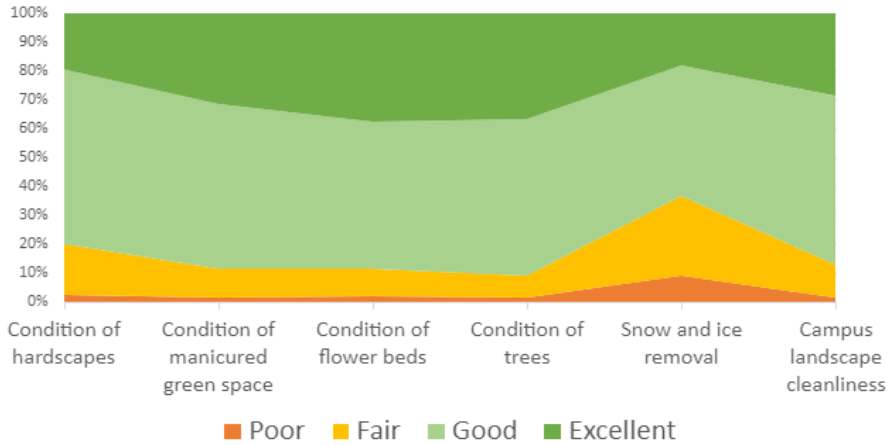
- Over 150 Comments
- “Exceptional work. Visitors are always complementing our campus grounds and how beautiful they are. Thank you for all you do!”
- Comment Themes:
 - Concerns with snow & ice, more attention to clearing accessible paths
 - Interest in sustainable and native plantings (prairie plants, pollinator gardens)
 - Concerns about specific hardscaping spaces



Please rate the following in regards to landscape services:

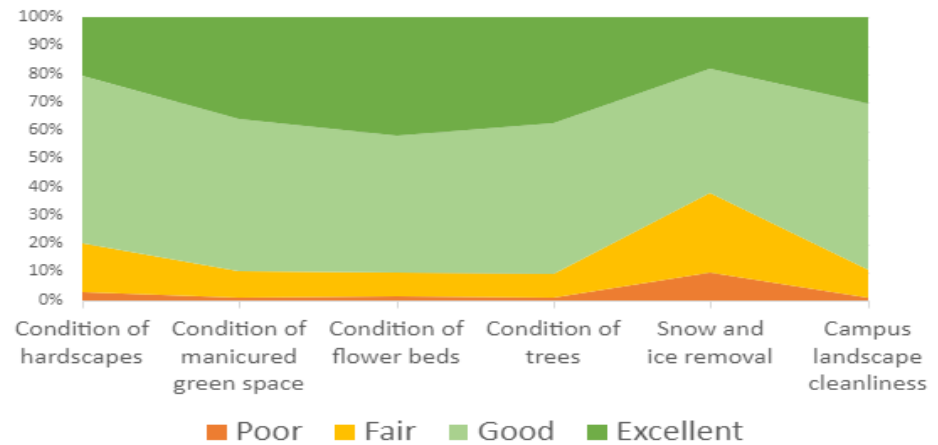
Landscape Work Results

Building and Landscape Services Customer Survey 2015



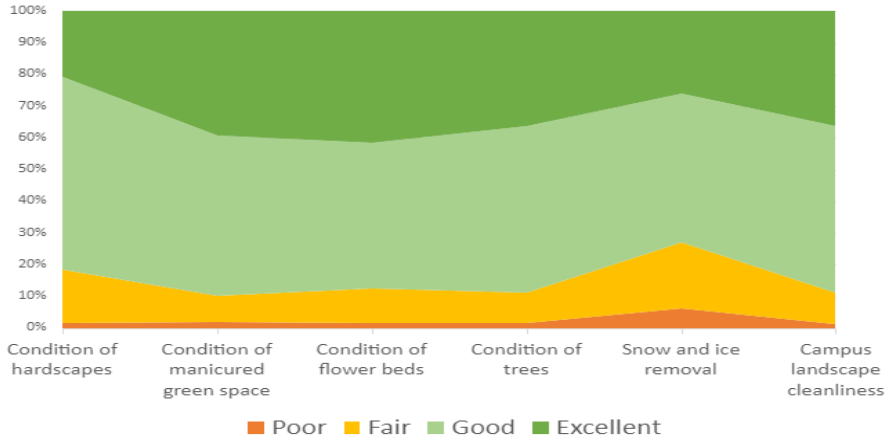
Landscape Work Results

Building and Landscape Services Survey Results 2019



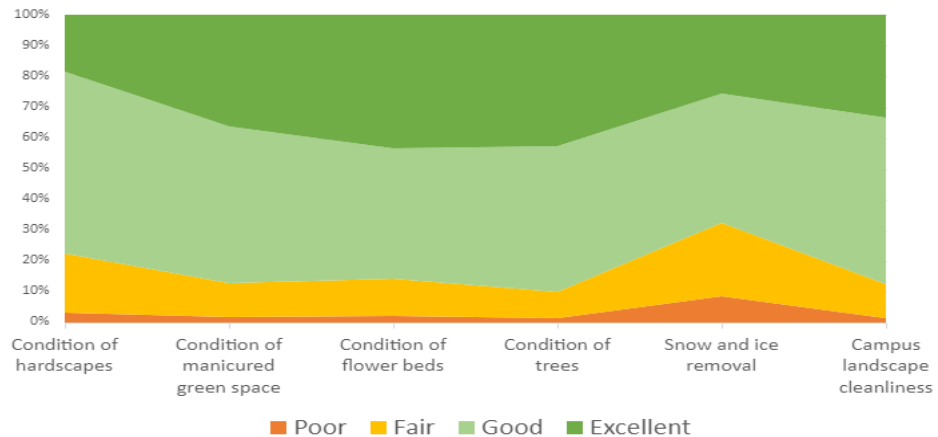
Landscape Work Results

Building Landscape Services Customer Survey 2021



Landscape Work Results

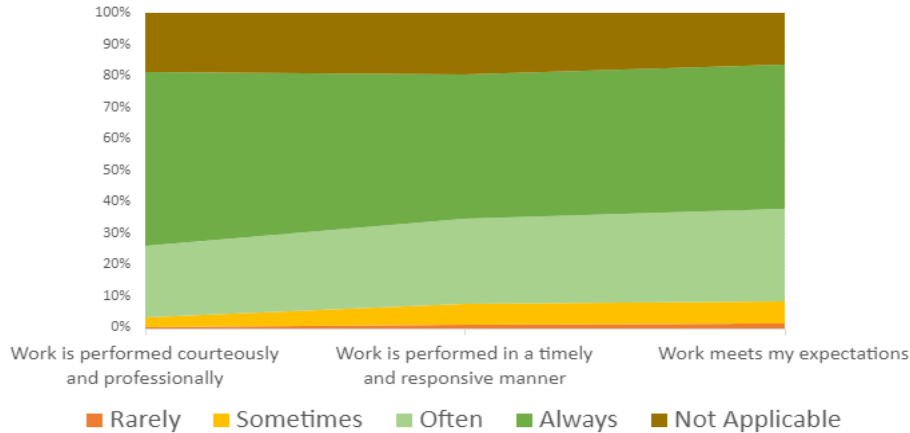
Building Landscape Services Customer Survey 2023



In regards to those carrying out landscape duties:

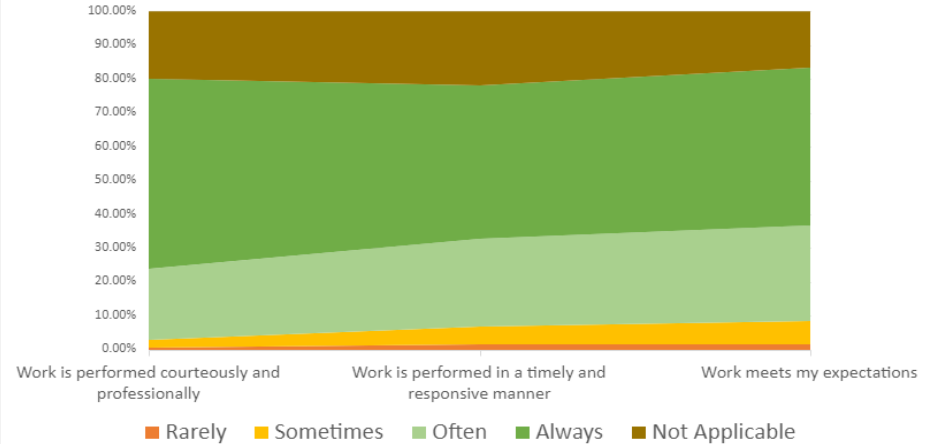
How Landscape Work is Performed

Building and Landscape Services Customer Survey 2015



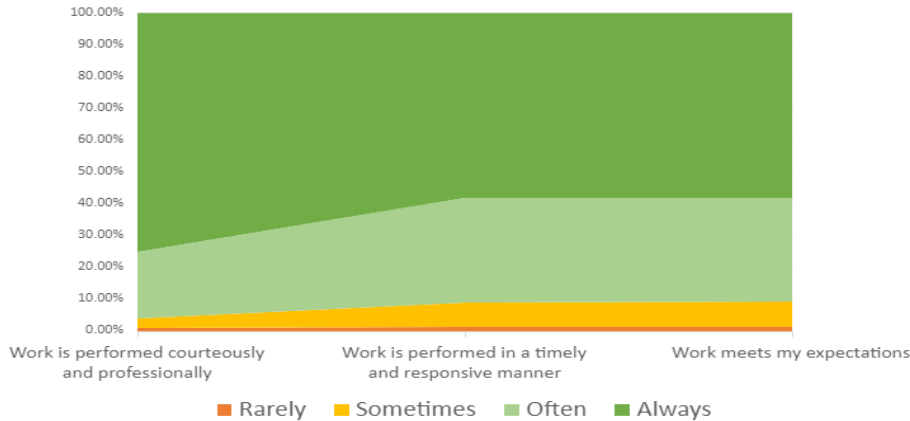
How Landscape Work is Performed

Building and Landscape Services Customer Survey 2019



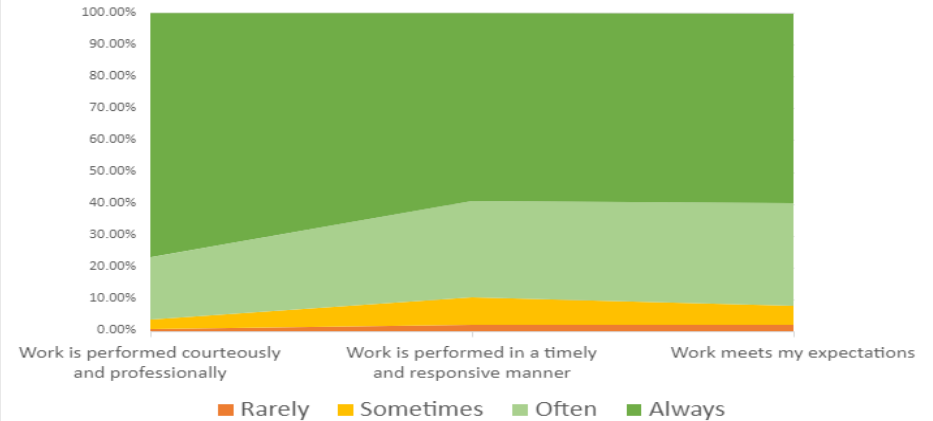
How Landscape Work is Performed

Building and Landscape Services Customer Survey 2021

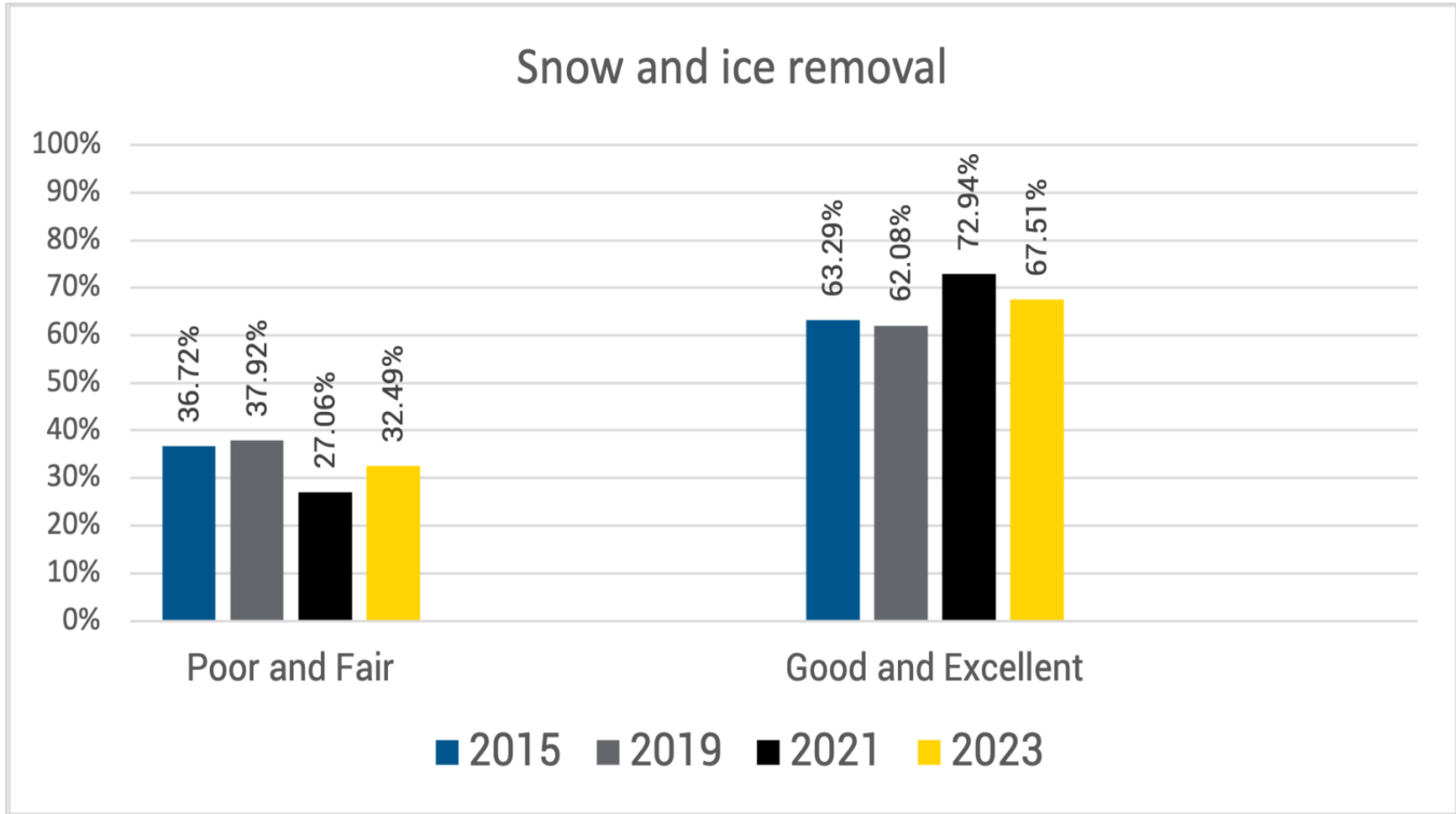


How Landscape Work is Performed

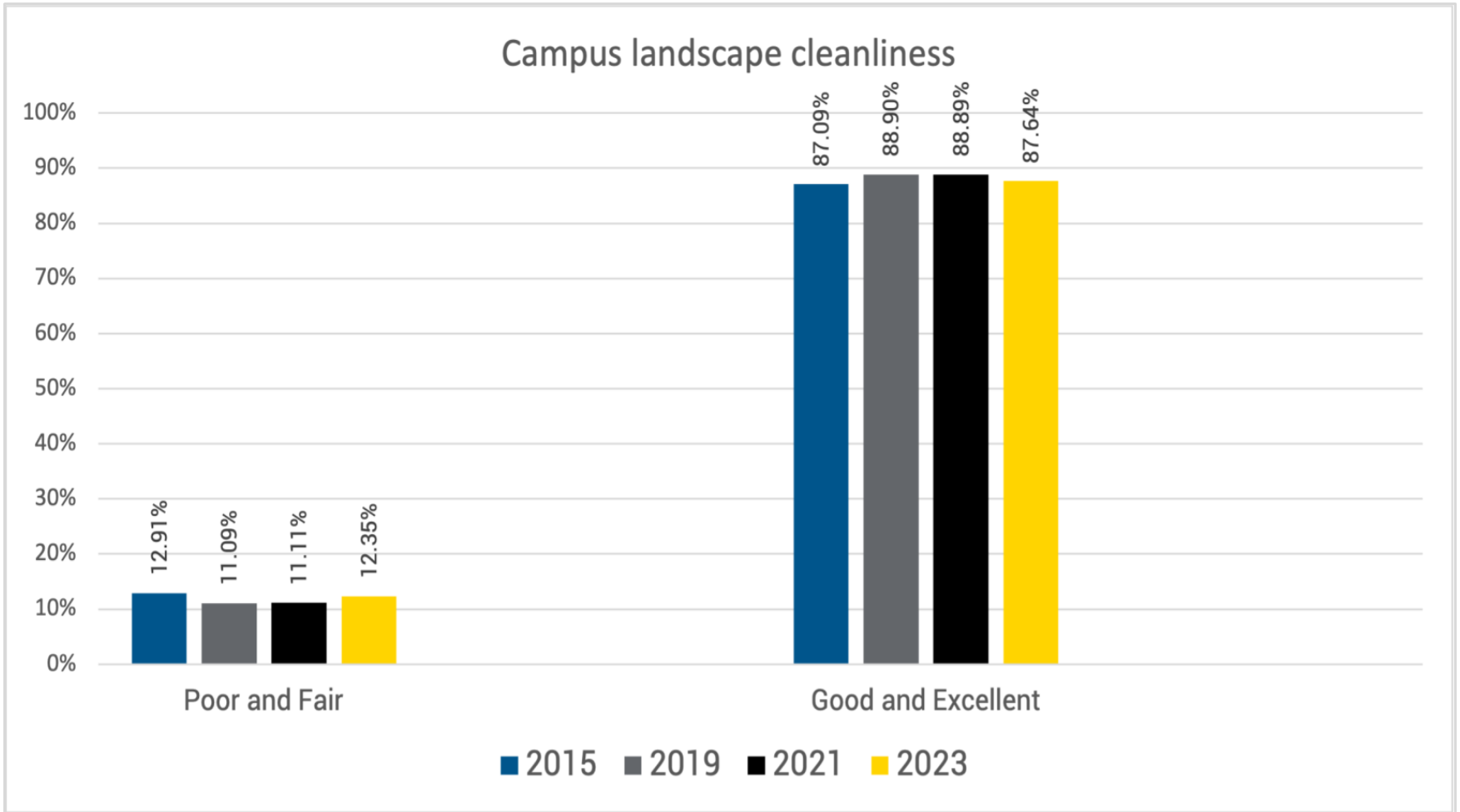
Building and Landscape Services Customer Survey 2023



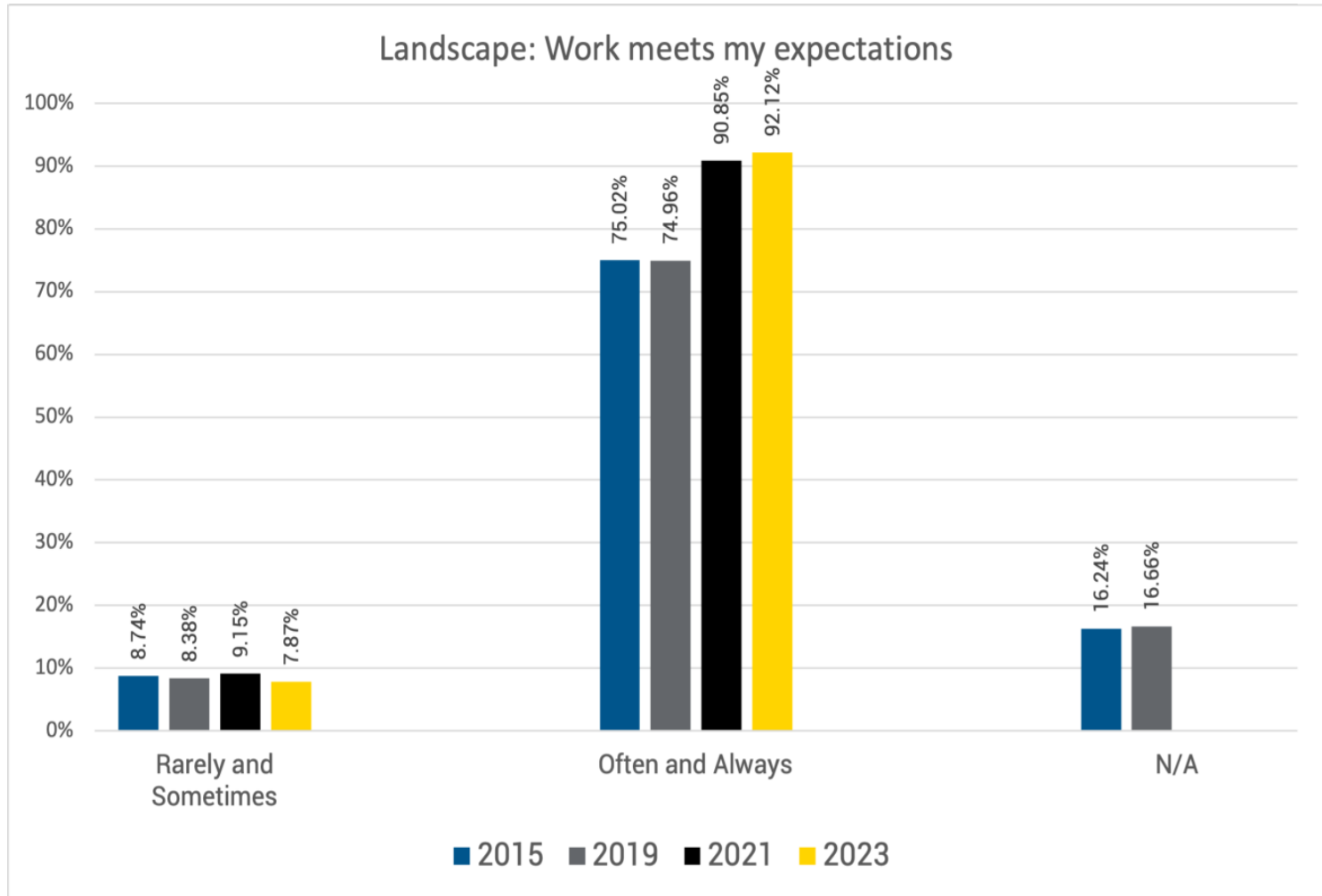
Landscape Services



Landscape Services

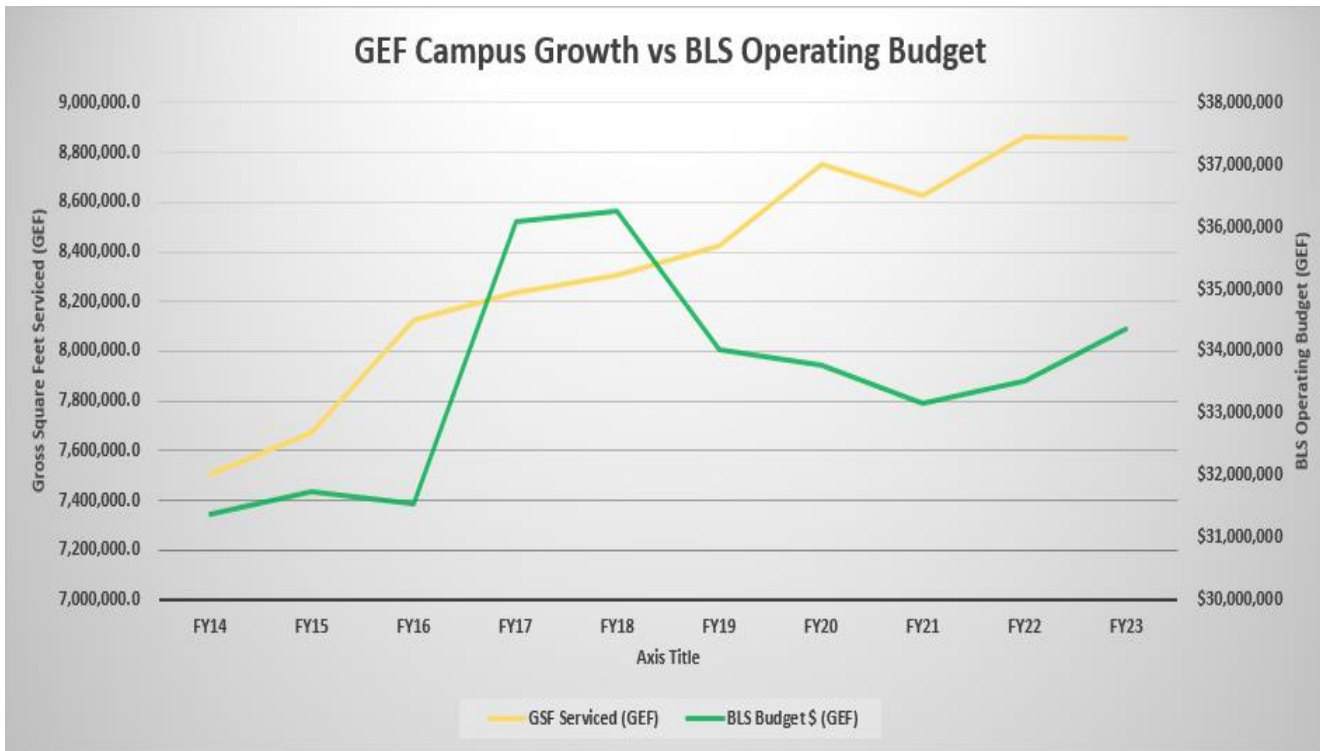


Landscape Services



Building & Landscape Services Customer Survey

Case Study: University of Iowa's Three Year Plan



Three Year Plan Details

31 fte reduction
8.48% Only GEF FTES

Maintenance fte	12	12.88%
Landscape fte	2	6.86%
Custodial fte	12	5.48%
+ Overhead fte	5	17.34%

Building & Landscape Services Customer Survey

Questions?

IOWA

Landscape Services Update

Michael Weikamp

Manager, Landscape Services



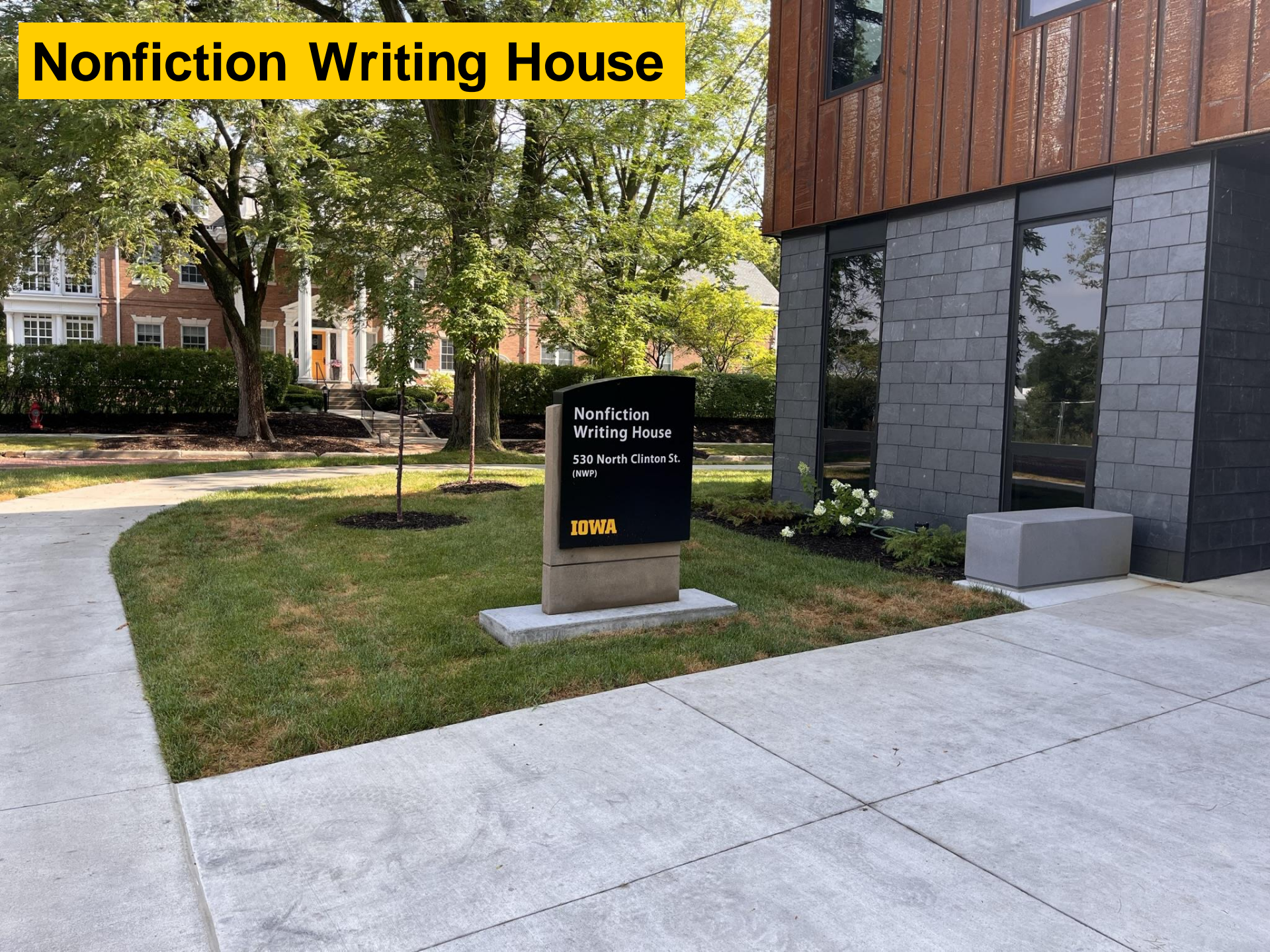
Landscape Installations

Nonfiction Writing House

Nonfiction
Writing House

530 North Clinton St.
(NWP)

IOWA



Nonfiction Writing House



IOWA

Student Gardens



IOWA

English Philosophy Building



English-Philosophy
Building

251 West Iowa Avenue
(EPB)

IOWA

Lot 3



Chemistry/ T. Anne Cleary



IOWA

Lot 55



EMRB Water Feature



Hammock Poles



IOWA

Landscape Services

President's Residence



IOWA

Landscape Services

Annual Flowers

Main Library



Main Library



EPB



PBDB

IOWA NEUROSCIENCE INSTITUTE
INTERNAL ORDER OF EAGLES DIABETES RESEARCH CENTER

PAPPAJOHN BIOMEDICAL DISCOVERY

Pappajohn
Biomedical
Discovery
Building
169 Newton Rd.
(PBDB)
IOWA

Nursing



Future Projects

- West side Kautz Plaza
- South Side EPB
- East Side Fieldhouse
- Student Garden Continuation



IOWA



Student Projects

Day of Service Garlic Mustard Pull



Rain Garden Student Project - April 19, 2023



Abby Huls, Ben Weakland, Rose Schweitzer, and Alexa Christiansen

Arbor Day Planting



Arbor Day Planting



Arbor Day Planting





Tree Work

Removals

- Construction Driven Removals
- Lot 48 32 trees removed, salvaged a large Red Oak, and 2 30ft Pecans.
- Lot 43 30 trees removed for new ramp
- HPO and LGBTQ Alliance House, 33 trees removed, Were able to save 2 mature Bur Oaks originally set to be removed
- South Quad, 23 trees removed from the area 9 transplanted to other areas, 3 large trees (1 State Champ) were dug up and moved to other areas.
- Lot 14, 18 trees were removed but all were able to be transplanted to other areas.

Paperbark Maple



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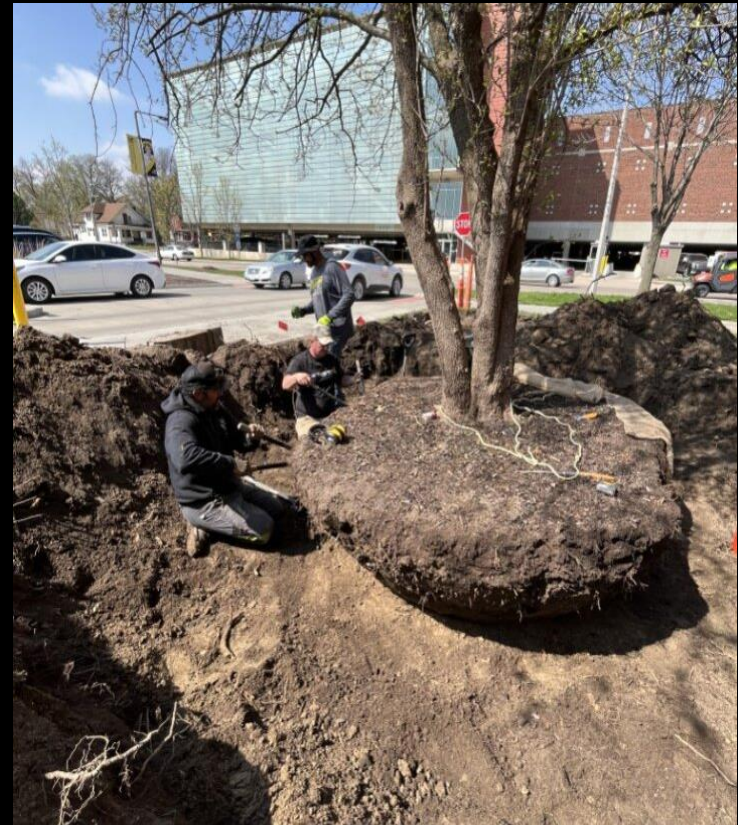


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Blackhaw Viburnum (State Champ)



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IOWA

European Beech



IOWA



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Landscape Services



IOWA

Crane Memorial Planting



IOWA

Kaitlyn Bergan Memorial



IOWA

Doug York Memorial Planting



IOWA

Questions?

Thank you!

Building Coordinator

Next meeting:

September 20, 2023, via zoom 11 AM to 12 PM

Proposed Agenda:

- Vendor Presentation: Schumacher Elevator
- Capital Renewal Block Allocations: Jeff Harney/Julie Sychra
- Design & Construction BUI review: Mike Kearns

Thank you!

