

**WELCOME!!**  
**Monthly Building Coordinator Meeting**  
**Via ZOOM**

**February 15, 2023**



# Agenda

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- **Waste Management- Contact Updates: Tammy Paulus, UI Purchasing**
- **Telephone & Voice Services – Analog Gateways: Brad O'Meara, IT Director, Enterprise Services**
- **Online Vehicle Accident Reporting-Office of Risk Management, Camille Walters Gott and Melissa Miller**
- **Facilities Management FM@YourService - Emergency Reporting – Steph Rourke, Manager-FM@YourService**

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# Recycle/Compost Contact

**Waste Management – Tammy Paulus**

# Waste Management (recycle/organics)

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- New Waste Management contact replacing Brett Dobesh
- Joe is our new account manager/sales representative (questions, concerns, changes to account locations and special event services)
- All other contact persons remain the same.
- Please make sure if you have included [Kristen Giudicessi](#) in any previous communication you continue to do so.

**Joe Moulin**  
**Senior Account Executive**  
**Cedar Rapids – Heartland Market Area**  
[wmoulin@wm.com](mailto:wmoulin@wm.com)  
**Phone: 319-213-0675**

→ Additional contact information can be found at <https://ap-purchasing.fo.uiowa.edu/purchasing/contracts/recycling-and-organics-services>

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# Telephone & Voice Services – Analog Gateways-Maintenance

**ITS Unified Communications—Brad O'Meara**

# Telephone & Voice Services – Analog Gateways – Maintenance 02-20-2023 – 02-23-2023

*For building schedule, please refer to email sent to the BC Distribution List on 2/13/2023 @ 2:01 PM*

Hello,

IT staff will perform analog gateway maintenance to install firmware updates. During the outage period, services utilizing the analog gateways for telephony service may briefly be unable to make or receive calls, and in progress calls may be dropped. The following analog telephony services will be impacted:

- Analog Phones
- Fax Machines
- Elevator Phones
- Area of Refuge / Wall Phones
- Analog Alarms
- Fire Alarm Panels

Skype for Business services will not be impacted.

For assistance, please contact either the ITS Help Desk or ITS Business Services

- ITS Help Desk
  - 319-384-4357
  - [its-helpdesk@uiowa.edu](mailto:its-helpdesk@uiowa.edu)
- ITS Business Services
  - 319-335-2949
  - [Voice Repair Form](#)

Thank you,

ITS Unified Communications  
[its-uc@uiowa.edu](mailto:its-uc@uiowa.edu)

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# **Online Accident Reporting**

**Office of Risk Management, Insurance, and Loss Prevention**

Camille Walters Gott and Melissa Miller

February 15, 2023

# Agenda

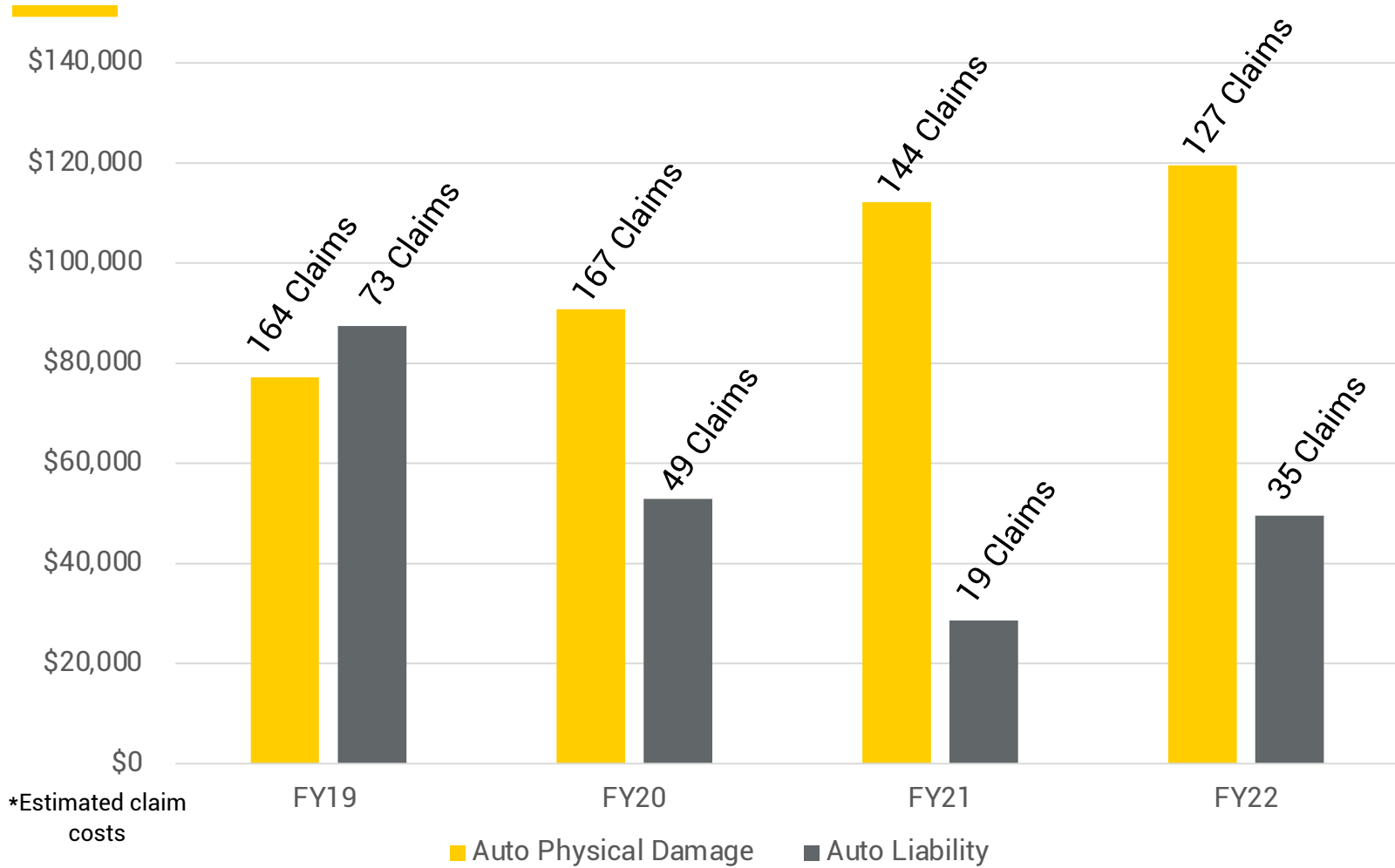
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- History of Vehicle Accident Reporting
- Development of the Online Vehicle Accident Report
- Vehicle Accident Process
- Summary





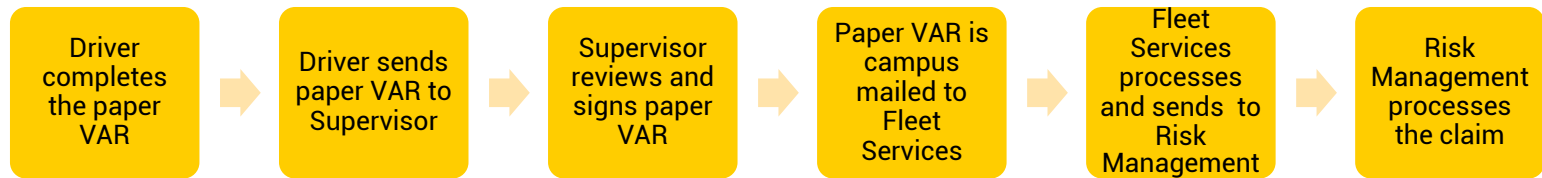
# Vehicle Accident Claims



# Development of Online Vehicle Accident Reporting

- Paper Vehicle Accident Report (VAR)
  - Created 20+ Years Ago

## OLD PROCESS



- Risk Management Recognized the need for Improvement
  - Utilized Origami Database

## NEW PROCESS



# Vehicle Accident Process

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## Step 1

Gather Information at  
the Scene



## Step 2

Report Accident



## Step 3

Risk Management  
Process the Claim

# At the Scene

- Call 9-1-1 or local police, if applicable
- When the scene is safe:
  - UI Vehicle Accident Information Form (Obtain Other Party Information)
  - Take photos of the scene including vehicle/property damage
- Report all accidents to Risk Management immediately if anyone is injured, or within 48 hours/2 business days if there is vehicle or property damage

University of Iowa  
**IOWA**

**UI Vehicle Accident Information Form**

**\*If you are in an accident, please call 911 or the local police department**

**Please Report all accidents to Risk Management via Online Vehicle Accident Report immediately if anyone is injured, or within 48 hours/2 business days if only vehicle or property is damaged**

How to access the Online Vehicle Accident Report

Employees:

- Go to Employee Self-Service
  - <http://hris.uiowa.edu/>
- Select "General Systems and Tools"
- Click on "Vehicle Accident Report"

Students:

- Go to [MyUI](https://myui.uiowa.edu/my-ui/home.page)
  - <https://myui.uiowa.edu/my-ui/home.page>
- Select "Student Information"
- Click on "My Parking - Vehicle Accident Report"

Risk Management Email: [risk-management@uiowa.edu](mailto:risk-management@uiowa.edu)

Risk Management Phone Number: 319-335-0010

Fleet Services Phone Number: 319-384-0564

Public Safety Phone Number: 319-335-5022

12/02/2022

**Information to Collect at the Scene**

**Other Vehicle Information**

Driver's Name		Vehicle Make	
Phone Number		Vehicle Model	
Vehicle Owner's Name		Vehicle VIN	
Vehicle Owner's Phone #		Insurance Company	
License Plate Number		Insurance Policy Number	
Vehicle Year		# of Occupants	

**Injury Information, If Applicable**

Injured Party's Name		Police Department	
Injured Party Phone #		Officer Name	
Description of Injury		Case #	

**Police Information, If Applicable**

**Non-Vehicle Property Damage Information, If Applicable**

Property Owner's Name		Property Owner's Phone #	
Property Owner's Email		Property Owner's Address	
Description of Damage			

TAKE PHOTOS OF THE SCENE, INCLUDING VEHICLE/PROPERTY DAMAGE TO UPLOAD WITH ONLINE ACCIDENT REPORT.

# How to Access the Online Vehicle Accident Report

## Employees and Student Employees

<http://hris.uiowa.edu/>

1. Go to Employee Self-Service
2. Click on “General Systems & Tools”
3. Under “UI Systems” selected “Vehicle Accident Reporting”

The screenshot displays a grid of service icons. The 'General Systems & Tools' icon, which features a gear symbol, is highlighted with a red rectangular border. Below this grid is a section titled 'UI SYSTEMS' containing a list of services, each preceded by a star icon. The 'Vehicle Accident Reporting' service is highlighted with a red rectangular border.

Icon	Label
Star	My Links
Person	My Self Service
Briefcase	My Career
Heart with pulse	Benefits & Wellness
Money	Time & Pay
Car	Parking & Travel
Gear	General Systems & Tools
Group of people	Human Resources Systems
Bank building	Business & Financial Systems

UI SYSTEMS	
☆	Driver's License Review System
☆	Vehicle Accident Reporting
☆	Facilities Management Requisition
☆	Fleet Services Requisition
☆	Workers Compensation

# How to Access the Online Vehicle Accident Report

## Students

<https://myui.uiowa.edu/my-ui/home.page>

1. Go to MyUI
2. Click on "Student Information"
3. Under the "MY UIOWA" Section select "My Parking – University Vehicle Accident Reporting" Link

The screenshot shows the MyUI website interface. At the top, there is a navigation bar with the following links: HOME, COURSES / REGISTRATION, STUDENT INFORMATION (highlighted with a red box), FINANCIAL AID & BILLING, and ADMISSIONS. Below the navigation bar, there is a section titled "MY UIOWA" which contains a list of links. The link "My Parking - University Vehicle Accident Reporting" is highlighted with a red box. Other links in the "MY UIOWA" section include My Email, My Guest Accounts, My Parking (citations/permits), My Parking (transactions), My Password, My Printing, My Text Notifications, My UI RideShare, My University ID, and My Vote.

# Reporting the Accident Online

## Reporter Information

### Reporter Information

Hawk ID \*

First Name \*

Last Name \*

Phone \*   
e.g (319) 123-1234

Email

### When and Where Did Incident Occur

Date of Incident \*  

Time of Incident ⓘ

### What is the street address/intersection/campus location closest to where the incident occurred?

Campus Incident Location ⓘ

Incident Street \*

Incident City \*

Incident State

Incident Zip

# Reporting the Accident Online

## Police and Damage Description

### Police Information

Were the police notified? \*

Please attach a copy of the Police Report/Exchange of Information, if available when you complete the incident.

### Additional Information

Please describe what happened when the incident occurred. Please be as specific as possible. \*

Please provide a description of the vehicle damage, if applicable.

Was Someone Injured? \*



# Reporting the Accident Online

## Property Damage and Vehicle Type

### Non-Vehicle Property Damage Information

Was there damage to property,  
not including vehicle?  [i](#)

### Type of Accidents

Was a University vehicle involved? How many University vehicles were involved?

Was a UIHC Valeted vehicle involved?

Was a Non-University vehicles were involved? How many Non-University vehicles were involved?

Are you ready to proceed and provide the information for the vehicles involved? By selecting NEXT, you will not be able come back and edit the information above.

# Reporting the Accident Online

## UI Driver and Vehicle Information

### UI Driver Vehicle Information

Was the vehicle being driven? \* Yes ▾

Are you the University Driver? \* No ▾

License Plate \*

Year

Make \*

Model \*

VIN

Is this a University Vanpool vehicle?

Hawk ID \*

UI Driver First Name \*

UI Driver Last Name \*

UI Driver Phone \*

e.g (319) 123-1234

UI Driver Email

How many people were in the vehicle, including yourself?

# Reporting the Accident Online

## Other Driver and Vehicle Information

### Other Driver Vehicle Information

Was the vehicle being driven?  ▾

Is the Vehicle Driver also the Vehicle Owner?  ▾

License Plate \*

Year  ▾

Make \*

Model \*

VIN

Vehicle Driver First Name \*

Vehicle Driver Last Name \*

Vehicle Driver Phone   
e.g (319) 123-1234

Vehicle Driver Email

Owner First Name

Owner Last Name

Owner Phone   
e.g (319) 123-1234

Owner Email

Owner Insurance Carrier

Owner Insurance Policy

Owner Insurance Phone Number   
e.g (319) 123-1234

How many people were in the vehicle?  ▾

# Reporting the Accident Online

## Uploading Photos

Please upload incident photos, police report and any relevant incident documents. Only upload to #1 below. (You do not need to upload multiple times to #2, #3, etc.)

#1 2023-0190 on 11/01/2022

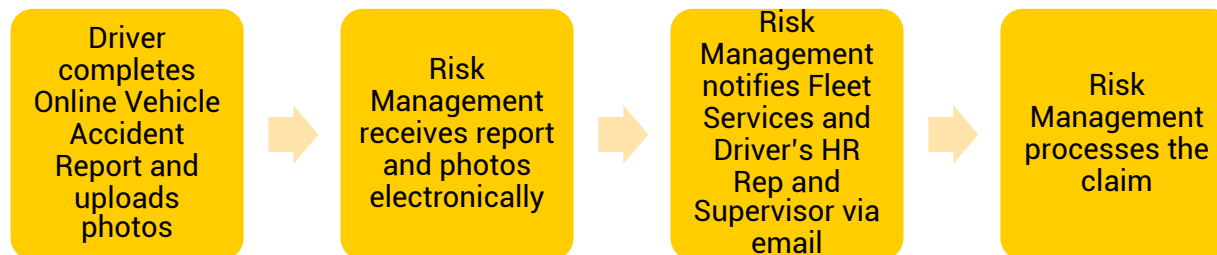
[Upload File](#)

No files uploaded.

[I'm Done](#) or [click here to log out](#)

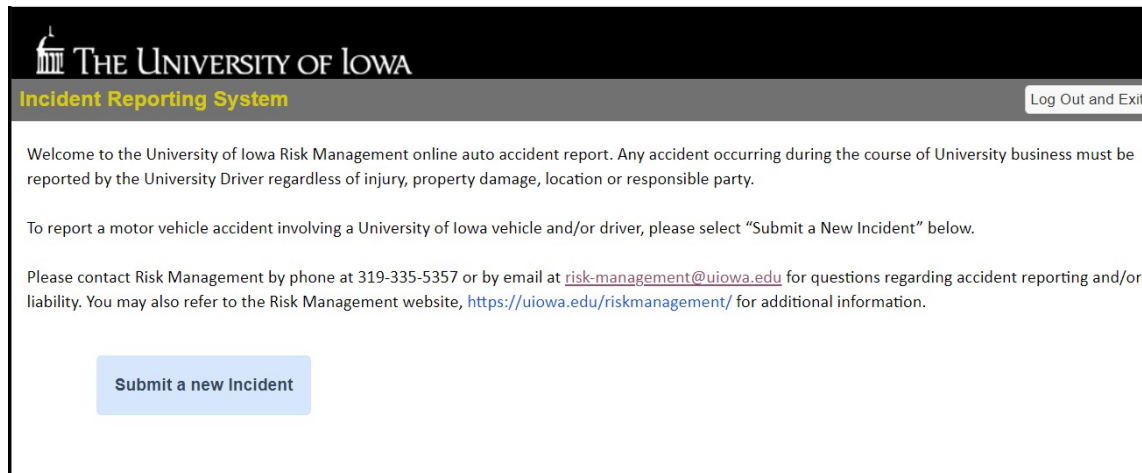
# Next Steps after the Online Vehicle Accident Report is Submitted:

1. Risk Management notifies the HR Rep and Supervisor
2. Risk Management notifies Fleet Services
  - Fleet Services follows their process for coordinating vehicle repairs with the department.
3. Risk Management processes the claim



# Summary

- Paper Vehicle Accident Report -> Online Vehicle Accident Reporting
  - UI Vehicle Accident Information Form
- Online Vehicle Accident Reporting
  - Access via Employee Self-Service or MyUI
  - Ability to upload photos
  - Development of efficient and timely reporting
  - Simplified vehicle accident reporting for UI Drivers



The screenshot shows the 'Incident Reporting System' interface. At the top left is the University of Iowa logo and name. To the right is a 'Log Out and Exit' button. The main content area contains a welcome message, instructions on how to report an accident, and contact information for Risk Management. A 'Submit a new Incident' button is located at the bottom of the page.

**THE UNIVERSITY OF IOWA**

**Incident Reporting System** Log Out and Exit

Welcome to the University of Iowa Risk Management online auto accident report. Any accident occurring during the course of University business must be reported by the University Driver regardless of injury, property damage, location or responsible party.

To report a motor vehicle accident involving a University of Iowa vehicle and/or driver, please select "Submit a New Incident" below.

Please contact Risk Management by phone at 319-335-5357 or by email at [risk-management@uiowa.edu](mailto:risk-management@uiowa.edu) for questions regarding accident reporting and/or liability. You may also refer to the Risk Management website, <https://uiowa.edu/riskmanagement/> for additional information.

[Submit a new Incident](#)

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# Questions?



Risk Management

[risk-management@uiowa.edu](mailto:risk-management@uiowa.edu)

<https://riskmanagement.fo.uiowa.edu/>

319-335-0010

Camile Walters Gott

[camille-walters@uiowa.edu](mailto:camille-walters@uiowa.edu)

319-335-5357

Melissa Miller

[melissa-miller-1@uiowa.edu](mailto:melissa-miller-1@uiowa.edu)

319-467-1327

Facilities Management

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# FM@YourService - Emergency Reporting

**Steph Rourke-Manager FM@YourService**

February 15, 2023



# FM@YourService

## Who We Are and What We Do

The communications, operational/work processing, and customer service support hub within Facilities Management for **General Education Fund (GEF) buildings** needing Maintenance, Utilities, Landscape Services, Key and Access Services, Custodial, Fire and Life Safety, Design and Construction, Vendor Contractors and Campus Stewardship.

- Dispatch/triages emergency work
- Process non-emergency customer service request
- Enters work orders and supporting information in AiM (Computerized Maintenance Management System) to uphold information integrity
- Issuing campus outage or alert notices for building communication purposes
- Triage questions/concerns on campus
- Administrative support for FM teams

### Contact Us

24/7/365 Emergency calls to 335-5071

Email: [facilities-wcc@uiowa.edu](mailto:facilities-wcc@uiowa.edu) (non-emergency)

FM@YourService portal: [facilities.uiowa.edu/services/fmyourservice](https://facilities.uiowa.edu/services/fmyourservice) (non-emergency)

# Services Guide: FM is funded for.....

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Facilities Management (FM) provides services and support to many areas of campus. We receive General Education Funding (GEF) to support the baseline service levels for the academic and administrative functions of the university. Auxiliary buildings and programs that are outside of the general education fund are not included in this budget, however, Facilities Management may provide services on a fee-for-service basis. Housing and Dining, Athletics and UIHC are the major non-GEF customers of Facilities Management. Additionally, Facilities Management provides service and support of other activities, spaces and equipment that are funded outside of the general education fund, also on a fee-for-service basis. Research equipment, artwork, animal care and capital project delivery are examples of the major groups of items that fall into this category. There are times that systems can be intertwined, so Facilities Management will create a well understood and documented agreement to describe this arrangement.

# GET HELP—FM RESOURCES



Get Help

[Request Maintenance Estimate](#)  
[Contact Us](#)  
[Additional Resources](#)

## FM Resources

Facilities Management has a number of resources available to help you find the information you need.

[How to use FM@YourService site](#)

[List of Major Services, A-Z](#) – Quick list of major services FM provides to campus

[FM Guide to Services](#) – Comprehensive guide to services

[Building Coordinators Network](#) – Find a building coordinator in your area

[Buildings by Operational Area and Manager](#)

[Key & Access Services FAQs and Policies](#)

[Maps](#)

[SIMS Room Update Request](#)

# FM@YourService - #5 in all pages Site View Numbers = 5,349 views between February 2022 – February 2023

<https://www.facilities.uiowa.edu/>

## FM@YOURSERVICE

### Welcome

FM@YourService triages emergency facilities maintenance and operations issues for the campus; manages customer work orders and customer service requests; issues notices for building communication purposes; and serves as the "hub" for assistance for FM Operations.

For emergencies 24/7/365, call (319) 335-5071

### FM@YourService Portal

The FM@YourService Customer Service Portal is available to anyone who has a HAWKID. This online tool allows for electronic reporting of non-emergency requests; department requisitions; project requisitions; and getting help on other questions/concerns.

[FM@YourService Portal](#)

### Contact Us

Main Phone: 319-335-5071 E-mail: [facilities-wcc@uiowa.edu](mailto:facilities-wcc@uiowa.edu)

Fax: 319-335-6498

### Staff

#### Stephanie Rourke

Manager

[FM@YourService](#)

319-335-5074

#### Chris Heick

Lead Coordinator

[FM@YourService](#)

319-335-5071

#### Kari White

Secretary III

[FM@YourService](#)

319-335-5500

#### Dawn Jarrard

Accountant

[FM@YourService](#)

319-335-5071

#### Michelle Marxen

Coordinator

[FM@YourService](#)

319-335-5071

**IOWA**

Facilities Management – FM@YourService

# How to report GEF building emergencies

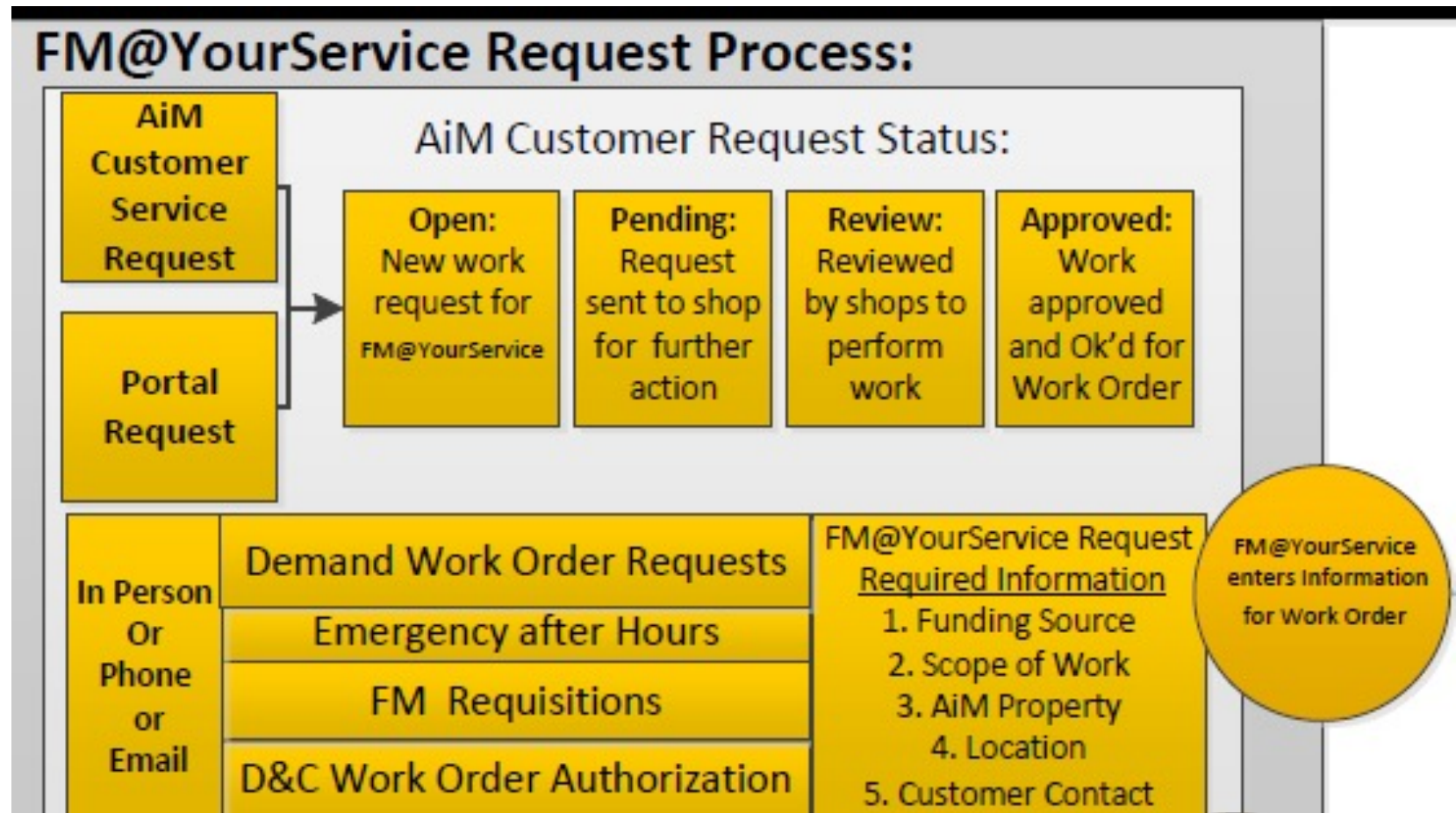
## 24/7/365

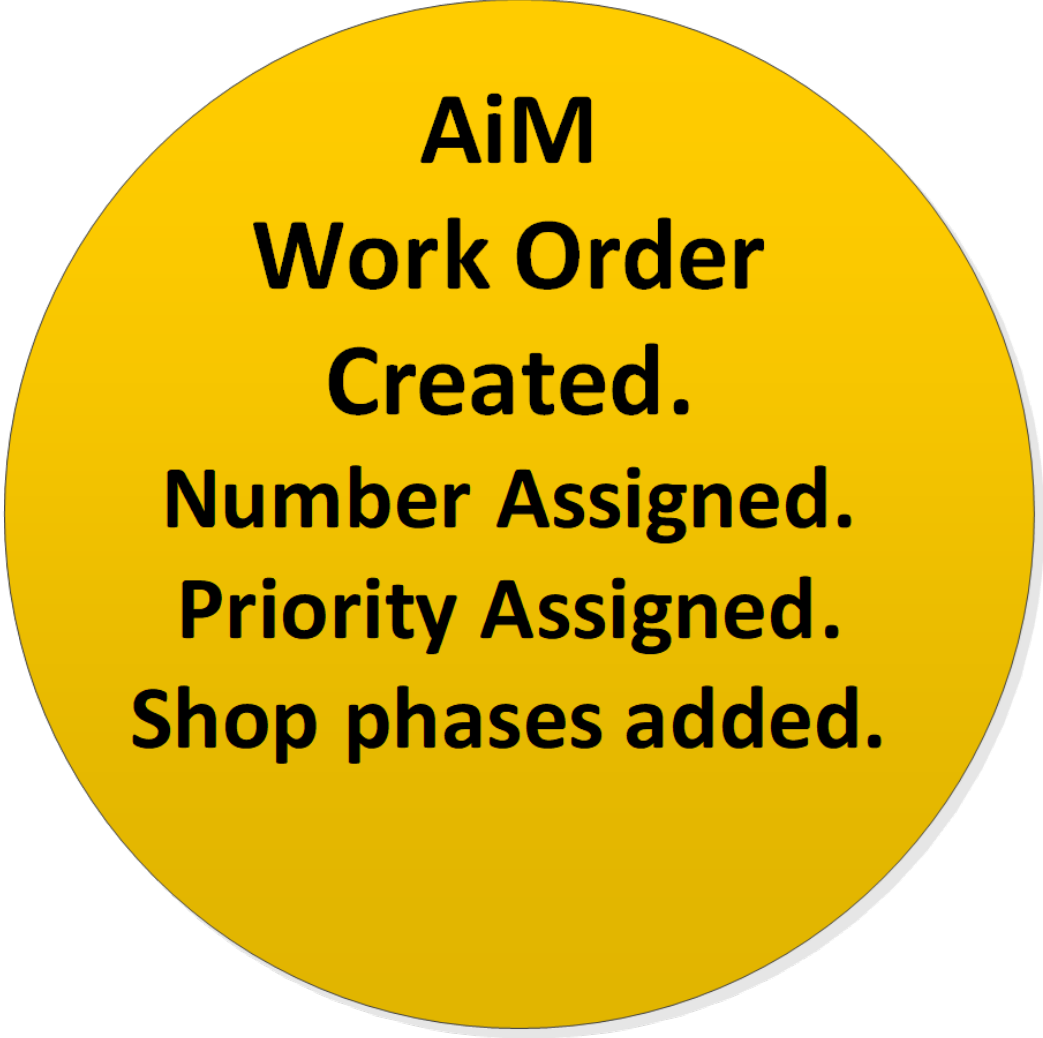
# Call 335-5071

- During business hours 8:00 AM-4:30 PM:  
FM@YourService staff dispatches to appropriate team (option available to leave voice message if no answer)
- After hours: caller can route to UI Department of Public Safety. DPS contacts the on-call staff member who determines appropriate response

# 24/7/365 EMERGENCY REQUEST—335-5071

## How work orders get entered





**AiM  
Work Order  
Created.  
Number Assigned.  
Priority Assigned.  
Shop phases added.**

# SERVICE PRIORITIES

## How FM@YOURSERVICE Prioritizes Your Requests

All work is prioritized by specific definitions and parameters. This priority method allows fair and appropriate service responses to be planned and scheduled appropriately across all buildings and programs on campus. This system is utilized primarily for building maintenance, landscape and custodial services.

Service Priorities	
<i>What to Expect: <u>FM@YourService</u> prioritizes work requests based on the scope of work provided. To allow us to most effectively and efficiently serve you, please be prepared to provide details regarding your request.</i>	
Priority Type	Definition
Routine	Corrective and preventive maintenance or service item that does not pose an immediate risk to facilities, systems, equipment, or components. Routine work is investigated within fourteen (14) days and repaired within thirty (30) business days.
Urgent	Potential threat to life, property, security, or the environment. Warrants expedited action to mitigate the situation before conditions escalate or worsen. Urgent work is investigated within two (2) days and repaired within seven (7) business days.
Emergency	Imminent threat to life, property, security, or the environment. Warrants immediate response and mitigation but not necessarily a permanent fix. Emergencies should be called into <u>FM@YourService</u> , 24/7 at 335-5071. Emergency work is investigated within one (1) hour and repaired or situation stabilized within twenty-four (24) hours.

Example: One light out in a space with multiple lights

Example: Flickering, Multiple lights out in critical space

Example: All lights out in a stairwell or critical space







# Email Communication from Facilities Management – generated from email address entered on work order by FM@YourService

## Work Management Process:

### AiM Work Order Status:



#### JOB STARTED

 FM-AiM-Email  
To:  Sawyer, Stephen R;  Sawyer, Stephen R  
 We removed extra line breaks from this message.

From: Facilities Management  
Subj: Work has started on Work Order #23-753984




Dear Customer,

Thank you for your recent work order request thru Facilities Management FM@YourService. This automated notification is to inform you that work has started on work order number: 23-753984, Test CSR approval / WO Creation email. The work order was created on 12/13/22.

Please do not respond to this email as it is not a monitored email box. If you have any questions, please contact FM@YourService at 335-5071 or [facilities-wcc@uiowa.edu](mailto:facilities-wcc@uiowa.edu).

Thank you,

Steph Rourke  
Manager, FM@YourService


  Reply 

# Communication partnership with FM and the building occupants



Dallmann, Kristina

To ● Rourke, Stephanie S

 You replied to this message on 2/13/2023 11:44 AM.

I'm out until Feb. 3 and not checking email.

For building emergencies at IATL (i.e. power outages, water leaks, no DI water, airflow/temp issues) call:

**FM: 319-335-5071**

If there's no answer, call:

**John Millsap: 319-530-6116**

**Eugene Buck: 319-335-2612**

**Mike Weaver: 319-335-2453**

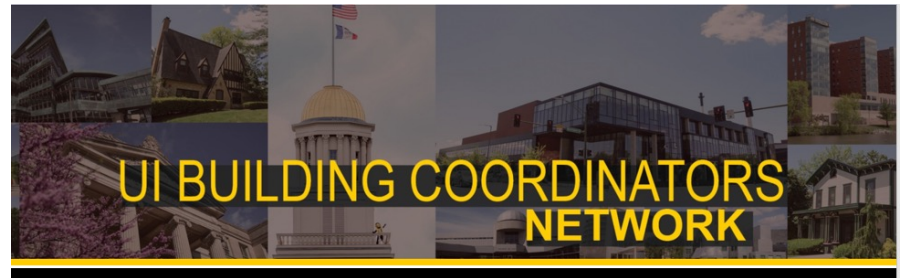
Facilities Management



# Questions?

# Next Meeting:

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Wednesday, March 15, 2023

11:00 – Noon via Zoom

- Building Heating to Cooling Switchover- Tom Moore, Operations and Maintenance

TBD—If you have an idea for a presentation, please email me at: [stephanie-rourke@uiowa.edu](mailto:stephanie-rourke@uiowa.edu)

**IOWA**

**Thank you!**