

# WELCOME

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**Monthly Building Coordinator  
Meeting  
Via ZOOM**

**November 15, 2023**



**IOWA**

Facilities Management – picture courtesy of Mike Rhinehart, Landscape Services Supervisor

# Agenda

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***Vendor Presentation –Interstate Power Systems-Generators:  
Mathew Worthen, Branch Manager Interstate Power***



***IT Alerts – How this information helps you in your role as Building  
Coordinator:  
Adrienne Coon, Marketing Specialist – Enterprise Services***



***Winter Weather Response - Snow & Ice:  
Michael Weikamp, Manager FM Landscape Services***

# **INTERSTATE**

## **Power Systems**

# COMPANY TIMELINE – Pride in Service

**1957**

The company started as Interstate-GM Diesel, Inc., headquartered in Minneapolis.

**1971**

Gordon Galarneau, the primary architect of Interstate's growth, joined the company.

**1975**

Gordon purchased the company from founder Robert Murray in 1975.

**1989**

Reorganized to create a holding company, Interstate Companies, Inc. Provided strategic planning functions for its operating divisions.

**1992**

Acquisition of Barco Bearing, which was renamed Bearing Systems.

**1994**

Began purchasing the Carrier Transicold product line and Carrier Transport Refrigeration distribution in the Midwest.

**1995**

Opened Interstate Power Products and Services, which would later be renamed Interstate Assembly Systems.

**2003**

Began purchase of additional I-State Truck Center locations throughout the Midwest.

**2010**

Expanded into the Industrial Labor market with Interstate Industrial Systems.

**2015**

Purchased Inland Power Group, a distributor for Detroit Diesel, Allison, MTU Engines, EMD Diesel Engines, MTU Onsite Energy, GE Jenbacher, and other products.

**2016**

Moved to our new corporate headquarters in Minneapolis, MN.

**2017**

Opened a state-of-the-art facility in Lakeville, MN, for IPS and Interstate Bearing Systems featuring 21 truck and 12 trailer bays.

**2018**

Acquired the assets of V&H, Inc., formed a new Assembly Systems division.

**2021**

Acquired Southwest Products (SWP), establishing a presence in the Southwestern United States and continued growth in the final-stage manufacturing business.

**2022**

Acquired Telin Transportation Group and Lodi Truck & Equipment, adding territory to existing Thomas Built Bus dealerships and capacity to the final-stage manufacturing business.

**IOWA**

Interstate Power Systems

# BRANCHES



- **IPS - Davenport Branch**

- Mathew Worthen, Branch Manager w/ 2 years of service
- Hannah Roper, Coordinator w/ 1 year of service
- Justin Ritz, Field Service Foreman; dedicated w/10 years of service
- Cody Campbell, Field Service Technician; dedicated w/ 13 years of service
- Brandon Hawkes, Field Service Technician; dedicated w/ 1 year of service

# LIVING OUR VALUES

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At Interstate, we recognize and embrace our responsibility as corporate citizens. We do business in a way that best serves our customers, employees, stakeholders, the environment and the communities in which we operate. We are committed to maintaining the highest ethical standards and taking responsibility for delivering customer satisfaction, demonstrating leadership, acting with integrity, valuing our people, and treating suppliers as important team members.

**PRIDE IN SERVICE**

# OUR PEOPLE

## DOUBLE NATIONAL AVERAGE OF EMPLOYEE RETENTION

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Interstate employees form the heart and soul of our company. We recruit career-oriented individuals who want fulfilling work and the chance to grow. Our employees take personal pride in their work and the relationships they build with customers. They reflect our company values and carry out *Pride in Service* in every interaction with our customers.

PRIDE IN SERVICE

# OUR MISSION AND TRAINING DEPTH

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**We commit ourselves to excellence, integrity, improvement and teamwork. The first priority of each employee is to exceed our customers' expectations.**

We've increased our investment and emphasis on service and the people who perform the services by enhancing our training schedules.

**PRIDE IN SERVICE**



# VENDOR RELATIONSHIPS

- MTU & ROLLS ROYCE
- KOHLER MARINE
- JOHN DEERE MARINE
- MERCEDES BENZ
- VOLVO PENTA INDUSTRIAL
- VOLVO PENTA MARINE
- DONALDSON
- DEUTZ
- DETROIT
- ATLAS COPCO
- PERKINS
- WEBASTO
- LIEBHERR
- ALLISON TRANSMISSION
- CARRIER TRANSICOLD

## ENERGY SYSTEMS PRODUCTS

- Diesel generators from 30kW – 3250kW
- Natural gas and LP generators from 30kW – 800kW
- Continuous gas generators from 500kW – 10mW
- Mobile generators
- Microgrid products, including battery containers
- Automatic transfer switches
- Paralleling switchgear
- Controls and controls upgrades
- Enclosures and fuel tanks
- Full Line of complementary accessories

# VALUED PARTNERSHIPS

- UNIVERSITY OF IOWA
- STATE OF IOWA
- MID AMERICAN ENERGY
- SCOTT COUNTY IOWA
- DUBUQUE COUNTY IOWA
- CITY OF DAVENPORT
- CITY OF MOLINE
- CITY OF ROCK ISLAND
- CITY OF LONG GROVE
- MAQUOKETA MUNICIPAL ELECTRIC
- EXELON POWER
- POWER SECURE
- TARGET
- 3M
- RIVERSTONE GROUP
- JOHN DEERE



**IOWA**

PARTNERSHIPS – PRIDE IN SERVICE

# IOWA / IPS PARTNERSHIP

## → MONTHLY UPDATE MEETING WITH JEFF & STEPH

- WORK TO BE DONE
- WORK COMPLETE
- BILLING
- CHALLENGES AND CHANGE

## → DIRECT CONTACT TO TECHNICIANS

- CELL PHONES PROVIDED TO TECHNICIANS
- PHONE & EMAILS DIRECT TO TECHNICIAN
- JEFF & STEPH CELL NUMBERS PROVIDED
- SITE CONTACTS PROVIDED
- THREE DEDICATED TECHNIANS

## → AIM PARTNERSHIP

- QUICK RESPONSE
- USER FRIENDLY WORKFLOW
- UPDATED NOTES / CM FOR PM
- STREAMLINED BILING

## → ANNUAL INSPECTION AND TESTING

- RICE MACT / NESHAP TESTING
- SCHEDULED PM AND PM FOR CM

## → 24/7 RESPONSE



**THANK YOU ALL FOR ALL YOU DO!**

**PRIDE IN SERVICE**

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# IT Service Alerts

**November 15, 2023**

# Overview of IT Service Alerts

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- IT Service Alerts system (webpages, MS Teams notifications, email notifications, RSS feeds, etc.)
  - [its.uiowa.edu/alerts](https://its.uiowa.edu/alerts)
- Goal: To notify University Iowa community (especially those in IT) when IT services experience:
  - Outage: Service is unavailable
  - Degradation of service: Partial loss of service or functionality
  - Planned maintenance: Scheduled preventative maintenance
  - Service announcement: Announcement about the service
- Originally built for IT professionals in 2016
- Significant increase in traffic since launch (6,190 pageviews in 2016 vs. 218,321 in 2022)
- End of life for Drupal 7 is January 2025

# IT Service Alerts

## Current Status

ACE Online Course Evaluations - Degradation of Service +

## Planned Maintenance

Services scheduled for maintenance over the next 7 days. Please refer to the [calendar view](#) of alerts for a complete schedule.

Multiple Services - Multiple Buildings - Maintenance on Nov 14, 3:30am +

Telephone and Voice Services - Multiple Buildings - Maintenance on Nov 14, 3:30am +

Multiple Services - Multiple Buildings - Maintenance on Nov 14, 4:00am +

Multiple Services - Multiple Buildings - Maintenance on Nov 16, 3:30am +

Multiple Services - Multiple Buildings - Maintenance on Nov 16, 4:00am +

Pearson's Mastering Physics - Maintenance on Nov 17, 8:00pm - Nov 18, 8:00am +

Pearson MyLab - Maintenance on Nov 18, 12:00am +

Maintenance on Nov 18, 11:00am +

## Service Announcements

There are currently no alerts.

## IT Service Alerts

[Calendar view of alerts](#)

Ongoing issues

### Legend

- Operational
- Service Outage
- Degradation of Service
- Planned Maintenance
- Service Announcement
- Multiple Issues

- Request access to alerts by emailing the ITS Help Desk.
- Subscribe to the ITS alerts RSS feed.
- Find out more about RSS on the ITS website.
- How to post an IT service alert.

# How to subscribe to IT Service Alerts

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- Subscriber list is made up of members of OneIT and anyone interested in subscribing
- If you aren't in OneIT and have a valid HawkID, you can sign up by emailing the ITS Help Desk to request access
- Shared mailboxes can be added
- Subscription via RSS is also available



# Email notifications

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- Subscribers receive an email any time a service is experiencing an outage or degradation of service, updates to an outage or degradation of service, and when it is closed/fixed
- Daily digest emails
  - Sent at 7am daily
  - Emails include: All active outages, degradation of service, service announcements, and planned maintenance (if maintenance falls within 7 days)

## IT Service Alerts Daily Digest



IA IT Service Alerts <IT-Service-Alerts@uiowa.edu>  
To: IT-Service-Alerts-Members



Mon 11/13/2023 7:00 AM

### Alerts:

#### Nov 9 12:00am: [ACE Online Course Evaluations- Degradation of Service](#)

ACE notifications are having issues with delivery to faculty and student email accounts and notifications may appear in the junk mail folder. We are working with ACE to resolve this issue. Encourage students to use the ICON link to [access ACE surveys](#) when they are scheduled.

### Planned Maintenance:

#### Nov 14 3:30am to 4:30am: [Multiple Services- Multiple Buildings- Maintenance](#)

A network maintenance window is scheduled to upgrade software and reboot networking equipment in the building. Wired and wireless services from these buildings to the campus network, as well as the Internet will be not be available during this maintenance.

**Related Buildings:** Iowa Bioscience Innovation Facility, Medical Education Research Facility, Hospital Parking Ramp 3, Hawkeye Tennis and Recreation Complex

#### Nov 14 3:30am to 4:30am: [Telephone and Voice Services- Multiple Buildings- Maintenance](#)

As a result of [network maintenance](#) taking place in Hawkeye Tennis and Recreation Complex, services utilizing the analog gateway located in HTRC for telephony services will not be available during the maintenance window.

The following analog gateway telephony services will be impacted:

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

**Related Buildings:** Hawkeye Tennis and Recreation Complex, Soccer Complex Facility, Hawkeye Recreation Service Building, Storage Shed, Nagle Family Clubhouse, Finkbine Maintenance Building, Karro Athletic Hall of Fame, Field Hockey Event Management Box, Field Hockey Grandstand

#### Nov 14 4:00am to 5:00am: [Multiple Services- Multiple Buildings- Maintenance](#)

A network maintenance window is scheduled to upgrade software and reboot networking equipment in the building. Wired and wireless services from these buildings to the campus network, as well as the Internet will be not be available during this maintenance.

**Related Buildings:** Kuhl House, Karro Athletic Hall of Fame, Caywood Apartments, Newton Road Ramp, Theatre Building, Visual Arts Building, West Campus Transportation Center, Performing Arts Annex, 108 River Street, ITS Switching Facility, Wendell Johnson Speech and Hearing Center, Art Building, Art Building West, Advancement Services Building

#### Nov 16 3:30am to 4:30am: [Multiple Services- Multiple Buildings- Maintenance](#)

# Current state and future plans

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→ Service review completed in early 2023

→ Findings:

- Continue utilizing Drupal for service alerts
- Most people like it as is
- Compiled a lot of feedback and requests:
  - Faster
  - Better marketing and onboarding
  - Better process documenting

→ Continue with migration to Drupal 10

# Feedback or Questions?

Contact: [Adrienne-coon@uiowa.edu](mailto:Adrienne-coon@uiowa.edu)



# *Winter Weather Response – Snow & Ice*

*FM-Landscape Services*



# Winter Weather Response – Snow & Ice

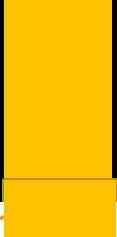
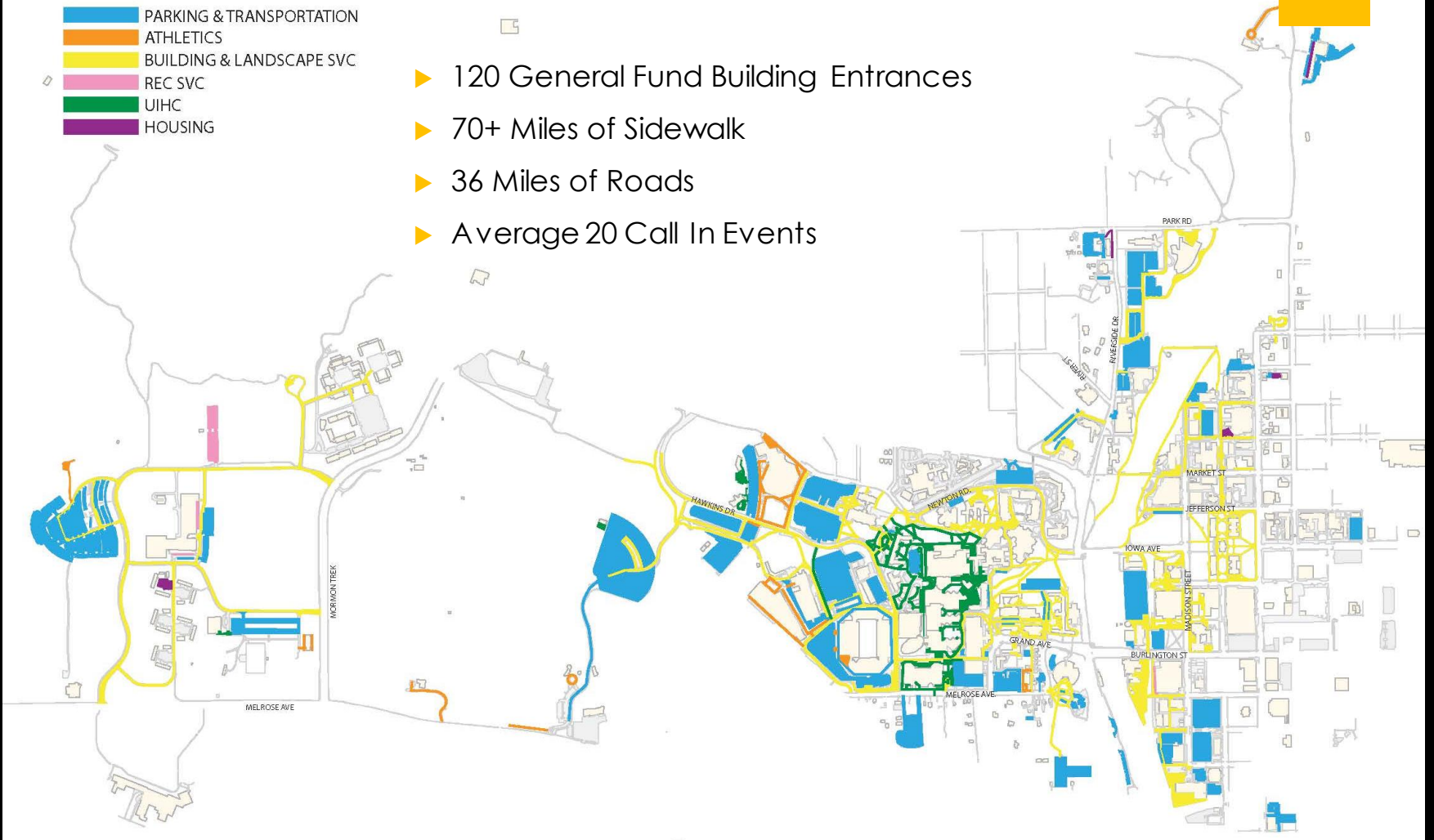
Winter is not a season, it's an occupation.  
—Sinclair Lewis

Daily Iowan March 2, 2015



- PARKING & TRANSPORTATION
- ATHLETICS
- BUILDING & LANDSCAPE SVC
- REC SVC
- UIHC
- HOUSING

- ▶ 120 General Fund Building Entrances
- ▶ 70+ Miles of Sidewalk
- ▶ 36 Miles of Roads
- ▶ Average 20 Call In Events



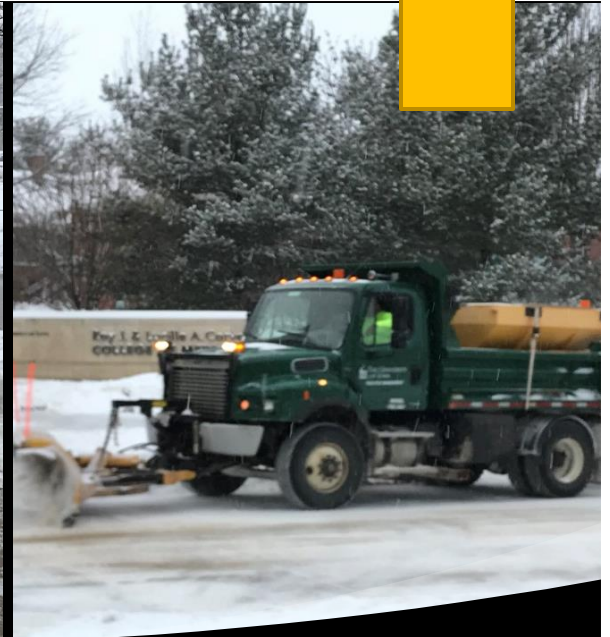
# Winter Weather Response – Snow & Ice





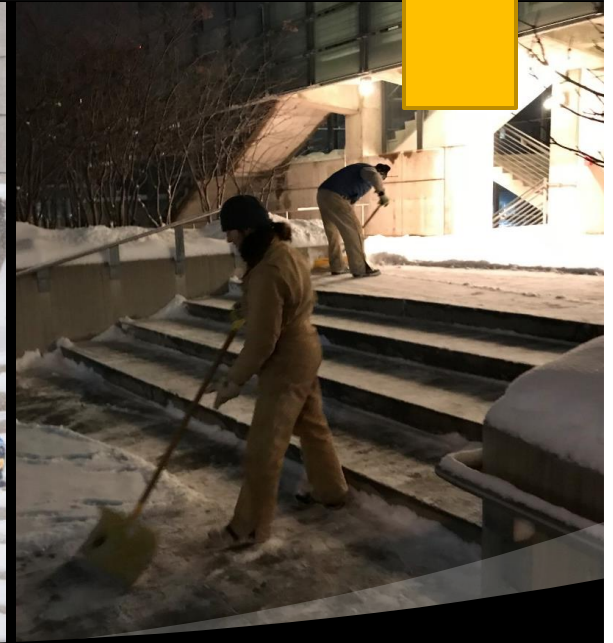
# Equipment & Staff

- ▶ 2-Large road plows w/ operators
- ▶ 4- Pickup truck plows w/operators
- ▶ 9-Bobcat Skid steers w/ operators
- ▶ 2-Toro PolarTraks w/ operators
- ▶ 1-JCB Telehandler Plow w/ operator
- ▶ 1-Toro Grandstand w/ operator
- ▶ 1-Kubota RTV 1100 plow w/ operator
- ▶ 10-Kubota RTV 1100 Sanders
- ▶ 19- LSC Staff Shovelers
- ▶ 3-Building maintenance volunteers



# Winter Weather Response – Snow & Ice

FM- Landscape Services



# **Winter Weather Response – Snow & Ice**

**FM-Landscape Services**

# Winter Weather Response – Snow & Ice

## REPORTING SNOW AND ICE REMOVAL-RELATED ACCESS ISSUES

### 1. Reporting a non-police emergency

Call [FM@YourService @ 319-335-5071](mailto:FM@YourService) 24 hours a day, 7 days a week. After hours reports can be triaged to Campus Safety – please listen to voice message for options.

### 2. Contact the Building Coordinator

Building Coordinators have information and access to FM and can help resolve any snow and ice issue relating to their building.

### 3. Send in any non-emergency request through the FM@YourService portal

Requests for service are processed through the [FM@YourService](#) portal – green button option. Questions or concerns processed through the blue button option.

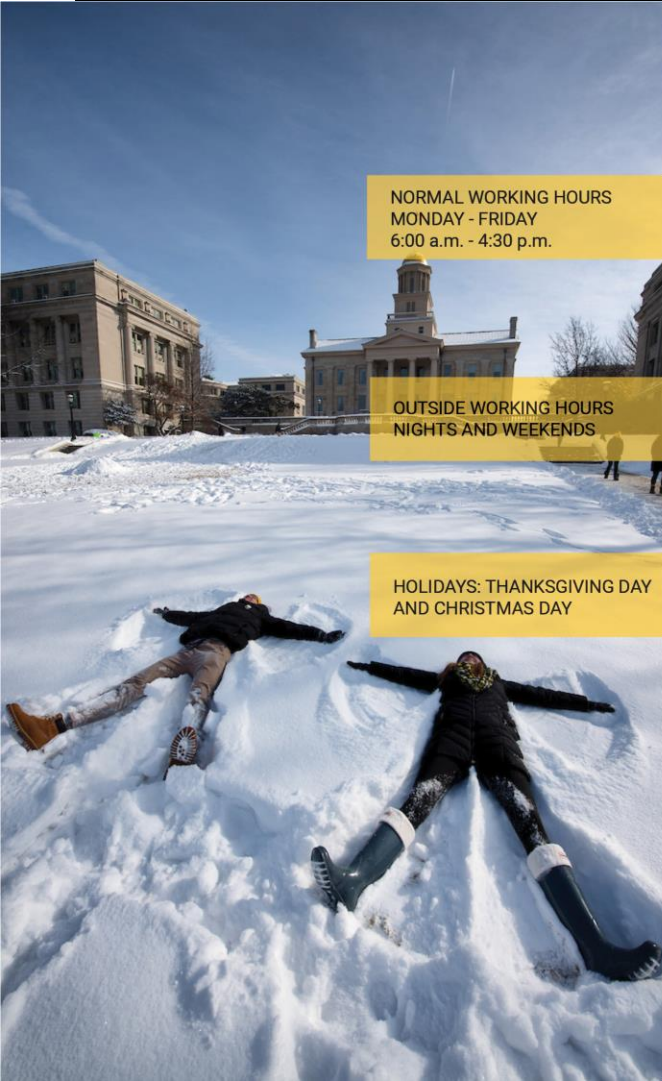
### 4. Request specific accommodations through dedicated office

[Student request for specific accommodations](#)

[Employee request for specific accommodations](#)



# SNOW REMOVAL PROCESSES



NORMAL WORKING HOURS  
MONDAY - FRIDAY  
6:00 a.m. - 4:30 p.m.

Snow and ice treatment will be initiated by Landscape Services

Early weekday calls should be started by 2:30 a.m. with the intention to have personnel on site by 4:00 a.m. Personnel will return to sites along their routes as necessary later in the day

OUTSIDE WORKING HOURS  
NIGHTS AND WEEKENDS

Snow and ice treatment will be initiated by the UI Department of Public Safety

Weekend call-ins will be initiated to have personnel on site by 6:00 a.m.

HOLIDAYS: THANKSGIVING DAY  
AND CHRISTMAS DAY

Snow and ice at entrances to be removed the day following the holiday

**It is our policy to respond to all snow and ice occurrences.**

Building and Landscape Services is responsible for the winter maintenance of all building entrances, steps, sidewalks, loading docks, Oakdale parking lots, service drives and institutional roads.

Streets and service drives will be plowed and treated with a sand / salt mix as needed. Sidewalks will be plowed and / or broomed and treated with sand / salt or ice-melt mixture. Building entrances and Steps will be shoveled and treated with a minimal amount of ice melt mixture. Sand is not to be used near building entrances.

For more information, see the Landscape Services Management Plan

## Facilities Management's Landscape Services performs:

- ▶ All campus building entrances, steps, sidewalks, loading docks, service drives and institutional roads.
- ▶ Includes parking lots at UI Research Park at Oakdale Campus.
- ▶ UI Parking & Transportation maintains Main Campus parking lots.
- ▶ Crews on-campus for immediate and continuous response 6:00 AM – 4:30 PM (and return to areas as needed to maintain safe egress for campus users)



# **Winter Weather Response – Snow & Ice**

Overnight weather events are followed by UI Campus Safety and Landscape Services, for on-call or emergency response.

Call-ins for snow / ice removal can occur any time conditions warrant but if the snow or ice has already fallen, or if the storm is in progress. Early morning weekday calls should be started by 2:30 am.

Our intention is to have personnel at work and out on their routes by 4:00 am at the latest and to have most areas are cleared for morning campus traffic by 7:30 am.

# **Winter Weather Response – Snow & Ice**

Streets and service drives (and parking lots on the Oakdale Campus) will be plowed and treated with a sand / salt mix as needed.

Sidewalks will be plowed and / or broomed and treated with sand / salt or ice-melt mixture.

Steps will be shoveled and / or broomed and treated with sand / salt or ice melt mixture.

Customer requests and emergency service calls will be communicated to employees in the field by use of cell phones.

For non-emergency use FM@YourService portal or emergencies call FM@YourService at 335-5071.



# Winter Weather Response – Snow & Ice

## Snow Removal

Landscape Services is committed to providing safe access to the campus without causing unnecessary harm to the environment. We strive to reduce the effects of snow and ice as quickly and effectively as our resources and the weather will allow.

## Priorities

Priority for snow and ice removal: In most instances snow and ice removal will occur simultaneously for roadways, parking lots, sidewalks and entrances. In situations when snow and ice occurs with heavy accumulation or is difficult to handle, the following priorities will be followed.

1. Roadways - roadways serving UIHC and University facilities
2. Parking lots - accessible spaces, permit spaces, general spaces
3. Primary sidewalks - main walkways traversing campus and leading to main building entrances
4. Primary building entrances - main building entrances and accessible entrances
5. Secondary sidewalks - walks not in primary route to campus facilities such as leading to side doors, back doors or limited access areas
6. Secondary building entrances - side entrances, back entrances, limited access exits



# Winter Weather Response – Snow & Ice

## Helpful Hints When Walking on Snow or Ice

- 1. Plan ahead, give yourself sufficient time and plan your route.**
  - Traffic moves slowly in snowy conditions.
  - Give yourself extra time—don't assume a clear path for driving and walking will be available.
- 2. Wear shoes or boots that provide traction on snow and ice.**
  - Footwear made of rubber and neoprene composite provide better traction than plastic and leather soles.
  - Wear flat-soled shoes. Avoid shoes with heels.
  - Products are available with abrasive soles or cleats that provide special traction for walking on snow and ice, such as Yaktrax. [Remember to remove when entering buildings.]
- 3. Use special care when entering and exiting vehicles, climbing or descending stairs, entering or leaving buildings.**
  - Move slowly.
  - Remove snow/water from shoes when entering buildings.
  - Use handrails for support.
  - Try to keep your center of gravity over your support leg.
  - Use car for support.
  - Keep your hands out of your pockets.
- 4. Walk on designated walkways as much as possible.**
  - Don't take shortcuts over snow piles or areas where snow and ice removal is not feasible.
  - Look ahead when you walk. A sidewalk completely covered with ice may require travel along its grassy edge for traction.
  - Don't text or read while walking.
- 5. Walk safely on snow or ice.**
  - Take short steps or shuffle for stability.
  - Bend slightly forward and walk flat-footed with your center of gravity directly over your feet as much as possible.
  - Keep your hands out of your pockets.
  - Be prepared to fall. If you fall, fall with sequential contacts at your thigh, hip and shoulder. Avoid using outstretched arms to brace yourself.
  - Bend your back and head forward to avoid hitting your head against the ground.



(Photo: sunok/Shutterstock)

# Winter Weather Response – Snow & Ice

**SAFE Winter Walking.... Walk**

**SAFE**

Most falls on snow and ice result in serious injuries... please don't be a statistic this year!

Walking during the winter requires special attention to avoid slipping and falling.

The National Safety Council estimates that falls cause more than 1,500 deaths and 300,000 injuries per year.



# Winter Weather Response – Snow & Ice

**SAFE Winter Walking.... Walk  
SAFE**

**Injuries from Slips and Falls occur  
each year in parking lots.**



# Winter Weather Response – Snow & Ice

**SAFE Winter Walking.... Walk  
SAFE**

**Numerous slip and fall injuries  
occurred while walking into work  
on ice and / or snowy conditions.**



# QUESTIONS?



# Building Coordinator

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No meeting in December – happy holidays!

Next meeting:

January 17, 2024 via zoom 11 AM to 12 PM

## Proposed Agenda:

- Building Coordinator – Survey results
- Cold Weather Protocol – FM Operations and Maintenance

# Thank you!

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