

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

**October 19, 2022**



# Agenda

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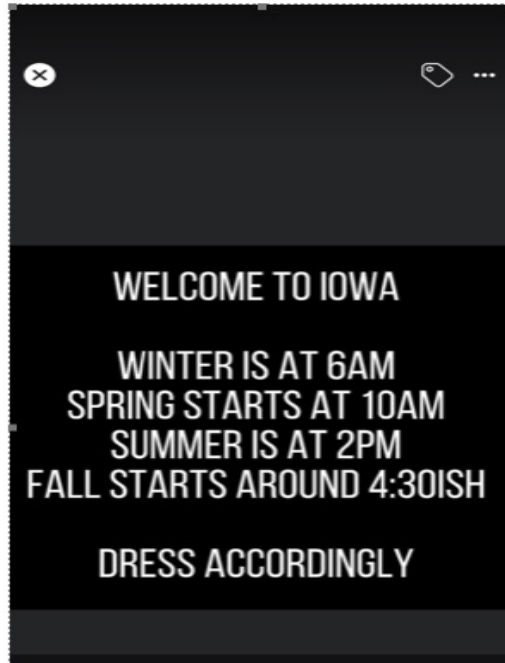
- **Fall Cooling to Heating Switchover** – Tom Moore, Senior Area Maintenance Manager, FM Operations & Maintenance -10 minutes
- **Design and Construction Peer Review Implementation - D&C**  
Peer Review Implementation Steering Committee - 25 minutes
- **FM@YourService – Service Priorities Refresher** – Steph Rourke, Manager, FM@YourService – 15 minutes
- **Other items**



# Building Cooling/Heating Switchover: What Should I Expect this Fall?

TOM MOORE

SENIOR AREA MANAGER, FACILITIES MANAGEMENT



# *Why Do We Switchover From Cooling to Heating?*

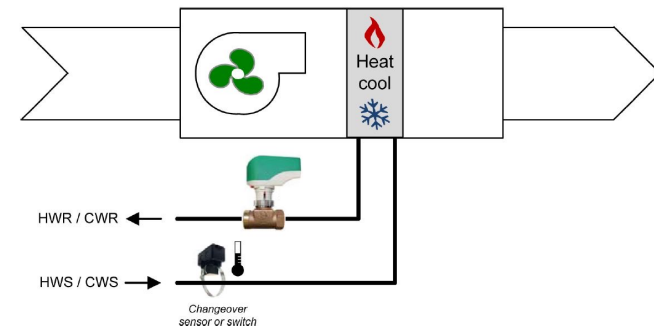
- Freeze Protection for AHU coils
- Some buildings cannot provide heating and cooling at the same time due to age of the systems

# 2-Pipe Systems

## Two-Pipe HVAC Systems

A two-pipe system uses half the hydronic piping required by a four-pipe system, which results in a lower cost and a shorter installation time. The system is also more compact, reducing the space requirements of mechanical rooms. Maintenance is also simpler in a two-pipe system, thanks to the reduced number of piping fixtures and valves.

The main limitation of a two-pipe HVAC system is lack of operating flexibility. The hydronic piping circuit that runs through the building connects to either the boiler or the chiller depending on overall needs, and all building areas must operate in the same mode; heating some areas while cooling others is not possible with this system configuration.



*\*These buildings do not typically have air handling units, but rather fan coils or radiant heat*

# 2-Pipe Buildings

- Halsey Hall
- Van Allen
- Phillips Hall
- English-Philosophy Building
- Iowa Memorial Union
- North Pharmacy
- Field House
- Wendell Johnson Speech and Hearing
- Medical Education Building
- Westlawn
- Medical Research Facility
- Medical Research Center
- Jefferson Building (\*Treated like a 2-pipe building because of boiler\*)

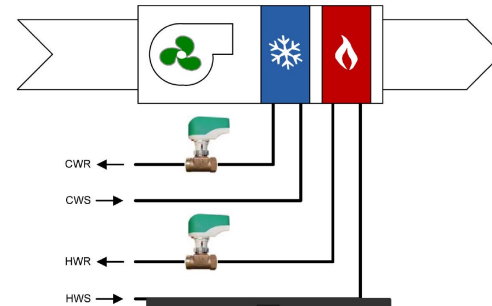
*Note: HH, JB, College of Dentistry, and IMU-Hotel have special circumstances that may require an early switchover*



# 4-Pipe Systems

## Four-Pipe HVAC System

This system configuration uses twice as much piping as a two-pipe HVAC system, and thus it is more expensive and takes longer to install. In addition, a four-pipe system requires more space to accommodate two hydronic piping circuits that run through the building. The increased number of fixtures, valves and connection points also results in a more demanding system in terms of maintenance.



*\*These buildings typically have air handling units that supply conditioned air to the entire building*



# *Chilled Water Coil Draining*

## Purpose:

- Offers freeze protection of chilled water coils should we have an event occur

## High-Level Procedure:

- Shut coil, drain water
- Flush with glycol to provide freeze protection should any water remain

# *University of Iowa Guidelines*

We have established a data-driven approach based on weather conditions

Principles for Initiating a Switchover from Cooling to Heating:

- Overnight temperatures are consistently near freezing
- Daytime temperature highs are consistently below 60F - 65F
- Critical spaces will be given higher priority and evaluated on a case-by-case basis

# *What Should I Expect?*

Until buildings have been transitioned to heating mode,

- Cool temperatures in the morning
- Slightly humid air

Once buildings have been transitioned to heating mode,

- Warmer temperatures and drier air in buildings
- Slightly reduced airflow within a 24 hour window while units are off for the switchover

# Communication to share:

Send To: Building Coordinators of 2-pipe buildings

Dear Building Coordinators,

As discussed in the October Building Coordinator meeting, we will soon begin the switchover of your 2-pipe system from cooling mode to heating mode. Beginning the week of [REDACTED], Facilities Management will begin this annual fall process and we anticipate wrapping up the process by the end of [REDACTED].

Here is a template for you to send to your building occupants if you would like. Please feel free to modify as needed for your communication methods:

Please read this notice from Facilities Management regarding the seasonal switchover for [REDACTED].

Facilities Management will begin the building switchover process from cooling mode to heating mode in the near future. [REDACTED] has a 2-pipe system. This means that once the switchover is done, the facility will not have a supply of chilled water necessary for cooling. Facilities Management schedules this switchover based on the weather forecast. With long-term forecasts showing below 60F-65F during the daytime and near freezing at nighttime, this process will begin soon.

Please remember that during these transition months, individual comfort is best addressed by wearing layers in either warm or cool weather situations. During the switchover, unusual noises that are not heard during a normal workday may occur. Please close and securely fasten all windows, doors, and dampers when appropriate to prevent building temperatures from dropping and causing frozen and/or broken pipes or any other cold weather issues.

Facilities Management will be working through our building switchover in addition to other buildings across campus with an anticipated completion date of [REDACTED]. Thank you for your patience during this process! If you have any questions or concerns, please contact FM@YourService using the BLUE button on the portal.

Regards,

Tom Moore  
Senior Manager of Operations and Maintenance



200 University Services Building  
Iowa City, Iowa 52242

Building Name & Dates, to be filled in by Steph prior to sending

Send To: Building Coordinators of 4-pipe buildings

Dear Building Coordinators,

As discussed in the October Building Coordinator meeting, we will soon begin the process of preparing your building for heating season. Beginning the week of [REDACTED], Facilities Management will begin this annual fall process.

Here is a template for you to send to your building occupants if you would like. Please feel free to modify as needed for your communication methods:

Please read this notice from Facilities Management regarding the annual fall transition to heating mode for [REDACTED].

Facilities Management is going to begin the transition process from cooling mode to heating mode in the near future.

Please remember that during these transition months, individual comfort is best addressed by wearing layers in either warm or cool weather situations. During the transition, unusual noises that are not heard during a normal workday may occur as our teams work to prepare your building. Please close and securely fasten all windows, doors, and dampers when appropriate to prevent building temperatures from dropping and causing frozen and/or broken pipes or any other cold weather issues.

Facilities Management will be working through our building transition in addition to other buildings across campus. Thank you for your patience during this process! If you have any questions or concerns, please contact FM@YourService using the BLUE button on the portal.

Regards,

Tom Moore  
Senior Manager of Operations and Maintenance



200 University Services Building  
Iowa City, Iowa 52242

Building Name and Date, to be filled in by Steph prior to sending

# *What Can Building Coordinators Do This Fall?*

- Remind occupants to please plan to dress in layers during the Fall season to help with comfort!
- Remind occupants to please be patient during the Fall
- Consider asking that temperature portal requests flow through a single point of contact during the Fall to reduce duplication of effort

**Thank you for your partnership!**

# Design and Construction Peer Review Implementation

**Overview, Timeline, and Updates**

2022

# Peer Review Timeline



September 2021

Peer Review Launched

March 2022

Report Received

April 2022

Steering Committee Formed

# Questions for Analysis

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The review team used the following themes to analyze and gain insights:

- What is working vs. improvements
- Staffing numbers vs. workload
- Policy improvements
- Improved communication
- Costs and cost alignment
- Project management tools
- Project scope process



# Peer Review Themes

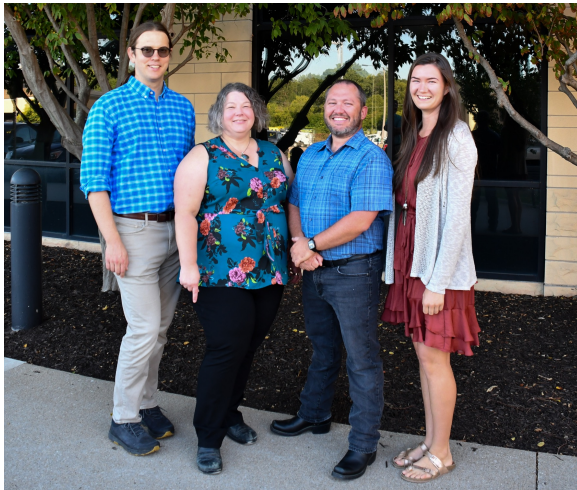
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- We have dedicated and skilled staff
- Cultural health is a concern
- Increase participation in training and development opportunities
- Communication channels and trust need to be reinforced on all fronts
- Opportunities to leverage and refine technology use
- More focus on recruitment and retention of staff

# Peer Review Implementation Steering Committee

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The Steering Committee was formed, along with work groups, to develop action plans in specific areas and find ways to implement changes recommended through the peer review in the Design and Construction department where needed.



## Committee Members

**Kirsta Scranton**, Senior Construction Project Manager

**Julie Troendle**, Construction Project Specialist

**Jake Humphreys**, Quality Project Manager

**Michael Noonan**, Senior Design Project Manager

# Steering Committee

## Mission & Vision Statement

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### Mission:

To empower Design & Construction staff and FM leadership to implement the recommendations of the peer review, provide guidance and resources where needed, and communicate the plan of action.

### Vision:

To make Design & Construction the workplace of choice and client of choice for our industry partners while providing excellent project management service to the University.



# Steering Committee Guiding Principles

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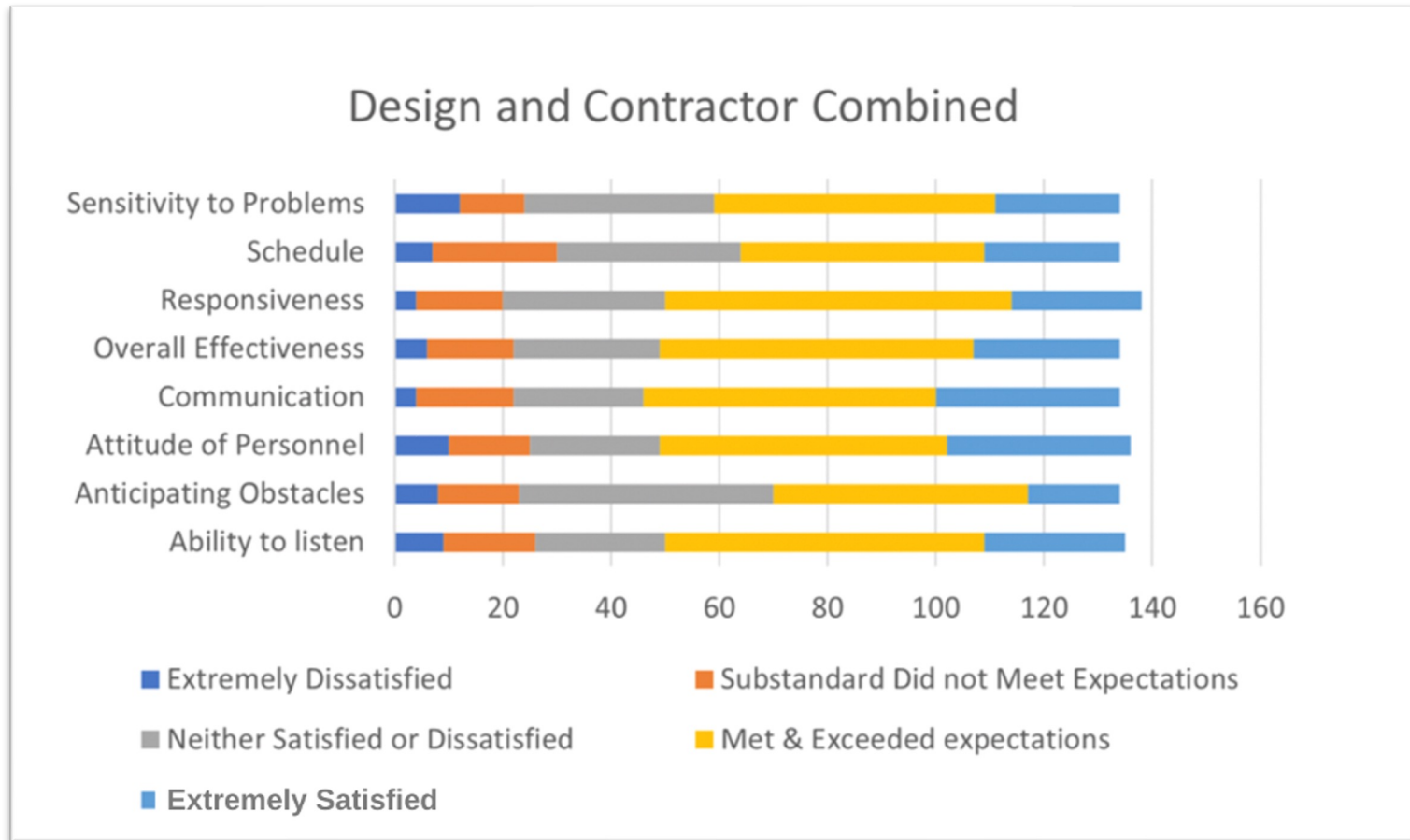
The Steering Committee's Guiding Principles describe the values that are intended to guide the implementation process.

These principles are in alignment with FM's core values.

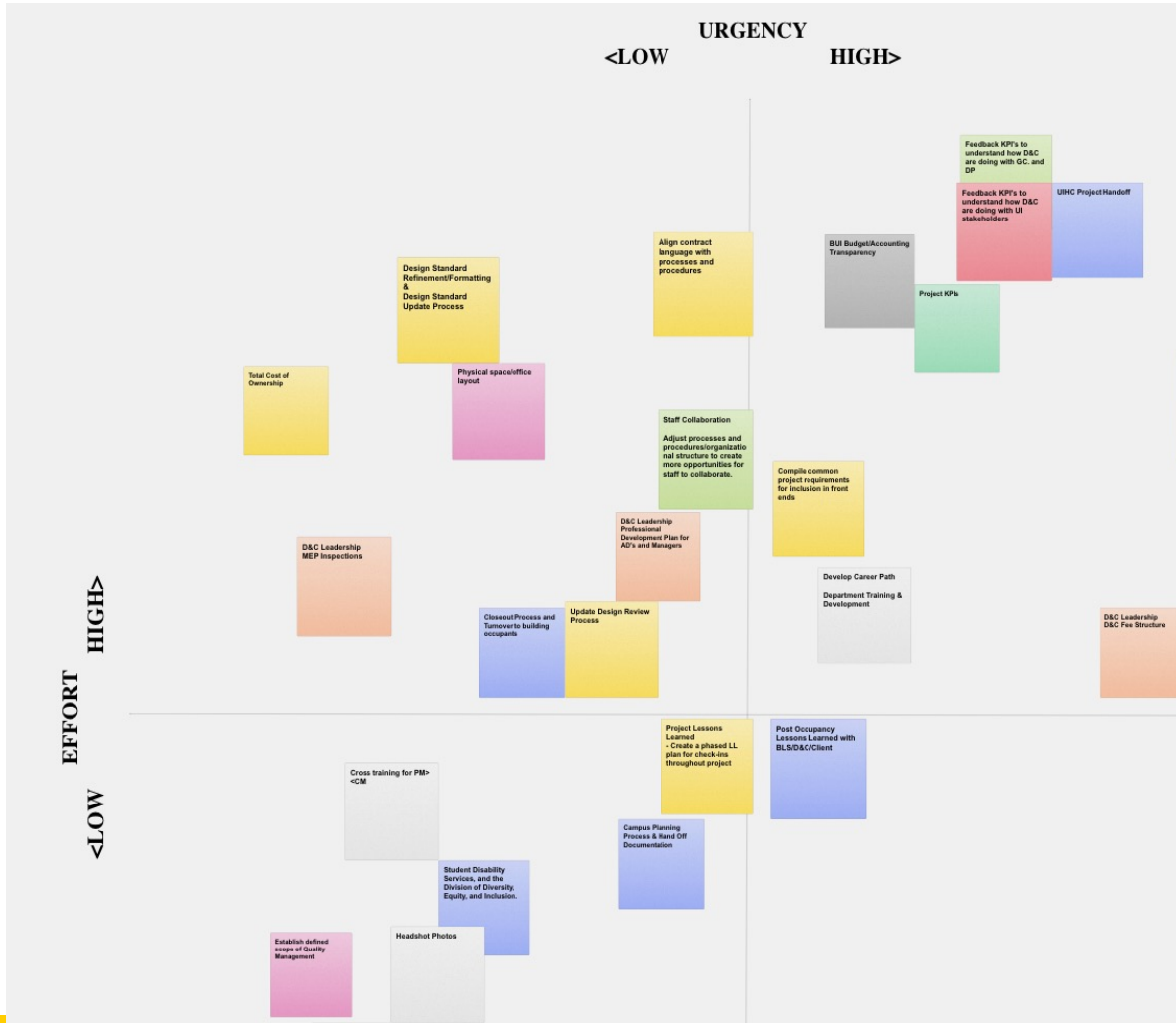
- Collaboration
- Transparency
- Quality
- Integrity
- Respect



# Surveys



# Peer Review Action Items





# Innovation Groups

# The DRAFT



# What excites us about this process?





# What does success look like?

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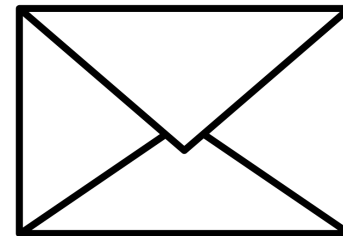
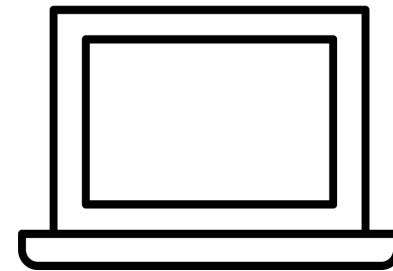
# Email and FM Connection

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A steering committee group email address was set up so that the team can be easily reached for collaboration and conversation. The team can be reached at

**[FM-DC-STEERING@uiowa.edu](mailto:FM-DC-STEERING@uiowa.edu)**

Major updates are also shared to the intranet/FM Connection.





**Questions?**

Facilities Management

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# FM@YourService – Service Priorities Refresher

**Steph Rourke-Manager FM@YourService**

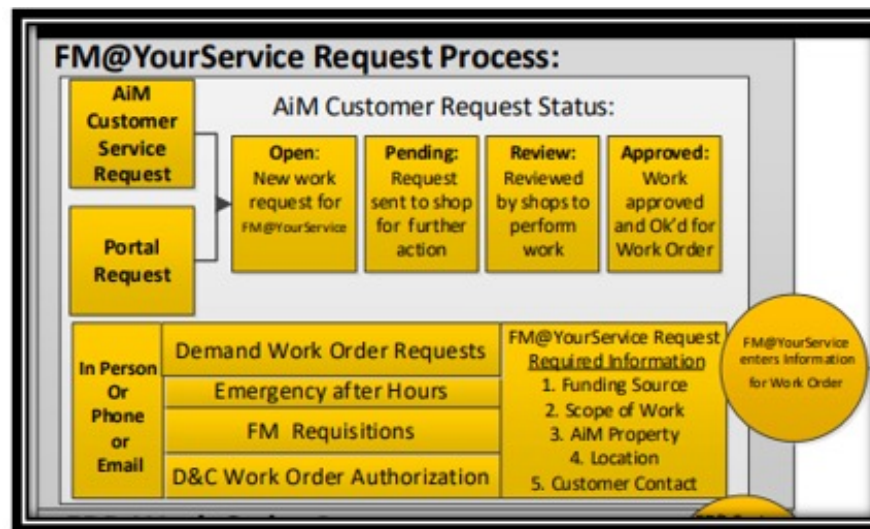
October 19 , 2022

# HOW WORK GETS REPORTED TO FM@YourService

Emergency Service, 24/7, call 319-335-5071. For all other requests, use the FM@YourService Portal (HawkID required)

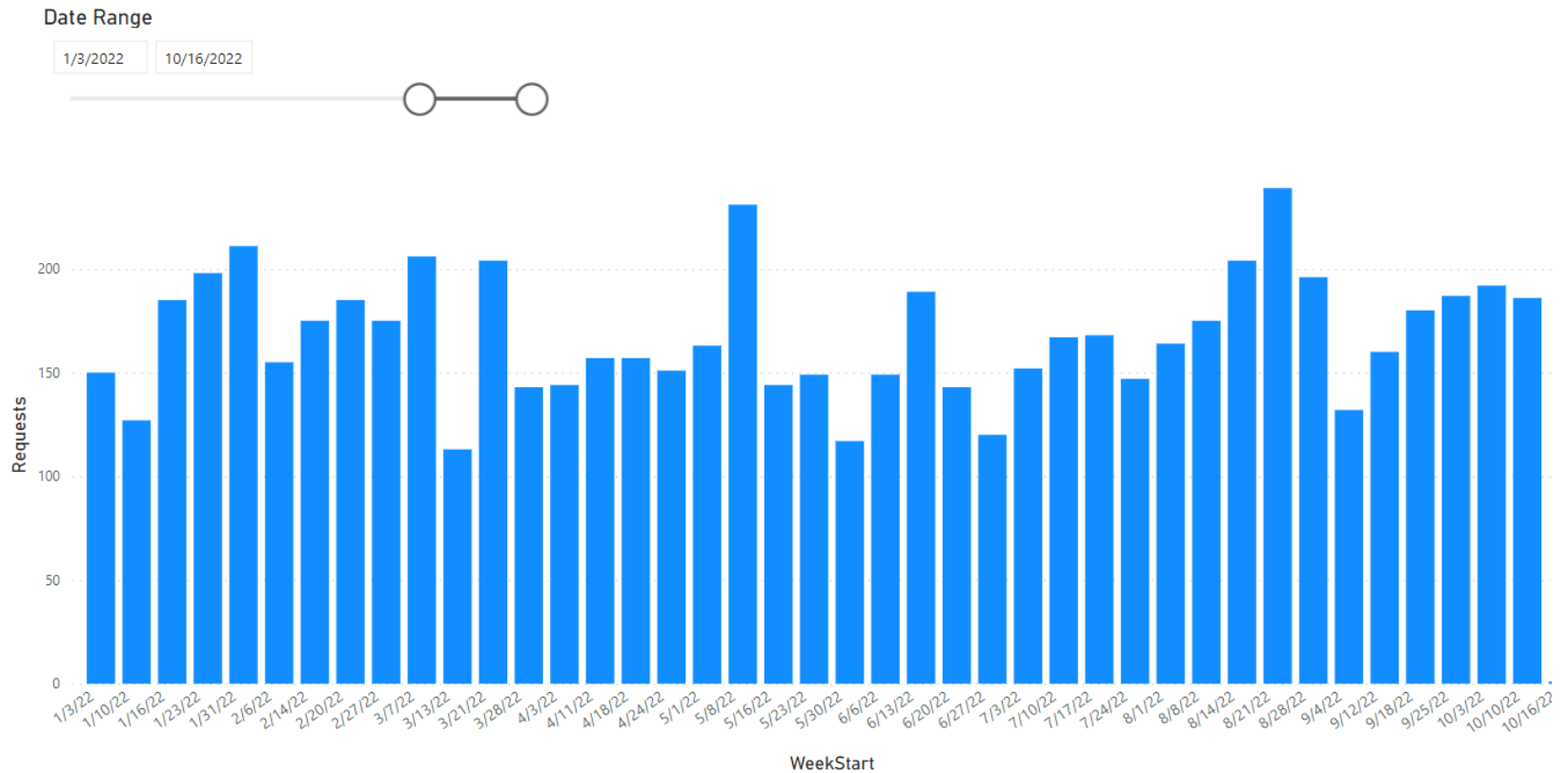
FM@YourService

[www.facilities.uiowa.edu](http://www.facilities.uiowa.edu)



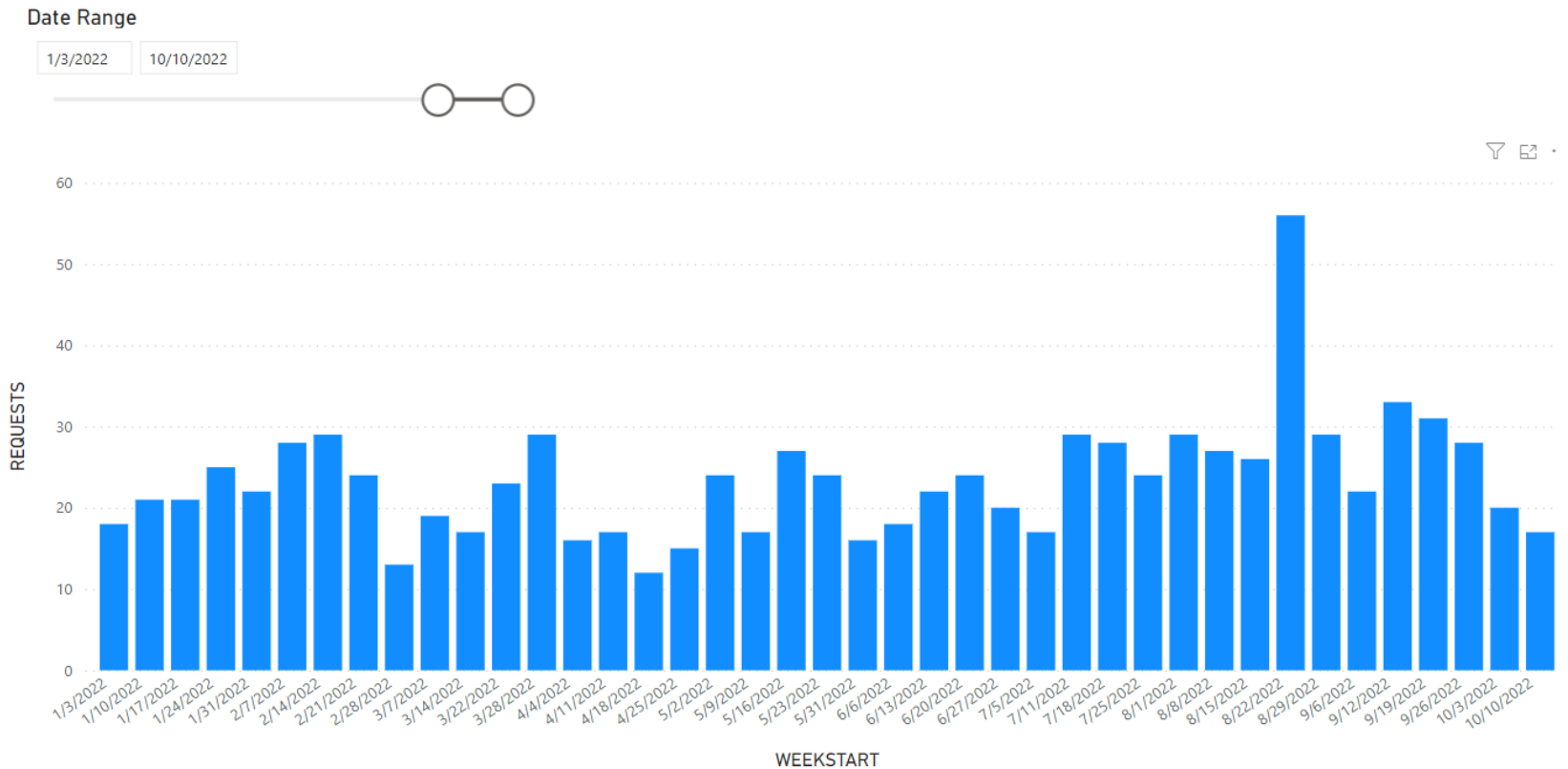
# Average **655** Customer Service Request per month (January 2022 to September 2022)

FM@YourService Weekly Service Requests



# Average **100** Department Work Orders (Reqs) a month (January 2022 to September 2022)

## FM@YourService Weekly Departmental Work Order Requests



# 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:</i> <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.	
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

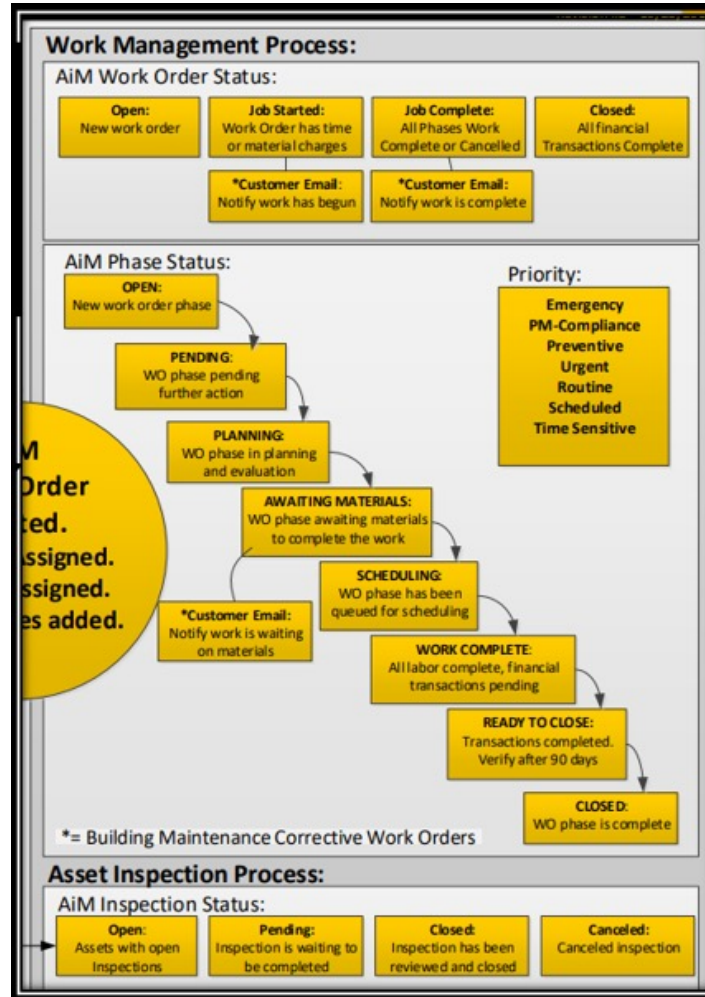


# AiM FM WORKFLOW

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

# WORK MANAGEMENT PROCESS



# 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](#)

# A GREAT RESOURCE

## UI BUILDING COORDINATORS NETWORK

View our operational response to COVID-19 and how each FM unit is responding to campus-wide change.

[FM Operational Response](#)

### Building Coordinator Quick Menu

[Building Coordinator Orientation](#)

[Building Coordinator Information Library](#)

[Building Coordinator Meeting Archive](#)

[FM@YourService](#)

Have a topic for an upcoming Building Coordinators meeting? Submit it here:

[Submit a BC Meeting Topic](#)

## ABOUT US

The Building Coordinator is an important role on the University of Iowa campus. Our dedicated building coordinators work to facilitate effective working relationships and communication between building users and facilities service providers in order to achieve more effective service levels. The partnership between Facilities Management and the Building Coordinator depends on close coordination to keep building operations and management running smoothly.

Over 100 coordinators have committed to excellence in communication between building users and facilities service providers.



[BUILDING COORDINATORS LIST](#)



[EMAIL THE BUILDING COORDINATORS GROUP](#)

**IOWA**

Facilities Management



**Questions?**

# Next Meeting:



Wednesday, November 16, 2022

11:00 – Noon via ZOOM—Proposed Agenda:

- Engie Utilities – John Weyer and team
- Iowa Center for Advancement – Lynette Marshall
- Winter Weather/Snow Removal – Scott Gritsch and team

**IOWA**

**Thank you!**