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
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.

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34.5 Stewardship Decision Framework

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.iowa.edu/design-standards-and-procedures.
Team Members

Andy Van Etten:
AOS Leader

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

Tom Moore:
Systems Reliability and Energy Manager

Utilities

Design & Construction

Building Operations & Maintenance

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

<table>
<thead>
<tr>
<th><strong>Total Cost of Ownership Authority</strong></th>
<th>Spring</th>
<th>Summer</th>
<th>Fall</th>
<th>Winter</th>
<th>Spring</th>
<th>Summer</th>
<th>Fall</th>
<th>Winter</th>
<th>Spring</th>
<th>Summer</th>
<th>Fall</th>
<th>Winter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop a standard definition of TCO and Work to align stakeholders on technology and maintenance decisions</td>
<td>GEF (Primary Focus)</td>
<td>UIHC (Consultation only)</td>
<td>Athletics (Consultation Only)</td>
<td>H&amp;D (Consultation Only)</td>
<td></td>
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<table>
<thead>
<tr>
<th><strong>UI Design Standards and Procedures content development support</strong></th>
<th>Spring</th>
<th>Summer</th>
<th>Fall</th>
<th>Winter</th>
<th>Spring</th>
<th>Summer</th>
<th>Fall</th>
<th>Winter</th>
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<tbody>
<tr>
<td>Regular review schedule and change management process needs developed.</td>
<td>GEF</td>
<td></td>
<td></td>
<td></td>
<td>Athletics (Consultation)</td>
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<tr>
<th><strong>Utilization of “Energy Fund”</strong></th>
<th>Spring</th>
<th>Summer</th>
<th>Fall</th>
<th>Winter</th>
<th>Spring</th>
<th>Summer</th>
<th>Fall</th>
<th>Winter</th>
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<tbody>
<tr>
<td>Prioritize energy related projects and develop execution plans.</td>
<td>GEF</td>
<td>UIHC</td>
<td>Athletics</td>
<td>H&amp;D</td>
<td></td>
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<table>
<thead>
<tr>
<th><strong>Building Performance Reviews</strong></th>
<th>Spring</th>
<th>Summer</th>
<th>Fall</th>
<th>Winter</th>
<th>Spring</th>
<th>Summer</th>
<th>Fall</th>
<th>Winter</th>
<th>Spring</th>
<th>Summer</th>
<th>Fall</th>
<th>Winter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utilize established systems and teams to analyze building performance and develop improvement plans</td>
<td>GEF</td>
<td>UIHC</td>
<td>Athletics</td>
<td>H&amp;D</td>
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**IOWA**

Facilities Management
FM Components of Success

- **People**
  - Partners
  - Students
  - Steering Committee
  - Leadership
  - Support Teams

- **AOS**
- **Systems**
  - AiM
  - EnergyCAP
  - BuildUI
  - Energy Matrix
  - BAS
  - FDD

- **Workflows and Processes**
  - AiM FM Workflow
  - AOS Workflow
  - FM/Engie Workflow
  - UIHC Workflow
  - H&D Workflow
  - Athletics Workflow

These Intersections enable Comprehensive Stewardship
Next Steps

• Continue Communication to Campus
• Build the Team – Engineering Positions Have been posted on Jobs@uiowa.edu
• Actively recruiting for AD role
• We are entering a transition period with the organizational changes
IOWA
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:

- Excellent: 28% (144 responses)
- Good: 59.84% (307 responses)
- Fair: 10.72% (55 responses)
- Poor: 1.36% (7 responses)

88% responded as Good & Excellent.
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

IOWA
Facilities Management
Building Operations & Maintenance

Temperature is frequently at a reasonable level

- Rarely and Sometimes:
  - 2015: 42.99%
  - 2019: 42.05%
  - 2021: 38.61%
  - 2023: 41.83%

- Often and Always:
  - 2015: 56.69%
  - 2019: 57.64%
  - 2021: 61.38%
  - 2023: 58.17%

- N/A:
  - 2015: 0.31%
Building Operations & Maintenance

Maintenance: Work is performed in a timely and responsive manner

- Rarely and Sometimes: 17.34%, 21.73%, 19.87%, 14.65%
- Often and Always: 76.75%, 73.56%, 80.14%, 85.35%
- N/A: 5.91%, 4.73%
Building Operations & Maintenance

Maintenance: Work meets my expectations

<table>
<thead>
<tr>
<th>Rarely and Sometimes</th>
<th>Often and Always</th>
<th>N/A</th>
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</thead>
<tbody>
<tr>
<td>17.24%</td>
<td>77.58%</td>
<td>5.18%</td>
</tr>
<tr>
<td>19.59%</td>
<td>75.84%</td>
<td>4.21%</td>
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<tr>
<td>16.76%</td>
<td>83.24%</td>
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<tr>
<td>12.84%</td>
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- 2015
- 2019
- 2021
- 2023
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

IOWA
Facilities Management
In regard to those carrying out custodial duties:

2015

How Custodial Work is Performed

2019

How Custodial Work is Performed

2021

How Custodial Work is Performed

2023

How Custodial Work is Performed

Facilities Management
Custodial Services

Custodial: Work meets my expectations

<table>
<thead>
<tr>
<th>Year</th>
<th>Rarely and Sometimes</th>
<th>Often and Always</th>
<th>N/A</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>17.97%</td>
<td>77.95%</td>
<td>4.06%</td>
</tr>
<tr>
<td>2015</td>
<td>19.23%</td>
<td>77.25%</td>
<td></td>
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<tr>
<td>2019</td>
<td>10.96%</td>
<td>89.04%</td>
<td>3.51%</td>
</tr>
<tr>
<td>2021</td>
<td>10.20%</td>
<td>89.80%</td>
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<tr>
<td>2023</td>
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Custodial Services

Condition of Classrooms

- Poor and fair: 16.89% (2015), 18.41% (2019), 5.05% (2021), 6.62% (2023)
- Good and excellent: 83.11% (2015), 81.53% (2019), 94.95% (2021), 93.38% (2023)

IOWA Facilities Management
Custodial Services

Condition of Restrooms

- **Poor and Fair**
  - 2015: 27.09%
  - 2019: 28.77%
  - 2021: 10.75%
  - 2023: 12.57%

- **Good and Excellent**
  - 2015: 72.82%
  - 2019: 71.23%
  - 2021: 89.24%
  - 2023: 87.43%

Facilities Management
Custodial Services

Custodial: Work is performed in a timely and responsive manner

Rarely and Sometimes
- 2015: 13.59%
- 2019: 10.99%
- 2021: 7.68%
- 2023: 3.75%

Often and Always
- 2015: 86.52%
- 2019: 86.45%
- 2021: 96.07%
- 2023: 96.25%

N/A
- 2015: 99.99%
- 2019: 94.69%

IOWA Facilities Management
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

Facilities Management
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 2022
Landscape Services

Campus landscape cleanliness

<table>
<thead>
<tr>
<th>Year</th>
<th>Poor and Fair</th>
<th>Good and Excellent</th>
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<tbody>
<tr>
<td>2015</td>
<td>12.91%</td>
<td>77.06%</td>
</tr>
<tr>
<td>2019</td>
<td>11.09%</td>
<td>88.90%</td>
</tr>
<tr>
<td>2021</td>
<td>11.11%</td>
<td>88.89%</td>
</tr>
<tr>
<td>2023</td>
<td>12.35%</td>
<td>87.64%</td>
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IOWA
Facilities Management
Landscape Services

Landscape: Work meets my expectations

- Rarely and Sometimes:
  - 2015: 8.74%
  - 2019: 8.38%
  - 2021: 9.15%
  - 2023: 7.87%

- Often and Always:
  - 2015: 75.02%
  - 2019: 74.96%
  - 2021: 90.85%
  - 2023: 92.12%

- N/A:
  - 2015: 16.24%
  - 2019: 16.66%
Case Study: University of Iowa’s Three Year Plan

Three Year Plan Details

<table>
<thead>
<tr>
<th></th>
<th>FY14</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
<th>FY19</th>
<th>FY20</th>
<th>FY21</th>
<th>FY22</th>
<th>FY23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross Square Feet Serviced (GEF)</td>
<td>7,400,000.0</td>
<td>7,600,000.0</td>
<td>8,000,000.0</td>
<td>9,000,000.0</td>
<td>9,000,000.0</td>
<td>8,600,000.0</td>
<td>8,400,000.0</td>
<td>8,200,000.0</td>
<td>8,000,000.0</td>
<td>9,200,000.0</td>
</tr>
<tr>
<td>BLS Operating Budget (GEF)</td>
<td>30,000,000.0</td>
<td>31,000,000.0</td>
<td>33,000,000.0</td>
<td>36,000,000.0</td>
<td>37,000,000.0</td>
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<td>35,000,000.0</td>
<td>34,000,000.0</td>
<td>38,000,000.0</td>
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</table>

- 31 fte reduction
- 8.48% Only GEF FTEs

- Maintenance fte: 12, 12.88%
- Landscape fte: 2, 6.36%
- 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

530 North Clinton St.
(NWWP)
Student Gardens

IOWA
English Philosophy Building
EMRB Water Feature

IOWA Landscape Services
Hammock Poles
President’s Residence

IOWA Landscape Services
Annual Flowers
Nursing
Future Projects

- West side Kautz Plaza
- South Side EPB
- East Side Fieldhouse
- Student Garden Continuation
Student Projects
Rain Garden Student Project - April 19, 2023

Abby Huls, Ben Weakland, Rose Schweitzer, and Alexa Christiansen
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
Blackhaw Viburnum (State Champ)
European Beech
Crane Memorial Planting
Kaitlyn Bergan Memorial
Doug York Memorial Planting
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!