WELCOME!!
Monthly Building Coordinator Meeting
Via ZOOM

February 15, 2023
Agenda

- 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
Recycle/Compost Contact

Waste Management – Tammy Paulus
Waste Management (recycle/organics)

- 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
Phone: 319-213-0675

- Additional contact information can be found at https://ap-purchasing.fo.uiowa.edu/purchasing/contracts/recycling-and-organics-services
Telephone & Voice Services – Analog Gateways-Maintenance

ITS Unified Communications—Brad O'Meara
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)
Online Accident Reporting

Office of Risk Management, Insurance, and Loss Prevention
Camille Walters Gott and Melissa Miller
February 15, 2023
Agenda

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

*Estimated claim costs

<table>
<thead>
<tr>
<th>Year</th>
<th>Auto Physical Damage</th>
<th>Auto Liability</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY19</td>
<td>164 Claims</td>
<td>79 Claims</td>
</tr>
<tr>
<td>FY20</td>
<td>167 Claims</td>
<td>49 Claims</td>
</tr>
<tr>
<td>FY21</td>
<td>144 Claims</td>
<td>19 Claims</td>
</tr>
<tr>
<td>FY22</td>
<td>127 Claims</td>
<td>35 Claims</td>
</tr>
</tbody>
</table>
Development of Online Vehicle Accident Reporting

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

OLD PROCESS

- Driver completes the paper VAR
- Driver sends paper VAR to Supervisor
- Supervisor reviews and signs paper VAR
- Paper VAR is campus mailed to Fleet Services
- Fleet Services processes and sends to Risk Management
- Risk Management processes the claim

NEW PROCESS

- Driver completes Online Vehicle Accident Report and uploads photos
- Risk Management receives report and photos electronically
- Risk Management notifies Fleet Services and Driver's HR Rep and Supervisor via email
- Risk Management processes the claim
Vehicle Accident Process

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
How to Access the Online Vehicle Accident Report

Employees and Student Employees
https://hris.uiowa.edu/

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

<table>
<thead>
<tr>
<th>Field</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police Information</td>
<td>Were the police notified?</td>
</tr>
<tr>
<td><strong>Additional Information</strong></td>
<td>Please describe what happened when the incident occurred. Please be as specific as possible.</td>
</tr>
<tr>
<td></td>
<td>I was driving the University van and hit a pole.</td>
</tr>
<tr>
<td></td>
<td>Please provide a description of the vehicle damage, if applicable.</td>
</tr>
<tr>
<td>Was Someone Injured?</td>
<td></td>
</tr>
</tbody>
</table>

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

Property Damage and Vehicle Type

Non-Vehicle Property Damage Information

Was there damage to property, not including vehicle?  No

Type of Accidents

- Was a University vehicle involved? Yes
  How many University vehicles were involved? 1

- Was a UIHC Valeted vehicle involved?

- Was a Non-University vehicles were involved? Yes
  How many Non-University vehicles were involved? 1

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

<table>
<thead>
<tr>
<th>UI Driver Vehicle Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Was the vehicle being driven? *</td>
</tr>
<tr>
<td>Are you the University Driver? *</td>
</tr>
<tr>
<td>License Plate:</td>
</tr>
<tr>
<td>Year</td>
</tr>
<tr>
<td>Make</td>
</tr>
<tr>
<td>Model</td>
</tr>
<tr>
<td>VIN</td>
</tr>
<tr>
<td>Is this a University Vanpool vehicle?</td>
</tr>
<tr>
<td>Hawk ID *</td>
</tr>
<tr>
<td>UI Driver First Name *</td>
</tr>
<tr>
<td>UI Driver Last Name *</td>
</tr>
<tr>
<td>UI Driver Phone *</td>
</tr>
<tr>
<td>How many people were in the vehicle, including yourself?</td>
</tr>
<tr>
<td>e.g. (319) 123-1234</td>
</tr>
<tr>
<td>UI Driver Email</td>
</tr>
</tbody>
</table>
Reporting the Accident Online

Other Driver and Vehicle Information

Other Driver Vehicle Information

Was the vehicle being driven?  Yes  No

Is the Vehicle Driver also the Vehicle Owner?  No

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
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
Questions?

Risk Management
risk-management@uiowa.edu
https://riskmanagement.fo.uiowa.edu/
319-335-0010

Camile Walters Gott
camille-walters@uiowa.edu
319-335-5357

Melissa Miller
melissa-miller-1@uiowa.edu
319-467-1327
Facilities Management

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 (non-emergency)
FM@YourService portal: facilities.uiowa.edu/services/fmymourservice (non-emergency)
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

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

<table>
<thead>
<tr>
<th>Resource</th>
</tr>
</thead>
<tbody>
<tr>
<td>How to use FM@YourService site</td>
</tr>
<tr>
<td>List of Major Services, A-Z – Quick list of major</td>
</tr>
<tr>
<td>services FM provides to campus</td>
</tr>
<tr>
<td>FM Guide to Services – Comprehensive guide to</td>
</tr>
<tr>
<td>services</td>
</tr>
<tr>
<td>Building Coordinators Network – Find a building</td>
</tr>
<tr>
<td>coordinator in your area</td>
</tr>
<tr>
<td>Buildings by Operational Area and Manager</td>
</tr>
<tr>
<td>Key &amp; Access Services FAQs and Policies</td>
</tr>
<tr>
<td>Maps</td>
</tr>
<tr>
<td>SIMS Room Update Request</td>
</tr>
</tbody>
</table>
FM@YourService - #5 in all pages
Site View Numbers = 5,349 views between February 2022 – February 2023

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

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.

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.

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

Contact Us
Main Phone: 319-335-5071  E-mail: facilities-wcc@uiowa.edu
Fax: 319-335-6498

Staff

Stephanie Rourke  Chris Heick  Kari White  Dawn Jarrard  Michelle Marxen
Manager  Lead Coordinator  Secretary III  Accountant  Coordinator
FM@YourService  FM@YourService  FM@YourService  FM@YourService  FM@YourService
319-335-5074  319-335-5071  319-335-5500  319-335-5071  319-335-5071
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.

<table>
<thead>
<tr>
<th>Priority Type</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routine</td>
<td>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.</td>
</tr>
<tr>
<td>Urgent</td>
<td>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.</td>
</tr>
<tr>
<td>Emergency</td>
<td>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 FM@YourService, 24/7 at 335-5071. Emergency work is investigated within one (1) hour and repaired or situation stabilized within twenty-four (24) hours.</td>
</tr>
</tbody>
</table>

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:**

- **Open:** New work order
- **Job Started:** Work Order has time or material charges
- **Job Complete:** All Phases Work Complete or Cancelled
- **Closed:** All financial Transactions Complete

*Customer Email: Notify work has begun

*Customer Email: Notify work is complete

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**JOB STARTED**

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.

Thank you.

Steph Rourke
Manager, FM@YourService
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:

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
Thank you!