WELCOME

Monthly Building Coordinator Meeting
Via ZOOM

March 20, 2024
Agenda

Building Heating to Cooling Switchover:
Tom Moore – Facilities Management Systems Reliability & Energy Manager

Earth Month:
Beth Mackenzie – Sustainability Program Manager
Stratis Giannakouros – Director, Office of Sustainability & Environment

FM@YourService Customer Service Request/Emergency Reporting:
Stephanie Rourke – Associate Director, FM@YourService & Building Coordinator Program
Building Heating to Cooling Switchover: What Should I Expect this Spring?

TOM MOORE
FACILITIES MANAGEMENT
WELCOME TO IOWA

WINTER IS AT 6AM
SPRING STARTS AT 10AM
SUMMER IS AT 2PM
FALL STARTS AROUND 4:30ISH

DRESS ACCORDINGLY

Record warmth today, snow and a big dip in temperatures not far off
Flush and Fill

Purpose:
- To prepare cooling coils for the transition and summer months
  - Flush Cooling coils to prevent high turbidity (debris) at the cooling plants

High-Level Procedure:
- Isolate and flush cooling coils with chilled water
- Leave filled and ready to go where it is possible
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 cannot provide heating and cooling at the same time due to capability of the systems.

*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
- Iowa Bioscience Innovation Facility
- 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*
University of Iowa Guidelines

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

Principles for flushing and filling our 4-pipe buildings to enable Cooling:
• Overnight temperatures are consistently above freezing (this is necessary to avoid freezing & damaging the coils).
  
  This work is currently active in 4-pipe buildings.

Principles for Initiating a Switchover from Heating to Cooling for our 2-pipe buildings:
• Daytime temperature highs are consistently between 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 cooling mode,
- Warmer temperatures in the afternoon
- Slightly humid air

Once buildings have been transitioned to cooling mode,
- Cooler temperatures and drier air in buildings
- Slightly reduced airflow within a 24 hour window while units are off for the switchover
What Can Building Coordinators Do This Spring?

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

Thank you for your partnership!
Dear Building Coordinator,

As discussed in the March Building Coordinator meeting, we will soon begin the switchover of your 2-pipe system from heating mode to cooling mode, beginning the week of ___. Facilities Management will begin this annual spring process and anticipate wrapping up the process by the end of ___.

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 __ Building.

Facilities Management will begin the building switchover process from heating mode to cooling mode soon. ___ Name ___ has a 2-pipe system. This means that once the switchover is complete, the facility will not have heating capability. Facilities Management advises the switchover be based on the weather forecast. With long-term forecasts showing temperatures highs consistently above 60-65F, the process will begin soon.

Please remember that during these transition months, individual comfort is best addressed by wearing layers in either extreme or mild weather situations. During the switchover, unusual noises that are not heard during a normal winter day may occur.

Facilities Management will be working through our building switchover in addition to other building projects across campus with an anticipated completion date of ___. Thank you for your patience during this process. If you have any questions or concerns, please contact IEM at __.
Questions?
Earth Month+

Office of Sustainability and the Environment

Beth MacKenzie, Brinda Shetty, Stratis Giannakouros
Sustainability in the 2022-27 UI Strategic Plan

Transformative Societal Impact

- The Transformative Societal Impact priority establishes strategies to increase access to higher education in Iowa, expand community engagement opportunities, advance sustainability, enhance communication, and maintain our high standard of excellent health care services.

Further integrate sustainability into the university’s teaching, research, and public engagement missions as well as its operations.

https://sustainability.uiowa.edu/
Campus Sustainability Goals

- **Climate Goal**
  Reduce greenhouse gas emissions by 50 percent

- **Education Goal**
  One hundred percent of undergraduate students will complete a sustainability-focused course before graduating

- **Waste Goal**
  Become a Zero Waste campus by achieving PLAN Atlas Bronze Zero Waste certification

- **Water Goal**
  Improve water quality in the Iowa River by creating best practices for stormwater management and water conservation

- **Campus Goal**
  Embed sustainability into every college and auxiliary unit’s strategic plan and report on progress annually
2023-24 Highlights
Green Lab Pilots: Energy & Waste

- Academic research facilities use 3-6 times more energy than office spaces
- Estimated annual plastic waste generated by scientific labs is 5.5 million metric tons

Madhusoodanan, Nature, 2020
STARS Report

→ A self-reporting framework for colleges and universities to measure their sustainability performance

→ UI submissions
  • 2013 Gold, 2018 Silver

<table>
<thead>
<tr>
<th>Education &amp; Research</th>
<th>• Curriculum; Research</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operations</td>
<td>• Buildings; Climate; Dining; Energy; Grounds; Purchasing; Transportation; Waste; Water</td>
</tr>
<tr>
<td>Planning, Administration &amp; Engagement</td>
<td>• Coordination &amp; Planning; Diversity and Affordability; Human Resources; Investment; Public Education</td>
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https://sustainability.uiowa.edu/
Bee Campus USA

- UI designated in 2022
- As a Bee Campus, UI has committed to:
  - Creating and enhancing pollinator habitat by increasing the abundance of native plants and nesting sites
  - Reducing pesticide use
  - Offering educational opportunities
  - Providing service-learning projects
- Initiative of the Xerces Society for invertebrate conservation

https://sustainability.uiowa.edu/
PLAN Atlas Zero Waste Assessment

→ Initiative of the Post Landfill Action Network (PLAN)
  • Focus on colleges and universities

→ Stage 1: Fellows perform holistic assessment to measure the campus’ capacity to achieve Zero Waste
  • Complete by June 2024

https://sustainability.uiowa.edu/
Prompt for the Planet

Interdisciplinary collaboration with David Gould, the LENA Project, Tippie College of Business, Iowa Dance, OSE, etc.

Upcoming workshops, fall event at Englert, more…

Youth Poet Laureate, Amanda Gorman’s prompt:

- Think of one element in nature and speak in its voice through your art

https://sustainability.uiowa.edu/news/give-voice-planet-through-art
Built and Natural Environment

- Building and design
- Storm water planning

https://sustainability.uiowa.edu/
Earth Month

→ Earth Expo (4/5)
→ Solar Eclipse (4/8)
→ Darwin Day Science Fest (4/12-13)
→ 28th Annual Powwow (4/20)
→ Recycled Runway (4/21)
→ Earth Day with Dr. Heidi Roop (4/22)
→ Climate through a Wide Lens (4/25)
→ City Nature Challenge (4/26-29)
Earth Month Hub

Earth Month Events
Do you have a sustainability-focused event happening during Earth Month you want us to help promote? Submit your event and we'll add it to our Earth Month Hub as well as our other Earth Month marketing.

Submit Your Event

→ Submit your events at https://uiowa.qualtrics.com/jfe/form/SV_8vHypHaq7rFYgJ0

Ongoing
- Prompt for the Planet

April 1
- IPHPRP Global Health Case Competition | C217, CPHB | 10:00 a.m.

April 2
- Phases of the Sun: A Guide to Our Star and the 2024 Total Solar Eclipse | Virtual | 5:00 p.m.

April 3
- IPHPRP Global Health Case Competition Awards Ceremony and Multicultural Potluck | CPHB | 12:30 p.m.

April 5
- Wetlands Preservation after Sackett v. EPA: Land Conservation and What it Means for Iowa | Boyd Law | All Day
OSE Newsletter

Sign up at https://apps.its.uiowa.edu/dispatch/subscriptionLists/1086472006/signup

Office of Sustainability and the Environment

3 Jessup Hall
5 West Jefferson Street
Iowa City, IA 52242

(319) 335-5516
Sustainability@uiowa.edu

Subscribe to our Newsletter

https://sustainability.uiowa.edu/
Others Doing Sustainability Work at Iowa

- Tippie College of Business
  - Social Impact Community
- College of Law
  - Hubbell Environmental Law Initiative
- Facilities Management
- UIHC
  - Practice Greenhealth
- Athletics
  - Grounds management
- Students
  - USG/GPSG, student orgs

https://sustainability.uiowa.edu/
Facilities Management

FM@YourService: Customer Service Request/Emergency Reporting

UI Building Coordinators Network
March 20, 2024
FM@YourService: Who We Are

Stephanie Rourke
Associate Director
FM@YourService
319-335-5074

Chris Heick
Lead Coordinator
FM@YourService
319-335-5071

Kari White
Coordinator
FM@YourService
319-335-5500

Michelle Marxen
Coordinator
FM@YourService
319-335-5071

Contact Us:

• 24/7/365 Emergency calls to 335-5071
• Email: facilities-wcc@uiowa.edu
• FM@YourService portal: Non-emergency and departmentally funded request: facilities.uiowa.edu/services/fmyourservice
FM@YourService: 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, Security Engineering 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
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.
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>Service Priorities</th>
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**What to Expect:** FM@YourService 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.

<table>
<thead>
<tr>
<th>Priority Type</th>
<th>Definition</th>
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</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>
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</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
HOW WORK GETS REPORTED TO FM@YourService

GEF building emergencies 24/7/365 – 335-5071
AiM FM WORKFLOW

AiM Work Order Created.
Number Assigned.
Priority Assigned.
Shop phases added.
Emails sent to contact email address when work is started, completed or awaiting materials.
Example of Job Started email:

Hi Ryan,

Thank you for letting me know.

I have opened another work phase on this work order (24-790934) noting the additional scope of work still needing to be completed.

Steph

----- Original Message ----- 
From: Baumert, Ryan M (PPO) <ryanbaumert@uiowa.edu>
Sent: Friday, March 15, 2019 12:39 PM
To: Yourie, Stephanie S <stephanie-yourie@uiowa.edu>
Subject: FW: Work has started on a Work Order with Facilities Management - Work Order #24-790934

Hi Stephanie,

Regarding the work order below, can you open this back up and have the person come out and replace the switch. Its now stuck on a dim setting and won’t adjust or turn off.

Thanks,
-Ryan

----- Original Message ----- 
From: FM-AM-Email <FM-AM-EMAIL@UIOWA.EDU>
Sent: Monday, February 5, 2018 3:29 PM
To: Baumert, Ryan M (PPO) <ryanbaumert@uiowa.edu>
Subject: Work has started on a Work Order with Facilities Management

From: Facilities Management
Subj: Work has started on Work Order #24-790934

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: 24-790934, PWB - The light controls in room 123 seem to be faulty. Please evaluate and replace as needed. Contact: Ryan Baumert - 355-6855. The work order was created on 1/29/24.

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 355-5071 or facilities-sec@uiowa.edu.

Thank you,

Steph Yourie

FM’s Intent with communication emails:

- Adds value in the communication between FM and work order contact as work progresses
- Customer can maintain a record of the work order from start to finish
- Immediate feedback can be provided if work shows complete by FM but not in alignment with the contacts expectations
- Aids with efficiency of communication: can triage these notices to others affected or who have reported the issue
- Communication that BC’s have asked for to assist them in their role
FM@YourService Portal: Non-emergency requests

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

Welcome Stephanie! How may we assist you? I want to...

FM@YourService portal allows for electronically submitting non-emergency requests to Facilities Management.

For emergencies, please call 319-335-5071, 24/7.

Click here for site instructions

- **SERVICE**
  - Request Maintenance
    - Building Maintenance
    - Custodial Maintenance
    - Ground Maintenance
  - Order Work or Keys
    - Get Keys
    - Install/Hang Small Items
  - Request Project
    - Renovate Space
    - Install Signage/Furniture/etc.

- **Get Help**
  - Request Maintenance Estimate
  - Contact Us
  - Additional Resources
REQUEST MAINTENANCE

→ Your contact information populates

→ Service Location: If the problem is not located in a listed building, please choose the closest building.

Building: Search by Building # or Building Name

Note: Facilities Management does not provide routine building services to UIHC or UI Housing & Dining facilities. Resources for these facilities can be found here.

Room #: 

→ Problem Description: Please include as many details as you can.

Problem Description:

Characters left: 255

→ Related Attachment: Please attach related files or photos.

SUBMIT

A tracking number will be issued to you

A work order number may be issued

Examples of request:

• Room too hot/cold
• Light(s) out
• Sink won’t drain
• Soap is out in restroom
• Tree limb needs cleaned up
• Outlet not working/is loose
• Slow leak
• Door won’t shut properly
• Door handle loose
• Odor/smell
• Ceiling tiles need replaced

45,199 (July 2016 to December 2022)

9,335 (January 2023 to December 2023)
Once workflow approvals are completed, FM@YourService creates a work order in AiM (Computerized Maintenance Management System)

Examples of departmental funded request:
• Need keys
• Need estimate from Security Engineering Services
• Re-keying in office space
• Repair A/C units
• New outlet(s) for departmental equipment
• Disconnect strobe (FLS) for an event
• Install dimmer switch-special lighting
• Custodial overtime for event cleaning
• Plumbing work (install dishwasher)
• Replace lighting in lab space
REQUEST PROJECT= Design & Construction

→ Your contact information populates

Project Description:
Description of Work Requested:

Time restrictions or other expectations:

Worked with someone in FM regarding this request:

Request Project

Renovate Space
Install Signage/Furniture/etc.

• Once workflow approvals are completed, Design and Construction creates a BUI Project and a project team is assigned.

Examples of Project Request:
• Hang pictures/white boards
• Install AMAG or Access keycard
• Drywall/painting requests
• Modify a room
• Install Fall Protection on equipment
• Install new window AC unit
• Repair display cases
• Replace flooring
• Install curtains or blinds

3,116 (December 2019 to December 2022)

503 (January 2023 to December 2023)
GET HELP

Get Help

Can't find what you're looking for or don't know where to start? Submit your question below and someone from FM@YourService will contact you. Please allow two business days to receive a response. If this is an emergency, please call FM@YourService at 319-335-5071.

For emergencies, please call 319-335-5071

Best way to contact you: Email: stephanie-rouke@uiowa.edu

Question or Concern: Please provide as much detail as possible.

Attachments: + Add Attachment

Submit  Cancel

IOWA Facilities Management- FM@YourService
GET HELP—FM 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
- Design Standards and Procedures
- Security Engineering Services FAQs and Policies
- Maps
- SIMS Room Update Request
GET HELP-CAMPUS RESOURCES

**Campus Resources**
Links to resources provided by departments other than Facilities Management

<table>
<thead>
<tr>
<th>Athletics and Recreation Fields</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus ITS</td>
</tr>
<tr>
<td>Campus Planning and Development</td>
</tr>
<tr>
<td>Classrooms, Support and Reservations</td>
</tr>
<tr>
<td>Contacts - Purchasing, Accounts Payable &amp; Travel</td>
</tr>
<tr>
<td>Emergency Information</td>
</tr>
<tr>
<td>Environmental Health &amp; Safety</td>
</tr>
<tr>
<td>Fleet Services</td>
</tr>
<tr>
<td>Housing &amp; Dining</td>
</tr>
<tr>
<td>Landfill Waste Services</td>
</tr>
<tr>
<td>Moving Services</td>
</tr>
<tr>
<td>Parking &amp; Transportation</td>
</tr>
<tr>
<td>Public Safety</td>
</tr>
<tr>
<td>Risk Management</td>
</tr>
<tr>
<td>Sustainability</td>
</tr>
<tr>
<td>University Surplus</td>
</tr>
<tr>
<td>Waste Management</td>
</tr>
</tbody>
</table>
Information Available

How cool is that?

Allows you to look up what requests you have entered or requests for your building if you are a building coordinator.

Facilities Management – FM@YourService
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.

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
“Tools in your toolbox” offering help

# BUILDING COORDINATORS NETWORK MEETINGS

The following is an archive of updates and presentations from the Building Coordinator Meeting Series. Building Coordinator meetings are usually held on the 3rd Wednesday of each month.

<table>
<thead>
<tr>
<th>Year</th>
<th>Archive</th>
<th>Downloads</th>
</tr>
</thead>
<tbody>
<tr>
<td>February 2024</td>
<td></td>
<td>+</td>
</tr>
<tr>
<td>January 2024</td>
<td></td>
<td>+</td>
</tr>
<tr>
<td>2023 Archive</td>
<td></td>
<td>+</td>
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<tr>
<td>2022 Archive</td>
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<td>2018 Archive</td>
<td></td>
<td>+</td>
</tr>
</tbody>
</table>
HELPFUL LINKS

ACCESS & CONSTRUCTION ALERTS
FM@YOURSERVICE
BUILDING ENERGY DASHBOARDS
BUILDUI
BUILDING INFORMATION
SERVICES GUIDE

CONTACT US

Have an idea for the Building Coordinators meeting or want to share a message with the Building Coordinators group? Need to add/delete/change a Building Coordinator contact?

Stephanie Rourke
Associate Director
FM@YourService
(319) 335-5074
Questions?
Building Coordinator

Next meeting:
April 17, 2024, via zoom 11 AM to 12 PM

Proposed Agenda:

- Hot Work Permit Process – Risk Management and FM Safety Manager
- Asset Optimization Services – FM Operation & Maintenance
- Safety Updates – FM Safety Manager
Questions?
THANK YOU!

Feedback welcome by emailing stephanie-rourke@uiowa.edu