WELCOME!!
Monthly Building Coordinator Meeting
Via ZOOM

October 19, 2022
Agenda

- 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
WELCOME TO IOWA

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

DRESS ACCORDINGLY
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
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
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
Dear Building Coordinators,

As discussed in the October Building Coordinator meeting, we will now begin the switchover of your 2- pipe system from cooling mode to heating mode beginning the week of [date]. Facilities Management will begin this process in the next few days. Please be aware of this process and be prepared to have any questions or concerns addressed.

Please be sure to communicate these changes to those within your building. We have included a template below for your communication needs.

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Facilities Management will begin the building switchover process from cooling mode to heating mode in the near future. This means that once the snow is gone, the heat will be turned on in all buildings. The water will be used primarily for heating. Facilities Management schedules this change to occur the week of [date]. Please be aware of this process and be prepared to have any questions or concerns addressed.

Please be sure to communicate these changes to those within your building. We have included a template below for your communication needs.

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Facilities Management
The University of Iowa

Tom Mower
Manager of Operations and Maintenance

If you have any questions or concerns, please contact [name] at [phone number].
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

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

- 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

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

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

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

Design and Contractor Combined

- Sensitivity to Problems
- Schedule
- Responsiveness
- Overall Effectiveness
- Communication
- Attitude of Personnel
- Anticipating Obstacles
- Ability to listen

Legend:
- Extremely Dissatisfied
- Substandard Did not Meet Expectations
- Neither Satisfied or Dissatisfied
- Met & Exceeded expectations
- Extremely Satisfied
Peer Review Action Items
Innovation Groups

The DRAFT
What excites us about this process?
What does success look like?
Email and FM Connection

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.

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

www.facilities.uiowa.edu
Average 655 Customer Service Request per month (January 2022 to September 2022)
Average 100 Department Work Orders (Reqs) a month (January 2022 to September 2022)
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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</thead>
<tbody>
<tr>
<td><strong>What to Expect:</strong> 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.</td>
</tr>
<tr>
<td><strong>Priority Type</strong></td>
</tr>
<tr>
<td>Routine</td>
</tr>
<tr>
<td>Urgent</td>
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<tr>
<td>Emergency</td>
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</tbody>
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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

AiM Work Order Created.
Number Assigned.
Priority Assigned.
Shop phases added.
WORK MANAGEMENT PROCESS

[Diagram of Work Management Process]

- **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

- **AiM Phase Status**
  - Open: New work order phase
  - Pending: WO phase pending further action
  - Planning: WO phase in planning and evaluation
  - Awaiting Materials: WO phase awaiting materials to complete the work
  - Scheduling: WO phase has been queued for scheduling
  - Work Complete: All labor complete, financial transactions pending
  - Ready To Close: Transactions completed, verify after 90 days
  - Closed: WO phase is complete

- **Asset Inspection Process**
  - Open: Assets with open inspections
  - Pending: Inspection is waiting to be completed
  - Closed: Inspection has been reviewed and closed
  - Cancelled: Cancelled inspection

*Iowa*

Facilities Management
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.

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<tr>
<th>Resource</th>
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<tr>
<td>How to use FM@YourService site</td>
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<tr>
<td>List of Major Services, A-Z – Quick list of major services FM provides to campus</td>
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<tr>
<td>FM Guide to Services – Comprehensive guide to services</td>
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<tr>
<td>Building Coordinators Network – Find a building coordinator in your area</td>
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<tr>
<td>Buildings by Operational Area and Manager</td>
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<tr>
<td>Key &amp; Access Services FAQs and Policies</td>
</tr>
<tr>
<td>Maps</td>
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<tr>
<td>SIMS Room Update Request</td>
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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
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
Thank you!