

FACILITIES MANAGEMENT

2023 Year in Review

IOWA

Facilities
Management

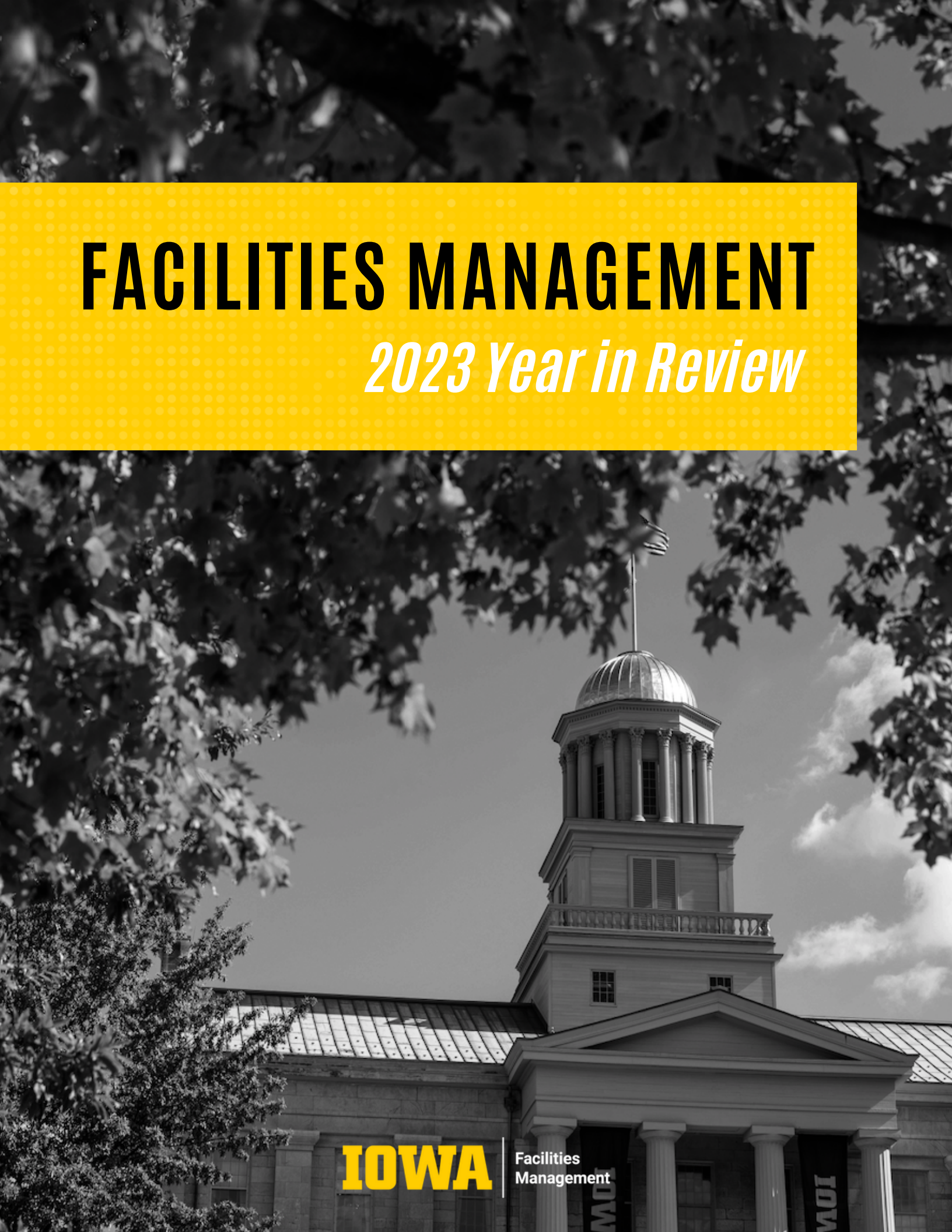




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Message from Lynne Finn

Associate Vice President, Facilities Management

Dear University of Iowa community,

As we reflect on our achievements this past year, I appreciate the opportunity to acknowledge the incredible progress made by Facilities Management. It is a chance to revisit and celebrate the successes that we had in 2023.

Throughout the past year, Facilities Management has reached numerous noteworthy milestones by working together and aligning with FM's core values. Significant strides have been achieved, encompassing the completion of new projects, improved customer service, enhanced safety metrics, careful stewardship of campus buildings, and the integration of new technologies and advancements. All of our departments have exhibited continuous improvement and exceptional performance. Facilities Management has been characterized by remarkable moments and diligent efforts across the board in these 365 days.

We have continued to work hard to be "always there, always the best," as our vision states, and the unwavering dedication of the employees who make up our organization is what keeps us moving and thriving. They are truly the heart and engine of FM. We are so proud of this year's achievements and are humbled to share these successes from the last year.

Lynne Finn

Associate Vice President, Facilities Management

MISSION

Providing a physical environment that supports university excellence.

VISION

Always there,
always the best.

CORE VALUES

Stewardship

- We manage our resources for the benefit of present and future generations
- We take responsibility for our work and our actions

Innovation

- We continuously learn, develop, and improve
- We build upon our successes and learn from our failures

Community

- We encourage an atmosphere of respect, trust, and cooperation
- We energize and inspire each other

Safety

- We believe every injury is preventable
- We work together to promote safety and wellness

Pride

- We are proud of our work
- We are dedicated to serving the University of Iowa

STEWARDSHIP

- The Nonfiction Writing House reached completion and opened its doors in the spring of 2023.
- Over 11,000 corrective work orders were completed throughout the year, supporting our FM teams and serving our campus customers.
- FM@YourService and Fire Life Safety elevated customer communication for Fire Life Safety disabilities with enhanced calendar invites, ensuring a seamless and improved experience.
- Accounting and FM IT successfully rolled over fiscal year 2023 to fiscal year 2024, processing 23,634 external charges posted to AiM for a total of \$9,965,711.



The Performing Arts Annex that will be renovated to house the Department of Dance

- Planning began for the Department of Dance's relocation to the Performing Arts Annex, including renovations to create studio spaces to support academic, practice, and small production activities.
- The Iowa Board of Regents approved the modernization of the Iowa Memorial Union (IMU), expansion of the CAMBUS maintenance facility, and renovation of labs in the Bowen Science Building.
- The biannual Building and Landscape Services Customer Satisfaction survey generated over 700 responses from the campus community and directly informed related initiatives.
- An Asset Optimization Services (AOS) team was formed to strengthen commitment to campus and customers by integrating work that intersects with Design & Construction, Utilities, and Building Operations and Maintenance.



The newly-completed Nonfiction Writing House on the corner of North Clinton Street and Church Street

STEWARDSHIP



Video promoting campus snow removal practices, featuring FM's Landscape Services team

- FM Strategic Communications collaborated with Landscape Services to create an informative snow removal practices video for the UI community.
- Building Operations & Maintenance began hiring area mechanic trainees and providing structured training to enable them to reach eligibility for full-time area mechanic positions with FM.
- FM IT launched a 2023 survey requesting feedback on their services and response times. The survey received 121 total responses with a high rate of satisfaction, averaging 4.3 out of 5.
- FM's Cold Weather Protocol minimized building incidents related to sub-zero temperatures and was shared with other Big10 universities to help our peers reduce cold weather risk.

- The Analytic Response Group investigated heat recovery chillers in two UI buildings, employing data-driven technology to restore them to optimal operation and create future cost savings.
- FIS worked with campus partners to develop a printable campus map for visiting students and their families. The university placed an order for 25,000 of the maps for the current semester.
- The Iowa Board of Regents approved plans to construct a new Health Sciences Academic Building on the west side of campus, including razing buildings to make way for the future site of the facility.



The Health Sciences Academic Building construction progress captured in the fall of 2023

INNOVATION

- FM Strategic Communications developed essential communications tools in support of the 10-year facilities master plan.
- Utilities led an effort to re-bid a number of natural gas contracts for the University of Iowa's main campus and the North Liberty Clinic, which is expected to provide significant savings on gas expenses.
- The Washington Post highlighted the University of Iowa's biomass program in an article featuring climate-friendly colleges.
- FM IT implemented an upgrade to the FMREQs application that utilizes the workflow routing system and provides a streamlined and consistent process.
- FIS has developed and maintains maps for campus parking which track 19,724 surface lot parking spots.
- FM IT launched a new maintenance manager and custodial assistant manager report in BizHub to identify people and shops that service and maintain GEF buildings on campus.



The newly-named Iowa Bioscience Innovation Facility, formerly the College of Pharmacy

- The former College of Pharmacy building, often referred to as "the silver bullet," now has a new name: the Iowa Bioscience Innovation Facility.
- FIS worked with Student Life to develop a map that shows the locations for 347 campus single-user restrooms.
- FM IT completed the BuildUI Submittal Exchange project, which permits D&C project managers to maintain multiple sets of submittals within bid packages.
- The new FM 2027 Plan was announced, realigning FM with its core values and the University of Iowa Strategic Plan.
- USB 202 received technology upgrades including a new projector, microphones, video cameras, and more to improve hybrid meetings.
- FM IT completed the BuildUI Authorization dashboard which provides D&C management the ability to quickly see user role access levels in BuildUI.



FIS campus surface lot parking map

INNOVATION

- FM IT enabled secure off-campus access to restricted apps without direct VPN, ensuring system security and remote entry to critical systems.
- FM IT completed the PAL (Plantwide Applicability Limitations) application, which automated the collecting of utility-related emissions data and uploading of it to a database for regulatory compliance reporting.
- The new FM IT Help Desk Application was added to the FM Intranet to better serve FM employee requests. 284 requests have been received via the application to date.
- FIS worked with Housing and Dining and Campus Safety to develop and install 3,724 unique evacuation diagrams, one for each dorm room on campus.
- In alignment with the UI's Zero Coal by 2025 goal, Power Plant fuel handling equipment was upgraded to make the systems more compatible with energy pellet fuel.



The UI's Power Plant facility, located along the Iowa River on the UI's campus



Rendering of the Hawkeye Parking Ramp to be located on Lot 52

- The Hawkeye Parking Ramp was designed to include a stormwater storage system to help reduce flooding during heavy rain events and clean up stormwater runoff.
- Cold weather-related damage claims were reduced by roughly 60% within the first year of the Cold Weather Protocol and now sustaining 85%+ reductions from 2018.
- FM IT implemented the Campus Project Scheduler application in collaboration with central ITS. This is a visual representation of capital projects on campus and provides project management capabilities.
- The Analytic Response Group presented at several conferences and received a Maintenance Leadership award for their efforts in the field of Fault Detection and Diagnostics at the Clockworks Summit.
- FM IT developed a new utility performance database to track, model and report utilities operations data.

COMMUNITY



Forklift training held by the Oakdale team

- The Oakdale team held classroom and hands-on forklift training, providing an opportunity for teams to hone and practice their skills.
- FM Strategic Communications helped develop the 2022 Finance and Operations DEI Action Plan Review report, sharing F&O DEI efforts across units.
- The FM Town Hall and Employee Communication survey received 130 responses from FM employees and directly informed 2023 meetings with leadership.
- The Pentacrest Museums and Landscape Services teamed up for a one-time-only wintertime tree tour.
- UIHC at Forevergreen Road held its Topping Out Ceremony, where the final beams were placed on the facility.

- FM celebrated Earth Month with a video highlighting green efforts across departments and hosted community mustard pulls, tree plantings, and more.
- FM Design and Construction and UIHC Capital Management co-hosted the second annual open house event for design and construction professionals.
- Landscape Services assisted a Sustainable Systems class with installing a bioswale alongside a bike trail.
- FM's integration of Fault Detection Diagnostics (FDD) into maintenance operations was highlighted on the Nexus Podcast.
- FM Landscape Services presented at the 67th Annual Shade Tree Short Course at Iowa State University.



Topping Out Ceremony at UIHC at Forevergreen Road

COMMUNITY



FM presenting on Cold Weather Preparation Protocol at the annual MAPPA Conference

- Macbride Nature and Recreation Area was featured in an article highlighting the woodland wonders that can be found all around Lake Macbride.
- Design and Construction hosted a site tour of the UIHC at Forevergreen Road facility for UI and UIHC marketing and communications groups.
- Finance and Operations Human Resources completed their first-ever series of HR visit days with FM Merit staff across all departments.
- Landscape Services installed and landscaped the new Veterans Plaza, located on the north side of the IMU. The plaza is a tribute to the UI Veteran and Memorial Community.

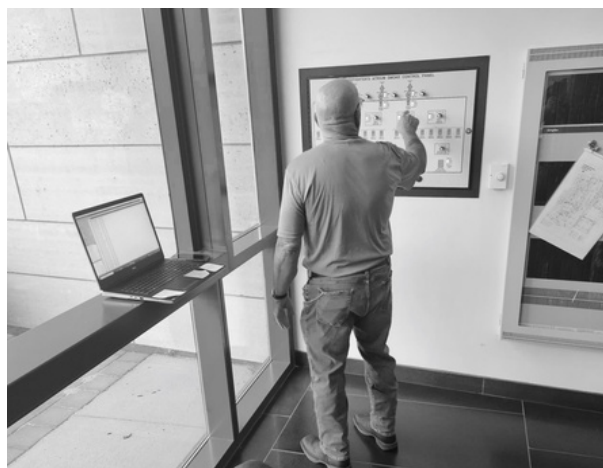
- FM presented "Data and Technology as Solutions to Facilities Communication Challenges" and "Cold Weather Preparation Protocol" at the annual MAPPA Conference in Chicago, IL.
- An educational session about FM's Cold Weather Protocol was selected as part of the Best of University Risk Management and Insurance Association Conference 2023 session due to its high viewership and engagement.
- The Associate Vice President for FM presented on Facilities Management business administration success in higher education at the 70th annual College Business Management Institute (CBMI) at the University of Kentucky.



The new Veterans Plaza, located on the north side of the IMU

SAFETY

- A safety progress update was shared to FM Connection during Safety Month, including metrics demonstrating tremendous improvement over the last 10 years due to increased education and training.
- FM officially vacated the Old Laundry facility and has identified temporary storage spaces.
- Building Operations and Maintenance crews performed proactive building walks on over 120 work orders in Cold Weather Protocol mitigation efforts during 2023.
- The 2023 Hawkeye on Safety Conference hosted over 500 participants and 23 exhibitors at the 10th annual event led by FM Safety. Hawkeye on Safety has become the largest safety conference in Iowa.



Building Operations and Maintenance and Fire Life Safety teams conducting smoke purge testing in buildings across campus

- Building Operations and Maintenance and Fire Life Safety teams worked together to complete smoke purge testing for five GEF buildings during 2023. Smoke purge testing is now complete in 7 of 11 required GEF buildings and will resume in spring 2024.
- Fire and Life Safety created unique standards for each building's monthly fire safety inspections and new preventative maintenance work orders to further fire safety efforts on campus.
- Fire and Life Safety worked with campus partners and the 10-year facilities master plan to create a priority matrix for fire alarm panel upgrades.



Brent Anderson, Occupational Fire & Life Safety Manager, speaking at the Hawkeye on Safety Conference

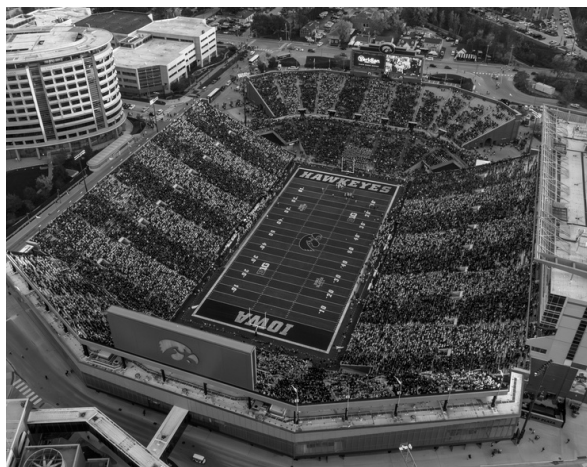
SAFETY



Exterior of the Iowa Advanced Technology Laboratories with the temporary coating applied following repairs

- A temporary coating was applied to the shiny exterior of the Iowa Advanced Technology Laboratories building following a fire at the facility. Design teams continue to explore options for the long-term mitigation plan for preventing more temperature-related issues.
- Building Operations and Maintenance kept building system issues to a minimum during extreme hot weather and avoided implementing the Chilled Water Business Continuity Program.
- FM Safety conducted 70 required on-site trainings for FM staff and campus peers.

- FM Safety developed and completed safety audit walk-throughs leveraging FM staff in departmental areas to promote work safety culture.
- Nearly 9,000 preventative and predictive work orders were completed in the last year, proactively detecting and addressing potential building issues before they became problematic.
- Fire and Life Safety partnered with Athletics and the Department of Public Safety to provide event fire alarm panel operations for Kinnick Stadium for all home games.



Aerial view of Kinnick Stadium, where Fire and Life Safety provided event fire alarm panel operations

PRIDE

- The International District Energy Association magazine featured the University of Iowa for “doubling down on energy efficiency.”
- The Landscape Services team assisted with the planting of a Pollinator Garden outside of the Seamans Center – the UI’s first official Bee Campus USA project.



The installation team for the first Bee Campus USA Pollinator Garden at the Seamans Center

- FM Strategic Communications highlighted women in FM departments across multiple channels and alongside other women in an F&O e-newsletter in honor of Women’s History Month.
- FM Strategic Communications highlighted a custodian raising the flag at the top of the Old Capitol on FM’s Instagram. The content was shared centrally on the UI Instagram account receiving over 49,000 views.

- FM’s annual Staff Appreciation Picnic celebration hosted over 330 employees.



FM Staff attending the annual FM Staff Appreciation Picnic

- A fall campus project update was shared with the university community, featuring high-profile projects like the Gymnastics and Spirit Squad Training Center, the Health Sciences Academic Building, and more.



Rendering of the Gymnastics and Spirit Squad Training Center

PRIDE



Andy Dahl, Campus Arborist, accepting the Tree Campus Higher Education Award

- A survey was sent out to Building Coordinators to gauge satisfaction with meetings and resources. The survey had an above-average response rate of 43.8% and received mostly positive feedback.
- Design and Construction helped plan the Health Sciences Academic Building groundbreaking ceremony in October.
- FM recognized multiple groups of employees throughout the year on national appreciation days using a newly established process. Groups included custodians, maintenance teams, and safety teams.

- The University of Iowa was honored with the 2022 Tree Campus Higher Education Award—the UI’s 14th consecutive year receiving the recognition.
- The new Stanley Museum of Art was highlighted as the U.S. Building of the Week by World-Architects in May.
- A custodial supervisor for Facilities Management was featured in an article highlighting the journey of UI Merit staff.
- The Stanley Museum of Art was featured in Global Design News for reuniting with the museum’s renowned art collections.



An FM Custodial team member cleaning a campus building restroom

FM 2023: Employee Highlights

Fresh Perspectives

65 new employees joined FM in 2023. All roles contribute to excellence in stewardship, innovation, community, safety, and pride.

Dedicated to Service

Facilities Management celebrated 1,320 combined years of service milestones in 2023. Whether it's five years or forty years, our FM employees are dedicated to serving the university.

Celebrating Milestones

19 FM employees retired in 2023. These retirees from FM had a total of 424 years of service. Amazing dedication!

2023 Things Done Right Highlights

Excellent work (Custodial)

Araceli's custodial team has done an amazing job, especially in the last few months during Iowa sporting events. Araceli and her team should take a lot of pride in all the cleaning, overtime, and hard work they put into making all areas look amazing, especially Carver-Hawkeye Arena. Many individuals go to Carver and see Araceli's custodians working late nights and early morning shifts to ensure everything is ready to go for the athletes and fans.

Thank you again for all the long hours you put in—some of those hours be taken from your personal time with family! All of your hard work doesn't go unnoticed!

A rewarding week for FM@YourService and our preventative maintenance crews!

FM@YourService went an entire week without any after-hours calls for Steve Stanerson! Four days was the longest stretch before this. The percentage of time spent on preventative maintenance has gone up significantly over the last several years, which has reduced after-hours emergencies. All maintenance shops currently leverage the AiM FM Workflow as well.

Thanks for your hard work, Steve and maintenance teams!

A letter from an inspired student to Building and Landscape Services

As spring is here in full bloom, I wanted to write and let you guys know how wonderful campus looks, and how grateful I am for you all for making it (and keeping it) that way.

Being a student involves a lot of staring at screens for long hours of the day and then going home to do more work on different screens. (Yuck!) But on my walks to and from class, when I get to see all the beautiful flowers and trees, I am reminded how lucky I am to go here.

Thank you to each of you who works hard every day both in and outside to keep our campus beautiful, clean, and functional, but especially for the beautiful flowers. They may just be cosmetic, but they certainly mean a lot to me when I get to see them on my walks. Give yourselves a pat on the back!

FM 2023: by the numbers

Custodians serve **120** buildings on campus, totaling **1,675,998 sq. ft.** of public areas each day. That's like cleaning all of Kinnick Stadium three and a half times each day!

Design and Construction was responsible for **\$3.3 billion** in projects in 2023, including several high-profile projects including the Goschke Family Wrestling Training Center and the Health Sciences Academic Building.

The University of Iowa is one of the top green power users in the country. The UI ranked **#2** on the EPA's list of Top 30 Colleges and Universities.

Landscape Services planted **126** trees, **4,359** shrubs and perennials, **4,960** flowers and created, **12** new landscapes and gardens in 2023. Thanks for keeping Iowa beautiful!

Fault Detection and Diagnostics (FDD) identified issues before major failures occurred using **104,114** points of data to assess **13,184** pieces of equipment.

IOWA

Facilities Management