## 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



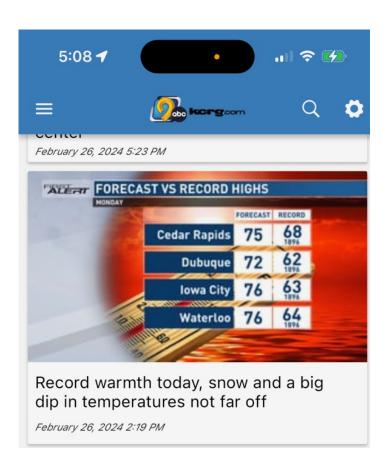
Building Heating to Cooling Switchover: What Should I Expect this Spring?

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



## 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:

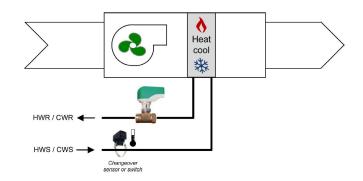
- Isolate and flush cooling coils with chilled water
- Leave filled and ready to go where it is possible

## 2-Pipe 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 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



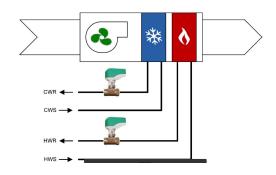




## 4-Pipe Systems

#### 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,

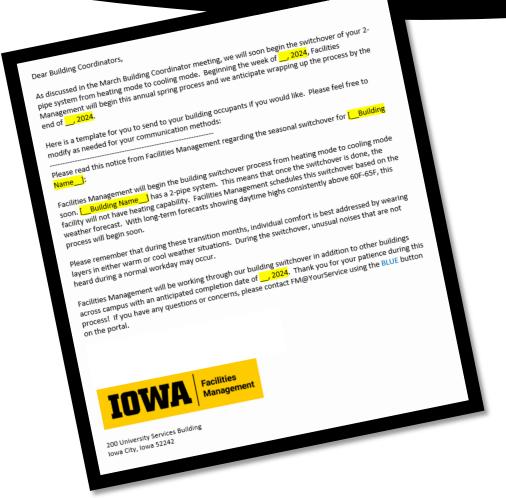
- Cooler temperatures and drier air in buildings
- Slightly reduced airflow within a 24 hour window while units are off for the switchover

## 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!

# Tool to Help With Occupant Communication:



Email will be sent to Building Coordinators for 2-pipe buildings in advance of switchover



## Questions?

## **Earth Month+**

### Office of Sustainability and the Environment

Beth MacKenzie, Brinda Shetty, Stratis Giannakouros





- 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.



## Campus Sustainabitty 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** 

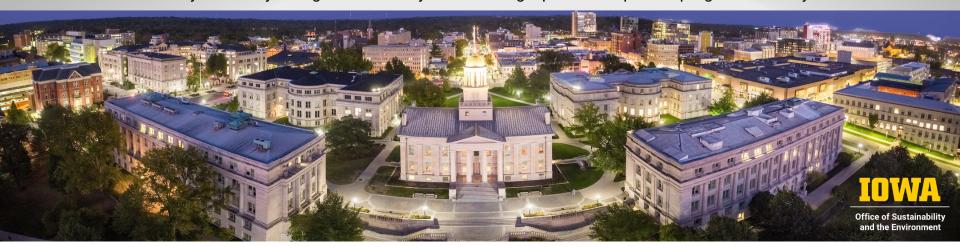
Become a Zero Waste campus by achieving PLAN Atlas Bronze Zero Waste certification

**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



## **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









## 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







## 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

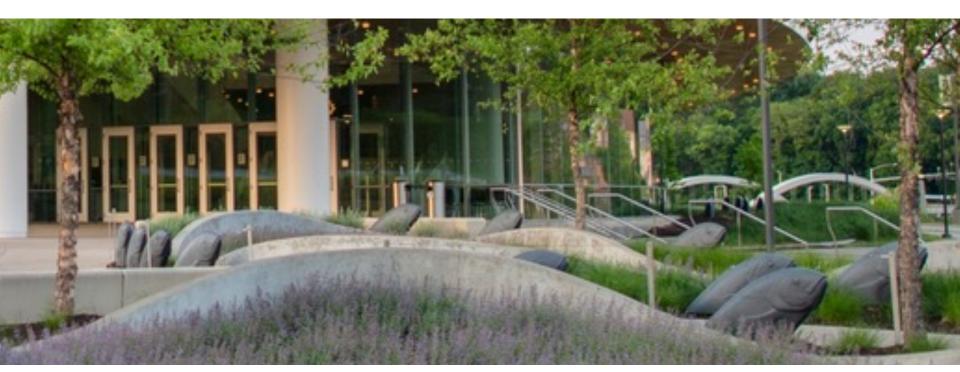






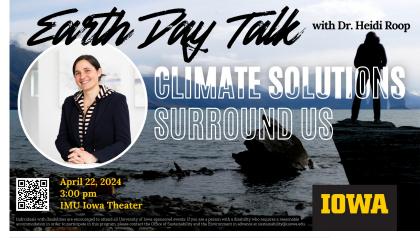
## **Built and Natural Environment**

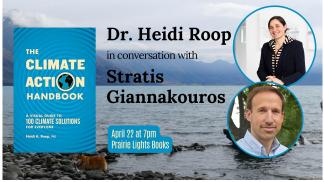
- → Building and design
- → Storm water planning



### **Earth Month**

- → Earth Expo (4/5)
- → Solar Eclipse (4/8)
- → Darwin Day Science Fest (4/12-13)
- → 28<sup>th</sup> 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.

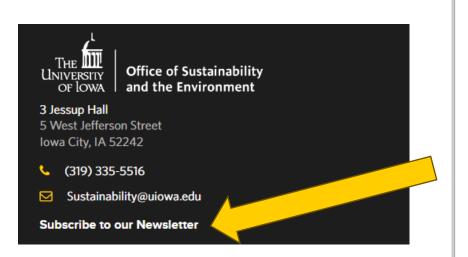
#### April 5

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



### **OSE Newsletter**

→ Sign up at <a href="https://apps.its.uiowa.edu/di-appt://apps.its.uiowa.edu/di-appt://apps.its.uiowa.edu/di-appt://apps.its.uiowa.edu/di-appt://appt://apps.its.uiowa.edu/di-appt://apps.its.uiowa.edu/di-appt://appt://apps.its.uiowa.edu/di-appt://appt://apps.its.uiowa.edu/di-appt://appt://apps.its.uiowa.edu/di-appt://appt://appt://appt://apps.its.uiowa.edu/di-appt://appt:/





#### Farth Month Events Hub

Do you have an Earth Month event you want us to help promote? Submit your upcoming event here!

Check out the other events posted in the hub including Earth Expo, Recycled Runway, and Make Your Own Grass Head Pets for Earth Day!

Learn more →

#### Mark Your Calendar



#### Prompt for the Planet Workshops

Join Melinda Myers for fun Prompt for the Planet workshops that let you connect with nature through art! Whether you're an experienced artist



#### **Upcoming Events**

- Local Authority of Environmental Issues | March 4 at 12:45 p.m.
- U.S. Leadership in the Multilateral System |



## 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









Facilities Management

## FM@YourService: Customer Service Request/Emergency Reporting

**UI Building Coordinators Network** 

March 20, 2024

## FM@YourService: Who We Are

Ste	phan	ie R	our	ke
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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: <u>facilities-wcc@uiowa.edu</u>
- 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



### **FM Services Source of Truth**

https://bizhub.facilities.uiowa.edu/bizhub/fmservice

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.





### **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.

Service Priorities		
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.		
Priority Type	Definition	
Routine	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.	
Urgent	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.	
Emergency	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.	

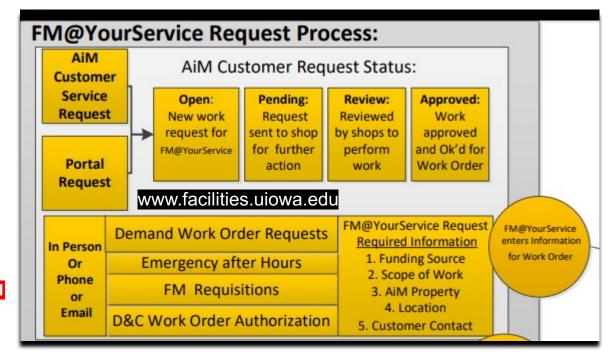
Example: One light out in a space with multiple lights

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.



## **WORK MANAGEMENT PROCESS**

Emails sent to contact email address when work is started, completed or awaiting materials.

#### AiM Work Order Status: Closed: Job Started: Job Complete: Open: All Phases Work New work order Work Order has time All financial or material charges Complete or Cancelled Transactions Complete \*Customer Email: \*Customer Email: Notify work has begun Notify work is complete AWAITING MATERIALS: WO phase awaiting materials to complete the work SCHEDULING: WO phase has been queued \*Customer Email: for scheduling Notify work is waiting on ASSIGNED: materials WO has been placed on a daily Assignment



## **Example of Job Started email:**

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

From: Facilities Management

Subj: Work has started on Work Order #24-790934

From: FM-AiM-Email < FM-AIM-EMAIL@UIOWA.EDU > Sent: Monday, February 5, 2024 1:29 PM

To: Baumert, Ryan M (PPC) <ran-baumert@uiowa.edu>
Subject: Work has started on a Work Order with Facilities Managment

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, PPRB - The light controls in room 123 seem to be faulty. Please evaluate and replace as needed. Contact: Ryan Baumert - 335-6805. 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 335-5071 or facilities-wcc@uiowa.edu.

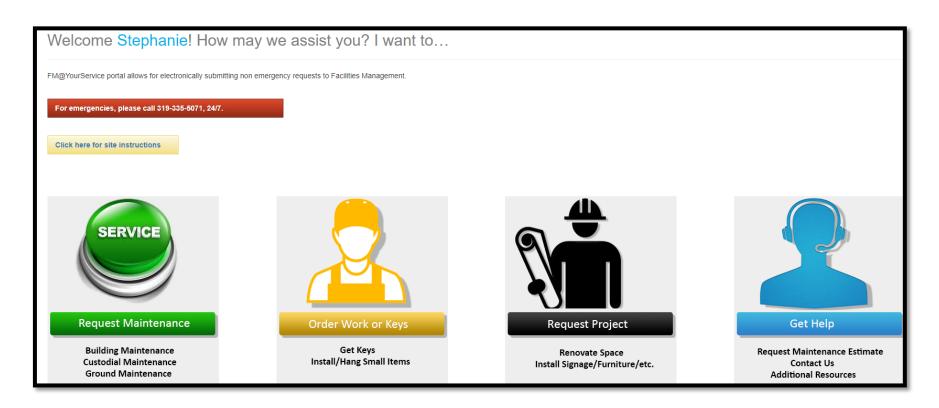
Thank you,

Steph Rourke



# FM@YourService Portal: Non-emergency requests

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





# REQUEST MAINTENANCE

#### → Your contact information populates

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



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



Related Attachment: Please attach related files or photos.





**45,199** (July 2016 to December 2022

**9,335** (January 2023 to December 2023

Building Maintenance Custodial Maintenance Ground Maintenance

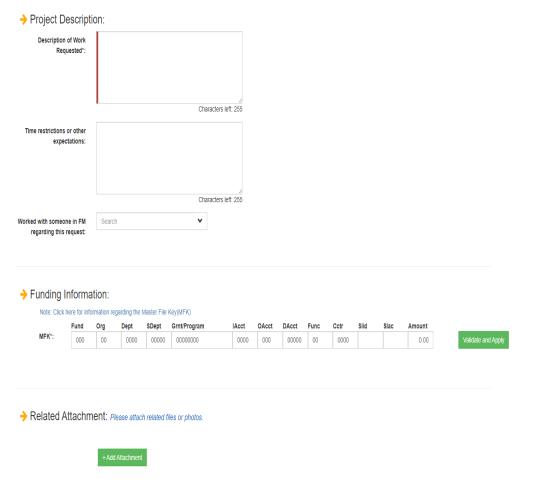
- SUBMIT
- A tracking number will be issued to you
- A work order number may be issued

#### 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



### ORDER WORK OR KEYS= Departmental Work Order





- > 7,991 (July 2016 to December 2022
- 1,227 (January
   2023 to
   December 2023

Once workflow approvals are completed, FM@YourService creates a work order in AiM (Computerized Maintenance Management System)

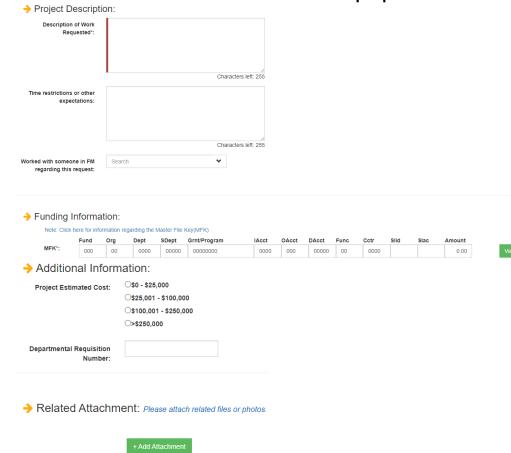
Examples of departmental funded request:

- 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





3,116 (December 2019 to December 2022

503 (January 2023 to December 2023

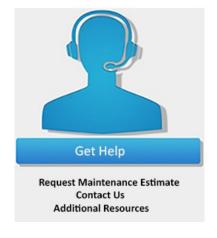
 Once workflow approvals are completed, Design and Construction creates a BUI Project and a project team is assigned.

#### **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



### **GET HELP**



1,130 (December 2019 to December 2022

277 (January 2023 to December 2023

#### 🖒 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.





## **GET HELP—FM RESOURCES**



Request Maintenance Estimate Contact Us **Additional 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**



Request Maintenance Estimate

**Contact Us Additional Resources** 

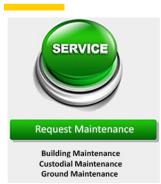
#### **Campus Resources**

Links to resources provided by departments other than Facilities Management

Athletics and Recreation Fields Campus ITS Campus Planning and Development Classrooms Support and Reservations Contacts - Purchasing, Accounts Payable & Travel **Emergency Information** Environmental Health & Safety Fleet Services Housing & Dining Landfill Waste Services Moving Services Parking & Transportation Public Safety Risk Management Sustainability University Surplus Waste Management



### Information Available







#### Actions

Submitted Service Requests Service Requests for Buildings



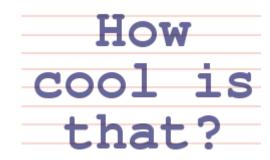
Submitted Requests

Work Order Requests By Building

#### Actions

Submitted Project Requests

Project Requests By Building



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





### A GREAT RESOURCE



**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.

February 2024	+
January 2024	+
2023 Archive	+
2022 Archive	+
2021 Archive	+
2020 Archive	+
2019 Archive	+
2018 Archive	+



#### **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