

Facilities Management

Building and Landscape Services Customer Survey Year-to-Year Data

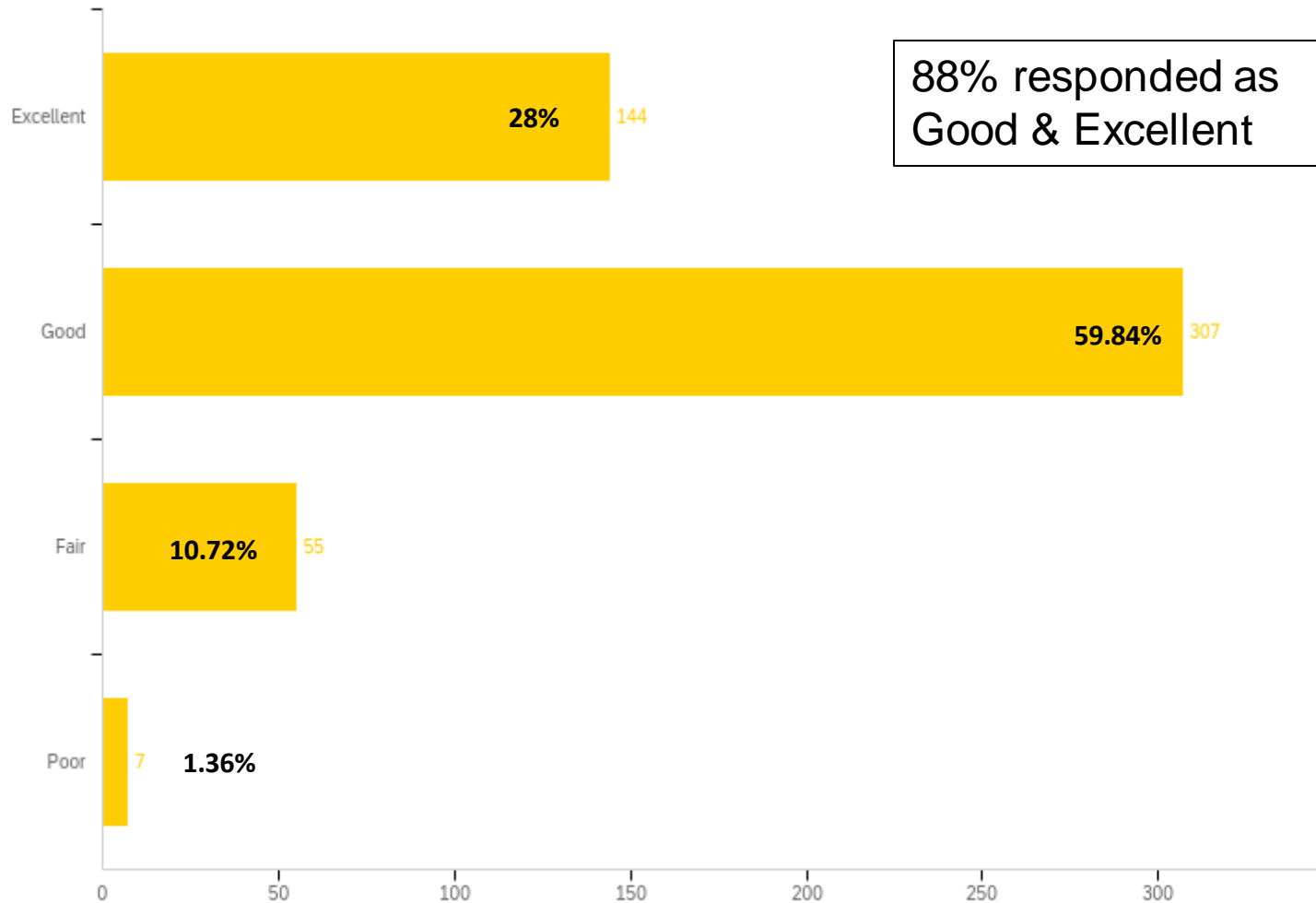
Survey responses from 2015, 2019, 2021, and 2023

August 16, 2023

BLS Survey Results Discussion Update

- Julie Sychra – Director, Building Operations & Maintenance
 - Andy Bruckner – Director, Custodial Services
 - Scott Gritsch – Director, Landscape Services
- Thank you everyone for taking the time to provide very valuable feedback, WE VALUE YOUR FEEDBACK!
 - 709 responses
 - Over 500 comments providing both gratitude and opportunities for improvement

Please rate your general satisfaction with Building and Landscape Services performance:



Building Operations & Maintenance - *Initiatives*

- Planning & Scheduling Implementation for Oakdale Campus
 - All five maintenance shops now following same workflow
 - Improves consistency for customers
 - Streamlines internal processes
- Process Improvements
 - Annual Test of Chilled Water Business Continuity Program
 - Cold Weather Protocol
 - Seasonal Switchover Communication
- Employee Engagement & Retention
 - Merit Compensation Project
 - Pipeline/Recruiting focus

Building Operations & Maintenance

Comment Themes

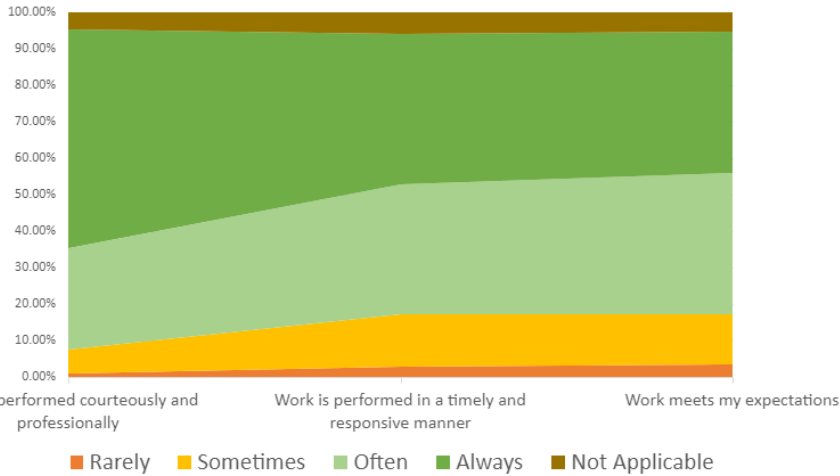
- Over 150 comments
- “I am amazed at the communication and service of the facility staff. They are top notch!”
- Comment Themes:
 - Temperature comments are a consistent theme
 - Specific building maintenance concerns
 - Acknowledging limitations with building age, resources, etc.



In regards to those carrying out maintenance duties:

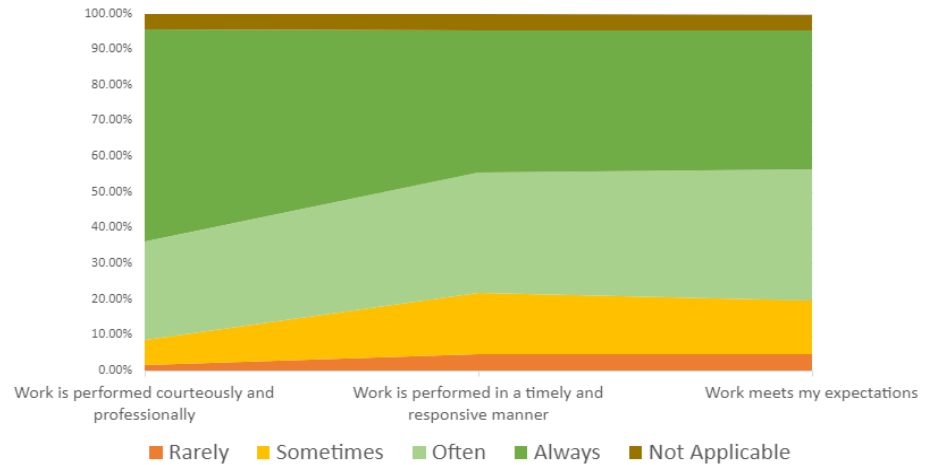
How Maintenance Work is Performed

Building and Landscape Services Customer Survey 2015



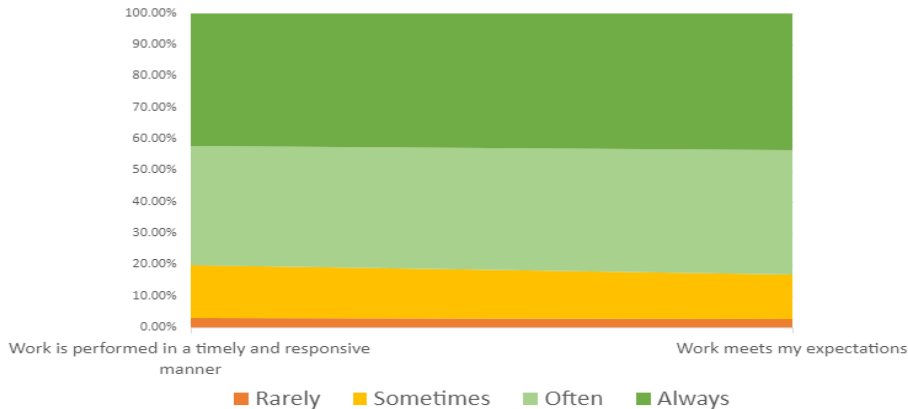
How Maintenance Work is Performed

Building and Landscape Services Customer Survey 2019



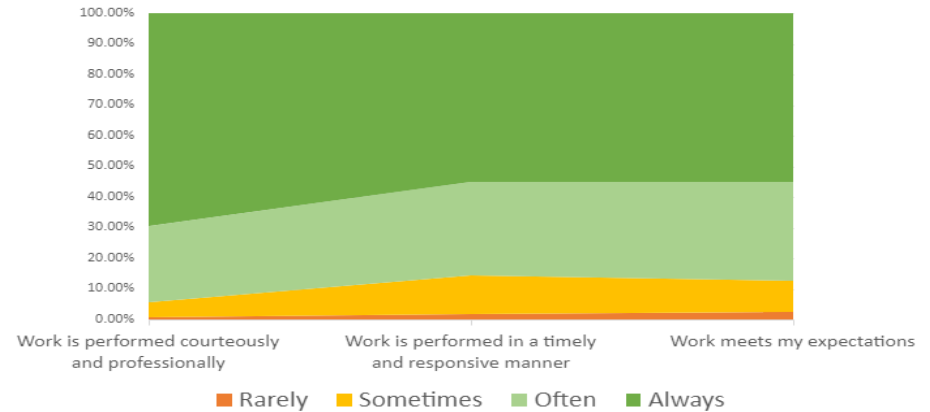
How Maintenance Work is Performed

Building and Landscape Services Customer Survey 2021

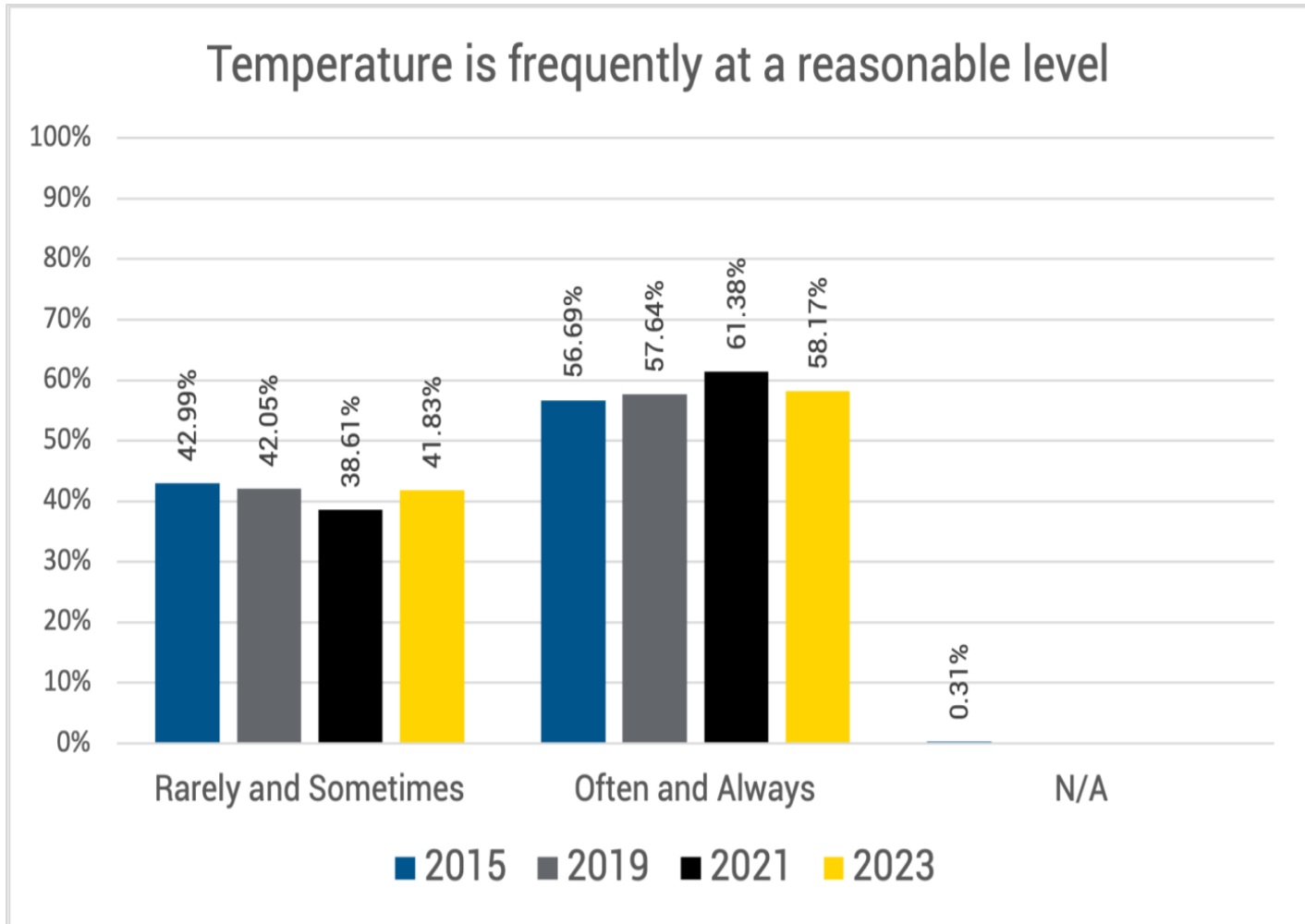


How Maintenance Work is Performed

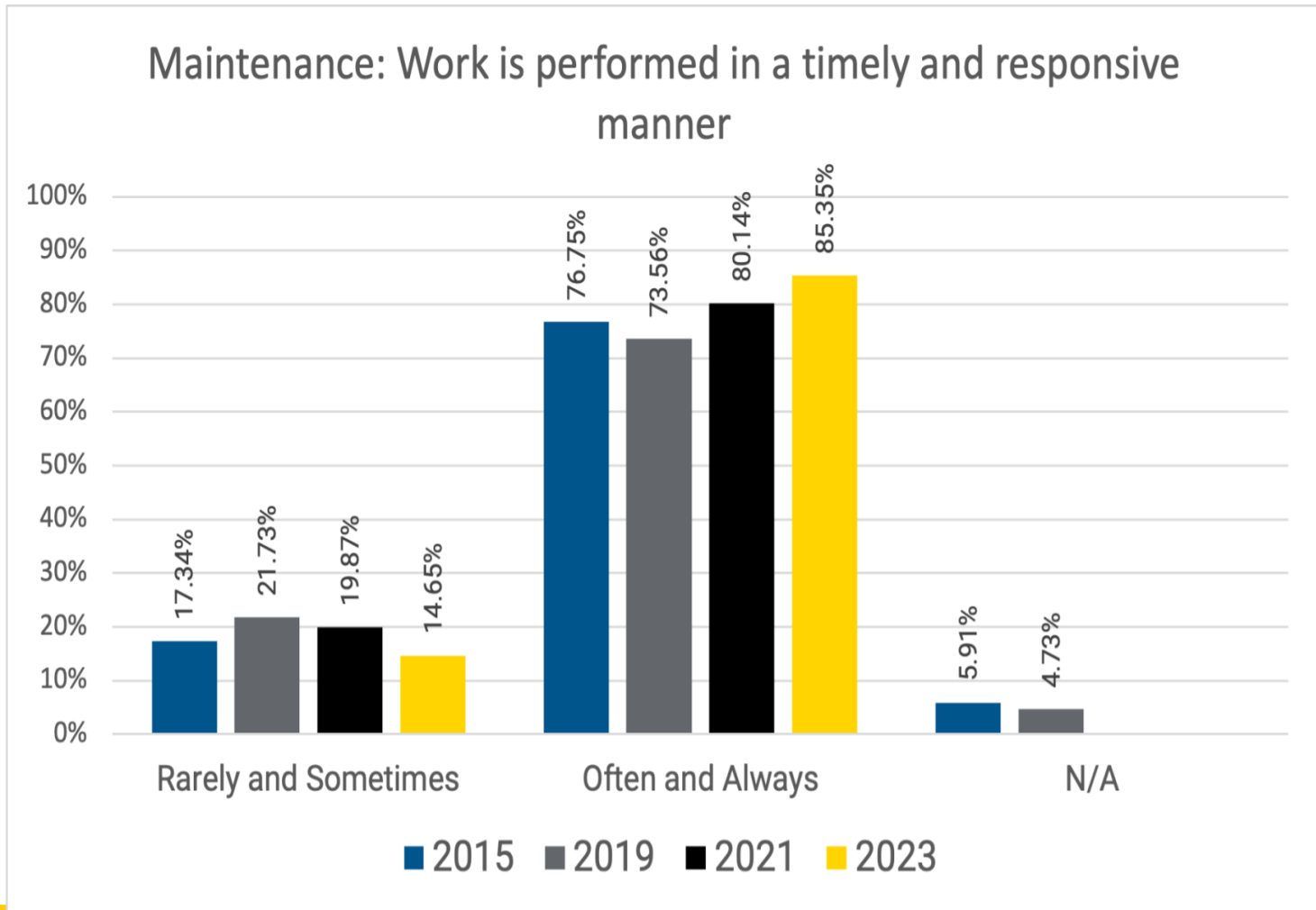
Building and Landscape Services Customer Survey 2023



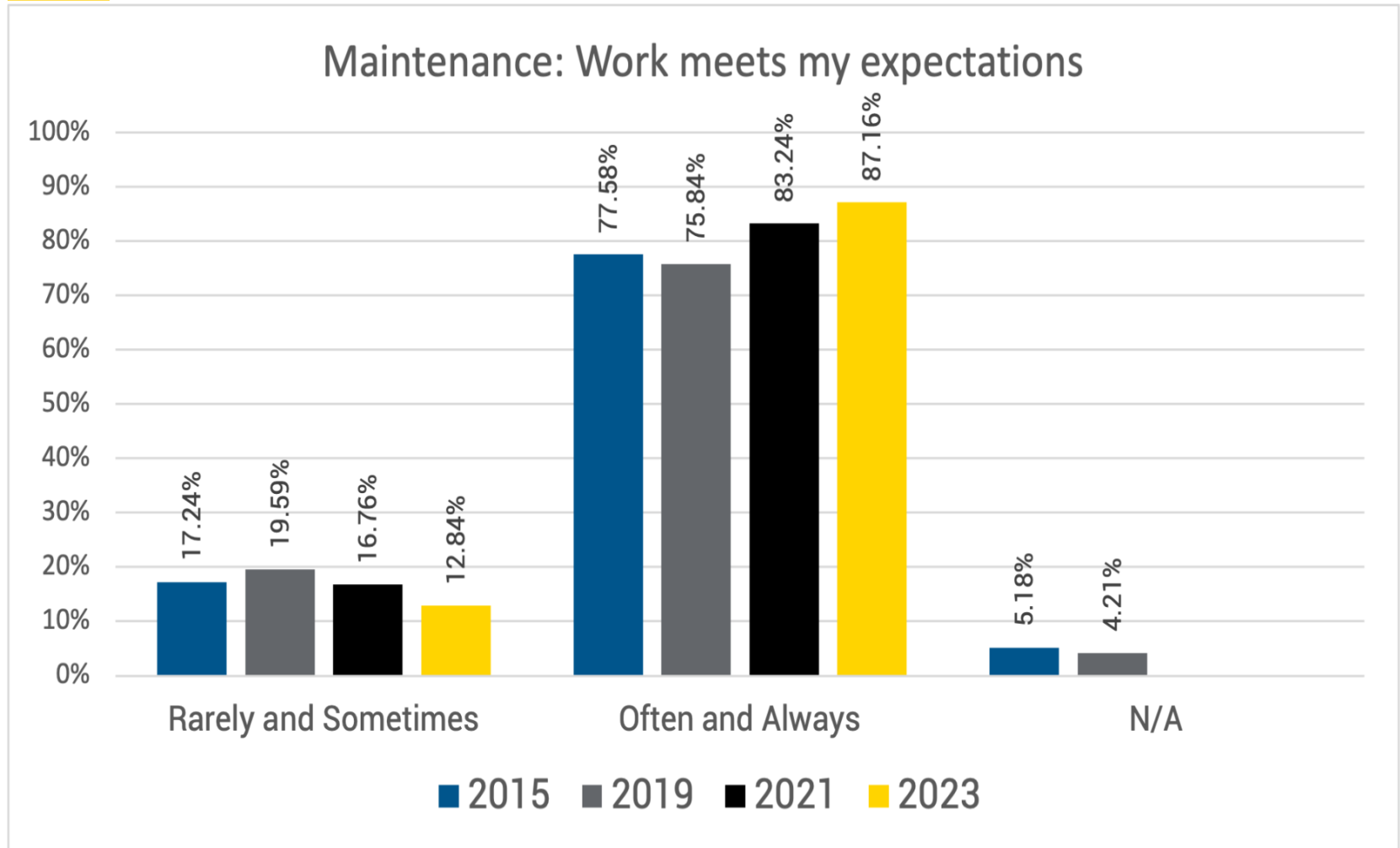
Building Operations & Maintenance



Building Operations & Maintenance



Building Operations & Maintenance



Custodial Services - *Initiatives*

- ✓ Customer Satisfaction
 - Attention to detail in low traffic areas
 - Adjustments to reduction of frequency with office cleaning
 - Maintain communication

- ✓ Employee Engagement & Retention
 - Merit compensation project/SPOT awards
 - Onboarding/Orientation/Training
 - Succession Planning

- ✓ Wellness and Safety of Campus Users
 - Provide a safe and healthy environment for students, faculty and all staff each and everyday.
 - Identify near misses and introduce prevention with all building users
 - Promote a safety culture for all staff to ensure no one gets hurt.

Custodial Services

Follow up on comments

- Over 125 comments
- “Our custodial staff is wonderful.”
- “I greatly appreciate the custodial services that are performed in my building.”
- Comment themes:
 - Thanks for friendly and professional staff and a job well done
 - Private office cleaning
 - Appreciation for daytime attendant program

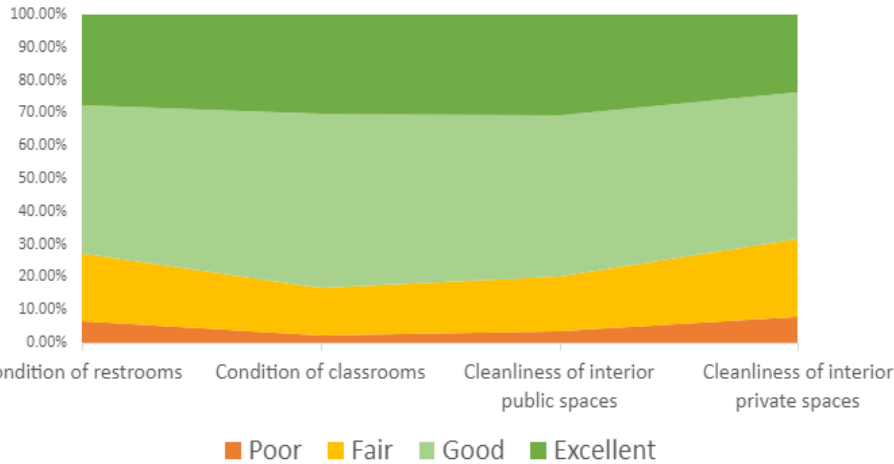


Please rate the following in regards to custodial services:

2015

Custodial Work Results

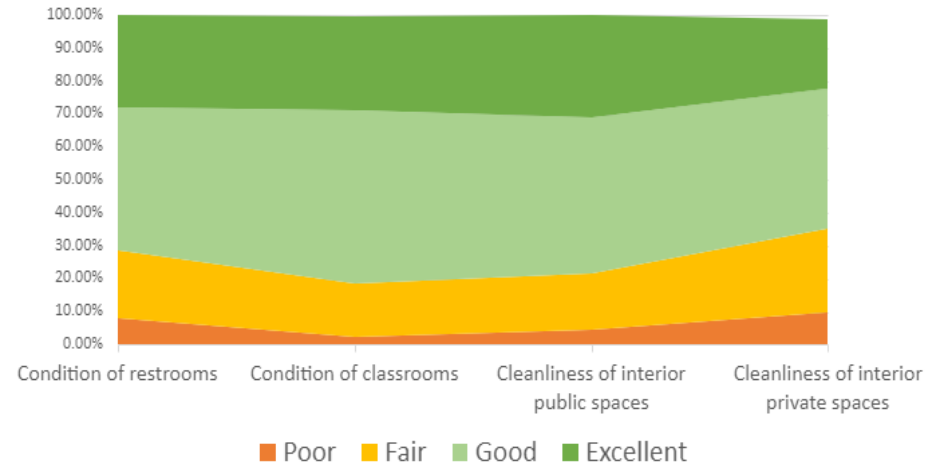
Building Landscape Services Customer Survey 2015



2019

Custodial Work Results

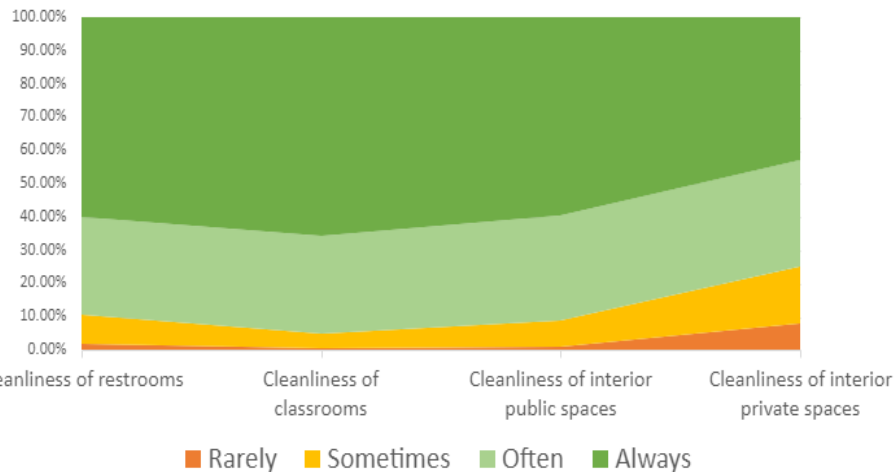
Building Landscape Services Customer Survey 2019



2021

Custodial Work Results

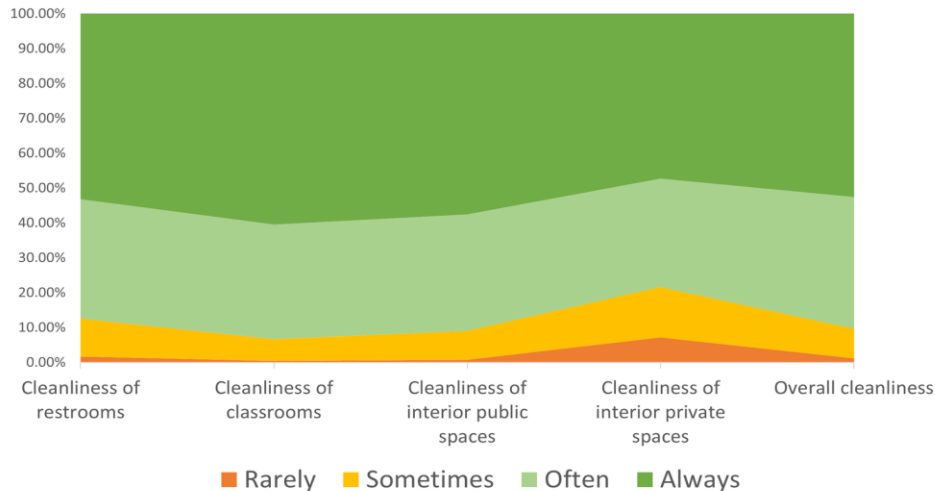
Building Landscape Services Customer Survey 2021



2023

Custodial Work Results

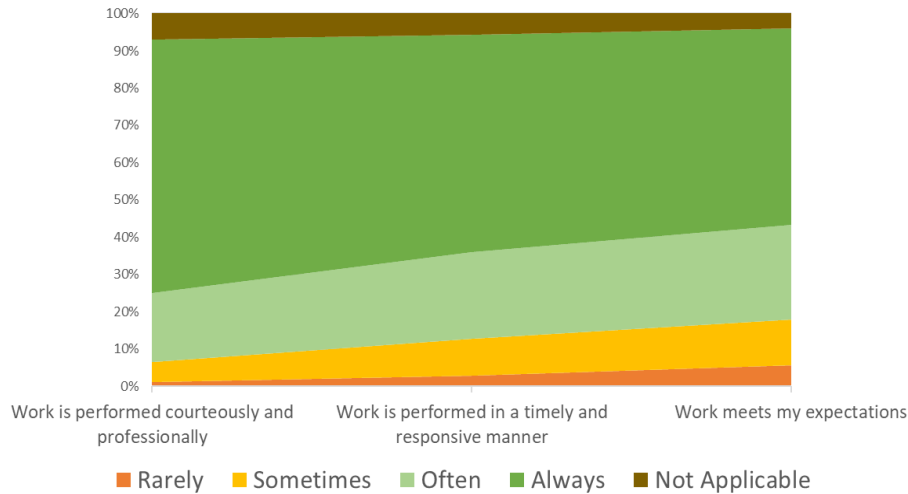
Building Landscape Services Customer Survey 2023



In regard to those carrying out custodial duties:

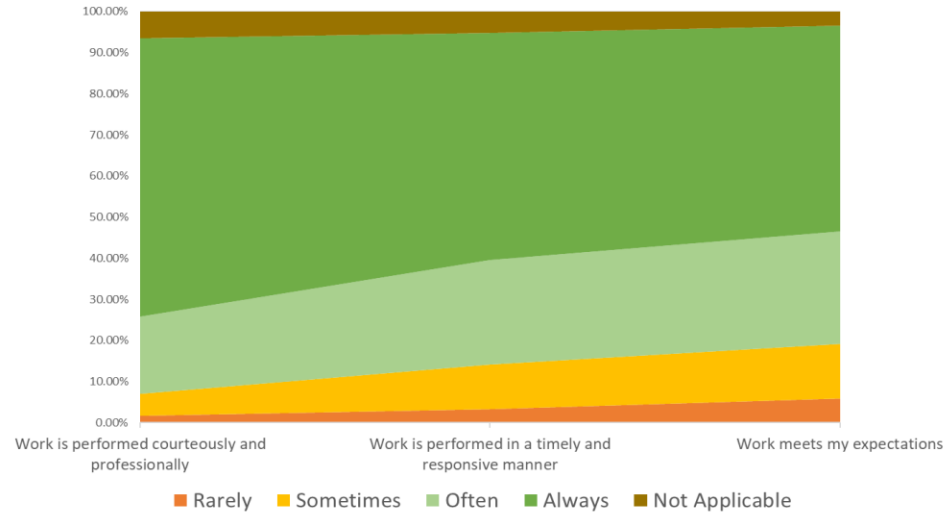
2015 How Custodial Work is Performed

Building and Landscape Services Customer Survey 2015



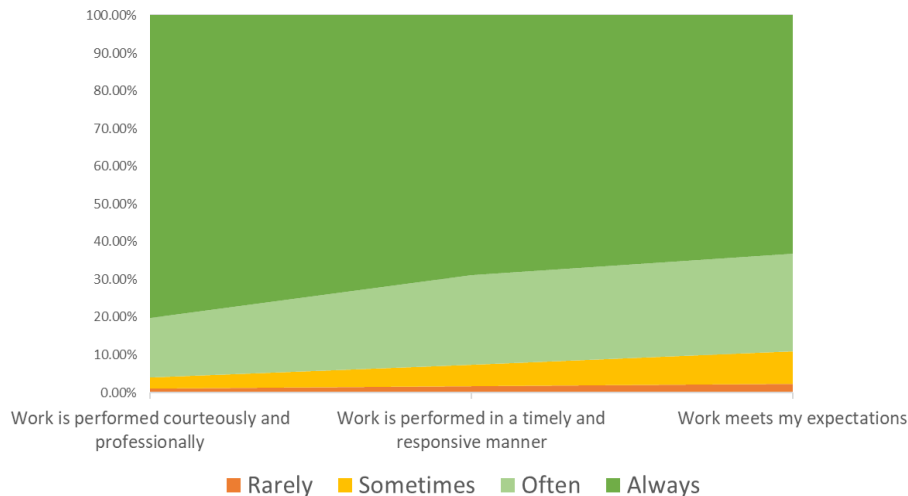
2019 How Custodial Work is Performed

Building and Landscape Services Customer Survey 2019



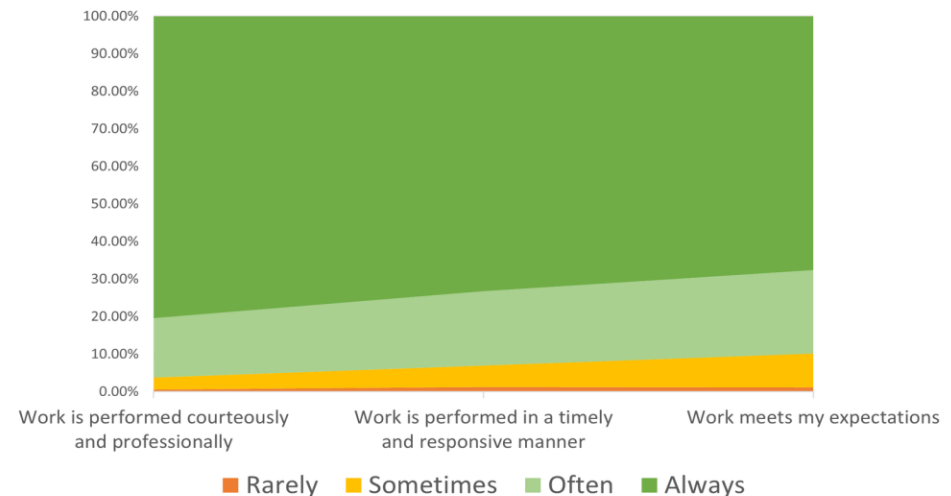
2021 How Custodial Work is Performed

Building and Landscape Services Customer Survey 2021

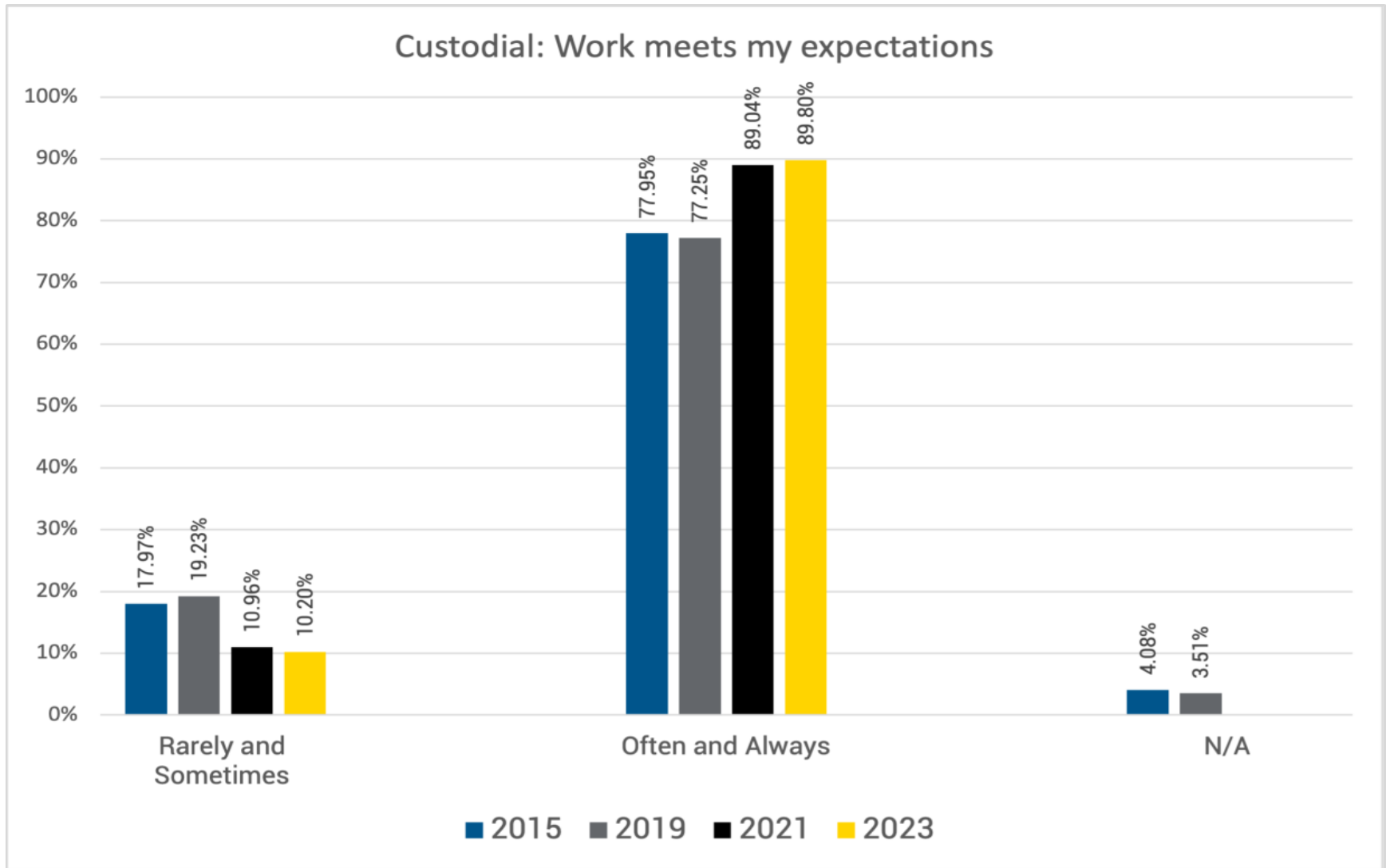


2023 How Custodial Work is Performed

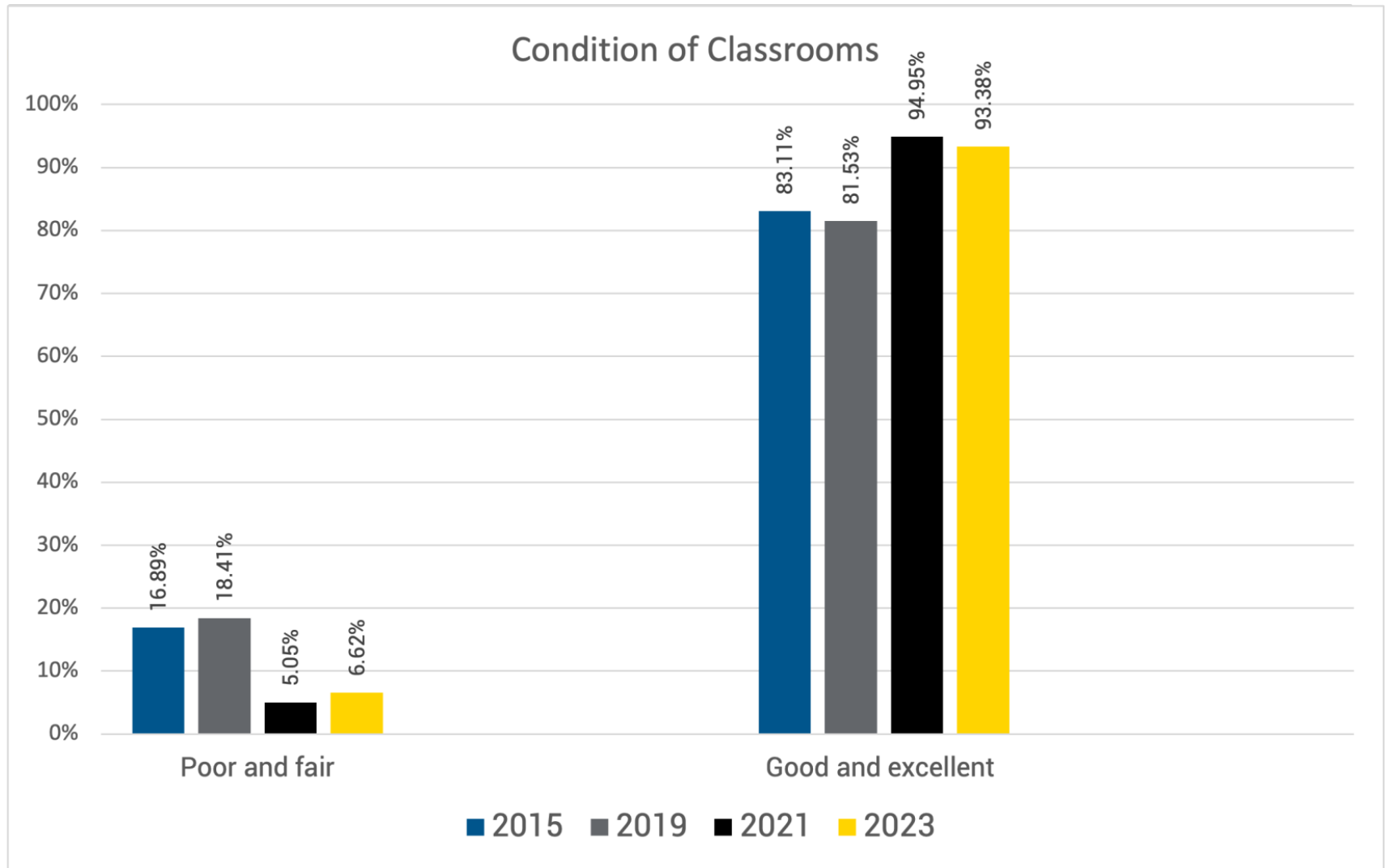
Building and Landscape Services Customer Survey 2023



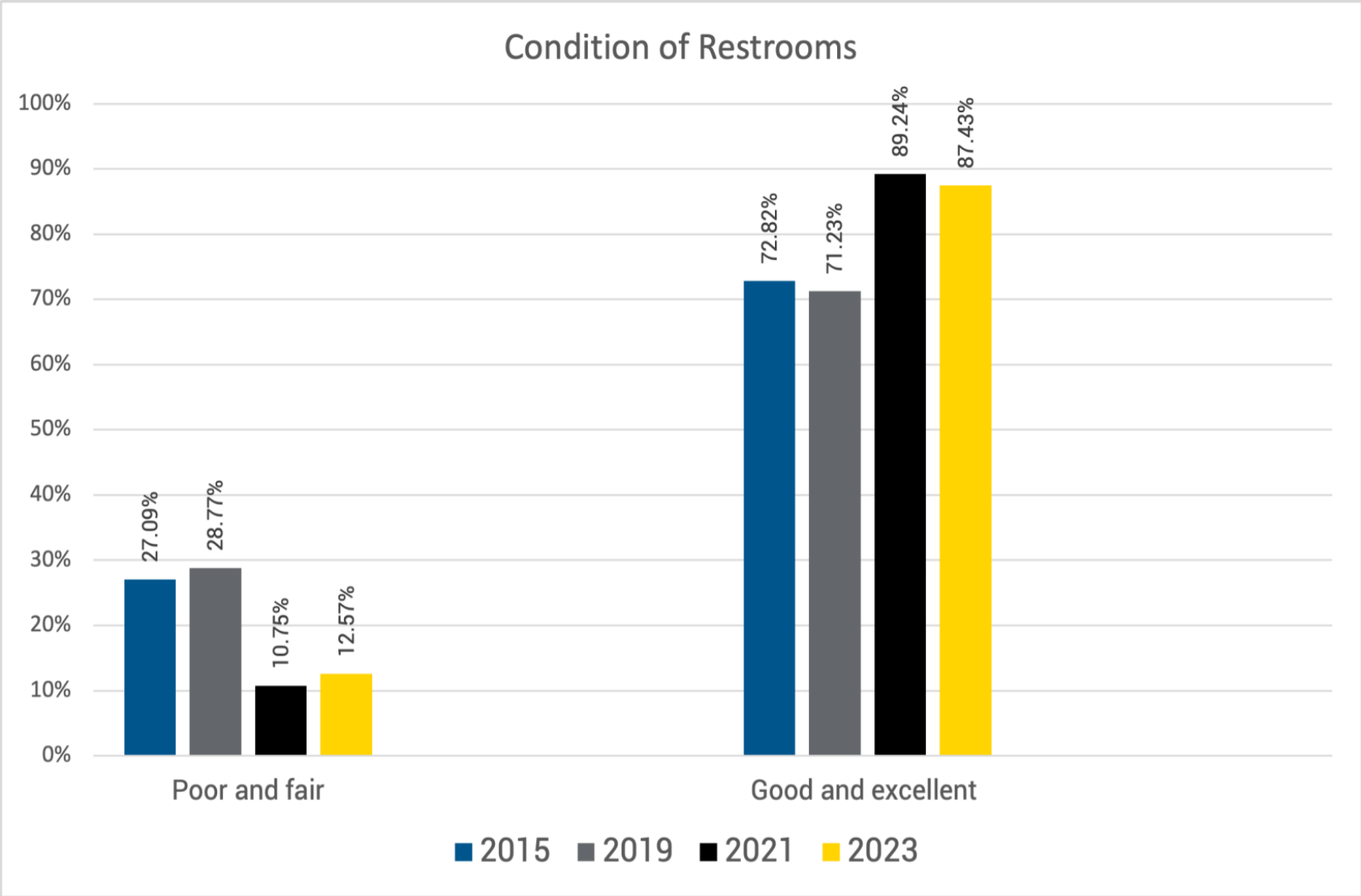
Custodial Services



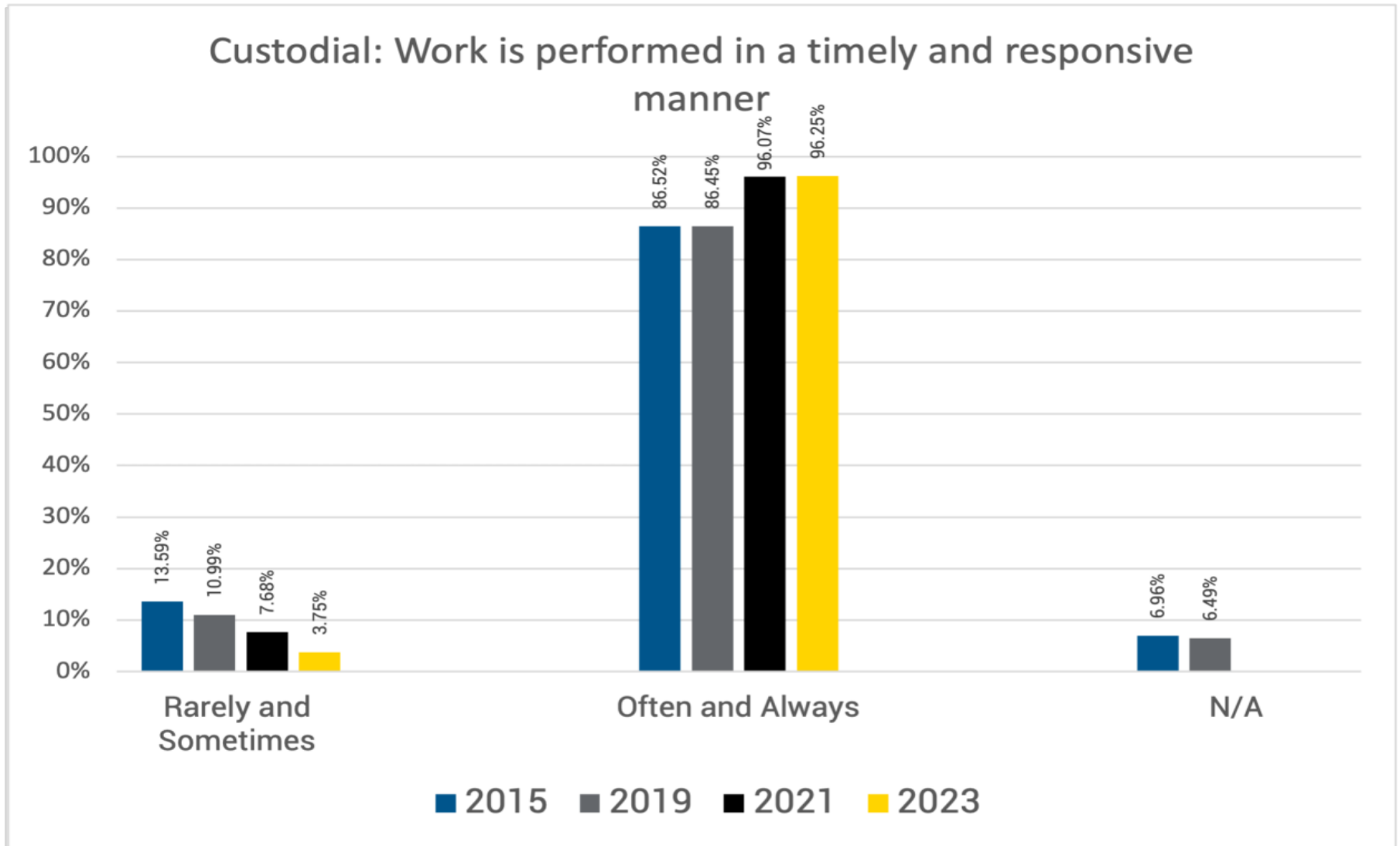
Custodial Services



Custodial Services



Custodial Services



Landscape Services - *Initiatives*

Wellness and Safety of Campus Users

- Provide safe walking conditions on sidewalks by reducing trip hazards and slick spots.
- Create additional small gathering & seating locations across campus.
- Engagement of the River Corridor.

Process Improvements

- Use of new products during the winter season to reduce snow / ice accumulation at building entrances, stairs and ramps.
- Define and communicate turf application practices / plan on campus

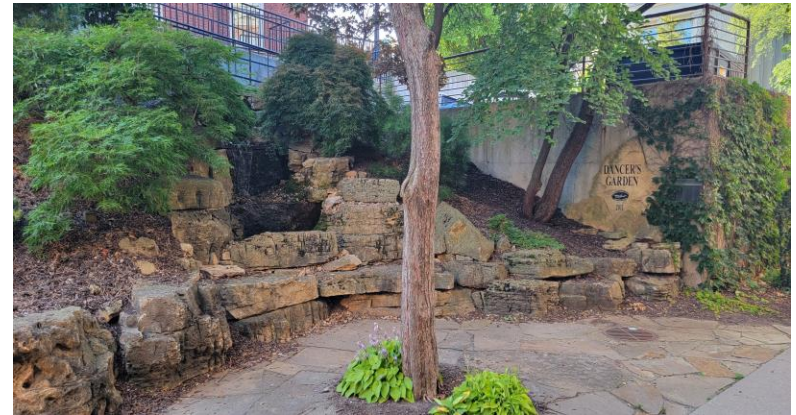
Outreach and Education

- Tree tours (Pentacrest Museums), Bio-Blitz, Honor Students (college & high school) , Ann Frank presentation, Garden Tours (Project Green).
- Collaboration with Student Groups and Classes

Landscape Services

Comments

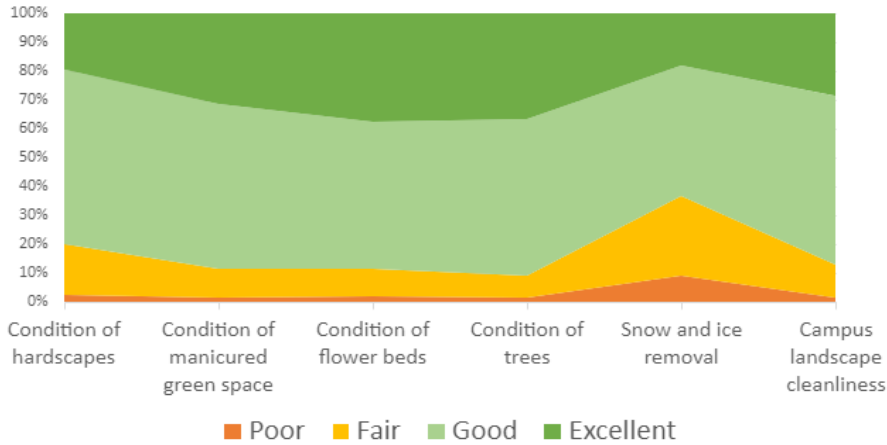
- Over 150 Comments
- “Exceptional work. Visitors are always complementing our campus grounds and how beautiful they are. Thank you for all you do!”
- Comment Themes:
 - Concerns with snow & ice, more attention to clearing accessible paths
 - Interest in sustainable and native plantings (prairie plants, pollinator gardens)
 - Concerns about specific hardscaping spaces



Please rate the following in regards to landscape services:

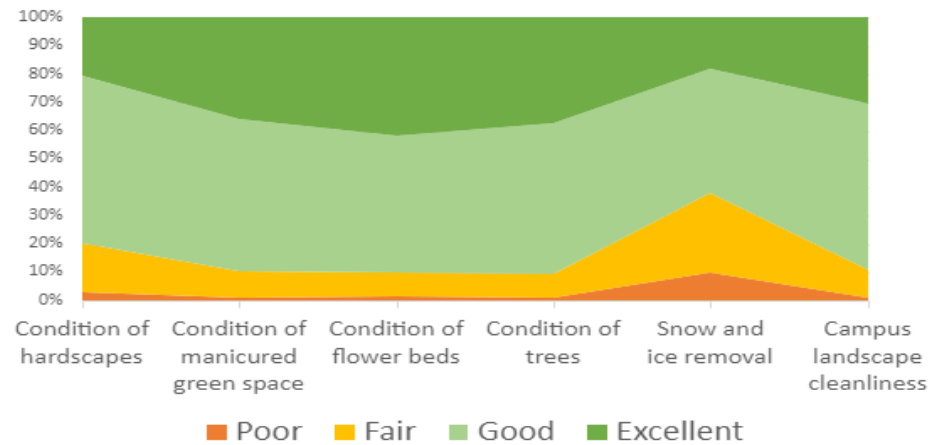
Landscape Work Results

Building and Landscape Services Customer Survey 2015



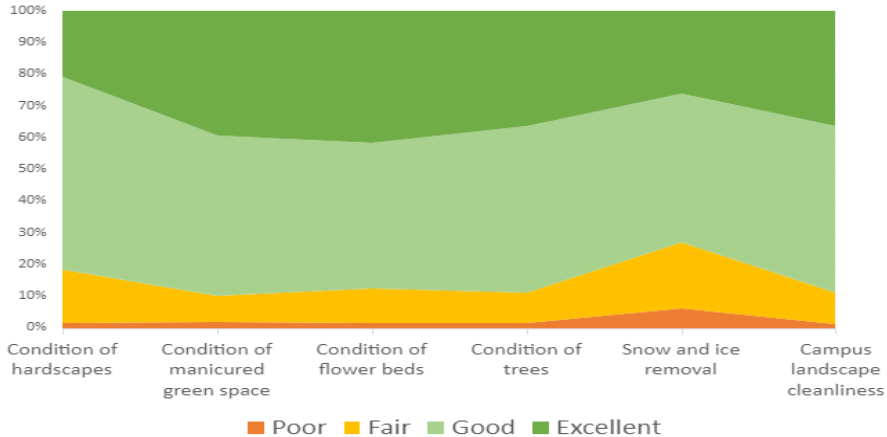
Landscape Work Results

Building and Landscape Services Survey Results 2019



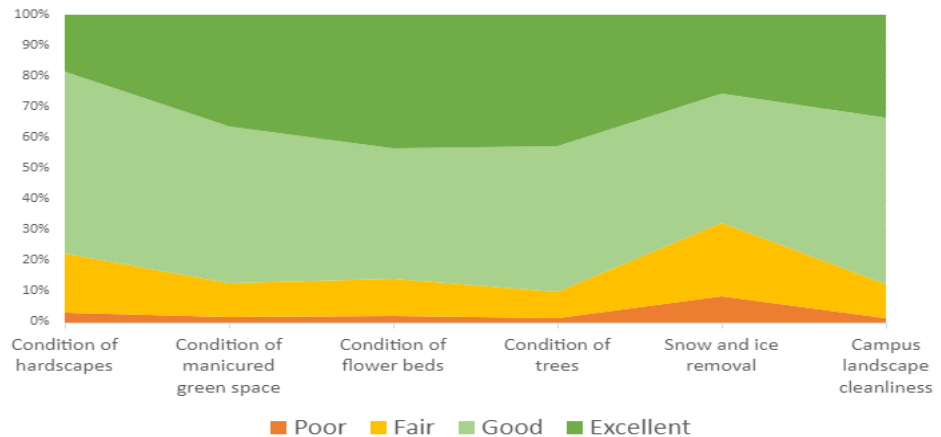
Landscape Work Results

Building Landscape Services Customer Survey 2021



Landscape Work Results

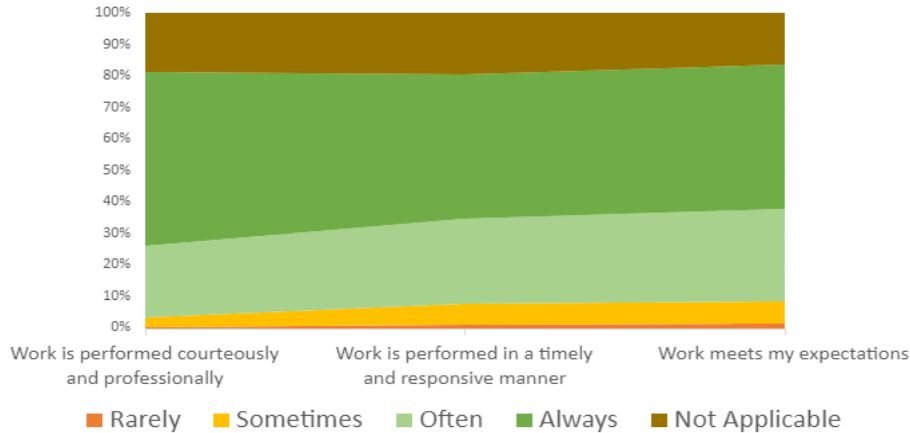
Building Landscape Services Customer Survey 2023



In regards to those carrying out landscape duties:

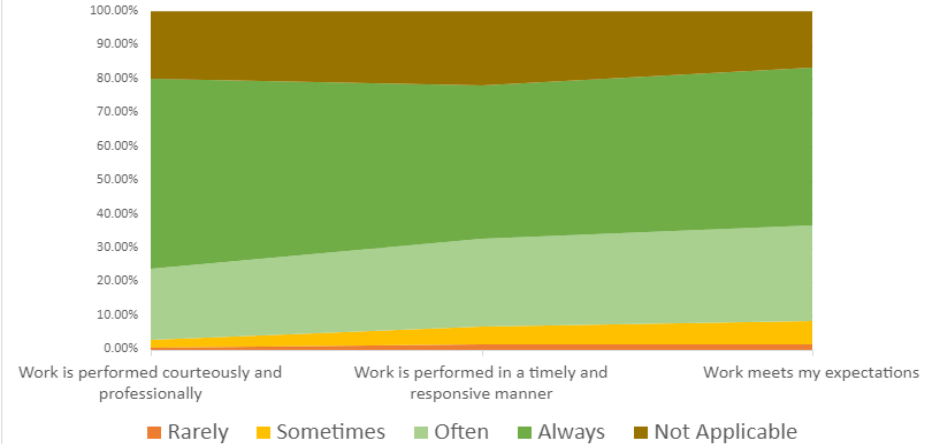
How Landscape Work is Performed

Building and Landscape Services Customer Survey 2015



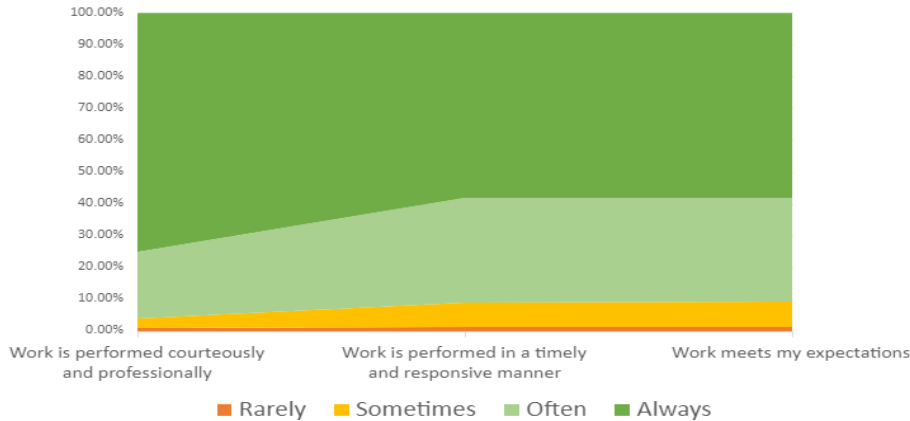
How Landscape Work is Performed

Building and Landscape Services Customer Survey 2019



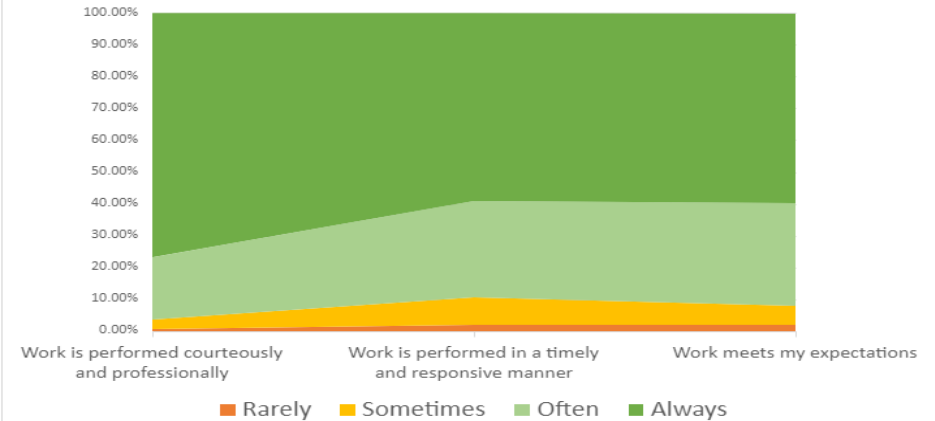
How Landscape Work is Performed

Building and Landscape Services Customer Survey 2021

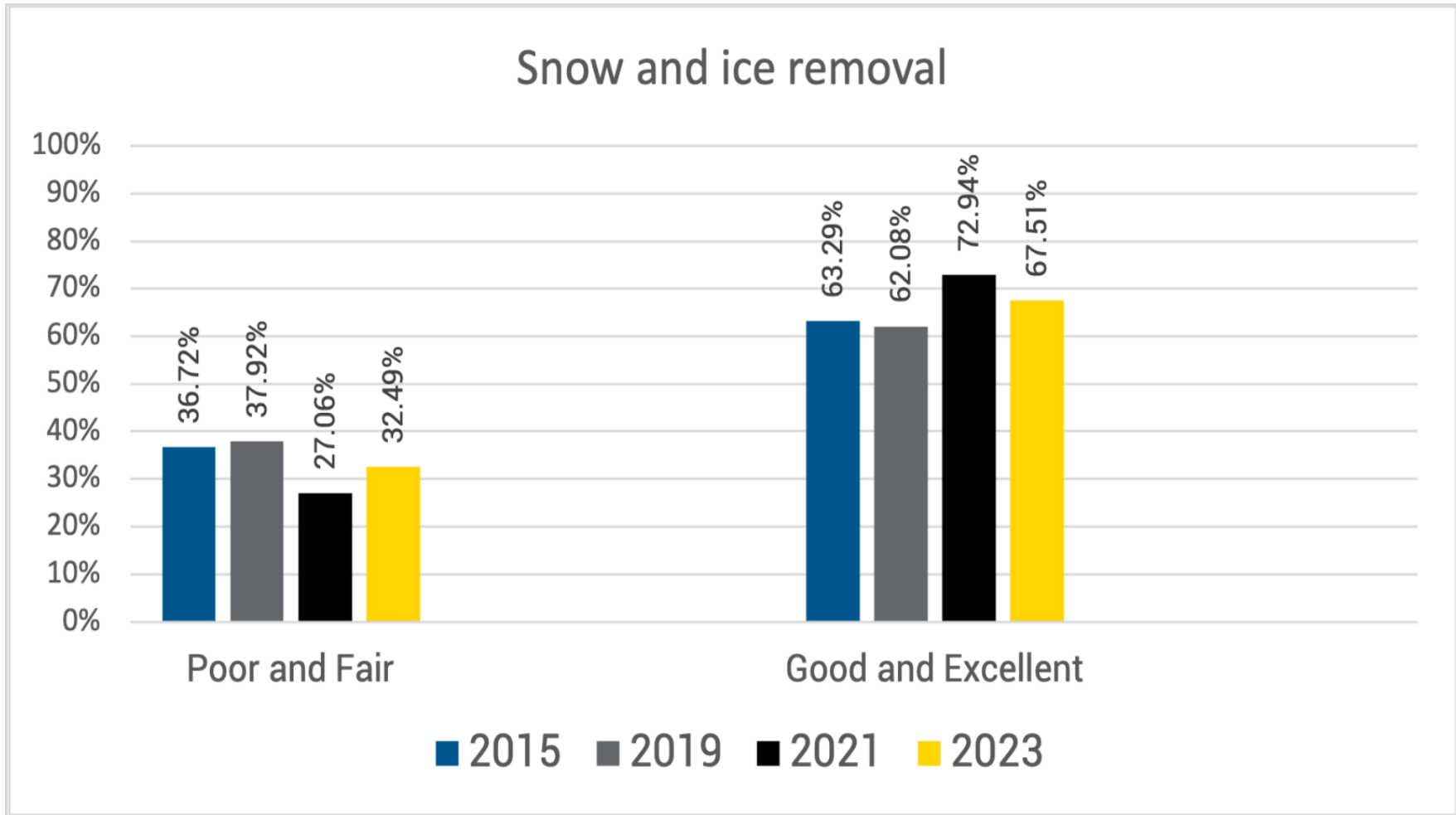


How Landscape Work is Performed

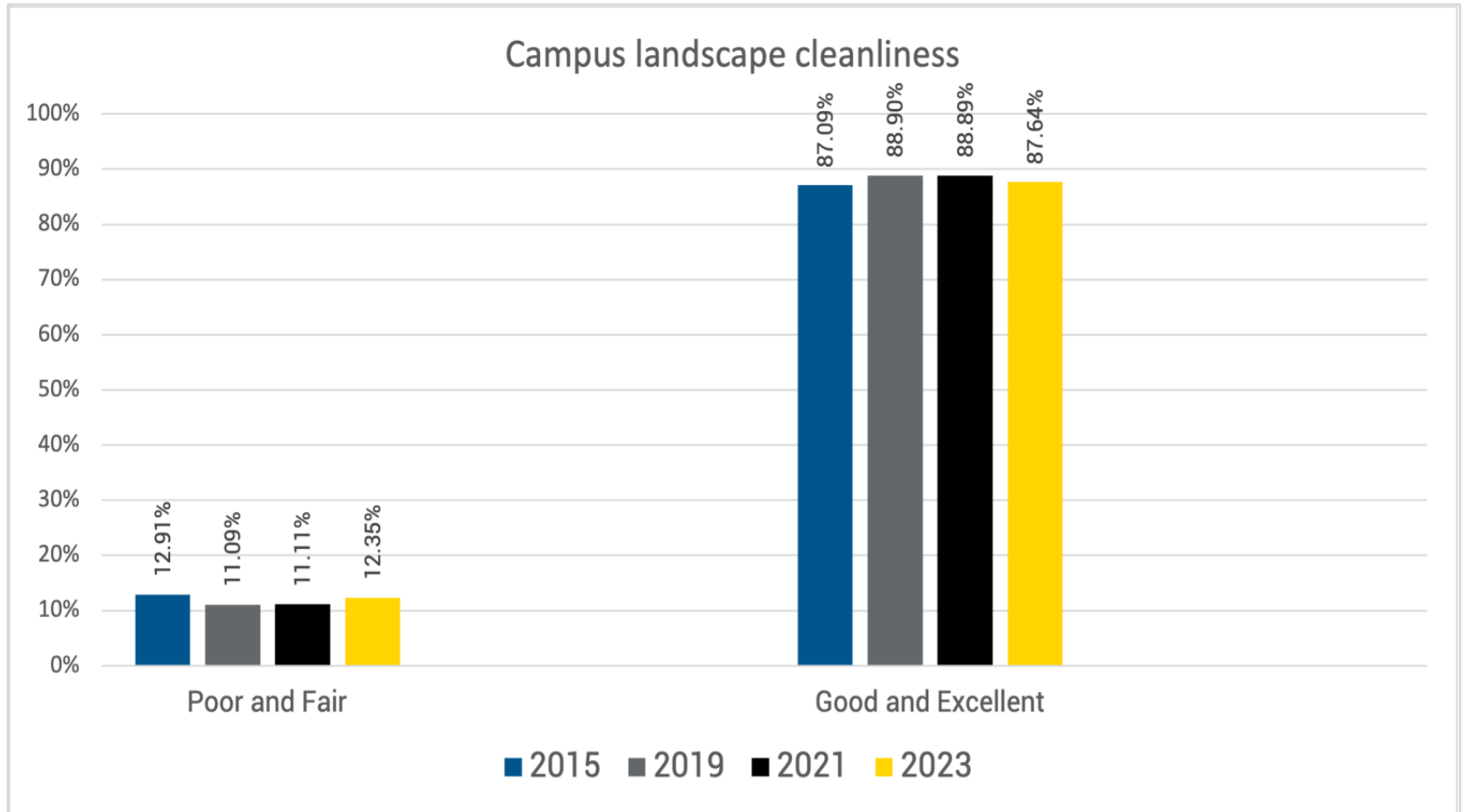
Building and Landscape Services Customer Survey 2023



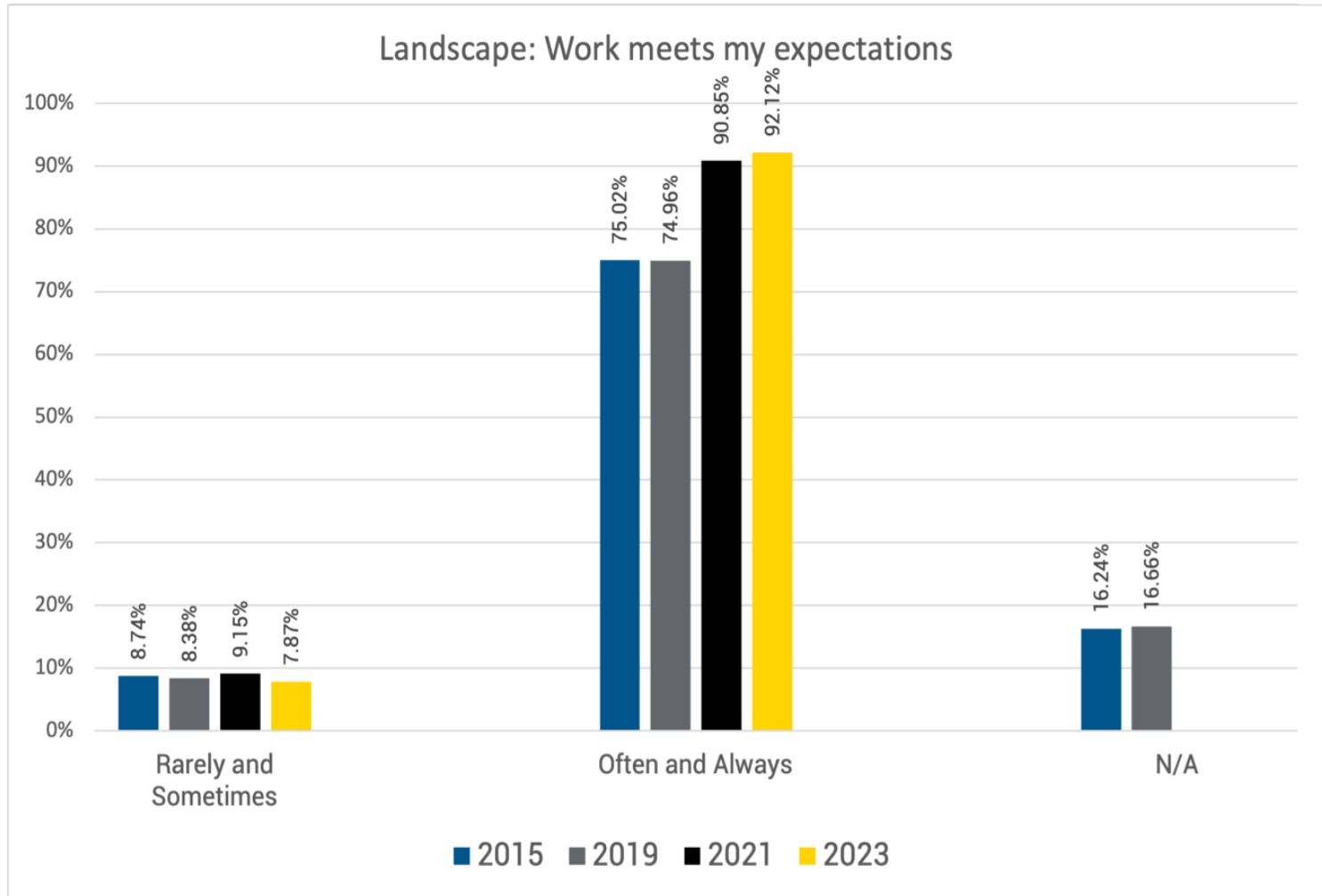
Landscape Services



Landscape Services

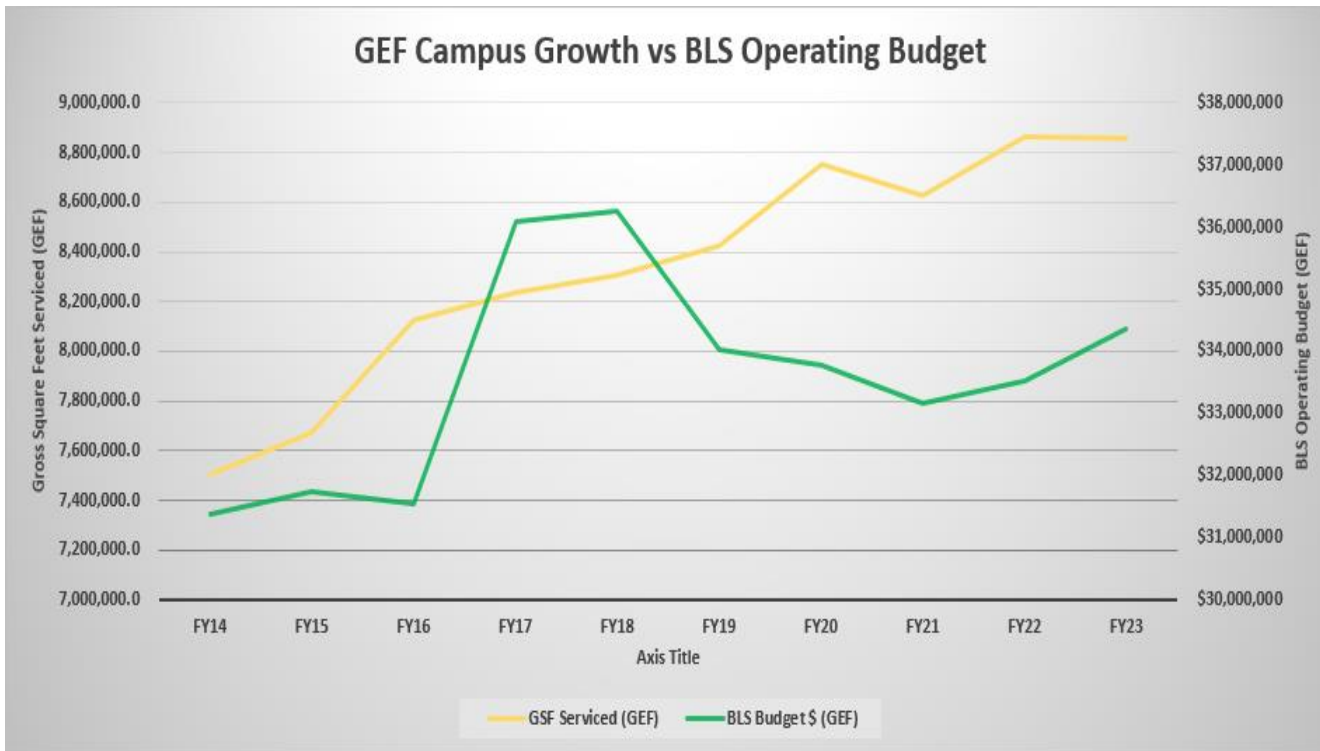


Landscape Services



Building & Landscape Services Customer Survey

Case Study: University of Iowa's Three Year Plan



Three Year Plan Details

31 fte reduction
8.48% Only GEF FTES

Maintenance fte	12	12.88%
Landscape fte	2	6.86%
Custodial fte	12	5.48%
+ Overhead fte	5	17.34%