

# YEAR IN REVIEW *2024*







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# Message from Associate Vice President Lynne Finn

Dear University of Iowa community,

As we reflect on our achievements this past year, I want to take a moment to acknowledge the remarkable progress made by Facilities Management in 2024. This is an opportunity to revisit and celebrate our collective successes. Thanks to your support and collaboration, we have navigated numerous challenges and celebrated significant milestones together. From everyday tasks to ambitious projects aligned with our FM 2027 Plan, we have consistently risen to the occasion, showcasing a strong commitment to our core values.

Our accomplishments this year include the successful execution of new projects, improved customer service, enhanced safety metrics, and effective stewardship of our campus buildings, along with strides in integrating new technologies and advancements. Each department has demonstrated continuous improvement and exceptional performance, reflecting diligent efforts across the board. These achievements reinforce our mission to be “always there, always the best.”

As we look back on our accomplishments, we are grateful for your contributions and excited to share our highlights from this past year. The unwavering dedication of each member of our organization drives us forward, and our collective efforts truly embody the spirit of Facilities Management and the University of Iowa. Thank you for your continued commitment and hard work.

**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

- Landscape Services cleared campus roads and paths and tended to nearly 80 damaged trees during a winter storm.
- The FM Strategic Communications team launched the redesigned Finance and Operations site, with work ongoing to complete the subunit sites.
- Human Resources updated the FM Timekeeping Guide.
- FM Accounting and Capital Accounting successfully completed year-end close out.
- The FM Payroll Report showcased strong payroll management and efficiency gains from FM-IT's system improvements.
- The FM Chilled Water Business Continuity Plan kept critical buildings operational during a significant power outage.
- FM-IT upgraded the AiM system, enhancing stability, functionality, and integration with Fault Detection and Diagnostic software.
- FM-IT made several enhancements to BuildUI to align and streamline processes, improving functionality and user experience.
- Building Operations & Maintenance began hiring for Plumber Trainees and Environmental System Mechanic (ESM) Apprentices, expanding their existing apprenticeship programs.
- FM-IT enhanced building automation systems, including upgrades to improve user interfaces, security, and data management.



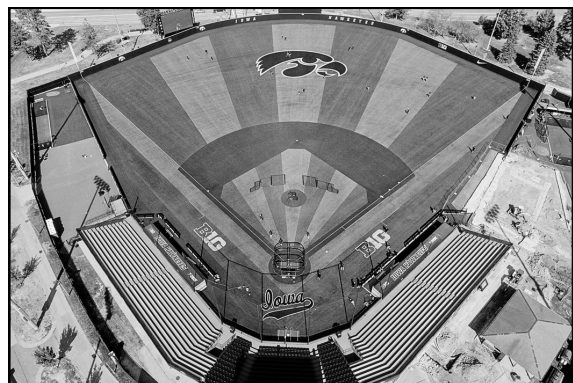
*Landscape Services conducts snow removal efforts on the Pentacrest*

# STEWARDSHIP



*Landscape Services transplants a tree to a new campus location*

- Landscape Services transplanted over 50 trees from construction zones to new locations across campus.
- Asset Optimization Services became active across all key areas, enabling more comprehensive, data-driven support to FM and all buildings campus-wide.
- ITS re-cabled the Wireless Access Points in University Services Building to maintain campus standards and enable future network growth.
- The environmental compliance team integrated the downtown UIHC Medical Center into the UI's permits and plans, focusing on outdoor air emissions and underground fuel storage for the facility's boilers and emergency generators.
- FM@YourService revised the Window Replacement Request Process for faster repairs, improving safety and occupant satisfaction.
- The FM Strategic Communications team redesigned the Facilities Management website, upgrading branding and accessibility functions.
- The University of Iowa was granted approval by the Iowa Board of Regents for several projects, including:
  - A new hydroscience research building
  - Duane Banks Field renovations
  - Tippie College of Business expansion
  - Utilities Services Building Construction
  - Original Art Building restoration

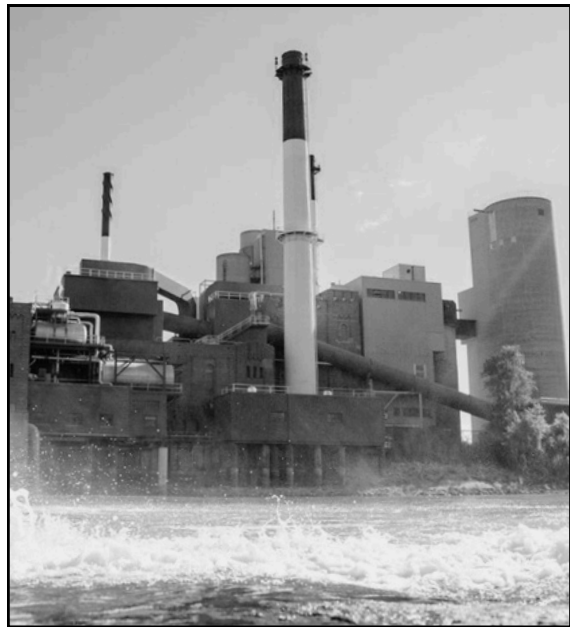


*Duane Banks Field receives renovations*



# INNOVATION

- FM's networking system was moved to a new default gateway as part of an ongoing campus-wide network refresh.
- The FM Strategic Communications team enhanced the new employee form for FM Connection posts, adding "get to know you" questions.
- FM-IT introduced a new Amazon Web Services-hosted platform to house future applications, allowing for cloud innovations as implemented in the utilities alerts application.
- Fire and Life Safety and Risk Management realigned FM's role in Hot Work programming, resulting in an interdepartmental Hot Work committee.
- FM-IT implemented an automated testing software called Playwright to monitor real-time app availability and health.
- Building Operations and Maintenance restructured their after-hours on-call program to ensure seamless campus support and maintained full coverage during the transition.
- FM@YourService developed a Generator Fuel Workflow, enhancing the process for efficiencies and spill prevention.
- FM-IT and Custodial Services created a centralized dashboard for custodial analytics and strategic planning.
- FM-IT streamlined the travel, training, and request for licensure process with a new workflow form and training materials.
- FM continued making advancements in campus sustainability efforts, pushing towards the UI's zero-coal initiative.



*The University of Iowa Power Plant*

# INNOVATION



*Design and Construction works on the Newton Road project*

- Construction began on the first new road to be built on campus in more than a decade, connecting Newton Road to the fountain entrance of University of Iowa Health Care and making way for construction of the new inpatient tower.
- FM@YourService and Fleet Services optimized the USB vehicle fleet delivery and pickup process, prioritizing service efficiency and vehicle availability.
- FM Strategic Communications launched new Access and Construction Alert system training resources, including new on-demand video training.
- FM@YourService and FM-IT centralized the work order process by adding all pest and exterior contract vendors to AiM.
- Facilities Information Services (FIS) completed a 360-photo scan of UI Health Care Medical Center Downtown (formerly Mercy), enabling a 3D model of the facility.
- FM launched efforts to utilize AI integration for enhancing work processes with an initial survey to gather insights and some teams in the process of completing AI certification through the HawkAI program.
- FIS completed a five-day full laser Leica scan of the Old Capitol, enabling future virtual walkthroughs and preserving the building's history.



*The University of Iowa Old Capitol*

# COMMUNITY



*ENGIE employee conducts a "Discover Your University" tour at the UI Water Plant*

- The UI's "Discover Your University" tours featured a tour of the University of Iowa Water Plant.
- Landscape Services, Building Operations and Maintenance, and Fire and Life Safety all hosted interinstitutional meetings with peers from ISU & UNI during 2024.
- FM's Strategic Communications showcased the campus-wide partnership that takes place when preparing for commencement weekend in a collaborative social media video.
- The Landscape Services Management Plan was updated, prioritizing customer service through clear communication of their services.
- FM Strategic Communications and Landscape Services launched a new tree management webpage, social media campaign, and on-campus signage to help better communicate tree care practices during times of tree removals and relocations.
- FIS created a land navigation map of Macbride Nature Recreation Area for the Reserve Officers' Training Corps (ROTC) training.
- FM's Landscape Services team participated in Earth Month with student-athlete trash cleanups, student pollinator garden plantings, giveaway events, and more.



*Free plants given away by Pentacrest Museums and Facilities Management during an Earth Day partnership event on the Pentacrest*

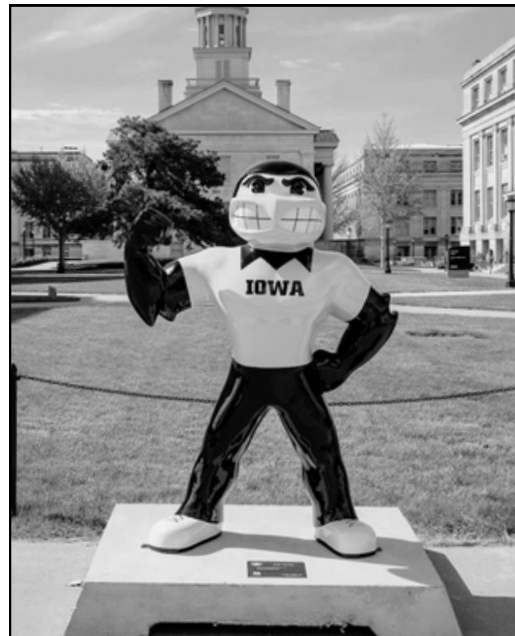


# COMMUNITY



*The Goschke Family Wrestling Training Center dedication ceremony*

- The Goschke Family Wrestling Training Center reached completion in May and celebrated with a dedication ceremony.
- Landscape Services assisted with the installation of 25 Herky statues across campus as part of the 2024 Herky on Parade event.
- Landscape Services attended the annual Big 10 and Friends landscape conference at Rutgers University to connect with peers and share best practices.
- FM Strategic Communications launched a new “FM Pics Monthly Challenge” campaign to engage employees on FM Connection.
- UI Utilities and their partners facilitated a power plant tour for the International Visitor Leadership program (IVLP) to educate on U.S. Climate Policy.



*The “Just Herky” Herky on Parade III statue by artist Jeff Christiansen*

# SAFETY



*Macbride Hall during a winter snowstorm*

- FM's Cold Weather Protocol prevented significant cold weather impact to buildings this winter, with over 300 work orders submitted during a 13-day period.
- Custodial teams collected COVID-19 items from General Education Fund (GEF) buildings and officially moved them to surplus.
- Fire and Life Safety responded to 328 emergency work orders for fire or supervisory alarms.

- Fire and Life Safety assisted in an owl rescue and release effort in a campus building.
- Fire and Life Safety conducted 190,740 monthly asset inspections this year, in addition to fire alarm and protection system testing across campus.



*Steve Stimmel, lead fire safety technician, sharing information on FM's fire extinguishers in a feature video on Fire and Life Safety*

# SAFETY



*Aerial view of Tippie College of Business and Macbride Hall*

- A major Main Campus Chilled Water System issue preventing proper air conditioning function was identified and repaired during the first week of school.
- Safety supported another successful Hawkeye on Safety Conference.
- The FM Storeroom began carrying type II, class C hard hats offering enhanced head protection.



*2024 Hawkeye on Safety Conference participants gather at the Hyatt Regency in Coralville, IA for keynote speaker Sam Goodman*



# PRIDE



*Construction underway on the Hawkeye Parking Ramp near Kinnick Stadium*

- The University of Iowa completed its third year of the 10-year facilities master plan that includes several major projects to enhance campus facilities.
- The FM Strategic Communications team launched a new quarterly employee feature initiative titled “FM’s Burning Questions.”
- The annual FM Staff Appreciation Picnic took place in August to thank staff for their continued hard work and dedication.
- The University of Iowa was awarded its 15th consecutive Tree Campus Higher Education Award.

- The Building Operations and Maintenance trainee program was expanded due to the ongoing success of current trainees, now totaling six positions across three classifications.
- Facilities Management launched a new Strategic Building Stewardship webpage, celebrating FM’s innovative Facilities Renewal Plan.



*FM staff attends the annual FM Staff Appreciation Picnic in August*

# PRIDE



*President Barbara Wilson and FM staff pose at "FM Cold Weather Heroes" event*

- President Barbara Wilson thanked FM teams in Iowa Now and at a "Cold Weather Heroes" event hosted by FM to recognize their efforts this winter.
- The University of Iowa achieved a gold star rating on the Association for the Advancement of Sustainability in Higher Education (AASHE) Stars report, recognizing FM's work to prioritize sustainability efforts.
- An FM Custodial supervisor was featured in an article for their role in the College of Public Health Building.
- The following projects made significant progress in development and will reach substantial completion in 2025:
  - Health Sciences Academic Building
  - Hawkeye Parking Ramp
  - UI Health Care Medical Center North Liberty



*Construction approaching completion on the UI Health Care Medical Center North Liberty*

# FM 2027 PLAN GOALS

*The FM 2027 Plan aligns with the University of Iowa's 2022-2027 Strategic Plan, focusing on three core areas: People, Customers, and Integrated FM. Each FM unit achieved specific goals this year to support these overarching themes.*

- A total of 32 unit goals related to the FM 2027 Plan were reported as completed for the 2024 fiscal year.
- Fire and Life Safety, ENGIE, and Maintenance Stores supported Landscape Services' move into temporary space solutions, vacating the Old Laundry Building.
- Safety led an effort to ensure sustained compliance across all safety programs through training needs assessments and improvements to the My Compliance system.
- A review of FM's Cold Weather Protocol found a 75% reduction in damage costs when compared to similar weather events in 2018 prior to protocol implementation.
- Design and Construction documented 130 of their department workflows in 2024, improving communication of processes and procedures across FM.
- Building Operations and Maintenance launched a student worker program to support maintenance teams in Shop 201 with manual workload items.
- FM's Interior Finishes, Sheet Metal, Insulation (IFSI) process now notifies customers of repair handoffs from Building Operations and Maintenance to Design and Construction, ensuring all parties are informed before work begins.



# FM 2027 PLAN GOALS

- Design and Construction hired 19 new staff members in 2024, prioritizing quality management, project support, and training focused on growth, development, and department culture.
- FM Custodial maintained an 87% employee retention rate in 2024.
- Fire and Life Safety and FM-IT streamlined the building asset inspection process with the implementation of the AiM Fast Pass app, resulting in a reduction of 1,800 total work hours, equaling 88 hours per month.
- FM@YourService issued 551 proactive communication notices in 2024, prioritizing clear and timely updates to keep building occupants and stakeholders informed with essential information across all units
- The Preventive Maintenance Optimization Process optimized PMs to the asset level in pilot areas and is teed up for scaling and greater integration with maintenance stores.
- In line with the FM 2027 plan's goal for succession and strategic staffing, several FM units have transitioned through reorganizations, promotions, and new initiatives to address workload increases.
- FM@YourService improved their communication notices, answering the need-to-know questions so Building Coordinators can easily triage information to building occupants.
- Utilities and FM-IT launched the Utility Partner Capital Project Tracking Tool (UPTT) to manage utility projects with ENGIE, resulting in improved project, compliance and regulatory tracking.

# EMPLOYEE HIGHLIGHTS

## **Fresh Perspectives**

**79 new employees joined FM in 2024.** All roles contribute to excellence in stewardship, innovation, community, safety, and pride.

## **Dedicated to Service**

**73 employees hit a significant milestone in their years of service in 2024.** Whether it's five years or forty years, our FM employees are dedicated to serving the university.

## **Getting Recognized**

**90 employees were recognized through our “Things Done Right” submissions in 2024.** Their hard work and dedication did not go unnoticed!

## **Celebrating Milestones**

**18 FM employees retired in 2024.** These retirees from FM had a total of **465** years of service. Amazing dedication!

# 2024 THINGS DONE RIGHT HIGHLIGHTS

## **Van Allen West Elevator Project Efforts**

The west elevator at Van Allen Hall began having problems creating access issues to portions of the building for students and staff. To bring the project to completion as soon as possible, UI partners from Building Operations and Maintenance, FM@YourService and others stepped up to assist. The FLS team was instrumental in making sure the alarms were functioning and life safety equipment was ready. The inspection went smoothly, thanks to the efforts of all involved. I appreciate the teamwork from everyone to get this elevator operational as soon as possible!

## **Thank you for your great work, Fire and Life Safety team!**

The Health and Human Physiology Department would like to thank the entire Fire and Life Safety (FLS) team testing in the Field House this week. The Field House is difficult to navigate - students are constantly asking for direction during the first week of classes. FLS team members have been especially hit with this being stationed at entrance doors. They have gone above and beyond to disregard interruptions and go out of their way to help students navigate to classrooms. THANK YOU!

## **Heartfelt Appreciation to our Custodial Team**

I wanted to express my sincere appreciation for the outstanding work the custodial team does day in and day out. Your dedication to maintaining the cleanliness and orderliness of our workplace does not go unnoticed. Your hard work and attention to detail create an environment that we can all be proud of. Your efforts contribute significantly to our comfort, safety, and overall well-being within the premises. Whether it's ensuring that common areas are spotless, restrooms are impeccably clean, or waste is disposed of properly, your commitment to excellence shines through in every task you undertake. You are an essential part of our team, and we are grateful for everything you do to make our workplace a better place.



# 2024 BY THE NUMBERS

**4,967**

FM Maintenance Stores completed 4,967 materials releases to shops in 2024.

**4,323**

Landscape Services performed 4,323 hours of snow removal during the 2024 winter season, with 70% of those hours from a singular snowstorm event in January.

**87%**

FM Custodial maintained an 87% employee retention rate in 2024.

**572**

Design and Construction created 572 new projects in 2024, with an increase in the number of larger-scale projects.

**1,800**

Fire and Life Safety and FM-IT streamlined the building asset inspection process with the implementation of the AiM Fast Pass app, resulting in a reduction of 1,800 total work hours, equaling 88 hours per month.

**\$420,000,000**

FM Capital Accounting processed more than \$420 million in invoices during 2024, a nearly \$200 million increase from 2023, due in large part to 10-Year Capital Plan Projects.

**23,000**

FM Accounting processed over 23,000 transactions in AiM related to project materials and labor costs, totaling nearly \$11,000,000 during FY24.

# 2024 BY THE NUMBERS

**\$160,170,358**

118 past and ongoing utility projects were manually entered into the Utility Partner Capital Project Tracking Tool (UPTT), representing \$160,170,358 of critical infrastructure work.

**1,200**

Facilities Information Services (FIS) supported floor plan setup and mapping for over 1,200 rooms for the UI Health Care Medical Center North Liberty (MCNL).

**55**

FM Safety completed 55 Environmental Health and Safety (EHS) audit items across FM, completing 13 EHS audits.

**75%**

A review of FM's Cold Weather Protocol found a 75% reduction in damage costs when compared to similar weather events in 2018 prior to protocol implementation.

**610**

FM@YourService issued 610 proactive communication notices in 2024, prioritizing clear and timely updates to keep building occupants and stakeholders informed with essential information across all units.

**60,000**

The FM Instagram hit 1,000 followers and reached over 60,000 accounts in 2024.

# LOOKING ➔ FORWARD

Facilities Management (FM) is committed to providing exceptional day-to-day services while advancing strategic improvements through our FM 2027 Plan. This framework, aligned with the UI Strategic Plan, enables us to identify, prioritize, and implement meaningful initiatives across campus while contributing to our three strategic focus areas: People, Customers, and Integrated FM.

In 2025, FM will remain committed to delivering consistent daily service and operations while prioritizing workplace safety — one of our core values. We will undertake an unprecedented volume of capital projects across campus, including key initiatives in collaboration with our Utility Partner, ensuring they are executed efficiently and effectively. Major projects, such as the Health Sciences Academic Building (HSAB), will be completed, and we are eager to establish stewardship services to maintain these facilities for years to come.

Additionally, we have successfully shifted our maintenance strategy to a more predictive and preventative approach. In the coming year, we will continue strengthening building asset management and preventative maintenance efforts. Lastly, we remain committed to serving the campus community, enhancing education, and promoting the use of the FM Services Guide.

Day-to-day operations and strategic improvements work together to address the evolving business needs of our ever-changing campus. Building on the exceptional progress made in 2024 and the strategic plans identified for 2025, FM is well-positioned to continue supporting the university's mission, vision, and core values.





