

YEAR IN REVIEW

2025

UNIVERSITY OF IOWA FACILITIES MANAGEMENT



IOWA

Facilities Management

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Message from Associate Vice President Lynne Finn

Dear University of Iowa community,

As we reflect on the accomplishments of 2025, I am pleased to share highlights of the work Facilities Management completed in support of the University of Iowa. Our year in review provides an opportunity to look back on the efforts that help keep our campus operating effectively and moving forward in 2025.

Throughout the year, FM supported the university through both daily operations and key initiatives aligned with our FM 2027 Plan. Teams across campus worked to maintain facilities, strengthen infrastructure, and respond to the evolving needs of the university, ensuring safe, reliable, and well-functioning spaces that support academic, research, healthcare, and student activities.

Looking ahead to 2026, FM will continue to prioritize day-to-day operational excellence while improving processes and promoting efficiency. 2026 is also a year of organizational change for FM; in early spring I will be retiring from the University of Iowa, and we are welcoming Farrukh Bashir as the new associate vice president of Facilities Management. It has been my privilege to serve the University of Iowa, Facilities Management and its “heart and engine”—the people of FM. I’m confident that Farrukh will be able to lead the outstanding teams of FM on its path of operational excellence and university service success.

Thank you to all our amazing campus partners for helping Facilities Management further university success in 2025. Looking forward to sharing more success in 2026!

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

- A standardized cost-estimate workflow was implemented to set clear cost expectations before Building Operations and Maintenance repairs, improving customer satisfaction and planning accuracy.
- Capital Accounting processed significantly more invoices in FY25 due to 10-year capital plan projects, processing nearly 8,000 invoices—a 50% increase from FY24—and totaling over \$457M—a nearly 10% increase from FY24.
- The Facilities Management staff directory was optimized on FM's public website, improving accuracy and usability of staff listings.
- The University of Iowa's new Hawkeye Parking Ramp opened in the spring of 2025, adding 983 parking spaces to the west campus.



The new Hawkeye Parking Ramp, located northwest of Kinnick Stadium



A Building Operations and Maintenance team member inspects equipment as part of preventative maintenance

- A new boiler report was developed to meet regulatory and compliance requirements, standardizing the reporting format to ensure consistency and accuracy.
- The new UI Health Care Medical Center North Liberty opened to patients on April 28, expanding access to orthopedic and emergency care for Iowans.
- Improvements were made to federal air quality regulations for Reciprocating Internal Combustion Engines (RICE MACT) processes through workflow optimization and better alignment across FM teams.
- The first phase of a preventative maintenance optimization effort was implemented across more than half of FM's maintenance shops.



FM Custodial Services staff performing daily custodial duties

- FM Custodial Services implemented a new leadership structure aligned with FM's overall framework, enhancing custodial goals and creating clearer career growth opportunities for teams.
- The Utilities Outage Alerts application was rebuilt, enhancing security, consistency, and timely notifications with a new documented process and over 75 users registered at launch.
- An FM capital renewal tool was created to analyze all cost aspects of spending, consolidating projects, funding sources, and data for decision-making.
- The Design and Construction contractor claims input process was improved to better integrate claims status during data retrieval, improving efficiency in accessing key information and dollar amounts.
- Control Engineering Services made upgrades to building control systems including networking, firewall, lighting, and electrical control system updates to improve security and support further modernization.
- A standardized asset acquisition/disposal process was created for Landscape Services and integrated into a workflow form, ensuring consistent execution and complete records maintained for accountability and compliance.
- Building Operations and Maintenance collected data and prepared for updated refrigerant compliance, including reviewing HVAC equipment, training, and developing a tracking dashboard and automated reporting.
- Over 500 BuildUI projects were reconciled and closed in FY25 – a 10% increase from FY24.

- Teams provided their expertise for the 2025 Facilities Condition Assessment update that will create a more accurate understanding of the total maintenance need across the university.
- Renovations were completed on the first floor of Mayflower Residence Hall to create a more student-centered environment.
- Five-year utility plan meetings were completed with FM's utility partner, strategizing over \$200M in spending over the next five years.
- An inpatient unit at UIHC Medical Center Downtown was renovated into a family medicine unit and continues the UI's commitment to enhancing community health care.



The UI Health Care Medical Center Downtown



FM staff members at the Utility Partner Capital Project Tracking Tool training

- Utility Partner Capital Project Tracking Tool training was held for UI Utilities, Design and Construction, and ENGIE teams, including live demonstrations and hands-on practice opportunities to better understand each other's roles in the process.
- Construction began on several key projects across campus, furthering efforts to ensure that the university's physical spaces fit the evolving needs of Hawkeyes, including:
 - Construction of the Arena Parking Ramp
 - Renovation of the Old Art Building
 - Renovation of the Performing Arts Annex
 - Renovation of the Iowa Memorial Union
 - Expansion of the Iowa Advanced Technology Laboratories

- The Nagle-Duda Gymnastics & Spirit Squads Training Center was dedicated and opened to the public in spring 2025. The facility features 21,000 square feet of practice space and competition-style equipment.
- As part of the FM 2027 plan, FM developed strategic succession plans, creating a more sustainable organizational structure and clear internal career paths. Examples include succession planning and internal promotions in custodial services and strategic fund allocation in Landscape Services to hire an arborist.
- The Health Sciences Academic Building's south wing opened in summer of 2025, with the north wing to follow in 2026, providing critical space to advance training for Iowa's future healthcare workforce.
- A GEF outage workflow was developed in FM@YourService, providing FM teams and vendors with clearer guidance and supporting greater transparency and operational coordination.



Fire and Life Safety performing routine maintenance and asset updates at the 108 River Street Building

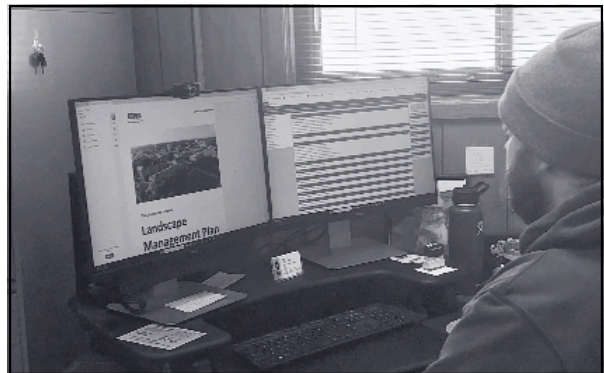
- The Fire and Life Safety inspection system was updated to reduce repeat inspections on identified issues not yet resolved.
- The Iowa Board of Regents approved several University of Iowa projects, including the renovation and expansion of the Cambus Maintenance Facility, a new UI Health Care Child Care Center, modernization and expansion of the Tippie College of Business, among others.
- An FM Supervisor Guide was distributed to educate supervisors on available tools, like time entry and payroll validation, improving the effective use of FM systems.

INNOVATION

- The BuildUI application underwent several updates to enhance the user experience, including interface improvements, two-step login, and integrated project photo display.
- Title V reporting transitioned to a fully paperless system, improving FM's environmental compliance and generator fuel monitoring, as well as enabling the development of a generator fuel dashboard.
- Design and Construction implemented an integrated project team structure to clarify roles and responsibilities, strengthen collaboration with internal and external stakeholders, and ensure the successful delivery of projects for the University of Iowa.

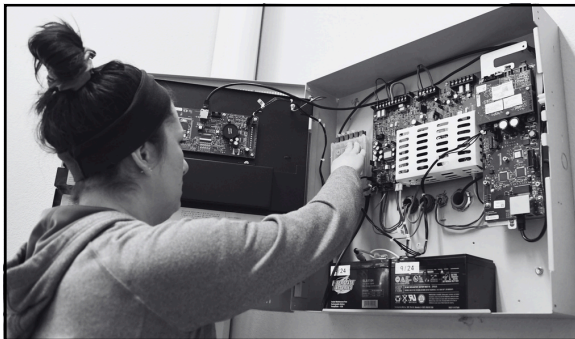


Design and Construction renovating the Old Art Building



A Landscape Services team member reviewing the recently updated Landscape Management Plan

- Landscape Services and the GIS team collaborated on an interactive story map of notable trees and gardens on the University of Iowa campus arboretum.
- FM-IT centralized operational data from multiple FM units into a data lake and leveraged Power BI (Building Intelligence) dashboards covering utilities, budgets, vendor activity, and more to enable integrated analytics, visualizations, GIS features, improved reporting, and more data-driven decision-making.
- Asset Optimization Services (AOS) launched a project to address the top 3–5 campus reliability issues, using AiM data and staff input to prioritize actions and minimize disruptions.



FM-IT performing system upgrades at the 108 River Street Building

- FM-IT and FM Accounting streamlined the voucher retrieval process by integrating it with BizHub and retiring the legacy application, improving operational efficiency.
- The Controls Team reviewed Building Automation Systems (BAS) across campus and upgraded GEF buildings to a modern controls system, converting 30 buildings and replacing thousands of controllers since 2019 to improve system reliability.
- The Building Operations and Maintenance nightly phase status update job was enhanced to capture and flag when daily assignments are not completed, ensuring better operational oversight, accurate reporting, and timely intervention where needed.
- FM-IT developed checklists to help Design and Construction teams analyze and assess the utility and environmental impacts of capital projects.
- The HR payroll system was updated to support new time types for FY26.
- Landscape Services partnered with a goat-powered land stewardship group to sustainably restore native prairie habitats along the Lower Finkbine Trail.
- A new email notification feature was created to help standardize and automate FM's exit process for both employees and supervisors, ensuring a smooth off-boarding transition.



Goats graze invasive plants along the Lower Finkbine Trail, restoring the native habitat

COMMUNITY



A Landscape Services team member works near the relocated "Ridge and Furrow" sculpture

- FM's Landscape Services team relocated the "Ridge and Furrow" sculpture, popularly known as the "Brain Rock," to the health sciences campus, providing a fresh opportunity for student engagement.
- FM improved the accuracy and usability of the FM Services Guide for customers through formalizing the update process, reviewing content by operational area, and educating customers.
- The Anne Frank Initiative (AFI) welcomed students from Clear Creek Amana (CCA) Middle School to learn about the UI's Anne Frank tree from FM Landscape Services.

- FM became a Google Maps Content Partner and submitted 14 updates to improve accuracy for users, including the removal of Quad Residence Hall.
- A new review process was implemented for the FM Access and Construction Alert System to help ensure consistently clear and accurate alerts for the campus community.
- Building Operations and Maintenance successfully worked with Main Library staff during the cooling-to-heating switchover as the first effort in a partnership to engage building occupants in maintenance work.



Building Operations and Maintenance teams collaborate with Main Library staff during the annual cooling-to-heating switchover

- In partnership with HR, Building Operations and Maintenance implemented a SkillBridge program, providing an opportunity for active-duty service members to gain civilian work experience at the end of their service period—a first for the university.
- FM's mapping team made necessary improvements to accessibility web maps through collaboration with and valuable feedback from the Students for Disability Advocacy at Iowa group.
- The annual Homecoming mural was installed on the Pentacrest lawn, a partnership between FM Landscape Services, Facilities Information Services, and UI Athletics.



A Landscape Services team member mows the Pentacrest lawn in preparation for the annual Homecoming mural



A Landscape Services team member and a student plant a sapling during the Arbor Day Miyawaki forest planting event

- Landscape Services and community members planted a Miyawaki forest made of nearly 4,000 saplings on Arbor Day, supporting ongoing efforts to strengthen the health and biodiversity of the UI's tree habitat.
- FM began making strides toward digital accessibility compliance, including attending training, inventorying content, remediating websites, developing IT applications, and more.

SAFETY



Landscape Services conducts snow removal efforts at the Stanley Museum of Art

- A Safety Hawks Program was developed for Landscape Services, focusing on safety hazard identification, compliance, and training.
- FM's Cold Weather Protocol was activated twice due to consistent below-zero temps; over 150 weather-related work orders were addressed during these two four-day timeframes.
- An updated FM Incident Data summary for 2024 showed a steady reduction in injury rates, with a 50% reduction in injuries over eight years.
- FM Safety reviewed over 200 resources to develop the FM Safety Workflow, providing a hub for safety information and further aligning FM with its safety core value.
- FM Fire and Life Safety performed more than 220,000 inspections and system tests, including extinguishers, alarms, and sprinklers and replaced systems across key buildings, supporting safety and emergency readiness.
- Leadership established regular Safety Steering Committee meetings, committing dedicated time to aligning roles, tracking safety goals, and addressing unit-level safety needs across FM.
- An Oakdale pilot of the Lock Out Tag Out (LOTO) program was successfully completed, resulting in 559 new procedures, a tracking dashboard, and plans to automate AiM documents.

- Building and Landscape Services units implemented new Heat Injury and Illness Prevention Plans to align with the university and OSHA regulation changes.
- FM implemented changes to the Hot Work Program to align roles for capital projects and meet the 2024 International Fire Code (IFC) standards.
- 111 FM employees attended the annual Hawkeye On Safety Conference in September, learning key takeaways like shaping safety in everyday performance and driving innovation.



2025 Hawkeye on Safety Conference participants gather at the Hyatt Regency in Coralville, IA



FM team member highlights UI flood protection measures, as seen in a video developed in collaboration with F&O

- FM partnered with Finance and Operations to share an informational video on UI flood protection measures implemented since the 2008 flood.
- All 530+ roles within Facilities Management were evaluated using the Training Needs Assessment tool, and the compliance system was updated to ensure employees receive accurate safety training.
- FM Custodial teams reduced total workplace incidents by nearly 50% in 2025, meeting their departmental goal.

PRIDE

- FM Landscape Services was featured in a Daily Iowan article and DITV video highlighting their team's essential behind-the-scenes efforts as they gear up for the spring and summer seasons.
- The Landscape Services tree crew was honored with the 2024 Tree Campus Higher Education Award for the 16th consecutive year, a testament to efforts to educate and engage the community about trees and tree management.
- FM's annual Staff Appreciation Picnic took place in August at Gibson Square Park to celebrate staff – 350+ FM and ENGIE employees were in attendance.



FM staff attends the annual FM Staff Appreciation Picnic in August



FM custodial staff cleaning inside the Campus Recreation and Wellness Center

- Custodial held an 88.6% employee retention rate for 2025, surpassing their department goal of 87%.
- The Chilled Water Business Continuity Plan was implemented successfully in just 30 minutes during an unforeseen power issue and quickly restored temperatures to critical facilities across campus.
- Finance and Operations celebrated National Employee Appreciation Day by recognizing staff for their excellence in the workplace.

- The successful first-phase opening of the Health Sciences Academic Building showcased coordinated FM efforts, including standardized AiM workflows, adjusted planner support, aligned stewardship for over 6,000 new assets, and a fully staffed custodial services team to ensure the building was ready for occupancy.
- Over 100 employees across FM completed Lock-Out-Tag-Out (LOTO) refresher training to strengthen compliance and safety awareness.
- Hawk City Productions produced a behind-the-scenes feature of Facilities Management as part of a series showcasing how the university prepares campus for a new academic year.



Lynne Finn, FM Associate Vice President, featured in "Hawkeyes at Home: Back-to-School Edition"



The Susan B. Hancher Memorial Rose Garden

- Multiple landscape features were installed across campus, including the Susan B. Hancher Rose Garden and a prairie in the Seashore greenspace to provide educational opportunities.
- FM staff members were featured in a Finance and Operations campaign that highlighted Iowa alumni during Homecoming week, sharing stories that capture the experiences, memories, and lasting friendships that shaped their time as students.

EMPLOYEE HIGHLIGHTS

Fresh Perspectives

52 new employees joined FM in 2025. All roles contribute to excellence in stewardship, innovation, community, safety, and pride.

52

70

Dedicated to Service

70 employees hit a significant milestone in their years of service in 2025. Whether it's five years or 40 years, our FM employees are dedicated to serving the university.

Getting Recognized

59 employees were recognized through our “Things Done Right” submissions in 2025. Their hard work and dedication did not go unnoticed!

59

17

Celebrating Milestones

17 FM employees retired in 2025. These FM retirees had a total of 389 years of service. Amazing dedication!

THINGS DONE RIGHT HIGHLIGHTS

“Thanks to FM Design & Construction, Fire and Life Safety, Custodial Services, and Building Operations & Maintenance for their huge help in getting the CRWC locker project completed within the tight deadline we had. We are excited to see the new locker rooms in action and Recreational Services is appreciative of each of you and your crews for making this happen.”

“The LIB Special Collections area has historically experienced low humidity during the winter months, which has the potential to cause damage to the valuable books in special collections area. FM’s Building Operations and Maintenance team successfully restored the humidifiers and brought the AHUs back to base condition. As a result, the humidity levels in these areas have remained steady and accurate for the first time in many years. The efforts have made a significant impact on preserving important collections and books and the Special Collections team is grateful for their expertise and hard work.”

“I’d like to extend a heartfelt thank you from Students for Disability Advocacy at Iowa for all the work that the FM GIS mapping team has put into the Campus Accessibility Map this semester. When I initially reached out with suggestions, I had no idea anyone would be interested or take them seriously. It was incredibly encouraging that you and your team were so accommodating and prepared to collaborate with us. It has certainly inspired me to continue the work of creating a more inclusive campus experience for all, because I know there are people like your team who also care about this work. I hope you all know how much of a difference your work has made.”

2025 BY THE NUMBERS

100%

100% accessibility compliance achieved for FM's BuildUI and FM@YourService applications, with work ongoing across the organization.

\$800,000

\$800,000 in funding was allocated to support 17 projects through Asset Optimization Services' Energy & Reliability Fund in its second year.

2,090

2,090 Preventive and 1,307 corrective maintenance work order phases completed on average each month across the maintenance shops.

1,230

1,230 years of service milestones celebrated in 2025.

4,000

4,000 saplings planted to create the largest and second-ever Miyawaki forest in the state.

173

173 projects totaling \$282.7 million were processed through the Utility Partner Capital Project Tracking Tool (UPTT), expanding collaboration through joint training across FM and ENGIE teams.

4,907

4,907 new 360° mapping photos were taken, providing more comprehensive mapping solutions across campus.

21,000

21,000 transactions totaling \$11.7 million were processed through AiM by FM's accounting team.

1,561,627

1,561,627 square feet of carpet were cleaned across all campus buildings – equivalent to over three Kinnick Stadiums.

2,629,485

2,629,485 square feet of hard surfaces were scrubbed, stripped, and waxed – equivalent to nearly 560 basketball courts.

233

233 alarm issues resolved, reducing the Building Automation System (BAS) backlog total.

78%

78% on-time completion rate maintained for FM safety training compliance items, despite a 35% increase in total training items.

LOOKING FORWARD

Facilities Management (FM) remains committed to delivering exceptional day-to-day services while advancing long-term, strategic improvements through the FM 2027 Plan. Aligned with the University of Iowa Strategic Plan, this framework guides how FM identifies, prioritizes, and implements impactful initiatives across campus through three strategic focus areas: People, Customers, and Integrated FM.

Throughout 2025, FM made significant progress on strategic planning and implementation while continuing to deliver reliable daily operations. One key area of advancement was building FM's safety foundation, incorporating safety management into everyday operations and aligning FM with its safety core value. Progress on organizational goals in 2025 strengthened FM's foundation for the future and reaffirmed its dedication to supporting university excellence.

Looking ahead to 2026, FM's focus will be on creating organizational bandwidth to support changes and transitions while improving day-to-day operational service. This approach will allow FM to leverage recent strategic work, support organizational transitions, and remain responsive to evolving campus needs. In 2026, FM will concentrate on advancing six FM goals aligned with the FM 2027 Plan, ensuring continued progress across People, Customers, and Integrated FM while sustaining reliable, high-quality service delivery.

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Facilities Management