

IOWA

Facilities Management

Welcome!

**Monthly Building
Coordinator Meeting
Via Zoom**

May 20, 2026



Stay informed—sign up for alerts!

- FM Utility Outage Alerts

<https://nexus.facilities.uiowa.edu/nexus/utilities/subscriptions>

- Access and Construction Alerts

<https://facilities.uiowa.edu/alert-sign-up>

- IT Alerts

<https://its.uiowa.edu/alerts>

- Hawk Alerts

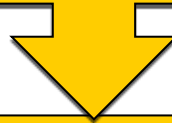
<https://hris.uiowa.edu/>

- My Self Service > Hawk Alert Change

Agenda

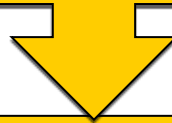
Custodial Requests – Clarification Update

Bryce Steckly, Associate Director – FM Custodial Services



Chilled Water Reliability

Justin Whitty, Associate Director – FM Utilities



Building Operations & Maintenance

Julie Sychra, Director – FM Building Operations and Maintenance

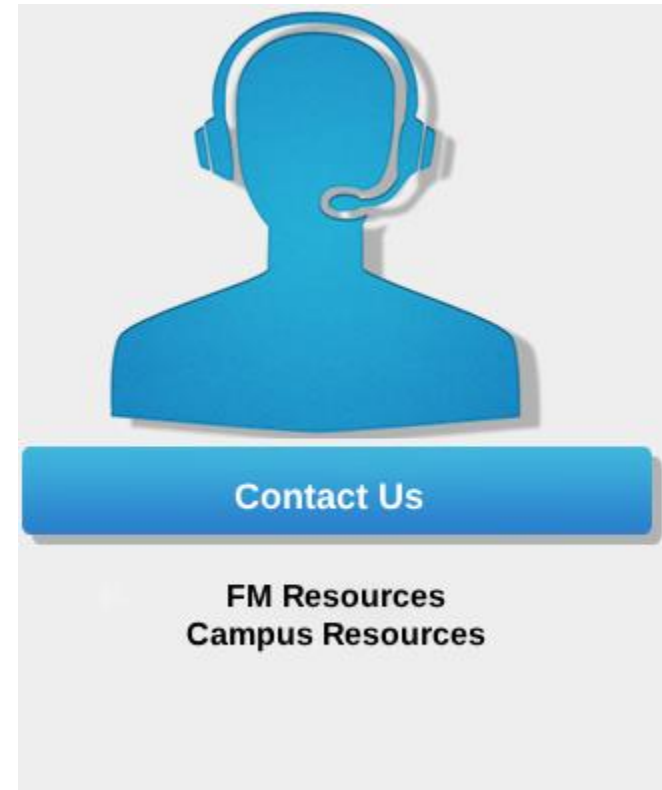
FM Custodial Services Guide

- Office cleaning will be done twice per year, once in the summer months and once over the winter break period. Should service be needed in between these times, please utilize the FM@YourService portal per each situation in the following slides

Office Space	
<p>What to Expect: Carpet and tile is clean but may be worn in high traffic areas. Certain carpet and/or tile stains will remain if we are not able to remove them with spot cleaning techniques. Between biannual surface cleanings, dust build-up and fingerprints will be noticeable. Offices receive less attention because they typically receive the least traffic. Occupants are responsible for cleaning their own desks and surfaces containing personal belongings. Floors are dusted, but stains that cannot be spot cleaned will remain. Dirt buildup may be present around the floorboards and room corners. Facilities Management will respectfully decline to provide service to office areas that are not accessible, or our service may damage or interfere with room contents. Facilities Management is instructed to lock office spaces after cleaning. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.</p>	
Frequency	Task
Biannually, during summer and winter breaks	Empty trash bins; place tied trash in the hallway during interim cleaning; vacuum, sweep/mop as room contents allow and conditions warrant; dust empty horizontal surfaces such as windowsills, baseboards and fixtures; clean door handles and frames and light switches. Occupant is responsible to empty office recycle bin into a central location in the hallways.
Annually	Clean carpet, if necessary, as time and staffing levels allow, and if carpet condition can withstand cleaning; scrub and refinish hard surface floors only while office is empty; clean walls, as needed. Annual cleaning is accomplished through cooperation with occupants
As requested	Private office cleaning is available on request through the FM@YourService, between occupancies, please request private office cleaning through FM@YourService, Facilities Management Custodial Services ask that all carpet stains get reported as soon as possible so that the custodial staff have a better chance of completely removing the stain.

FM@YS Blue Button

- Office cleaning will be done twice per year, once in the summer months and once over the winter break period.
- Should service be needed in between these times, please utilize the FM@YourService portal blue button to request the office cleaning.
- If current staffing in the building allows, Custodial Services will clean the office. Most often this is the case!



FM@YS Yellow Button

- Anything that requires an MFK
- Examples: Event cleaning in your building, cleaning of specialized spaces such as IT or server rooms, and cleaning of loading dock areas

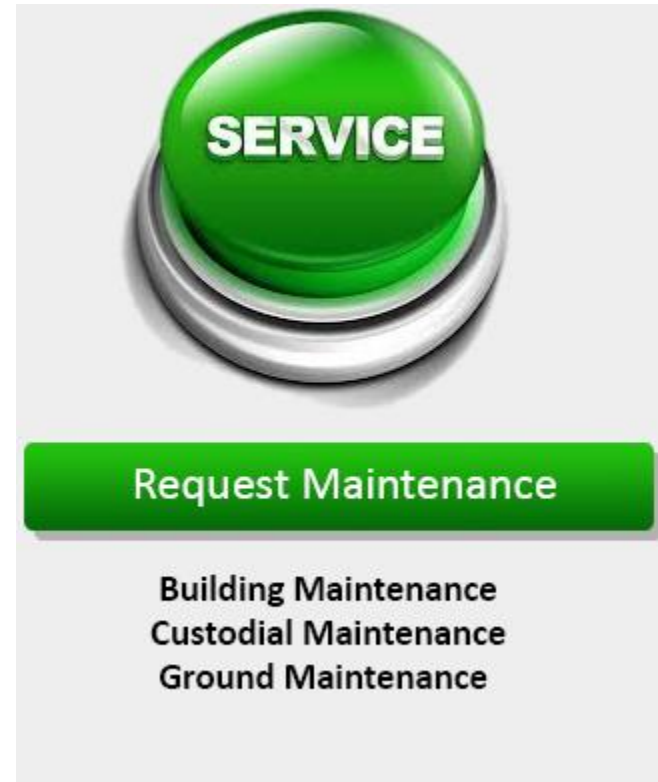


Departmental Work Order Request

Install/Hang Small Items
Request Work Estimate

FM@YS Green Button

- No MFK Required
- FM Custodial Services will clean an office when it is in between occupants. Please request through the FM@YourService portal using the GREEN BUTTON.



FM Custodial Services

Questions?

Bryce Steckly

Associate Director, FM Custodial Services

319-530-6333

Bryce-Steckly@uiowa.edu

Chilled Water Reliability

Justin Whitty

Associate Director FM Utilities

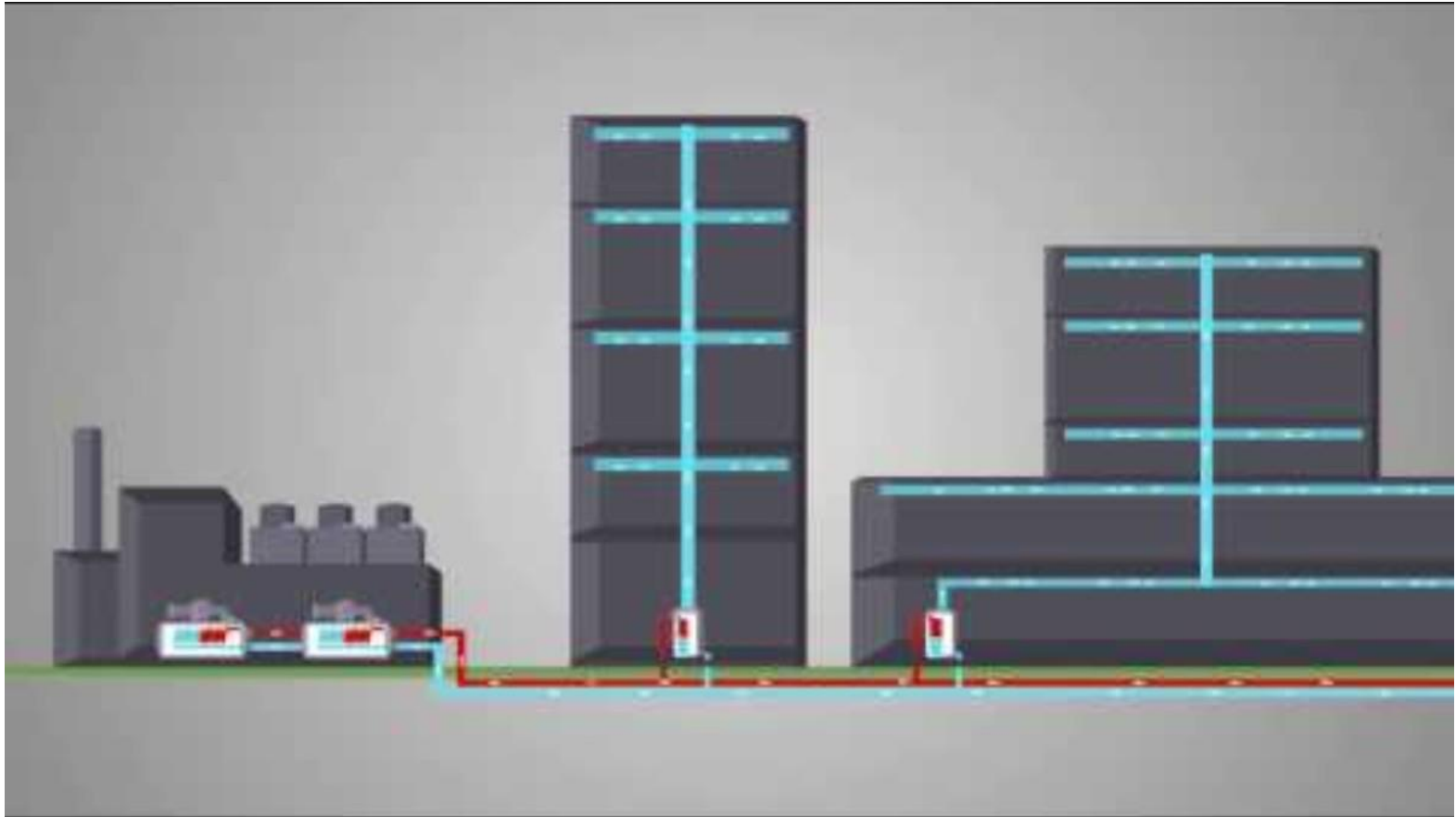
Agenda



- What is Chilled Water?
- What is a Business Continuity Plan?
- Who is responsible?
 - Role clarity for Customer/ENGIE/FM
- Upcoming Test
- Communication
- Takeaways/Questions

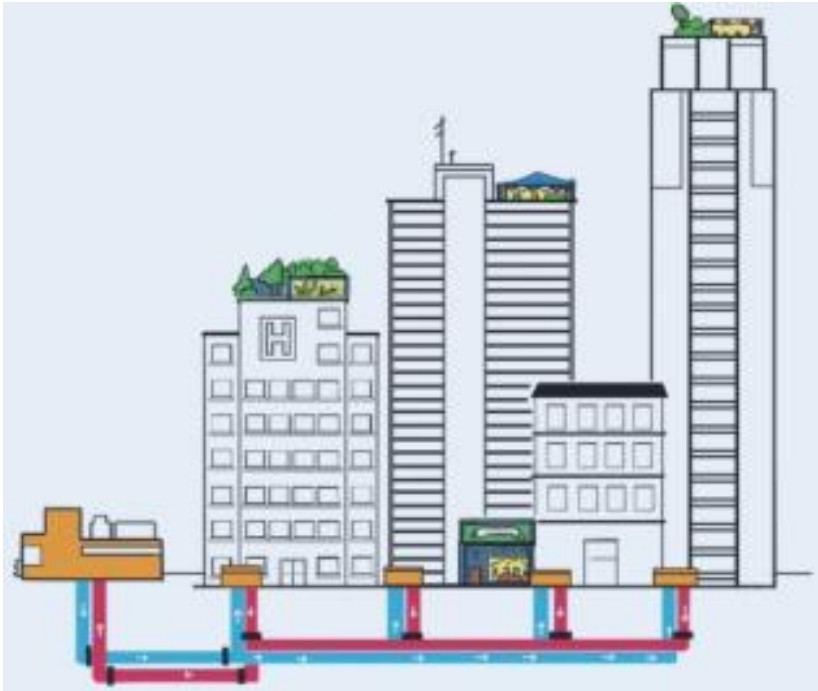
[This Photo](#) by Unknown Author is licensed under [CC BY-NC-ND](#)

District Cooling at Iowa



<https://youtu.be/tEh16-NusuQ?si=CsNho2EWXYjVyblN>

International District Energy Association



The International District Energy Association (IDEA) is a 501(c)(6) nonprofit industry association founded in the United States in 1909. IDEA has extensive experience in highly reliable thermal networks, combined heat and power, thermal storage and clean energy management to optimize energy efficiency, emissions reductions and sustainable solutions for mission-critical and community-scale markets.

Chilled Water Business Continuity Plan



- What is CWBCP?
- Who is responsible?
 - Role clarity for Customer/ENGINE/FM
- Upcoming Test
- Communication
 - Test
 - Real Event
- Next steps

What is the plan for?



Validate recovery path after a chilled water incident

Validate controls logic operates correctly

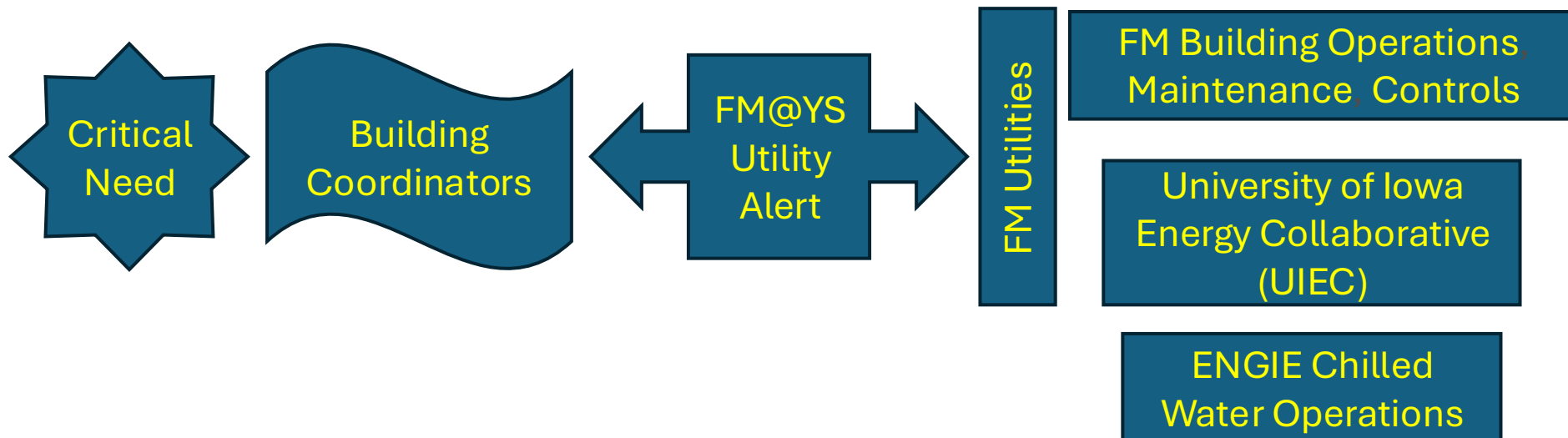
Validate coordination channels and habits

Protect critical loads in an emergency

Improve campus confidence in system reliability

People who Support The Plan

- Protecting critical cooling needs for life safety, labs, and research is our shared stewardship responsibility



2026 Test – Tuesday June 9th

7:45 AM – Pre-Check Call; ENGIE Ops; FM Controls;
BOM; FM Utilities

8:00 AM – Test Notice Sent “CWBCP test today”

8:30 AM – Start Test

- Activate Building Automation System program

8:30–9:30 AM – Monitor & Verify

- Verify non-critical equipment shuts down and critical equipment stays online
- Monitor pumps and valve behavior
- Document issues in real time

9:30–10:00 AM – Return to Normal

- Deactivate program; verify restarts
- Confirm stability with ENGIE / Controls / BOM.

10:15 AM – All-Clear Message

- Systems returned to normal

Consistency

- Current plan developed in 2019
- Third annual test with ENGIE in 2026
- Implemented 3 times since 2024
- Focused on continuous improvement, innovation, and reliability



Plan in Action: Incident

9/15/2025 3:27 PM

Electrical Outage - MidAm Transmission Line Fault - 9/15/2025

Engie is responding to a Mid-AM transmission line fault that caused a power interruption (significant voltage drop) to the grid including Main and Oakdale campus. All steam and chilled water production plants have been impacted. Teams are developing recovery plans now.

Plan in Action: Response

9/15/2025 4:13 PM

Main Campus Chilled Water Business Continuity (CWBCP) plan has been enacted to help the system recover faster - Engie requested, FM team met at 3:45 pm to discuss, and CWBCP started at 3:50 pm. FM@YourService sent CWBCP to campus.

Not all chiller plants were lost; however, some buildings are seeing high temperatures. Steam system is recovering. We will meet with BOM, Controls, and Utilities to discuss next steps.

9/15/2025 4:17 PM

CWP3 is on slow roll. YD failed to start so Engie will focus on other units.

Oakdale 2 operators on site and stabilizing plant. No issues identified.

Main campus has 4 electric chillers online and slowly recovering loop.

Plan in Action: Communication

9/15/2025 4:21 PM

Customer updates Hospital/CCOM - Phone call from Spenser/Follow-up from Ben; Andy Kuse, Jason Miller and Chad Core shared the hospital and CCOM are recovering and restarting AHU's - systems are stabilizing. Hospital did see a high of 73 Chilled Water supply and is going down to 60 (normal is 52F).

No OR impact.

IT teams/Jerry Protheroe - email; are aware of impact and sending teams to LC to support.

OAR/Dr. Sheets - phone call from Mitchell; teams contacted by FM Controls team (Mitchell) for awareness.

Sterilization Team - Email, update from Ty Miller to on call team.

Plan in Action: Restoration of Service

9/15/2025 5:25 PM

OM7 online and ramping up.

Lowering few interfaces of hospital to raise system pressure. (Won't impact their cooling.)

9/15/2025 6:17 PM

CW is back on line and team has started bring back groups of buildings.

9/15/2025 6:28 PM

Team is currently bringing back all buildings.

Plan in Action: Day After

9/16/2025 5:29 AM (edited)

System status back to normal around 7:00 to 7:30. FM CWBCP team checked-in at 7:30 with all BOM managers and Controls team present. Engie requested all building be put back online; decision to lift CWBCP finalized. FM@YourService (Steph) reported several issues and these were communicated to BOM managers and on-call via the meeting.

9/16/2025 5:29 AM

CWBCP - All Clear sent out by FM@YourService to Building Coordinator group at 7:55 pm. Email from Steph with AiM reference information for the event.

Takeaways

- A plan exists (it's not ad-hoc)
- Critical buildings are protected (intentional distinction)
- Communication comes through official utility alerts
- It's practiced, tested, and used (not theoretical)
- We need your input and feedback (continuous improvement)
- Building Coordinators are not expected to diagnose issues or respond, just be informed

Building Coordinators May 2026

Questions? Thank you!

→ uiowa.edu

Justin Whitty
Associate Director Utilities and Energy
FM Utilities

312-719-9652
Justin-Whitty@uiowa.edu

BUILDING OPERATIONS & MAINTENANCE

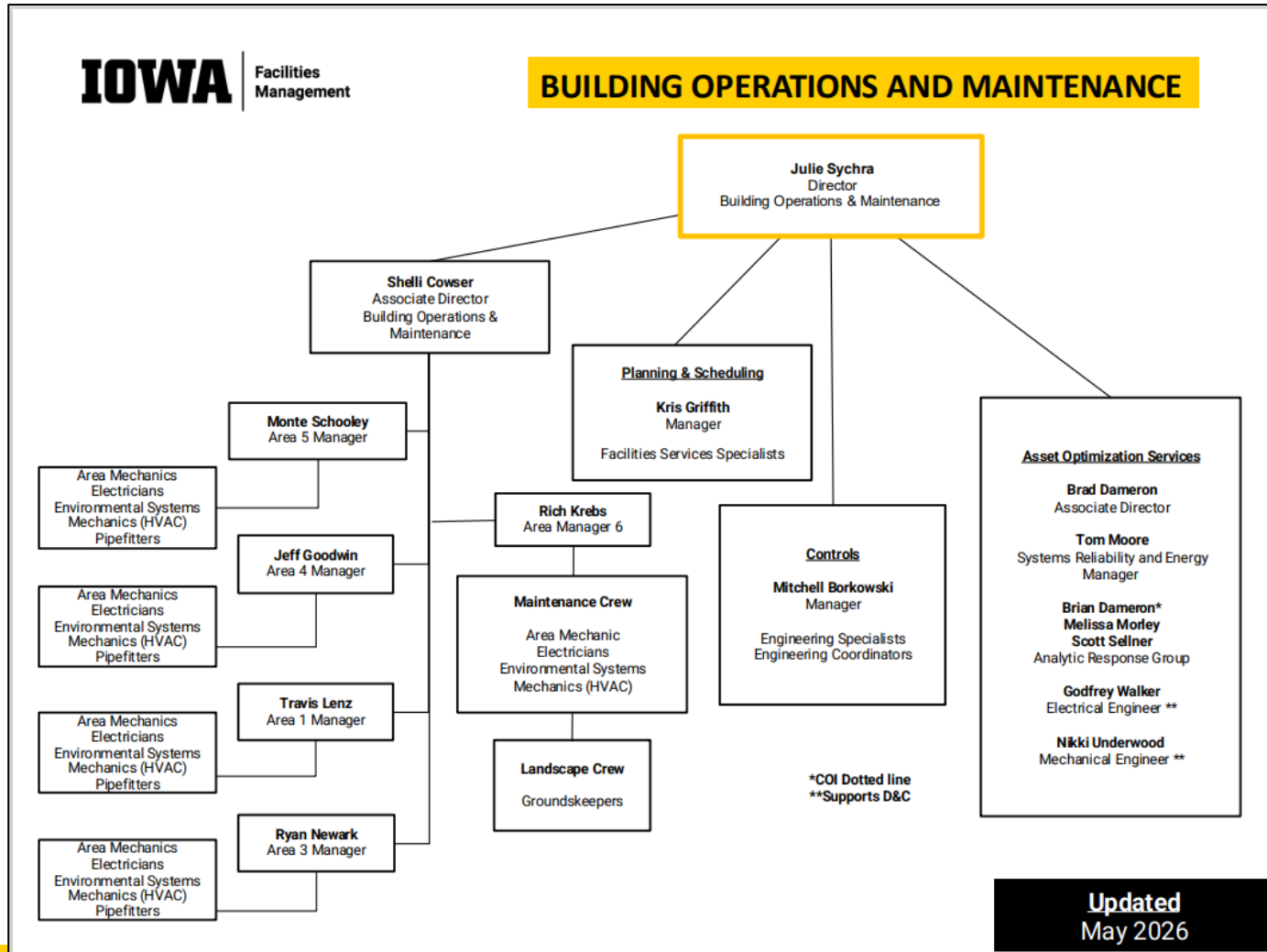
May 2026

Building Coordinator Meeting

Agenda for Building Operations & Maintenance

- The Team
- FM Services Guide Connection
- AiM FM Workflow Overview & Work Results
- FM 2027 Plan Goals, Work Order Dashboard

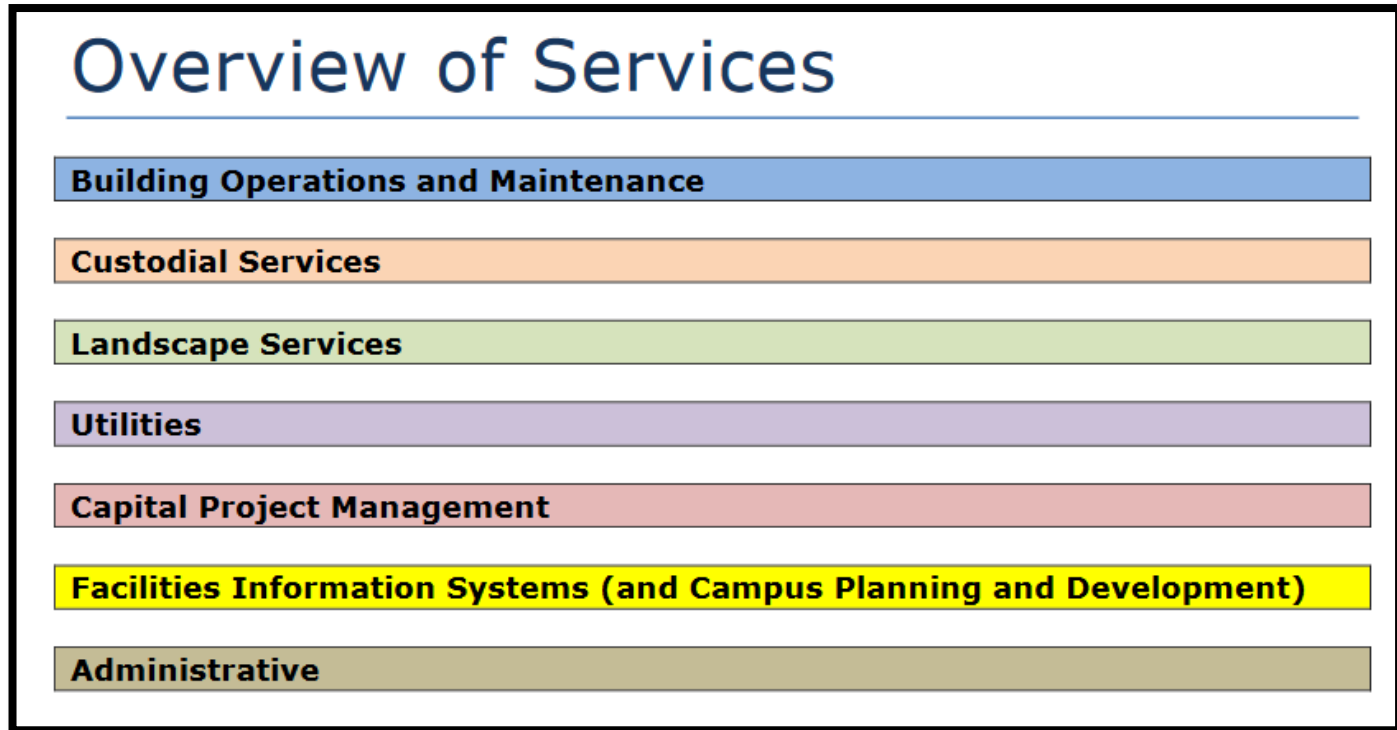
Building Operations & Maintenance Organizational Chart



FM Service Guide

<https://facilities.uiowa.edu/fm-services-guide>

→ Building Operations & Maintenance is 'blue'



FM Services Guide

<https://facilities.uiowa.edu/fm-services-guide>

Building Operations and Maintenance

Facilities Management services, operates and maintains general fund buildings. Routine maintenance and repairs (interior and exterior) are provided according to the service and corresponding funding levels. Support for auxiliary operations is on a fee-for-service model. If exceptions are requested, documented approval from the AVP will be necessary.

Stewardship Strategies

Facilities Management BLS teams take seriously our responsibility to manage the assets that are entrusted to our care. To this end, we have incorporated proactive maintenance strategies to optimize building operations and provide a stable and engaging physical environment for the programs within. We conduct planned and scheduled checks on building systems to detect equipment issues prior to failure. In certain buildings, we use Fault Detection Diagnostics (FDD) to analyze equipment and building automation data to proactively identify issues.

Facilities Management responds to major emergencies caused by building system failures, accidents or weather events. Depending on scope, supplemental funding from risk management or central administration may be required.

Funding

Facilities Management is funded for support of the following in General Education Funded (GEF) buildings.

Building Operations and Maintenance

What to Expect: Funding for the daily operations and repair of these systems and equipment is in place through the GEF allocation, using the response standards published here. FM will also utilize technology to offer advanced methods to optimize building performance in those buildings where available. This includes predictive and preventative maintenance measures. The GEF allocation also allows for more major repairs (up to \$100,000) for a limited number of projects annually. Facilities Management will utilize customer feedback, Facilities Condition Assessment (FCA) information, the cost of operations and other factors to determine repair priorities. Weather events causing damage to facilities may affect the scheduled priorities. Critical mechanical and building envelope systems will generally carry a higher priority. Major capital reinvestments, such as system replacement, are funded through an annual block allocation funding process. Facilities Management will utilize input from shared governance groups, Campus Planning, FCA and institutional priorities to assign priority for funding. Capital reinvestment work may be limited by funding availability and campus or building capacity for disruption.

Category	Examples:
Building Envelope	Doors (hardware questions should be directed to Key and Access Services) Roofs Windows
Building Systems	Backflow preventers associated with building utilities Building automation systems Electrical (general power, lighting, emergency/exit lighting, spotlights) Elevators Fire systems (alarms, required extinguishers, protection)
	Heating, ventilating, and air conditioning Plumbing Stairs/ramps/railings Utilities supporting specialty rooms
Equipment	Building maintenance hoists and cranes Central lab air/vacuum systems and lab water systems (soft water, RO/DI) Fencing Fume hood controls Loading docks and equipment Plaster traps Snowmelt Systems Window AC units – repair of existing

FM Services Guide – additional detail

<https://facilities.uiowa.edu/fm-services-guide>

Finishes	
What to Expect: Repair and replacement of interior finishes are prioritized by severity of condition and are not performed on any pre-determined schedule. The timing of work is determined by the needs of customers and maintenance area managers/supervisors. (For example, campus planning will need to be aligned with priorities.)	
Service	Notes
Interior Finishes	Cabinetry Carpentry Ceilings Floors (including waxing) Painting and associated lead abatement Standard window coverings and blinds Walls and wall coverings

A small portion of FM's work is related to departmental equipment. This work is not GEF funded, FM frequently has the equipment with the work and will do so utilizing a departmental Management fee.

Facilities Management is not funded for support of equipment or systems. This would include installation, maintenance, repair/replacement and compliance. Management provides services on a time/material basis for departmental equipment and related systems in GEF funded buildings. Work is directed to FM@YourService through our customer service portal. Departments wishing to provide their own work, with a Management fee, should contact FM below. All work must meet university standards and be approved by FM as being a first point of contact to help customers to fulfill their needs.

Maintenance of Departmental/Specialty Systems (not GEF funded)

What to Expect: Removal costs associated with departmental equipment. Demolition for departmental project work will be departmental. Removal related to departmental work will have an associated fee.

Restrictions	Examples (not an inclusive list)
Due to potential connections to building systems, work must be completed by Facilities Management	Dumbwaiters Fume hoods—replacement Heating, ventilation, air conditioning controls, etc.) and plumbing equipment Railings/stairs/ramps for departmental equipment Animal systems and waste disposal Audio visual components and monitors (repair following removal) Backflow preventers associated with departmental equipment Clocks in departmental spaces Cubicles and partitions Departmental shop equipment Departmental storage caging/inventory systems Dust collectors Fired devices Fire protection—specialty/standalone units Insulation for departmental equipment Lab gas, water systems Lifts and hoists (including department specific loading docks) Specialty electrical systems—lab specific, vending power, departmental equipment, specialty lighting, etc. Specialty hoods—BioSafety cabinets, tissue culture hoods, kitchen hoods, etc. Specialty rooms (chambers/environmental/manufacturing)—repair/replacement and initial utilities installation Window AC units –installation of new
Prior consultation or approval from Facilities Management is required if equipment is connected to building systems	

Facilities Management provides other special services not directly related to the stewardship of the buildings. These services typically have a fee-for-service component.

Examples of Other Special Services

Questions regarding these examples or other specific situations can be directed to FM@YourService via the Customer Service Portal - Search Answers and Contact Us (blue button).

Service	Notes
AED Maintenance	Departments fund initial purchase. Department of Public Safety (DPS) provides installation and annual service, FM provides replacement parts.
Artwork Maintenance	All maintenance, repair and replacement associated with statues, paintings, and digital art falls outside of GEF funding and instead would be funded by the sponsoring department.
Damage	Damages caused by the public; college/department will be handled by FM/DPS/Risk Management/Department resources depending on the circumstances frequently resulting in cost recovery from a source other than GEF funding.
Eyewash and Shower	GEF funds support the weekly testing of units in public and custodial spaces by FM staff. GEF funds support the annual testing of all units by FM staff. New departmental installations in lab spaces are the responsibility of the department. Non-annual testing and repair of units in lab spaces are the responsibility of the department.
Pest Control	Pest Control for GEF funds buildings occur at scheduled frequencies. Pest Control needed due to department-related issues will require a fee-for-service.
Signage	Required code signage will be provided for GEF spaces, along with exterior building identification per campus standards. Departments will fund departmental directories and custom signage. Signage is a large category that is best discussed on a case-by-case basis with an FM partner.

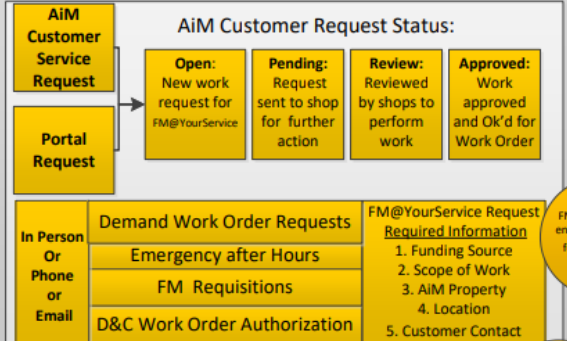
AiM FM Workflow

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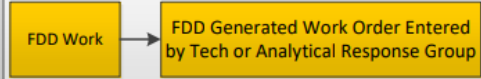
Facilities Management

Revision #9 4/27/2022

FM@YourService Request Process:



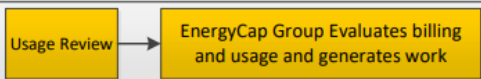
FDD Work Order Process:



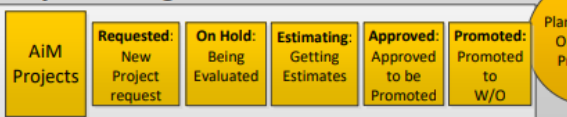
Quick Work Order Process:



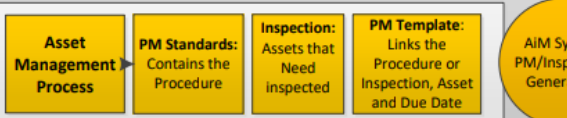
EnergyCap Work Order Process:



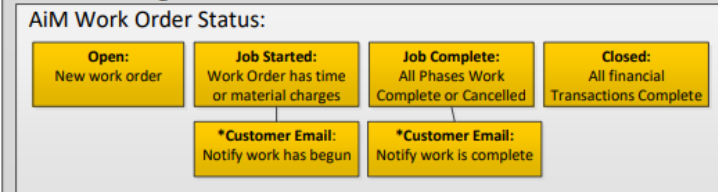
Project Management Process:



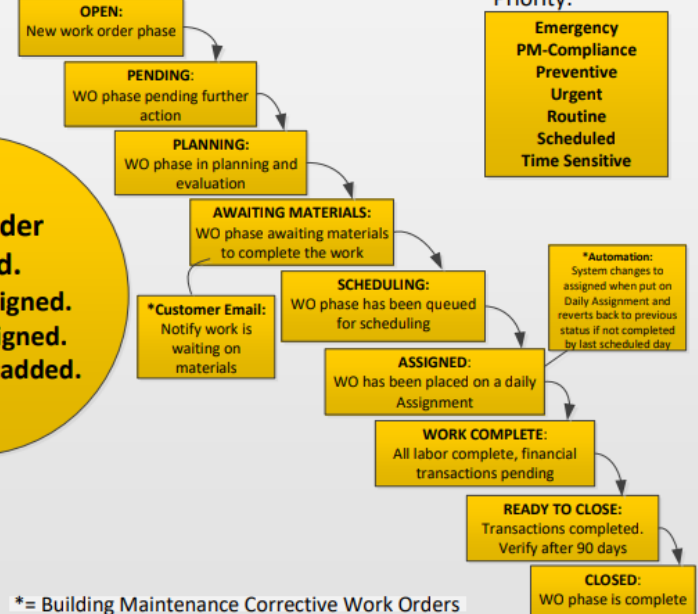
Preventative Maintenance Process:



Work Management Process:

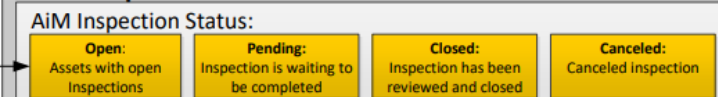


AiM Phase Status:



*= Building Maintenance Corrective Work Orders

Asset Inspection Process:



AiM Work Order Created. Number Assigned. Priority Assigned. Shop phases added.

IOWA

FM Building Operations & Maintenance

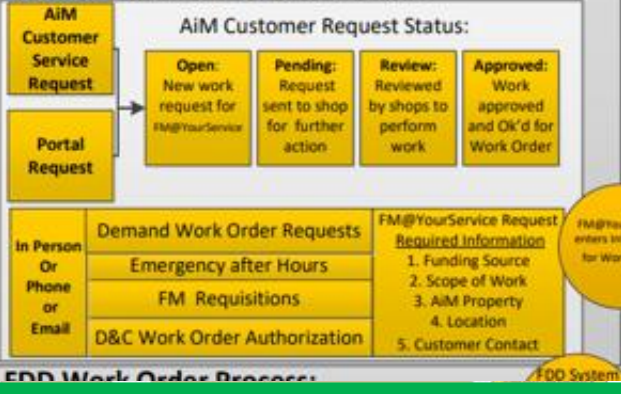
AiM FM Workflow

IOWA

Facilities Management

Revision #9 4/27/2022

FM@YourService Request Process:



Green & Yellow Portal Requests

IOWA Facilities Management FM@YourService

Welcome Julie! How may we assist you? I want to...

FM@YourService portal allows for electronically submitting non emergency requests to Facilities Management.

For emergencies, please call 319-335-5071, 24/7.

[Click here for site instructions](#)

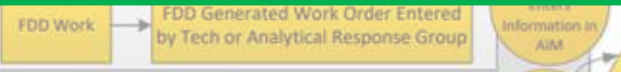
Request Maintenance

- Building Maintenance
- Custodial Maintenance
- Ground Maintenance

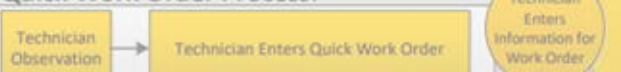
Order Work or Keys

- Get Keys
- Install/Hang Small Items

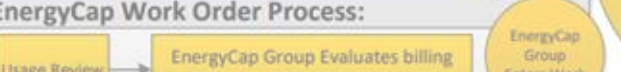
FDD Work Order Process:



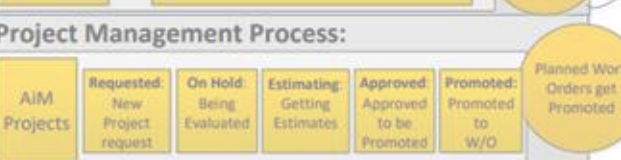
Quick Work Order Process:



EnergyCap Work Order Process:



Project Management Process:



Preventative Maintenance Process:



Work Order Number Priority Shop p

Transactions completed. Verify after 90 days

*= Building Maintenance Corrective Work Orders

CLOSED: WQ phase is complete

Asset Inspection Process:



IOWA

FM Building Operations & Maintenance

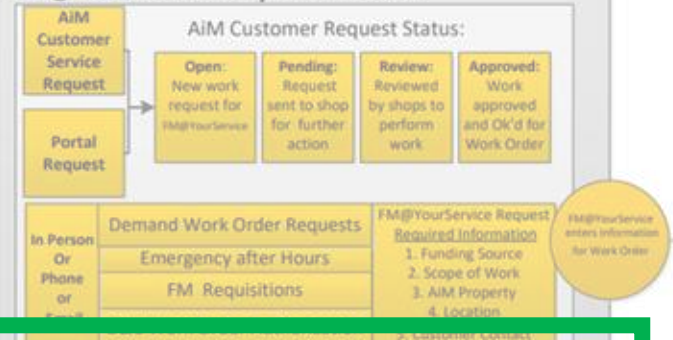
AiM FM Workflow

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Facilities Management

Revision #9 4/27/2022

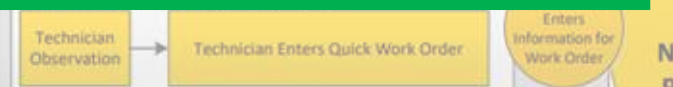
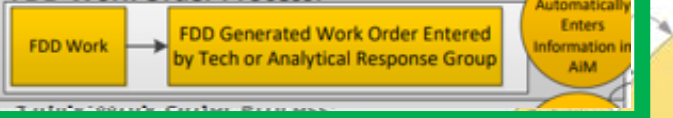
FM@YourService Request Process:



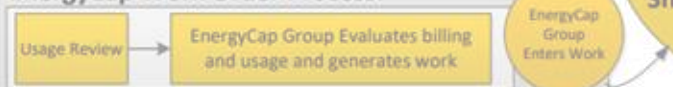
Work Management Process:



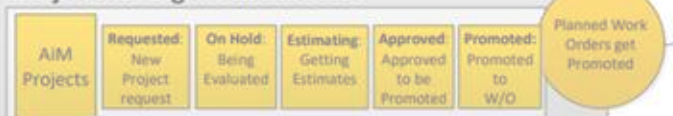
FDD Work Order Process:



EnergyCap Work Order Process:



Project Management Process:



Preventative Maintenance Process:



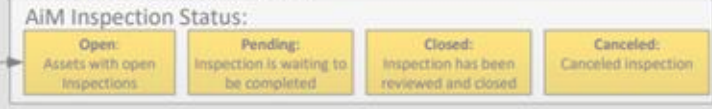
Building performance optimization

AOS has the expertise and capacity to ensure the university's assets are operating efficiently and to troubleshoot complex building performance issues and discover innovative solutions by leveraging real-time data.

[VIEW BUILDING OPTIMIZATION EXAMPLE →](#)

* = Building Maintenance Corrective Work Orders W/O phase is complete

Asset Inspection Process:



Fault Detection & Diagnostics

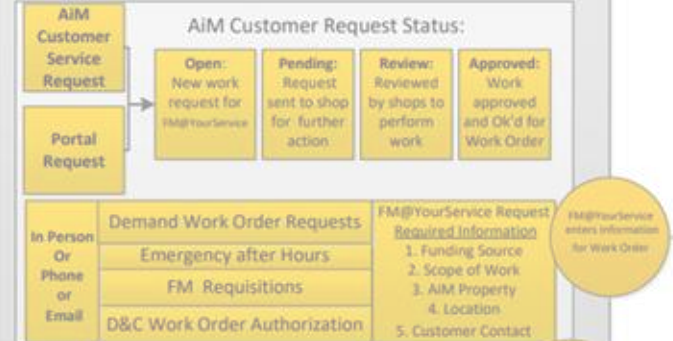
AiM FM Workflow

IOWA

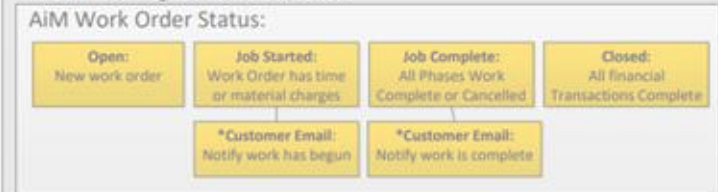
Facilities Management

Revision #9 4/27/2022

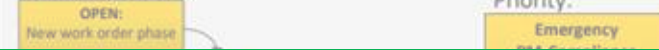
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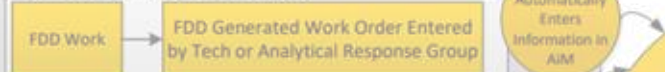
Work Management Process:



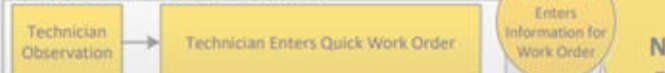
AIM Phase Status:



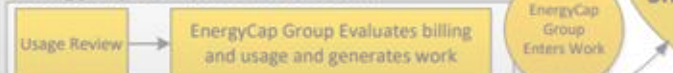
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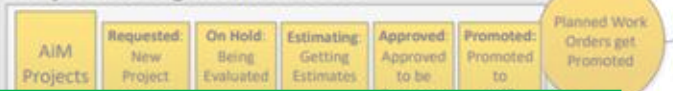
Quick Work Order Process:



EnergyCap Work Order Process:



Project Management Process:



Preventative Maintenance Process:



PMs

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FM Building Operations & Maintenance

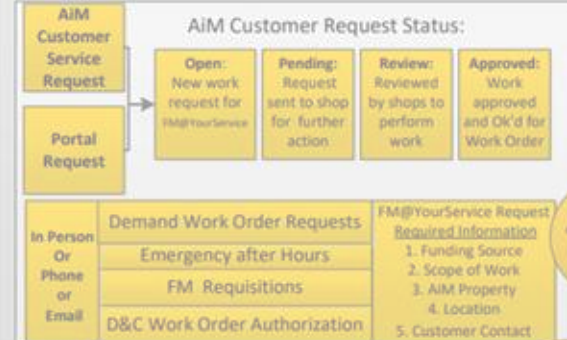
AiM FM Workflow

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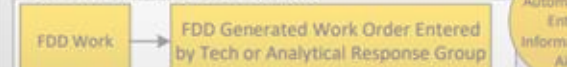
Facilities Management

Revision #9 4/27/2022

FM@YourService Request Process:



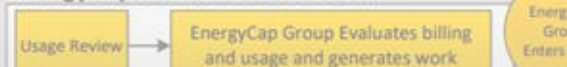
FDD Work Order Process:



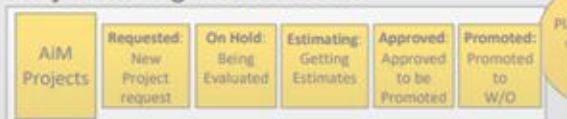
Quick Work Order Process:



EnergyCap Work Order Process:



Project Management Process:



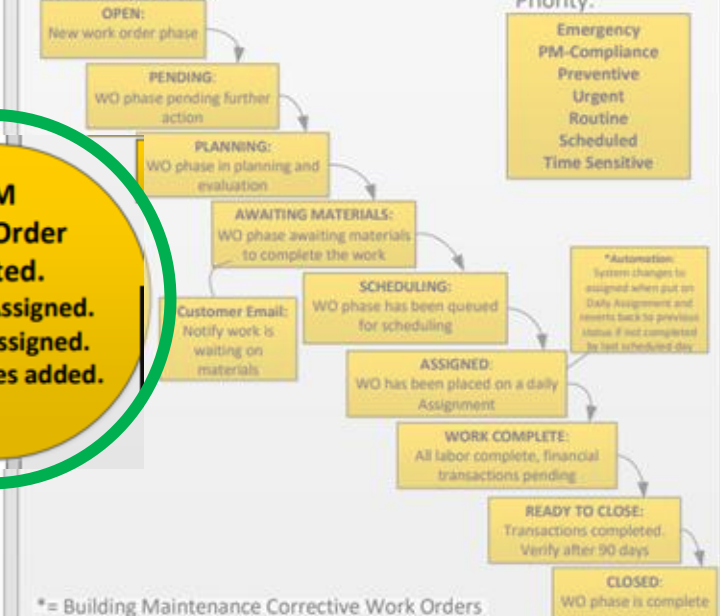
Preventative Maintenance Process:



Work Management Process:



AiM Phase Status:



AiM Work Order Created. Number Assigned. Priority Assigned. Shop phases added.

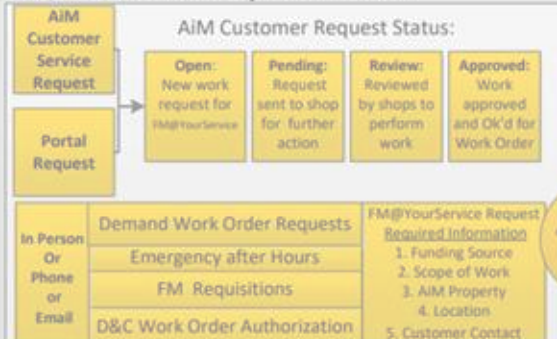
AiM FM Workflow

IOWA

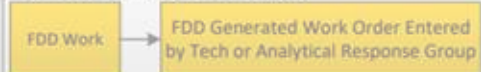
Facilities Management

Revision #9 4/27/2022

FM@YourService Request Process:



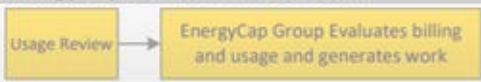
FDD Work Order Process:



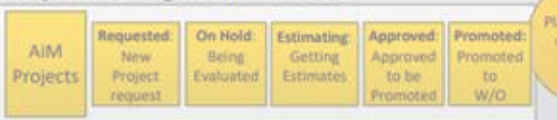
Quick Work Order Process:



EnergyCap Work Order Process:



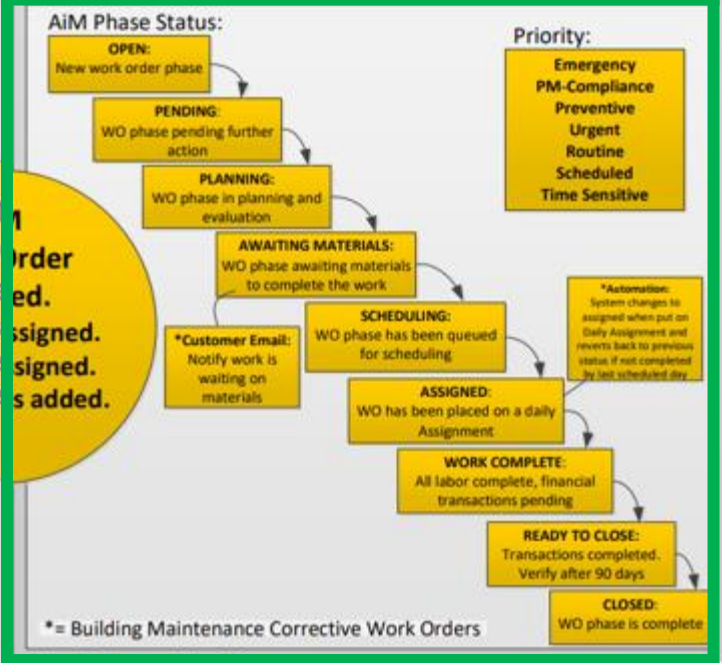
Project Management Process:



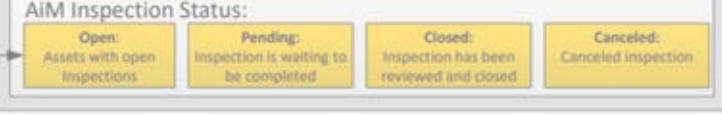
Preventative Maintenance Process:



Work Management Process:



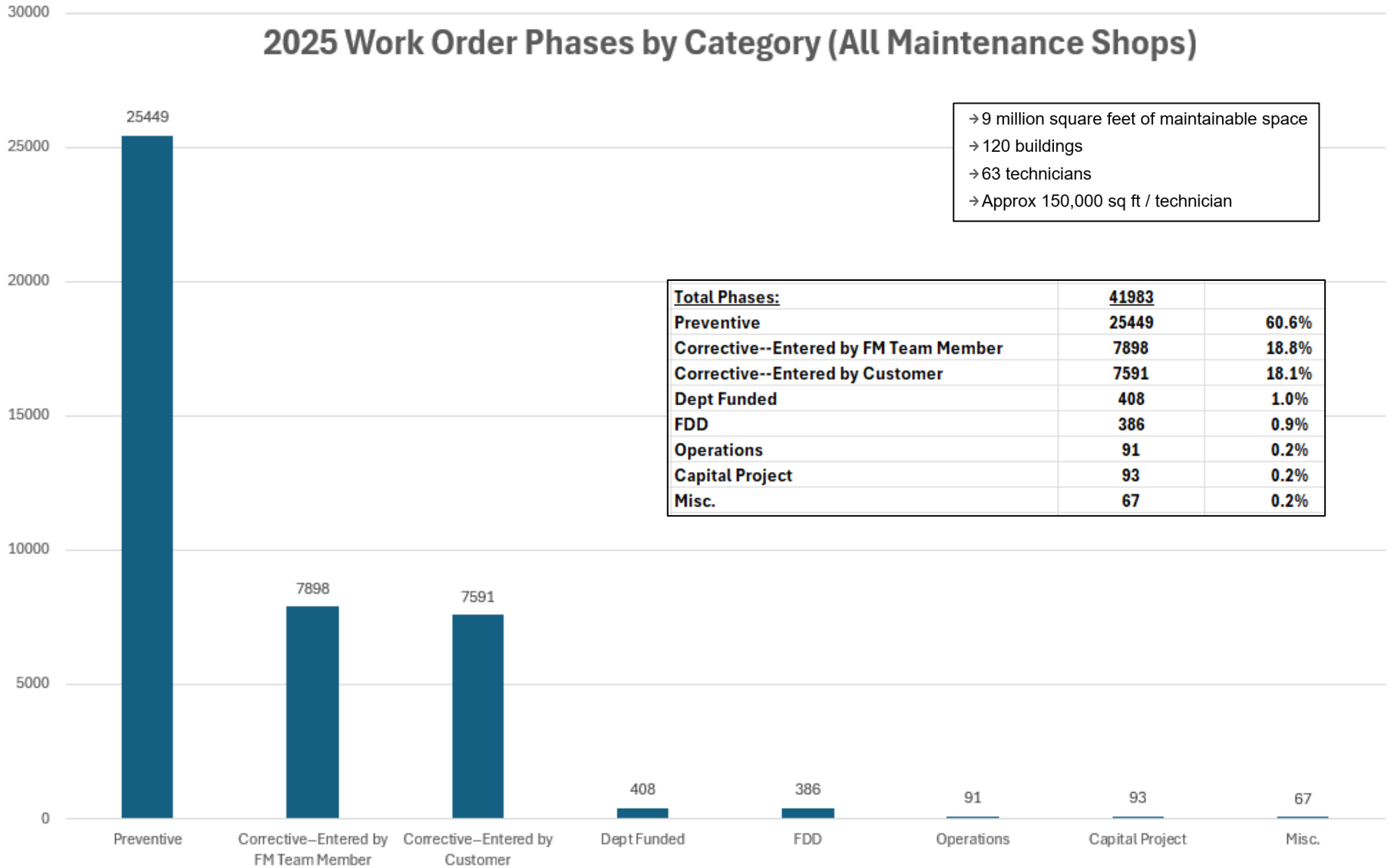
Asset Inspection Process:



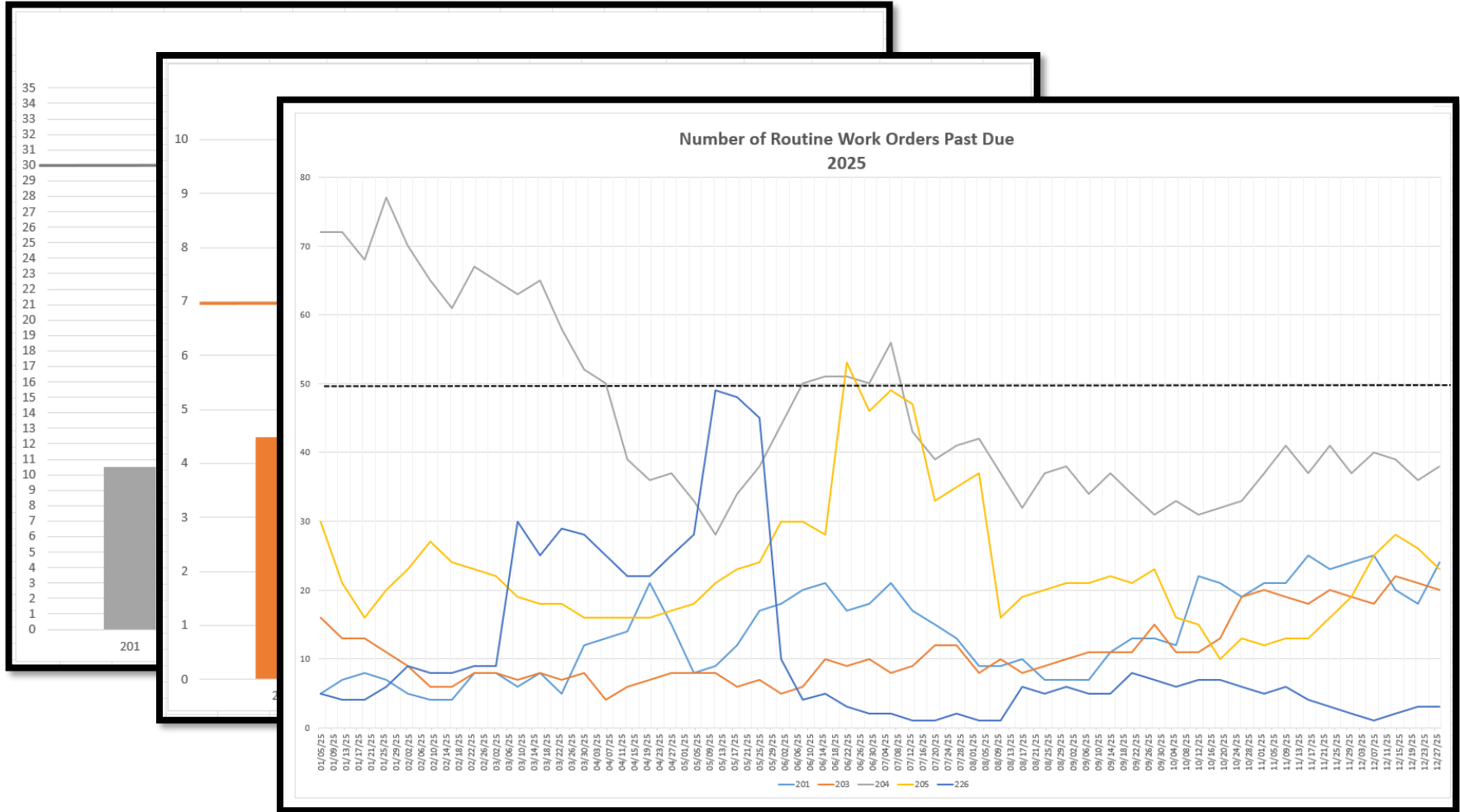
Work Order level

Phase level

2025 Work Order Phases by Category (All Maintenance Shops)



AiM FM Workflow



Sightlines/Gordian ROPA Analysis

IOWA

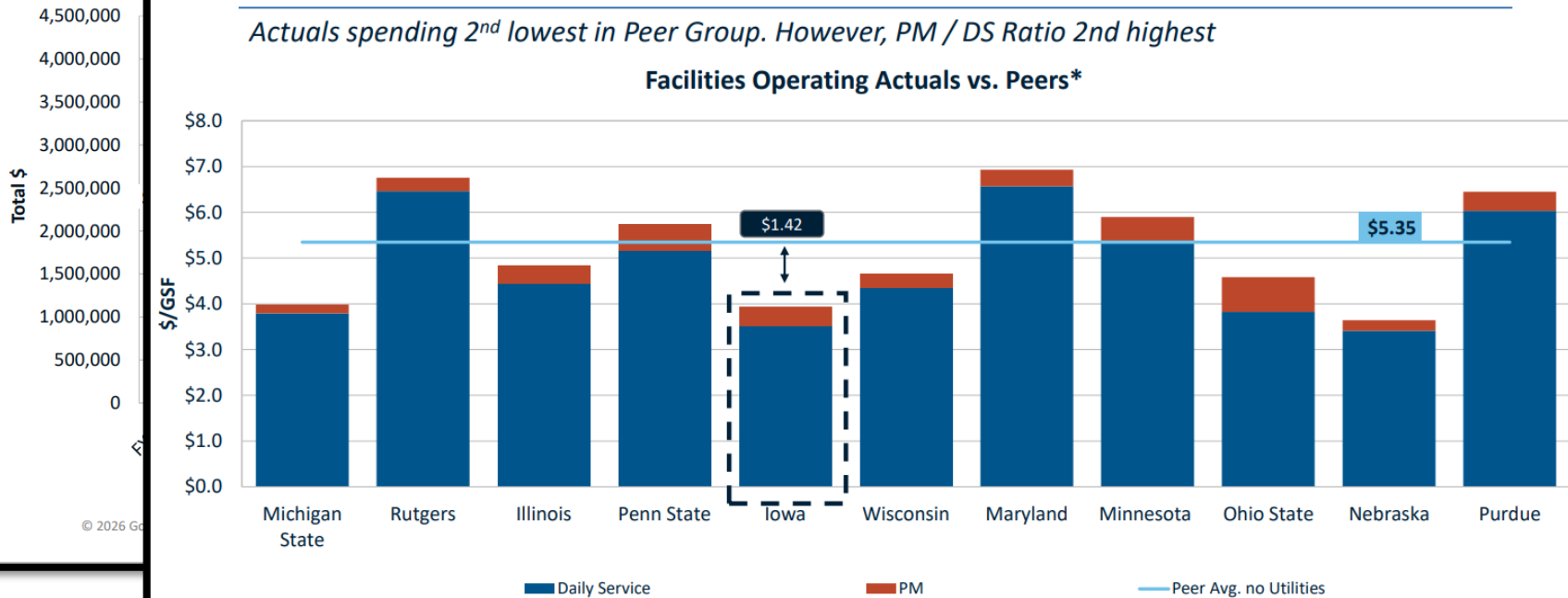
Preventative Maintenance Has Doubled in Past 10 Years

IOWA

Facilities Operating Actuals Below Peers

Actuals spending 2nd lowest in Peer Group. However, PM / DS Ratio 2nd highest

Facilities Operating Actuals vs. Peers*



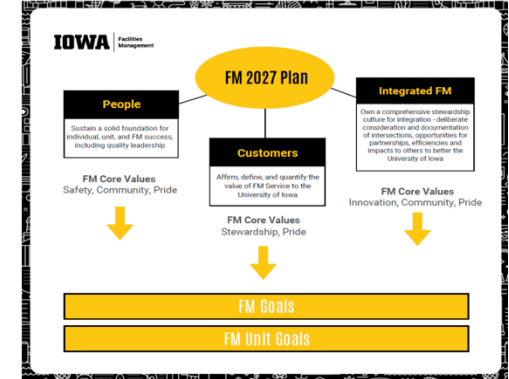
© 2026 Gordian, Inc. All Rights Reserved. *Regional Cost Adjustment Applied to Peers

Peers are arranged by Technical Complexity



IOWA

FM 2027 Plan Building Operations & Maintenance Goals



People:

- Implement LOTO Program Process Improvements
- Operationalize AOS Top 3-5 Reliability focus, building optimization support
- Comprehensive review of alarms and overrides
- Switchover SOP documentation
- Identify top needs and implement training

Customers:

- Improve customer experience with Construction Services delivery and AiM FM Workflow
- Update FM Services Guide to more fully capture BOM Services
- Implement asset-funded work orders for building maintenance corrective requests
- • Customer Engagement: Visibility to work order schedules and backlog by building

Integrated FM:

- AiM FM Workflow Improvements (consistent scheduling cadence, evolve monthly tracking)
- Advance Preventive Maintenance Optimization (PMO)
- HSAB Stewardship Readiness Pilot
- Support Refrigerant Program Compliance

Work Order Dashboard

Active Work Orders by Building

0075 - College of Public Health Building



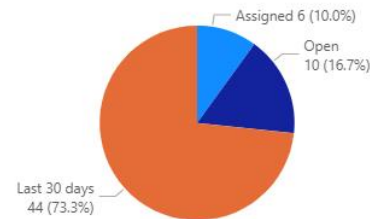
Executive Summary:

For College Of Public Health Building, there are **6** assigned work items, **10** open work items and **44** completed work items since last one month.

(Click on the Bar lines for WO details)

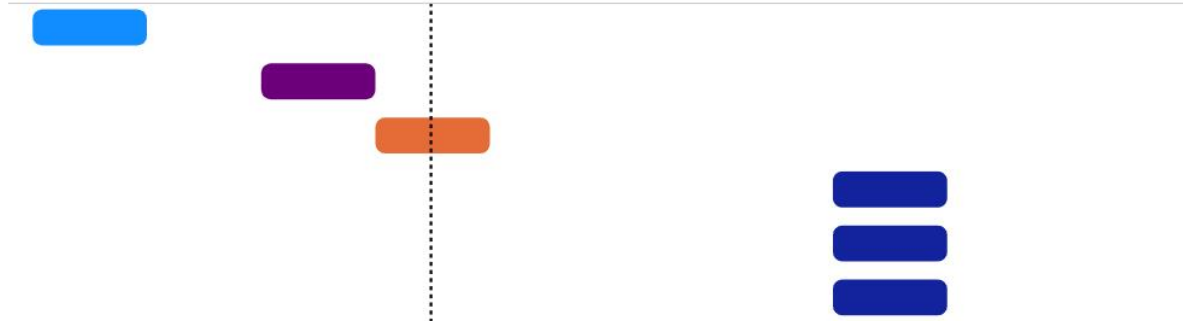
Shop	Description
00201	East Campus Maintenance Area 1
00203	East Campus Maintenance Area 3
00204	West Campus Maintenance Area 4
00205	West Campus Maintenance Area 5
00226	Oakdale Building Operations

Work Orders



Gantt Open WOs Completed

Apr 27 Apr 28 Apr 29 Apr 30 May 01 May 02 May 03 May 04 May 05



Refreshed at: 04/30/2026 06:00 AM

Thank You

We appreciate your partnership!

Julie Sychra, Director - FM Building Operations & Maintenance

319-335-4050

Julie-Sychra@uiowa.edu

Next meeting:

**June 17, 2026 – ZOOM
11:00 AM – 12:00 PM**

**Thank you for attending the Building
Coordinators meeting!**

