

FACILITIES MANAGEMENT SERVICES GUIDE

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Mission, Vision and Core Values

Our Mission

Providing a physical environment that supports university excellence.

Our Vision

Always there, always the best.

Our 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 on 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.

A Message from the Facilities Management Team

The employees of Facilities Management are proud to serve the campus community in support of the university's mission. This guide describes the various types and forms of services provided by Facilities Management. A common theme to our work is one of stewardship – we strive to find solutions and alternatives that provide the best sustainable outcomes through exceptional results and advice. With a focus on continuous improvement, we use industry standards and best practices as our goal. We evaluate our performance and effectiveness based on customer input and comparisons to peer institutions.

Overview of Facilities Management

Facilities Management (FM) provides services and support to many areas of campus. We receive General Education Funding (GEF) to support the baseline service levels for the academic and administrative functions of the university. Auxiliary buildings and programs that are outside of the general education fund are not included in this budget; however, Facilities Management may provide services on a fee-for-service basis. Housing and Dining, Athletics and UIHC are the major non-GEF customers of Facilities Management. Additionally, Facilities Management provides service and support for other activities, spaces and equipment that are funded outside of the general education fund, also on a fee-for-service basis. Research equipment, artwork, animal care and capital project delivery are examples of the major groups of items that fall into this category. There are times when systems can be intertwined, so Facilities Management will create a well understood and documented agreement to describe this arrangement.

The current service level is protected by increased financial support to service additional buildings and spaces added to the GEF inventory.

Facilities Management carefully manages resources to meet service expectations and coordinates overall stewardship. These are the guiding stewardship principles:

- The ownership, talent and dedication demonstrated in the employees of Facilities Management is a critical foundation. We love being Hawkeyes.
- We are here to help advance the work and programs of the University of Iowa. Our contributions must bring value.
- Our long-term and daily stewardship plans must include safety for our employees, students, staff, faculty and visitors.
- Our commitment to stewardship begins with campus planning, extends through the creation of new space, the alteration of existing space, operational capacity, and through to the end of life for a building. Most of our building assets will live for 50+ years, we want to build the right thing and provide the right care to provide the best future for the building.
- A well-managed and funded capital renewal and modernization plan can help control operational costs as well as well managed and funded operational programs can help control the urgency of capital renewal expenditures.
- Respect of a Total Cost of Ownership philosophy will reduce operating and capital renewal costs over the life of an asset. This includes ongoing capital investment and adherence to planning and design standards.
- A progressive, agile facilities organization with the ability to execute plans built on good data can control costs and provide more reliable services. Innovations and transformation are important to long-term success, grounded in good analytics of returns on investments.

Facilities Management provides services and support to the University of Iowa through four business units: Building & Landscape Services, Utilities, Design & Construction, and Facilities Information Services. Each of these units is unique with different organizational and funding structures. Services are defined for each fee or rate structure.

Building & Landscape Services (BLS) including Custodial and Building Maintenance and Operations and Landscape, service levels are defined through task and frequency. Any services requests that are above or outside of these standards can be arranged through a fee-for-service system. In some circumstances, customers may supplement the base services through other resources. Coordination and assurance for code and rule compliance require working out of those situations with Facilities Management. The cost of most of the services in this category is recovered through charging the GEF budget account or the customer account if outside of baseline. The same hourly rate is used regardless of GEF or other customer. This rate includes salary, benefits and all overhead costs. The hourly rate is recalculated each year and is designed to result in as close to breakeven economics as possible, give the size of the organization and the diversity of per person or material costs.

Utilities (UIU) unit rates are charged to both GEF and non-GEF customers, which includes all associated costs including salary, benefits, operating costs, financing, fuels, administrative and compliance expenses, capital projects, etc. This rate is set on an annual basis. Each building or service point is identified with a funding source when it is added to the inventory or Utility service area. Through the baseline service definitions, utility services are outlined with respect to redundancy and reliability as well as what is required when new services are added.

Design & Construction (D&C) services are a project management fee associated with each project. This fee must cover the cost of staff salary, benefits, and all overhead costs. Any service request that is outside of the standard project management services may be arranged through a fee for service system. For example, in-house design staff may provide design services that would be charged out as an hourly rate.

Facilities Information Services (FIS) work contributes to not only the work of Facilities Management but all of campus. Therefore, the salary, benefits, materials, equipment, administrative and compliance activities are funded through the overhead of FM, as well as direct allocations.

Through overhead allocation to each of these business units, all associated administrative and operational compliance activities are funded through the business structures of Facilities Management.

Service Delivery

How to access our services (FM@YourService)

Facilities Management partners with the campus community in order to deliver exceptional customer service to provide a physical environment that **promotes** supports university excellence. FM@YourService supports always there, always the best in the following ways:

FM@YourService is ~~located on the second floor of the University Services Building (USB_ and serves General Education Fund (GEF) buildings on the Main Campus and the Oakdale Campus.~~ the communications, operational/work processing, and customer service support hub within Facilities Management for General Education Fund (GEF) buildings. The team is a responsive, customer-service-oriented group that triages emergency **facilities** maintenance **and operations** issues for the campus; manages customer work orders and customer service requests; issues notices for building communication purposes; and serves as the “hub” for assistance for FM Operations.

For day-to-day service requests or answers to questions, the FM@YourService Customer Service Portal is available to anyone who has a HawkID. This online tool allows for electronic reporting of non-emergency requests and for requesting other Facilities Management (FM) services as needed.

If you have an emergency, call FM@YourService 24/7 at 319-335-5071. If it is an after-hours emergency, the phone message provides instructions to transfer the call to ~~the Department of Public Safety (DPS) Campus Safety.~~ **DPS-Campus Safety** will then call for the appropriate on-call personnel to respond to the reported issue.

<https://facilities.uiowa.edu>

**NEED HELP? CONTACT
FM@YOURSERVICE**

For emergency service, call (319) 335-5071.
For all other requests, use the
FM@YourService Portal (HawkID) required.

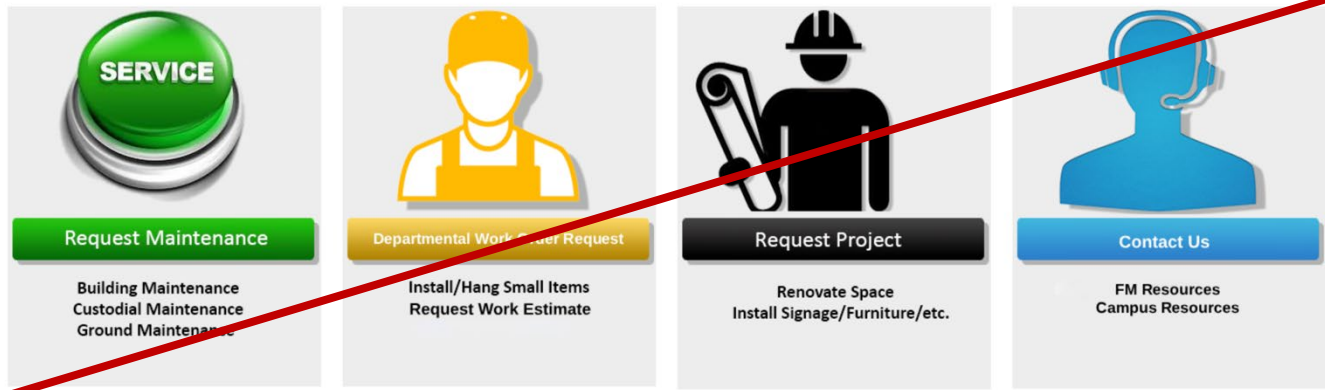
FM@YOURSERVICE →

When reporting any concern or situation, in the case of an emergency, by phone or through the portal, please have as much relevant information available:

- building name
- room number
- detailed description of the concern
- contact person (first and last name)
- available phone number or numbers for primary contact

- funding source

Instructions for using the FM@YourService Portal



Outdated FM@YourService portal screenshot removed.



Updated FM@YourService portal screenshot inserted.

Once you access the portal, you will have the following options to choose from:

The **GREEN** button is used to report maintenance, custodial, and landscape services concerns. These requests do not require the user to enter an MFK. Examples of this work may include but are not limited to: lights that need repaired/replaced, a restroom sink that is draining slowly, pest issues, rooms too cold or hot, door issues, leaks or odors. A reference ID number will be populated as the initial tracking number for these requests. When using this service and as work progresses, customers will be emailed when the job is started, the job is awaiting materials, and the job is complete. Work requested using this option is considered a routine or urgent work order priority.

The **YELLOW** button is used for departmentally funded work to be routed to Facilities Management via **FM Requisitions Workflow approval**. Examples of this work may include but are not limited to: ~~keys to be made, estimates for Key and Access Services Security Engineering Services, and estimate requests, adding additional electrical outlets, requested in a departmental area~~ hanging small items, mullion removal, asbestos/abatement/air quality testing, custodial

event cleaning, new water bottle filling station, new locks/replacement of lock cores/change to door hardware configuration, replacement lighting, fire alarm/smoke detector/sprinkler disable, etc. ~~Once estimates have been finalized by all parties, the signed estimate needs attached to the FM Requisition.~~ Work requested using this option is considered a routine or urgent work order priority.

The **BLACK** button is used for departmental requests to plan and design, construct, or renovate space/systems. Services are provided by ~~Campus Planning and Development and~~ Design and Construction. Examples of this work include but are not limited to: requests to renovate space (offices, classroom, laboratory, parking, landscape etc.), construct new or additional space, install signage, furniture, paint or flooring. ~~Project requests using this option are to be reviewed and approved by Campus Planning and Development prior to be forward to Design and Construction.~~ Once a request is submitted to Design and Construction through Workflow approval; a project will be created, and a project ~~manager team~~ will be assigned. ~~The customer will be contacted within two (2) working days of the project being assigned to discuss scope of work and any schedule requirements.~~

The **BLUE** button is for ~~assistance with~~ questions/concerns on AiM work orders or ~~seeking additional guidance for work processing. requesting a landscape or maintenance estimate.~~ Examples may include, but ~~are~~ not limited to, the status of a work order, ~~adjusting the scope of work initially requested asking for custodial contact information,~~ or other general questions. FM@YourService reviews the work order notes for any additional information or ~~triages to the~~ appropriate FM staff member for review and response. In addition, links are provided for FM and Campus Resources for ease of access. ~~calls the technician/manager to obtain more details.~~

How FM@YourService Prioritizes Your Requests

All work is prioritized by specific definitions and parameters. This priority method allows fair and appropriate service responses to be planned and scheduled appropriately across all buildings and programs on campus. This system is utilized primarily for building maintenance, landscape and custodial services.

Service Priorities	
What to Expect: FM@YourService prioritizes work requests based on the scope of work provided. To allow us to most effectively and efficiently serve you, please be prepared to provide details regarding your request.	
Priority Type	Definition
Routine	Corrective and preventive maintenance or service item that does not pose an immediate risk to facilities, systems, equipment, or components. Routine work is investigated within fourteen (14) days and repaired within thirty (30) business days.
Urgent	Potential threat to life, property, security, or the environment. Warrants expedited action to mitigate the situation before conditions escalate or worsen. Urgent work is investigated within two (2) days and repaired within seven (7) business days.
Emergency	Imminent threat to life, property, security, or the environment. Warrants immediate response and mitigation but not necessarily a permanent fix. Emergencies should be called into FM@YourService, 24/7 at 335-5071. Emergency work is investigated within one (1) hour and repaired or situation stabilized within twenty-four (24) hours.

Can Service Levels change?

The service standards outlined in this Guide will require periodic assessment and readjustments based on changes in building conditions, deferred maintenance levels, student enrollment levels, changes to programs, new space added to the inventory, significant space use changes, unfunded mandates (code changes) and inflationary costs. Service level standards are service level targets, which may be modified during specific seasons or campus events. Facilities Management will work with customers to communicate necessary changes to service levels, as well as prepare any transition plans necessary.

In times of emergencies when work reveals itself as critical priority and in the face of unexpected events, the Associate Vice President (AVP) of Facilities Management (or their designee) will redirect resources to address the situation regardless of standards, expectations and planned work. These situations could be major and unexpected like a crisis in the greater Iowa City community (setting up a relief shelter for victims of a disaster) or it could be as routine as a severe weather event that affects the area over several days.

Why is the service different in my building?

Although we will deliver very similar standard services in all service locations, the results of those services may appear different due to the diversity of spaces and locations on campus. Factors of age, quality, existing finishes and size will affect how our services are perceived. Nearly every building has inherent limitations based on certain building systems and mechanical equipment.

Your Building Coordinator may have information about building condition impacts on services. We welcome the opportunity to discuss our service with you and your Building Coordinator.

Based on the building or program, there may be exceptions or alternative standards of services. ~~Specifically, the Oakdale Campus is operated with a philosophy of independent operation and may employ different standards of services.~~

Can I customize my services?

We know that the campus activities and programs are diverse and can be unique, so we welcome the opportunity to discuss supportive services for your specific request based on a special program or need.

For Facilities Management to effectively manage resources, new services must be planned and communicated in advance. This will allow Facilities Management to plan work and schedule their staff correctly in terms of number of available hours and skill sets. The funding level and source of customized services will be determined by the scope of the services; whether the services are in addition to the standard services or in exchange for different services. Facilities Management reserves the right to protect the buildings and grounds with a reasonable standard of care. Examples of this would be to ensure daily cleaning of restrooms, baseline care of landscape and a standard of preventative maintenance.

What if I need special or different service?

Facilities Management is provided GEF funding to cover the baseline or minimum service level for services such as maintenance, custodial and landscape. In some circumstances, we may provide for fee services that fall outside those indicated as baseline. Depending on the requirements, these services may be provided through in-house staff and/or outside resources.

Examples of this type of work are:

- Customers requiring services at a higher frequency
- Customers making a furniture or fixture change
- Customers planning and hosting an event
- Customers who have research space and equipment requiring maintenance, installation services and special utilities
- Customers requiring product or service at a higher quality standard than university standards
- Customers hiring services for remodeling or fabrication

What happens when we need service for a new area?

Service requirements and estimated costs should be identified during the planning and programming stages of a capital improvement project. As planning and design decisions are made during the project, the cost estimates for maintaining and supporting new or renovated spaces will be updated by Building & Landscape Services. This could be for a new building or spaces to the university portfolio or for spaces that are repurposed for a use significantly different from the previous use.

How does this work if I'm not in a GEF building?

Facilities Management provides many types of services to GEF academic and administrative buildings on the main campus, certain off-site/leased properties, as well as select buildings at the Oakdale Campus. In addition, Facilities Management delivers services to programs that are self-supporting, non-academic/administrative segments of the university on a fee-for-service basis. For buildings that have both GEF and non-GEF spaces, the costs for services are allocated on a predetermined split across the funding sources. Examples of these customers are University Housing and Dining, UIHC, Athletics, Parking and Transportation, and the University of Iowa Center for Advancement. The costs of these services are recovered through a cost recovery recharge system, utilizing typically time and materials costs, including all overhead functions of the department. Identical hourly rates are charged to GEF funding sources, as well as auxiliary or other funding sources.

Overview of Services

Building Operations and Maintenance

Custodial Services

Landscape Services

Utilities

Capital Project Management

Facilities Information ~~Systems~~ Services (and Campus Planning and Development)

Administrative

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 Security Engineering 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
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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. These scenarios will require a conversation between customers and maintenance area managers/supervisors. In some instances (painting for example), campus planning will need to be aligned with prioritization from a programmatic standpoint.	
Service	Notes
Interior Finishes	Cabinetry Carpentry Ceilings Floors (including waxing) Painting and associated lead abatement Standard window coverings and hardware Walls and wall coverings

A small portion of FM's work is related to departmentally owned equipment. Although this work is not GEF funded, FM frequently has the expertise and resources to assist with the work and will do so utilizing a departmental MFK when supplied.

Facilities Management is not funded for support of departmental or specialized equipment or systems. This would include inspection/calibration, on-going maintenance, repair/replacement and compliance requirements. Facilities Management provides services on a time/materials basis to repair/maintain departmental equipment and related systems in GEF facilities. Questions can be directed to FM@YourService through our customer portal. There are options for departments wishing to provide their own work, with certain restrictions outlined below. All work must meet university standards and be code compliant. FM welcomes being a first point of contact to help customers to fulfill their requests.

Maintenance of Departmental/Specialized Equipment or Systems (not GEF funded)	
What to Expect: Removal costs associated with departmental equipment will have an associated fee. Demolition for departmental project work will be departmentally funded. Asbestos and lead 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 (dampers, ductwork, controls, etc.) and plumbing for departmental/specialty equipment Railings/stairs/ramps for departmental use only

Prior consultation or approval from Facilities Management is required if equipment is connected to building systems	Animal systems and waste disposal Audio visual components and media equipment (including repair following removal) Backflow preventers associated with departmental equipment Clocks in departmental spaces Cubicles and partitions Departmental shop equipment Departmental storage caging/interior fencing 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
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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.
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Typical Response Times

	Emergency				Urgent				Routine			
	React		Repair		React		Repair		React		Repair	
	Typical	Non-Typical	Typical	Non-Typical	Typical	Non-Typical	Typical	Non-Typical	Typical	Non-Typical	Typical	Non-Typical
	90%	10%	90%	9%	90%	10%	90%	9%	95%	5%	90%	9%
	<2hr	<24hr	<24hr	<48hr	<2d	<14d	<7d	<14d	<14d	<30d	<30d	<90d
Lighting	Examples: All lights out in a stairwell, all lights out in critical space											
	90%	10%	80%	19%	73%	27%	65%	34%	80%	20%	74%	25%
	<24hr	<48hr	<48hr	<7d	<2d	<5d	<7d	<20d	<14d	<30d	<30d	<90d
HVAC	Examples: Cold exterior building spaces in sub-zero temperature, System issues impacting research, OAR space											
	90%	10%	90%	9%	90%	10%	90%	9%	95%	5%	90%	9%
	<2hr	<24hr	<24hr	<48hr	<2d	<14d	<7d	<14d	<14d	<30d	<30d	<90d
Power	Examples: Single outlet											
	95%	5%	85%	14%	95%	5%	90%	9%	65%	35%	50%	49%
	<1hr	<8hr	<3d	<5d	<2d	<5d	<7d	<14d	<14d	<30d	<30d	<90d
Plumbing	Examples: Faucet dripping, toilet not flushing											
	90%	10%	90%	9%	N/A							
	<2hr	<24hr	<24hr	<7d	N/A							
Odors	Examples: Burning smell, sewage smell											
	95%	5%	85%	14%	95%	5%	90%	9%	N/A			
	<1hr	<8hr	<3d	<5d	<2d	<5d	<7d	<14d	N/A			
Leaks	Examples: Potential exists for leak to put life, property, or research at risk											
	N/A				65%	35%	70%	29%	50%	50%	50%	49%
					<2d	<5d	<7d	<14d	<14d	<30d	<30d	<90d
Fume Hoods	Examples: Failure or alarm when excess hood capacity is available											
	Examples: Single light out where others are present											
	Examples: Flickering, multiple lights out in critical space											
	Examples: Some building control alarm states, IT closet space											
	Examples: Window air conditioning, Too Hot/Too Cold											
	Examples: Tripped Breaker											
	Examples: Plugged toilet											
	Examples: Single outlet											
	Examples: Faucet dripping, toilet not flushing											
	Examples: Burning smell, sewage smell											
	Examples: Leak puts life, property, research at risk											
	Examples: Failure or alarm during peak usage											
	Examples: Single light out where others are present											
	Examples: Flickering, multiple lights out in critical space											
	Examples: Some building control alarm states, IT closet space											
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Custodial Services

The Custodial Services Unit is made up of over 230 university employees that cover over 6.3 million cleanable square feet of space and strives to become a leader in providing exceptional service to the university community. Only through a clear vision of the desired future and a critical analysis of the past can the attainment of our desired goals be realized. Services provided are funded through the General Education Fund and Auxiliary budgets to maintain and operate facilities that are directly related to the education, research and service mission of the University of Iowa.

For general funded buildings and spaces, baseline custodial services include specific tasks and frequencies for cleaning and other related tasks. Support for auxiliary and other non-GEF operations is based on a fee-for-service model.

Facilities Management uses industry-wide cleaning standards as published in the APPA Custodial Operational Guidelines for Educational Facilities. The levels of cleanliness are outlined at the end of this section of the guide.

FM CUSTODIAL – BASELINE SERVICES

Auditorium, Classroom and Computer Lab Space	
What to Expect: Tile is clean but may be worn in high traffic areas. Tile stains will remain if we are not able to remove them with spot cleaning techniques. Traffic patterns may appear in carpet, certain carpet stains will remain if we are not able to remove them with spot cleaning techniques. Near the end of a semester, floor finish may be dull or scratched, depending on weather and use. During the winter, foot traffic will bring moisture and dirt into the classrooms and computer labs during the day. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. High lighting replacement is scheduled during school breaks with other maintenance to the room. Classrooms will be at highest cleanliness level at 8 AM, with possible deteriorating conditions during the day. Many classrooms are used all day into the evening with few breaks in the schedule. If possible, daytime custodial support staff will take advantage of any schedule breaks to spot clean as needed. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.	
Frequency	Task
Daily	Wipe down tables or desktops and remove debris from chairs; empty trash and recycle bins, if present; remove large debris from floor before dust mopping or vacuuming; mop or spot clean floors, as needed; clean major spills from floors, as needed; reposition chairs to original position and lower tablet arms; replace chalk and erasers in General Assignment Classrooms, as needed; thoroughly clean chalkboards and whiteboards unless "do not erase or save" is written on the board; discard colored chalk due to extreme ghosting on the chalkboards; report damaged seating; clean door handles, frames and light switches.
Weekly	Wipe down tables or desktops and remove debris from chairs; Wipe down auditorium/classroom chair writing tables; spot extract carpet stains, as needed; clean instructor tables and lecterns (not electronics or equipment).
Monthly	All areas of the room are dusted: HVAC vents that are reachable, any empty horizontal surfaces such as windowsills, baseboards and fixtures.

Annually	Scrub and refinish floors, as needed; extract carpet, as needed; clean-reachable light fixtures, as needed ; clean walls, as needed; burnish hard surface floors ; inspect all classroom seating in preparation for the start of school.
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Book Collection / Library Space	
What to Expect: Tile is clean but may be worn in high traffic areas. Tile stains will remain if we are not able to remove them with spot cleaning techniques. Traffic patterns may appear in carpet, certain carpet stains will remain if we are not able to remove them with spot cleaning techniques. Near the end of a semester, floor finish may be dull or scratched, depending on weather and use. During the winter, foot traffic will bring moisture and dirt into the library areas during the day. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. Library areas will be at highest cleanliness level at 8:00 AM, with possible deteriorating conditions during the day. Many library areas are used all day in to the evening with few breaks in the schedule. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.	
Frequency	Task
Daily	Clean door handles, frames and light switches; wipe down tables or desktops and remove debris from chairs; clean public study/carrel areas daily; empty trash and recycle bins, if present; remove large debris from floor before dust mopping or vacuuming; mop or spot clean floors, as needed; clean major spills from floors, as needed; clean all entrance/exit door glass.
Weekly	Clean door handles, frames and light switches ; spot extract carpet stains, as needed; clean private study areas/carrels.
Monthly	All areas of the room are dusted: HVAC vents that are reachable, any empty horizontal surfaces such as windowsills, baseboards and fixtures.
Annually	Clean private study/carrel areas biannually, scrub and refinish floors, as needed; extract carpet, as needed; clean-reachable light fixtures, as needed ; clean walls, as needed.

Clinical Space	
What to Expect: Tile is clean but may be worn in traffic areas. Tile stains will remain if we are not able to remove them with spot cleaning techniques. During the winter, foot traffic will bring moisture and dirt into the clinical areas during the day. Clinical areas will be at the highest cleanliness level at 8:00 AM, with possible deteriorating conditions during the day. The cleanliness level is based on the APPA Staffing Guidelines - Level 2.	
Frequency	Task
Daily	Remove trash that is tied off appropriately; remove large debris from floor before dust mopping or vacuuming; wet mop or spot clean floors, as needed.
Weekly	
Monthly	Burnish hard surface floors.
Annually	Scrub and refinish floors; clean light fixtures, as needed.

Conference Room Cleaning	
What to Expect: Tile is clean but may be worn in high traffic areas. Tile stains will remain if we are not able to remove them with spot cleaning techniques. Traffic patterns may appear in carpet, certain carpet stains will remain if we are not able to remove them with spot cleaning techniques. Near the end of a semester, floor finish may be dull or scratched, depending on weather and use. During the winter, foot traffic will bring moisture and dirt into the conference rooms during the day. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. Conference rooms will be at highest cleanliness level at 8:00am, with possible deteriorating conditions during the day. Many conference rooms are used all day into the evening with few breaks in the schedule. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.	

Frequency	Task
Daily	Trash bins are emptied. Large debris is removed before the floor is dust mopped or vacuumed. Floor is mopped or spot cleaned as needed. Major spills are cleaned from floors as needed. Tabletops are wiped down and debris is removed from chairs. Chairs are placed back in position. Chalkboards and whiteboards are cleaned thoroughly unless "do not erase or save" is written on the board. Door handles and light switches are cleaned.
Weekly	Carpet is checked for stains and spot extracted as needed.
Monthly	All areas of the room are dusted: HVAC vents that are reachable, any empty horizontal surfaces such as windowsills, baseboards and fixtures.
Annually	Floors are scrubbed and refinished as needed. Carpets are extraction cleaned. Light fixtures are cleaned as needed. Walls are spot cleaned as needed.

Copy/Mailroom/Printing Space

What to Expect: Tile is clean, but many be worn in high traffic areas. Tile stains will remain if we are not able to remove them with spot cleaning techniques. Traffic patterns may appear in carpet, certain carpet stains will remain if we are not able to remove them with spot cleaning techniques. Near end of semester, floor finish may be dull or scratched, depending on weather and use. During the winter, foot traffic will bring moisture and dirt into the classrooms and computer labs during the day. The cleanliness level is based on the APPA Staffing Guidelines – Level 3	
Frequency	Task
Daily	Clean door handles, frames and light switches; empty trash and recycling bins, if present; remove large debris before dust mopping or vacuuming the floor; mop or spot clean floor, as needed; clean major spills from floors, as needed.
Weekly	Clean door handles, frames and light switches; Spot extract carpet stains, as needed.
Monthly	All areas of the room are dusted: HVAC vents that are reachable, any empty horizontal surfaces such as windowsills, baseboards and fixtures.
Annually	Scrub and refinish floors, as needed; extract carpet as needed; clean light fixtures, as needed; clean walls, as needed.

Data/IT Center Space

What to Expect: IT staff is typical present during cleaning. Facilities Management will use minimal water to clean raised floors. Floors are waxed on request. Dusting is limited to HVAC vents, baseboards, light fixtures and piping. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.	
Frequency	Task
Annually As requested	Clean IT space as requested. Clean IT spaces on request.

Dining, Eating and Kitchen Space

What to Expect: Tile is clean but may be worn in high traffic areas. Certain tile stains will remain if we are not able to remove them with spot cleaning techniques. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. Diner/Café staff are expected to police seating areas, spot mop floors and pick-up large debris and wipe off tables and floor during regular hours. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.	
Frequency	Task
Daily	Empty trash and recycling bins, if present; remove large debris before dust mopping or vacuuming the floor; spot clean minor stains; clean door handles and light

	switches; wipe down tables and place furniture back into its original position; clear and wipe down counters; clean and disinfect sinks, if no dishes are present; mop or spot clean floors, as needed; clean major spills from floors, as needed.
Weekly	Spot clean windows; dust empty horizontal surfaces such as windowsills, baseboards and fixtures.
Monthly	Spot clean windows; dust all areas of the eating space, including HVAC vents that are reachable, high-level surfaces, empty horizontal surfaces such as windowsills, baseboards and fixtures; chair and table legs, clean trash and recycle containers.
Annually	Scrub and refinish floors, as needed; extract carpets; clean fixtures, as needed; clean walls, as needed.

Elevator, Hallway, Lobby and Vending Space

What to Expect: Tile is clean but may be worn in high traffic areas. Tile stains will remain if we are not able to remove them with spot cleaning techniques. Near the end of a semester, floor finish may be dull or scratched, depending on weather and use. During the winter, foot traffic will bring moisture and dirt in during the day, however, quality walk off entrance matting will be present at the main entrance of each building. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. Elevators, hallways and lobbies will be at highest cleanliness level at 8 AM, with possible deteriorating conditions during the day. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.

Frequency	Task
Daily	Empty trash and recycling bins; remove large debris before dust-mopping or vacuuming floors; spot-clean minor stains; clean hard surface floors; clean elevator doors and spot-clean elevator interior, as needed; vacuum entrance mats; clean main lobby entry door windows, weather permitting; clean and disinfect drinking fountains and hydration stations; place furniture back into original positions; clean door handles and light switches. Vending machines are not cleaned or maintained by Facilities Management (FM).
Weekly	Dust and clean doorframes; vacuum elevator tracks and thoroughly clean interior of elevators; dust and clean window ledges.
Monthly	All areas are dusted: HVAC vents that are reachable, any empty horizontal surfaces such as baseboards and fixtures; burnish hard surface floors.
Annually	Scrub and refinish floors; extract carpet in high traffic areas, as needed or time allows; clean reachable light fixtures, as needed; dust high-level surfaces; deep clean entrance mats; spot clean walls as needed.

Exam Room Cleaning

What to Expect: Traffic patterns may appear in carpet; certain carpet stains will remain if we are not able to remove them with spot cleaning techniques. Tile is clean but may be worn in traffic areas. Tile stains will remain if we are not able to remove them with spot cleaning techniques. During the winter, foot traffic will bring moisture and dirt into the exam rooms during the day. Exam rooms will be at the highest cleanliness level at 8:00am, with possible deteriorating conditions during the day. The cleanliness level is based on the APPA Staffing Guidelines - Level 2.

Frequency	Task
Daily	Trash bins are emptied. Red bags that are tied will be picked up and removed. Carpet is vacuumed, hard surface floors are dust-mopped and wet-mopped; minor stains are spot-cleaned. Door handles & light switches are cleaned/disinfected. Paper towel dispensers are stocked; departments are responsible for the expense of paper towels. Sinks are cleaned only when they are emptied. Vertical/horizontal surfaces are dusted/wet-cleaned as needed with disinfectant cleaner; custodians do NOT clean departmental equipment/instruments.

Monthly	HVAC vents are dusted that are reachable.
Annually	Carpets are extraction cleaned. Floors are scrubbed and refinished as needed. Walls are spot cleaned as needed.

Gallery Space

What to Expect: Tile is clean but may show signs of wear in high-traffic areas. Tile stains will remain if we are not able to remove them with spot cleaning techniques. Traffic patterns may appear in carpet, certain carpet stains will remain if we are not able to remove them with spot cleaning techniques. Near the end of the semester, floor finish may be dull or scratched, depending on weather and use. During winter, foot traffic will bring moisture and dirt into the building.

Note: VAB and ABW gallery spaces are cleaned by semester due to room usage. The cleanliness level is maintained according to the APPA Staffing Guidelines - Level 3.

Frequency	Task
Daily	Clean door handles, frames, and light switches; wipe down tables or desktops and remove debris from chairs; empty trash and recycle bins, if present; remove large debris from floor; dustmop or vacuum; mop or spot clean floors, as needed; clean major spills from floors, as needed; spot clean display case glass, as needed.
Weekly	Spot extract carpet stains, as needed.
Monthly	All areas of the room are dusted: HVAC vents that are reachable, any empty horizontal surfaces such as windowsills, baseboards, and fixtures.
Annually	Floors are scrubbed and refinished, as needed. Extract clean carpet, as needed. Walls are spot cleaned, as needed.

Gymnasium Space

What to Expect: Floors are dusted, but stains that cannot be spot-cleaned will remain. Dirt build-up may be present around the floorboards and room corners. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.

Frequency	Task
Daily	Empty trash bins; dust mop and auto-scrub floors ; vacuum and auto-sweep turf and track floors; dust mop, wet mop, auto-scrub gymnasium floors; clean and disinfect water fountains and hydration stations; pick up trash around the bleacher area.
Weekly	Clean door handles, door glass, other interior glass/mirrors, and light switches, and bleacher area.
Monthly	Dust empty horizontal surfaces such as windowsills, baseboards, shoe cubbies, and other fixtures. Remove black marks from the court.
Semi-Annually	Remove shoes and other black marks from gymnasium floors.
Annually	Refinish floors, as needed; clean light fixtures, as needed.

Indoor Loading Dock Space

What to Expect: Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.

Frequency	Task
Daily Weekly	Remove large debris before dust mopping the floor; mop or spot clean floor, as needed; clean major spills from floors, as needed.
Monthly	Dust empty horizontal surfaces such as windowsills, baseboards and fixtures.
Annually	Scrub and refinish floors, as needed; clean reachable light fixtures, as needed. Thorough cleaning of trash dumpsters inside and out is scheduled with our waste management provider.

As requested	Outside loading dock space is cleaned as requested.
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Lactation Rooms	
What to Expect: Tile is clean but may be worn in high traffic areas. Certain tile stains will remain if we are not able to remove them with spot cleaning techniques. Between weekly surface cleanings, dust build-up and fingerprints will be noticeable. APPA Staffing Guidelines - Level 2	
Frequency	Task
Daily	Empty trash bins and receptacles; check and fill dispensers, as needed; wipe down dispensers; clean and disinfect counters; remove large debris before dust-mopping and thoroughly disinfecting floor; vacuum carpet and spot clean, as needed; clean and disinfect all fixture surfaces. Lactation equipment is the responsibility of the department.
Weekly	All areas of the room are dusted: HVAC vents that are reachable, any empty horizontal surfaces such as windowsills, baseboards and fixtures.
Annually	Scrub and refinish floors, as needed; extract carpets, as needed; clean reachable light fixtures, as needed.

Locker Room, Restroom and Shower Space	
What to Expect: All lights work. Soap dispensers, paper towel dispensers, faucets, mirrors, light switches, doors and stall handles and other bathroom fixtures are clean. All supplies are stocked. Toilets, urinals, sinks, shower stalls and floor are all clean and disinfected. Some restroom fixtures are old and difficult to clean to a shiny and bright condition. Every effort is made to ensure high level of cleanliness regardless of the age or condition of the fixture. The cleanliness level is based on the APPA Staffing Guidelines - Level 2.	
Frequency	Task
Daily	Empty trash bins and receptacles; check and fill dispensers, as needed; refill feminine hygiene dispensers, as needed; wipe down dispensers; remove large debris before dust mopping and thoroughly disinfecting floor; clean and disinfect all fixture surfaces; check and remove graffiti on walls and partitions, as needed; clean and disinfect door handles.
Weekly	Clean walls and partitions; remove mineral deposits from toilets and urinals.
Monthly	All areas of the room are dusted: HVAC vents that are reachable, any empty horizontal surfaces such as windowsills, baseboards and fixtures; change out sharp containers, as needed; machine scrub restrooms, locker rooms and showers, where applicable.
Annually	Machine scrub floors in restrooms, locker rooms and showers, where applicable; scrub and refinish floor, as needed; inspect and deep clean tile grout; clean reachable light fixtures, as needed; thoroughly clean trash bins and receptacles.

Lounge Space	
What to Expect: Tile is clean but may be worn in high traffic areas. Tile stains will remain if we are not able to remove them with spot cleaning techniques. Traffic patterns may appear in carpet, certain carpet stains will remain if we are not able to remove them with spot cleaning techniques. Near the end of a semester, floor finish may be dull or scratched, depending on weather and use. During the winter, foot traffic will bring moisture and dirt into the lounge areas during the day. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. Lounge areas will be at the highest cleanliness level at 8:00 AM, with possible deteriorating conditions during the day. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.	
Frequency	Task

Daily	Empty trash bins and recycle bins , if present; remove large debris before dust mopping tile or vacuuming carpets; spot clean minor stains; wet mop hard surface floors and spot-clean, as needed; clean door handles and light switches.
Weekly	Wipe down tabletops and remove debris from chairs.
Monthly	Dust all areas of the room including HVAC vents or units and any empty horizontal surfaces such as windowsills, baseboards and railings; burnish hard surface floors .
Annually	Burnish hard surface floors ; scrub and refinish floors, as needed; extract carpets; clean light fixtures, as needed ; spot clean walls, as needed.

Medical Laboratory Space	
What to Expect: Floors are dusted, but stains that cannot be spot cleaned will remain. Dirt build-up may be present around the floorboards and room corners. Occupants are responsible for cleaning their own desks and other surfaces. Service to labs with restricted access can be prearranged. Departments are responsible for collection and disposal of all lab-related waste such as biohazard containers and glass/sharps containers within the lab. Biohazard totes with proper labeling, sealed and weight guidelines will be picked up by custodial when left in the hallway. Lab occupants are responsible for cleaning any horizontal surfaces, sinks and equipment in labs. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.	
Frequency	Task
Daily	Empty trash bin; dust mop floors; wet mop or spot clean floors, as needed.
Weekly	Clean door handles and light switches.
Monthly	
Annually	Scrub and burnish floors; scrub and refinish floors, as needed; clean light fixtures, as needed .

Office Space	
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 monthly 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.	
Frequency	Task
Due to COVID, monthly cleaning has been suspended temporarily Biannually, during summer and winter breaks	Empty trash bins as assigned per building ; 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 telephones ; 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 reachable light fixtures, as needed ; 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.
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Research Laboratory Space	
What to Expect: Floors are dusted, but stains that cannot be spot cleaned will remain. Dirt build-up may be present around the floorboards and room corners. Occupants are responsible for cleaning their own desks and other surfaces. Service to labs with restricted access can be prearranged. Departments are responsible for collection and disposal of all lab-related waste such as biohazard containers and glass/sharps containers within the lab. Biohazard totes with proper labeling, sealed and weight guidelines will be picked up by custodial when left in the hallway. Lab occupants are responsible for cleaning any horizontal surfaces, sinks and equipment in labs. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.	
Frequency	Task
Twice weekly	Empty trash bins; dust mop floors. Custodians are instructed to leave unknown spills on floors that have not been identified as non-hazardous. Lab personnel are responsible for cleaning up these unknown spills.
Weekly	Clean door handles and light switches; wet mop or spot clean floor, as needed.
Monthly	
Annually	Scrub and burnish floors; clean light fixtures, as needed.
Every three years	Scrub floors and refinish, as needed.

Stairwells	
What to Expect: Tile is clean but may be worn in high traffic areas. Certain tile stains will remain if we are not able to remove them with spot cleaning techniques. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. The stairwells may not appear to be as clean as the hallways, due to the lower finish levels present there. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.	
Frequency	Task
Daily	Sweep and vacuum main lobby stairs, as well as high traffic stairs; spot clean minor stains; wet mop treads and risers, as needed.
Weekly	Dust all rails and other eye-level surfaces; clean and disinfect all handrails; clean door glass and side glass; sweep or vacuum back of house stairs; spot clean minor stains; spot mop treads.
Monthly	Dust all areas of the stairwell, including HVAC vents, high-level surfaces, windowsills, baseboards and fixtures.
Annually	Scrub floors and refinish, as needed; clean reachable light fixtures, as needed.

Teaching Laboratory Space	
What to Expect: Tile is clean but may be worn in high traffic areas. Tile stains will remain if we are not able to remove them with spot cleaning techniques. Traffic patterns may appear in carpet, certain carpet stains will remain if we are not able to remove them with spot cleaning techniques. Near the end of a semester, floor finish may be dull or scratched, depending on weather and use. During the winter, foot traffic will bring moisture and dirt into the teaching labs during the day. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. Teaching labs will be at highest cleanliness level at 8:00 AM, with possible deteriorating conditions during	

the day. Some teaching labs are used all day into the evening with few breaks in the schedule. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.

<i>Frequency</i>	<i>Task</i>
Daily	Empty trash bins; remove large debris before dust mopping or vacuuming the floor; spot clean floor, as needed; thoroughly clean chalkboards and whiteboards unless "do not erase or save" is written on the board.
Weekly	Clean door handles and light switches; check carpet for stains and spot-extract, as needed.
Monthly	Dust empty horizontal surfaces such as windowsills, baseboards and fixtures.
Annually	Scrub and burnish floors; scrub and refinish floors, as needed; extract carpets; clean light fixtures, as needed.

Other Services and Notes

What to Expect: *FM Custodial Services strives to provide a green cleaning service. Therefore, if conditions do not warrant cleaning, labor, natural resources, chemicals will not be invested into cleaning. All frequencies and cleaning levels will be reduced when staff is diverted for absenteeism and weather event conditions. For an hourly rate, Custodial Services can be provided for event support.*

<i>Frequency</i>	<i>Task</i>
daily	Remove snow and treat ice around building entryways, as needed.
daily	Verify and report exterior lighting situations.

APPA Appearance Levels

Level 1 ★★★★★

Floors and base molding shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls. All vertical and horizontal surfaces have a freshly cleaned or polished appearances and have no accumulation of dust, dirt, marks, streaks, smudges or fingerprints. Lights all work and fixtures are clean. Washroom and shower fixtures and tile gleam and are odor-free. Supplies are adequate. Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level 2 ★★★★

Floors and base molding shine and/or are bright and clean. There is no buildup in corners or along walls. But there can be up to two days worth of dust, dirt, stains or streaks. All vertical and horizontal surfaces are clean, but marks, dust, smudges and fingerprints are noticeable upon close observation. Lights all work and fixtures are clean. Washroom and shower fixtures and tile gleam and are odor-free. Supplies are adequate. Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level 3 ★★★

Floors are swept or vacuumed clean, but upon close observation there can be stains. A buildup of dirt and/or floor finish in corners and along walls can be seen. There are dull spots and/or matted carpet in walking lanes. There are streaks or splashes on base molding. All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints. Lamps all work and fixtures are clean. Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level 4 ★★

Floors are swept or vacuumed clean, but are dull, dingy, and stained. There is a noticeable buildup or dirt and/or floor finish in corners and along walls. There is a dull path and/or obviously matted carpet in the walking lanes. Base molding is dull and dingy with streaks or splashes. All vertical and horizontal surfaces have conspicuous dust, dirt, marks, smudges, and fingerprints. Lamp fixtures are dirty and some lamps (up to 5% are burned out). Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash containers smell sour.

Level 5 ★

Floors and carpets are dull, dirty, scuffed and/or matted. There is a conspicuous buildup of old dirt and/or floor finish in corners and along walls. Base molding is dirty, stained and streaked. Gum, stains, dirt, dust balls and trash are broadcast. All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprints, all of which will be difficult to remove. Lack of attention is obvious. Light fixtures are dirty with dust balls and flies. Many lamps (more than 5% are burned out). Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

Landscape Services

For general funded landscape areas, Landscape Services includes specific tasks and frequencies by priority level for landscape maintenance areas. Support for auxiliary and other non-GEF operations is based off a fee-for-service model.

The Landscape Services Management Plan defines delivery and outcomes for landscape and grounds services. The resulting landscape is described in the Management Plan and was the work product of the Landscape Services Department. The main campus is divided into **eight (8) Maintenance Areas and the Oakdale Campus**. ~~These contiguous areas are intended to be managed by a single Groundskeeper II with assistance of Equipment Operators and Groundskeeper I's.~~ The sizes of the **campus** landscape areas vary greatly depending on the amount and intensity of the individual **landscape** maintenance activities contained within. In general, the overall work effort of any given area correlates with the staff time available.

For more information, link to the full management plan at:

https://www.facilities.uiowa.edu/bls/landscape/LS_MgmtPlan.pdf

https://facilities.uiowa.edu/sites/facilities.uiowa.edu/files/2024-08/ls_mgmtplan.pdf

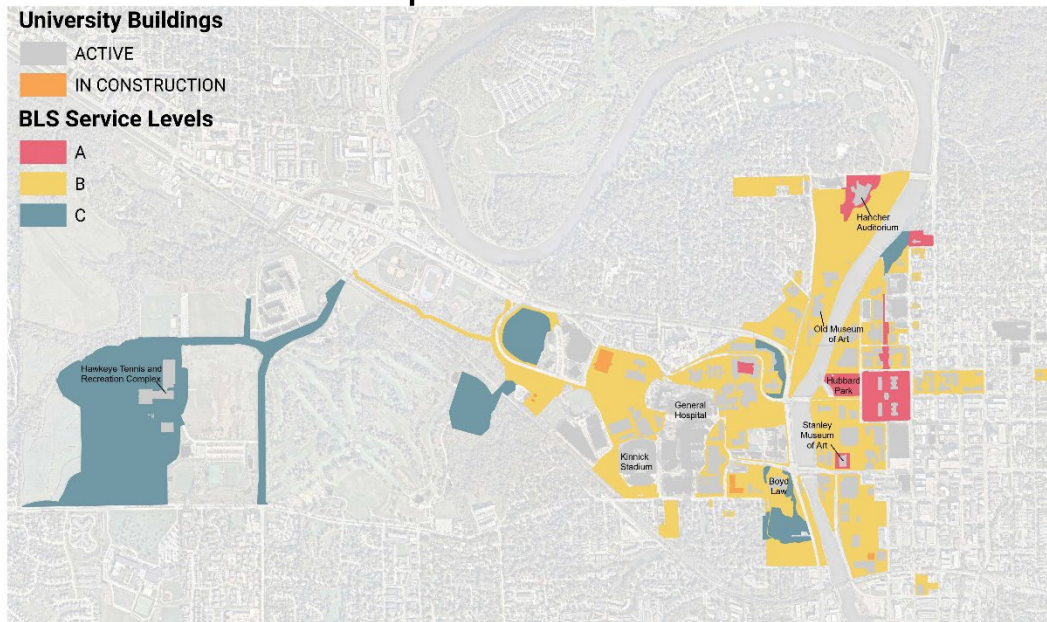
Priority Levels refer to both the amount and frequency of **landscape** maintenance activities required for any given area of campus. Currently there are three (3) levels of maintenance; Service Levels A, B and C. Different parts of campus require different levels of service. For example, the Pentacrest would require much higher levels of maintenance and attention than a general academic area. In general, higher Service Levels are assigned to higher profile portions of campus with the intent of presenting the best possible image to welcome visitors to the university and providing high quality environments for students and staff.

The map below shows the Priority Levels across the main campus.



Outdated service zone map removed.

Landscape Service Levels



Updated service zone map inserted.

Landscape Services – Management Plan Service Level A (Highly Visible Impact Areas)	
What to Expect: This level of service is found in the campus core and areas of intense use by students and faculty at gathering places or destination points. Historically or architecturally significant buildings or sites, significant areas of interface between the university and the public (theatres, visitor areas, major administration areas, and gathering places), locations containing major works of art, fountains, or other unique features or landmarks, identified in the Campus Master Plan as a prominent area on campus. Areas will display shrub massing and tree planting with attractive specimens with an educational focus, as well as seasonal flowerbeds. Sidewalks will be edged. Tree bases will be mulched. Turf will be healthy and aesthetically pleasing. Mechanical irrigation will be present. Bike racks, benches, trash receptacles near sidewalks (landfill only, no exterior recycling), trash picked up outside, exterior lighting provided on green spaces and buildings, exterior way finding signage, letters on each building. Grounds work impacted by weather and seasons. Note: Work schedule will be rearranged to accommodate outdoor events held on campus. Baseline does not include perennial or bulb splitting. Currently plants or bulbs are replaced rather than split. Note: Hours dedicated to tree maintenance preserve the U of Iowa's Tree Campus USA designation <i>and campus arboretum accreditation</i>.	
Frequency	Task
Daily	Litter removal 2 x a day, debris removal in turf, building entrances and stairs, litter receptacle collection, garbage collection, snow removal and sand application on sidewalks, service drive and entrances as needed seasonally. Site furniture and amenities (building signs, tables, benches, bike racks and litter receptacles) are inspected daily for stickers, graffiti and damage.
Weekly	Turf mowed to maintain a 3 1/2" height (could be 2 x a week during growing season). Trimming done once a week. Mowing and trimming schedule is dependent on season and weather (i.e. when grass growth slows in the fall, the mowing occurs less frequently). Recycling receptacle collection. Weeding of flowerbed and developed planting areas (including flower deadheading and plant pinching) every week. Annual flowerbeds and planters (seasonal) watered 3 x times per week. Newly planted trees and shrubs (up to 2 years) watered weekly.

Future Planned Work	Edge all turf/sidewalk boundaries 2 x a year, aeration as required but not less than two times per year, lawns and sidewalk margins are repaired / renovated promptly. Trees inspected quarterly for hazardous limbs or structural defects to be pruned. Formal hedges trimmed a minimum of 2 x per year, prune dead branches and remove dead plants 2 x month. Perennials or bulbs replaced/split. Post and chain inspected 2 x a month. Sidewalks repaired promptly.
Annually	An organic based turf program with small amounts of fertilizers and pesticides applied 5 x a year An integrated pest management program with nutrients will be applied three times year (spring, summer, fall), sidewalk inspections, leaves removed in the fall, tree inventory updated and replacements planned as necessary, tree inspection and pruning, natural edging of beds and tree circles, mulch replacement, annuals planted in the spring for Graduation and replaced with mums in the fall for Homecoming, power washing of litter receptacles and benches, update and review Landscape Management Plan. Prepare grounds and assist set up of Convocation and President Picnic

Landscape Services - Management Plan Service Level B (Less Visible But Important Areas)	
What to Expect: This level of service is the majority of campus and includes areas of passive use by students and faculty such as open space and pedestrian circulation links between areas, Academic or Administrative buildings without historical or architectural significance but in prominent or visible locations, Interface between the university and the public is moderate such as borders. This area includes large informal campus greens but should not command the full attention of users. This area does not show shrub or seasonal flowerbeds; trees will be planted with a focus on educational value. Turf grass should be healthy but not highly manicured, sidewalks will be edged. Tree bases will be mulched. Irrigation supplied on a need only basis - no mechanical irrigation. Bike racks, benches, trash receptacles near sidewalks (landfill only, no exterior recycling), trash picked up outside, exterior lighting provided on green spaces and buildings, exterior way finding signage, letters on each building. Grounds work impacted by weather and seasonal impacts. Note: Hours dedicated to tree maintenance preserve the U of Iowa's Tree Campus USA designation <i>and campus arboretum accreditation</i>.	
Frequency	Task
Daily	Litter removal, debris removal at building entrances, garbage collection, snow removal and sand application on sidewalks, service drive and entrances as needed seasonally.
Weekly	Debris removal in turf, grass mowed weekly within a 3 1/2" -6" range. Mowing schedule is dependent on season and weather (i.e. when grass growth slows in the fall, the mowing occurs less frequently). Trimming done weekly. Weeding of shrub beds, weeding of perennial and annual flowerbeds (including flower deadheading and plant pinching) every week. Roof top gardens are inspected. Annual flower beds and planters (seasonal) watered 3 x per week. Newly planted trees and shrubs (up to 2 years) watered weekly. Prune dead branches and remove dead plants once a month. Site furniture and amenities (building signs, tables, benches, bike racks and litter receptacles) are inspected weekly for stickers, graffiti and damage.
Annually	An organic based turf program with small amounts of fertilizers and pesticides applied 5 x a year An integrated pest management program with nutrients will be applied three times year (spring, summer, fall) in some areas, aeration of turf . Roof top garden plants are replaced if necessary, sidewalk inspections, sidewalks repaired or replaced when unsafe conditions are present, tree inventory updated and replacements planned as necessary, tree inspection and pruning 2 x a year, leaves are removed in the fall, natural edging of beds and tree circles, mulch replacement, annuals planted, power washing of litter receptacles, update and review Grounds Master Plan.

Landscape Services - Management Plan Service Level C (Only Minimal Use or Impact)	
What to Expect: This area of campus consists of natural areas, open space with little to no actual use by students or faculty and has little or no interface with the public but is automobile oriented. Areas that are blocked from dominate views and include maintenance and utilitarian uses. This area will have landscape design that focuses on solutions that do not display continued neglect. No ornamental beds will be in this area. Turf will look natural; sidewalks will not be edged. Tree base without mulch, Irrigation is natural rainfall. Exterior lighting provided, exterior way finding signage, letters on each building. Grounds work impacted by weather and seasonal impacts. Note: Hours dedicated to tree maintenance preserve the U of Iowa's Tree Campus USA designation <i>and campus arboretum accreditation</i>.	
Frequency	Task
Daily	Snow removal and sand application on sidewalks, service drive and entrances as needed seasonally.
Weekly	Litter removal, debris removal at building entrances. Turf mowed as needed within a 4" – 8" range. Mowing schedule is dependent on season and weather (i.e. when grass growth slows in the fall, the mowing occurs less frequently). Trimming done monthly. Newly planted trees (up to 2 years) watered weekly.
Annually	Only select areas receive fertilizer treatment, weed control and pesticide application, sidewalk inspection and minor repair, tree inventory updated, and replacements planned as necessary, tree inspection and pruning, prune dead branches and remove dead plants 2x a year. Mulching shrub beds and trees as directed, sidewalks repaired or replaced as directed, site furniture and amenities inspected 2x a year, update and review Landscape Services Management Plan, annual repair of snow removal turf damage as directed.

Utilities

UI Utilities provides utility services to the Main Campus and Oakdale Campus through operation and maintenance of utility systems providing steam, chilled water, hot water, electricity, water, high quality water, storm sewer, and sanitary sewer. Select maintenance services are also provided to outlying properties on a case-by-case basis. Service boundaries described below apply primarily to buildings served by central utility systems maintained by UI Utilities. Repair services provided to buildings served by other utilities, such as MidAmerican Energy, Alliant Energy, City of Iowa City, and City of Coralville, may be provided by UI Utilities at the expense of the owner, but are subject to availability.

Utility rates are developed annually, and buildings/customers are billed monthly based on metered usage or standard fees as applicable. Rates and fees are based on FM cost-of-service, which includes production and purchased utility costs, distribution system operations and maintenance, and long-term capital renewal and improvement needs. Utility billing is completed using EnergyCap software that generates a bill similar to a utility bill at a residential location. The billing is uploaded into the General Ledger from EnergyCap, and a detailed bill, as well as historical usage are available upon request.

When construction projects increase the demand of either steam or chilled water, an Offset Charge is calculated and applied to the project budget. The Offset Charge is a Capacity Fee that goes to offset future costs of steam or chilled water capacity expansion projects in the central utility system. Offset Charges are not Connection Fees, as might be encountered when dealing with a private utility company. The Offset Charge is determined via an approved calculation methodology and can be obtained from Design & Construction.

The utilities produced and their distribution systems are generally located separately from and external to the end-use buildings and customer facilities. Redundancy is designed into utility production and distribution systems to avoid major service outages for most maintenance or repair activities. Scheduled maintenance and repair activities that require utility outages and directly affect customer activities are scheduled after-hours or during low occupancy periods whenever feasible.

Most utility distribution systems are underground on both the main campus as well as Oakdale. As such, the utilities maintenance tasks and their associated frequencies are not typically visible to or interfere with building and customer spaces or customer activities. Such tasks include but are not limited to monthly, semi-annual and annual inspections of electrical switchgear, transformers, wiring, steam and water piping, underground vaults (including pumping of groundwater infiltration), valves, drains, etc.

Utilities Services
<i>Financial Responsibilities</i> <i>New Construction:</i> • UI Utilities will fund installation of utility distribution services to within 300 feet of the building. These costs are covered within UI Utilities rates.

- *It is the responsibility of the building project to pay for the last 300 feet of utilities to include building interfaces, meters, and controls, and costs for acceptance testing or commissioning.*
- *It is also the responsibility of the building project to pay UI Utilities for time spent in support of the construction project, where a contractor would otherwise have to be paid to perform the services or purchase parts and equipment for installation. Type of charges would include but not be limited to valve-turning, acceptance testing, water system disinfection, electric cable and cable-pulls, fiber and fiber pulls, network cabinets, switches, meters, and valves, etc.*

Maintenance:

- *UI Utilities will incur costs for maintenance and repair of the system up to its point of entry into the building as described for each utility above. These costs are covered within UI Utilities rates.*
- *Costs incurred for maintenance and repair of utility equipment located within the building are the responsibility of the building owner. UI Utilities may provide maintenance services for these items at the expense of the building owner, and subject to staff availability.*

Service	Responsibility
Central Chilled Water Service	UI Utilities will be responsible for distribution piping, from the outside of all chilled water plants to the first valve in the building being served by the central chilled water system. This includes the Building Chilled Water Interface and associated meters and controls. This does not include building chilled water pumps.
Domestic Water Service	UI Utilities will be responsible for distribution piping, from the outside of the Water Plant to the first valve in the building being served by the UI water system. UI Utilities will specify water meters. Contractor will supply and install domestic water meters and cabling. Buildings served by either Iowa City or Coralville water systems are responsible for repairs, locates, and maintenance of this service. UI Utilities can assist with repairs for buildings on these other water systems, upon receipt of a requisition from the building.
High Quality Water Service	UI Utilities will provide high quality water services for customers requiring water meeting specific quality requirements beyond standard domestic water produced at the Water Plant. High quality water services are billed as a combination of centrally served utility where the Utility Enterprise funds large capital equipment on behalf of the owner or on a pay-for-service basis where UI Utilities provide water treatment maintenance and testing services.
Electric Service	UI Utilities will be responsible for the procurement and installation of the high voltage primary electric distribution system to the building, and secondary service into the building. This includes all primary cabling, switchgear, distribution transformers, and the secondary service protector or the first secondary protection device. UI Utilities will install transformers, switchgear, cabling, secondary service protection, metering and controls. Revenue metering of electricity consumption will be specified and installed by UI Meters and Controls and brought to the utilities network, for both building and exterior lighting. Contractors will be responsible for supplying and installing utility network cabinet, utility PLC cabinet and associated raceways and junction boxes to all meters and to campus network connection via the electrical duct bank. Contractors will also be responsible for installing exterior lighting; however, UI Utilities will maintain exterior lighting, generally consisting of wall-mounted lights, walkway and parking lot lighting.

Steam and Condensate Return Service	For the steam distribution system, from the outside wall of the UI Main Power Plant (or Oakdale Power Plant) to the building, including isolation valves and the first pressure reducing valve (PRV) in the building. Includes maintaining metering and controls, plus the first safety relief valve. Piping of the safety relief vent to outside is the responsibility of the building. Utilities services also includes one condensate receiver in the same mechanical room as the PRV station. Piping to the condensate receiver from the building side is by others. Utilities staff will perform inspections, open and close all utility valves as required for the project (including newly installed valves), and oversee steam blows, hydro testing, and cleaning of distribution piping. Steam meters will be specified by UI Utilities but furnished and installed (including cabling) by the mechanical contractor for each low and high-pressure steam service into each building. UI Utilities will perform meter start-up and programming.
Storm and Sanitary Sewer	Utilities will be responsible for sewer piping, from the building wall to the first manhole on the City of Iowa City or City of Coralville sewer systems. Downspouts, roof drains, and sanitary sewer lines shall be a joint effort with Utilities and FM Building & Landscape Services (FM-BLS); financing of cost of repairs will be determined by where the problems have occurred, either inside or outside of the building footprint. Sanitary and storm water pumps located inside of buildings are the responsibility of FM-BLS. UI Utilities can provide maintenance services on equipment located inside the buildings upon receipt of a requisition, subject to availability.
Utilities Network	Utilities will specify, purchase, program, and install components for utility network switch and components for utility PLC that serve to support utilities interfaces at the building. Meters and Controls will provide and install utility network fiber from the campus network into the building. All connections to meters will be terminated by Meters and Controls. Maintenance of all aspects of the Utilities network, including metering, fiber, PLCs, switches, and software will be the responsibility of Meters and Controls and costs covered by the Utility Enterprise.
Central Compressed Air	Utilities will maintain and operate the central compressed air system up to and including the PRV located at the building. Central compressed air is not a utility service that will be provided for building occupant use. Buildings should install and maintain compressors to meet internal needs.
Hot Water System (Oakdale)	Utilities will maintain the hot water distribution system from the Oakdale Power Plant wall to the first valve inside the building being served with hot water. Utilities will specify and program revenue-grade hot water meters and bring them onto the utilities network. Contractor will supply and install hot water meters and cabling.
Locate Requests	UI Utilities is a member of Iowa One Call and will provide Locate Services for UI-owned utilities. This includes electric, steam, water, chilled water, sewer and compressed air utility lines. Costs for locating are covered within UI Utility Rates. Natural gas lines are located by MidAmerican Energy up to the building meter.

Note: The party performing the work will be responsible for calling Iowa One Call for all utility locates before work begins.

Utilities also provide environmental compliance services to the entire university in several areas, detailed below. In general, Utilities' staff labor is not billed to provide these services on a project-basis but are included within the overall utility rates. When outside consultants must be engaged, or when an agency charges specific fees to issue a given permit, those charges are passed along to the customer requiring the permit. Compliance actions, including some tracking of equipment use and reporting, may be required of the customer who owns and operates the equipment that required the permit.

Environmental Compliance Services	
<i>Service</i>	<i>Responsibility</i>
Air Emissions	Administer regulatory compliance activities for all air compliance programs, including but not limited to: Campus-wide Title V permit monitoring, record-keeping, reporting, and auditing; Campus-wide PAL permits monitoring, record-keeping, and reporting; Construction permitting for applicable individual equipment (permit application development, notification, monitoring, and reporting as required by permit); Ambient air quality modeling; Stack test coordination and emissions monitoring system compliance; Refrigerant management across campus; Coordinate regulatory inspections from IDNR and EPA; Training and coordination with equipment owners to ensure information exchange and compliance; Coordination with academic units for related air emissions research projects; Applicability determinations for activities across campus that may trigger regulatory requirements.
Refrigerant Management	Coordinate with campus units that have equipment-containing refrigerant to ensure compliance with EPA ozone depleting substances regulations; Record-keeping; Auditing; Applicability determinations.
Storm water	Administer campus-wide municipal separate storm sewer system (MS4) permit, including but not limited to: Reporting and record-keeping; Maintain storm sewer and related infrastructure; Assist Design & Construction with evaluating projects to ensure storm water requirements are met; Coordinate annual stream cleanup; Administer applicable General Permit #1 requirements.
Water discharge permitting (NPDES)	Administer campus permits for discharge into waterways. This includes monitoring, testing, record keeping, inspections, and reporting.
Water use permitting	Manage required permit requirements across campus for water withdrawal (e.g. Iowa River, wells), including record-keeping and reporting.

Spill Prevention, Control, Countermeasures (SPCC)	Administer all campus SPCC plans, including plan development and record keeping; Monitoring and data collection; Annual training for staff on plan requirements; Spill response; Compliance auditing.
Flood Plain/Sovereign Lands Permitting	Assist Design & Construction with determining whether campus projects will require a joint IDNR/ACE flood plan/sovereign lands permit. Coordinate permit application development and oversee permit requirements.
Underground Storage Tanks	Coordination with campus UST owners to renew annual tank tags; Coordination of biennial campus regulatory inspections; Spill response.
Research grant compliance certification	Provide environmental compliance certifications for research grant applicants that include assurances that the project is compliant with applicable environmental regulations. This includes meeting with the PI and a site visit.

Capital Project Management

Design & Construction oversees and manages all Capital Improvement Projects from initiation to final closeout and warranty. (No FM GEF funding – self funded business)

Capital Improvement Projects are completed as a comprehensive and cooperative approach to creating a campus that is consistent with the University of Iowa's status as one of the nation's leading academic/research institutions.

This category provides a wide variety of services for managing Capital Improvement Projects as governed under Board of Regents Policy Manual 2.3 (<http://www.iowaregents.edu/plans-and-policies/board-policy-manual/23-property-and-facilities>). Capital Improvement Projects are defined as:

- 1) A capital improvement project is one which provides for the construction, repair, or improvement of buildings (including fixed equipment within buildings), utility systems or grounds under jurisdiction of the Board of Regents
- 2) A **major** capital improvement project is defined as any new building construction (including a major addition) or any building renovation project with an estimated project budget of \$2 million or more.

A project management fee (3% to 5%) is charged on all projects based on the actual **final** total project expenses.

Project Cost Low Range	Project Cost High Range	Flat Fee
\$0	\$20,000,000	5%
\$20,000,001	\$60,000,000	Sliding Scale
\$60,000,001	Above	3%

Services included in the percentage fee:

What to Expect: Design & Construction will provide experienced design project management and construction management to lead capital projects for both the Campus and UIHC from a customer's vision through construction completion. We will work diligently to complete each project on time and within budget while maintaining the highest level of quality.

General	• Compliance that all projects are designed and constructed in accordance with the University of Iowa Design Standards and economical stewardship. • Project technology systems (Project web site services (BuildUI), accounting systems, project management software, etc.). • Project accounting including contractor, design professional and vendor payments. • In-house work order accounting and payment. • Serve as the Owner's Representative to assure the best interests of the university are upheld in achieving a finished product with minimal disruption to campus functions. • Manage project activities and compliances of the Design Professional, the Contractor, Commissioning Agent, Testing and Balancing Agents, UI provided services and all other contracts, purchase orders, and agreements issued throughout the project. • Provide services to the Main Campus, Oakdale Research Park and UIHC. • Identify and ensure collaboration with all project stakeholders. • Update and maintain U and I Design Standards.
Design Management	• Required Board of Regents documentation, approvals and reporting. Ensure information flowing to the Board of Regents is consistent and transparent. • Present and seek approval from various university campus committees (Campus Planning Committee, Campus Development Team, etc.). • Facilitate and support decision-making processes of Senior Administration and the Board of Regents. • Ensure behaviors, decisions and outcomes are based on total cost of ownership and long-term stewardship. • Balance conflict between delivering institutional objectives and customer service from those with interests that are more isolated. • Management of design professional activities (selection process, contracts, insurance, design, schedule, etc.). • Negotiate Design Professional fees and amendments. • Coordinate project insurance requirements with Risk Management. • Solicitation of Design Professionals, Specialty Consultants and Commissioning Agents. • Solicitation of bids, advertisements, quotations and requests for proposals. • Project purchasing activities including time and material contracts, purchase of owner furnished equipment, furniture purchasing and coordination of installation, and departmental equipment purchases. • Compliance with all federal, state and local governmental codes and requirements (Building Code, ADA, EPA, etc.). • Development and management of project budgets, including all construction costs related to the project (i.e. asbestos abatement, ITS, Security Engineering Services, other internal campus providers, geotechnical, topographic surveys, quality control testing, etc.). • Identify and secure all required permits from federal, state and local governmental agencies (State Fire Marshall, IDNR, IDOT, City of Iowa City, EPA, etc.) and private utility company railroads and property owners (CRANDIC, MidAmerican, etc.).

	• Development of construction phasing and pedestrian/vehicular detours • Review Contract language to ensure minimal Institutional risk. • Manage the study phase to develop and evaluate design alternatives. • Communicate project impact to users of the facility. • Coordinate project schedules with other projects within/adjacent to the facility. • Coordinate contractor parking with Parking and Transportation. • Review of all design documents. • Conduct pre-bid meetings for potential bidders. • Solicit Bidders for upcoming projects. • Management the development of Infectious Control plans (UIHC). • Review ADA path of travel requirements and identify priorities to be incorporated into a project. • Identify bid alternates to protect the project budget. • Establish and manage the construction document review process (hardcopy, Bluebeam, etc.). • Assist with furniture layouts and procurement. • Assist with finishes. • Manage university design standard deviations and the associated approval process. • Maintain project information within department project management web-based system, BuildUI, including project description, budget, schedule, etc. • Review bids and recommend award of construction. • Manage budget approval and revisions as necessary. • Manage design related issues (omissions, errors or changes) during construction.
Construction Services and Construction Management	<u>Construction Services (projects <\$25,000)</u> • Contact customer to review and confirm project scope and expectations. • Contact Vendors to review scope and solicit pricing. • Verify Vendor pricing. • Submit budget to customer for review and approval. • Prepare and issue internal work authorizations for campus service providers. • Prepare and issue purchase orders for external services. • Maintain BuildUI with up-to-date information. • Coordinate and manage work provided by outside Vendors and campus service providers. • Coordinate with stakeholders, both internal and external to the university. • Ensure quality and assurance. • Monitor Contractor safety practices. • Review and approve Vendor payments. • Manage budgets and schedules. • Manage timely project closeout. <u>Construction Management (projects >\$25,000)</u> • Conduct post-bid reviews to confirm Contractor scope comprehension and bid accuracy. • Award construction contracts and ensure bonding and insurance requirements are met and maintained up to date. • Review subcontractor list. • Conduct preconstruction meeting and regularly scheduled progress meetings.

	• Monitor and evaluate construction progress and schedules. • Monitor the submittal review process via Submittal Exchange. • Maintain BuildUI with up-to-date information including project updates, Requests for Information (RFIs), Instructions to Contractor (ITCs), Change Authorization Requests (CARs) • Manage project budgets and contingencies. • Review and negotiate contract change orders. • Prepare and issue internal work authorizations for campus service providers. • Prepare and issue purchase orders for external services. • Review and approve progress payments for work-in-place and stored materials. • Review and approve Design Professional payments. • Track material procurement to ensure schedule compliance. • Ensure contract compliance and quality assurance. • Monitor commissioning, testing and balancing, and special testing activities to ensure compliance. • Ensure ICRA compliances are followed and maintained. • Monitor Contractor safety practices. • Coordinate with stakeholders, both internal and external to the university. • Manage Contractor requests for substantial completion and final acceptance. • Verify punch list(s) complete. • Manage timely project closeout, including O&M Manuals, Contractor as-builts, warranties, certifications, test reports, attic stock, record documents, etc. • Coordinate one-year warranty walk and manage discovered warranty deficiencies. • Provide advance notice for special warranty expiration.
Document Center	• Archiving of all project documents (review, bidding and record documents; meeting minutes, as-built drawings, shop drawings, testing and balancing and commissioning reports, etc.). • Filing and distribution of Operations & Maintenance Manual and special warranties. • Maintain database of project information. • Retrieve project documents as requested by administration and customers. • Create design review sessions utilizing software. • Organization of the archiving system. • Manage printing services.

Services NOT included in the project management fee:

What to Expect: Design & Construction will provide experienced design project management and construction management to lead capital project for both the Campus and UIHC from a customer's vision through construction completion. We will work diligently to complete each project on time and within budget while maintaining the highest level of quality.

Environmental Services	Asbestos Responsible for enforcement of Clean Air Act Regulations that govern renovation or demolition activities that could disturb asbestos containing building materials. Duties include: • Sampling/Asbestos Surveys • Remediation Oversight • Clearance sampling • Training

	• Recordkeeping • Outreach Indoor Air Quality First Stage Investigation of Indoor Air Quality complaints, including air sampling, occupant interviews and evaluation of identified spaces. • Particulate sampling • Moisture detection Lead Compliance with Safe Lead Work Practices under OSHA lead in construction practices 29 CFR 1926.2 and Resource Conservation and Recovery Act (RCRA) disposal requirements for lead hazardous wastes. Radon Sampling of Radon levels in university occupied buildings. Storm Water Quality The Clean Water Act requires a National Pollutant Discharge Elimination System (NPDES) permit to be able to discharge storm water from the Municipal Separate Storm Sewer System (MS4) into waterways. The University of Iowa is required to maintain the permit. To maintain the permit, the program requires several techniques to reduce the amount of pollutants discharge, protect water quality and satisfy water quality requirements of the Clean Water Act. Compliance with Storm Water discharge permitting/NPDES, SWPPP's (Storm Water Pollution Prevention Plans). • Review and approve site plans. • Construction site monitoring. • SWPPP compliance. • Outreach and education. Storm Water Pollution Prevention & Management • Public Education and Outreach on Storm Water Impacts • Public Involvement and Participation • Illicit Discharge Detection and Elimination • Construction Site Storm Water Runoff Control • Post-construction Storm Water Management • Pollution Prevention/Good Housekeeping
Design Fees	The project management fee does not include: • Design fees for the project provided by house design staff. • Design fees for the project provided by design professionals. • Work performed outside the Design Services listed above.

Other	Printing, permit fees or construction costs (internal or external).
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Facilities Information Services

An additional administrative Facilities Management function serving all of campus is the Facilities Information Service. FIS connects with Campus Planning and Development, an organization with a separate funding model, located in Finance and Operations. (overhead in rates – all funding sources)

Facilities Information Services is responsible for maintaining accurate university-wide facilities data. This includes, but not limited to, land holdings, space information, building data and infrastructure assets. FIS works directly with the university's Campus Planning unit. This strategic partnership supports the university's space planning and management processes, administered through the Provost, Vice President for Research, and Senior Vice President for Finance and Operations. FIS is responsible for all records relative to space assignment and coordination. The unit supports Campus Planning and the University Space Committee providing recommendations to improve space management and utilization. In addition, the unit's utility and mapping services support the university's master planning and other facility planning efforts. The unique partnership with Campus Planning is necessary to successfully advance the university's physical environment.

Campus Planning

Campus Planning is a unit within Campus Planning and Development, which reports to the Senior Vice President for Finance and Operations and is responsible for leading the planning efforts associated with the maintenance, operations, and improvements of the university's physical environment. The unit is responsible for developing plans and processes that support the building, site, and infrastructure needs of all campus programs.

FIS maintains the data warehouse critical to university planning efforts. The strategic partnership between CP and FIS strengthens the university's ability to advance its facilities. This supports the university's desire to have data driven processes relative to campus use and development.

Facilities Information Systems	
What to Expect: <i>Facilities Information Services will provide data stewardship of all university facilities, land, and infrastructure information, plans and maps necessary to successfully advance the university's physical environment in support of the university's mission and strategic aspirations. Our team will provide university administration, university departments and outside consultants with high-quality information that is easily accessible in a consistent manner.</i>	
Area	Specific Services and Duties
Campus Support	• Prepare facilities reports for Board of Regents as requested. • Directly supports the Campus Planning and Development, University Space Committee, and Learning Spaces Committee.

Space Planning and Management	• Member of the University Space Committee. • Assign room numbers for new or renovated space according to the university's standards. • Assist in room and building name assignments and changes. • Support construction delivery. • Provide space reports as needed including HEFMA, NFS, and the Facilities Governance Report. • Monitor renovation projects, in conjunction with project managers, which will affect space use and/or floor plans.
Data Management	• Maintain site, infrastructure and building space information; provide information upon request. • Manage building floor plans and space data, site mapping, and utility distribution plans. • Conduct regular space surveys to verify accuracy of floor plans, room use, occupants and other associated data. • Produce reports for the Board of Regents, university administration, university departments and outside consultants as needed. • Coordinate web-based ATG interface for access and use of the UI Space Information Management System (SIMS). • Administer building codes, abbreviations, names, addresses, room numbering, occupancy data, and other building information for all leased and owned facilities. • Provide technical support for Autodesk suite of desktop software applications and procedures to Facilities Management and other university staff.
Land and Utility Surveying	• Support utility infrastructure development. Survey, locate, and record data for all known utilities. • Maintain and verify land records. • Maintain and manage GPS survey equipment, software, and other high-end developing technologies that evolve with FIS and CP needs. Manage upgrades and warranty of equipment. • Maintain site and infrastructure information in Autodesk applications; provide information upon request; integrate data into GIS system. • Provide technical support for FM Utilities and university IT utilities locators.
Mapping and Site Information	• Manage and continue to expand the use of the university's Geographic Information System (GIS). Incorporate utility infrastructure and site data with critical attributes. • Integrate SIMS data into GIS system. • Create and maintain three-dimensional site model. • Distribute maps to campus patrons as requested and create custom maps when necessary; develop map inventory for convenient and easy access. • Prepare and provide mapping exhibits for the Board of Regents submittals and UI department's publications. • Maintain and expand site information database.

	• Provide technical support for ESRI suite of desktop and mobile software applications and procedures to Facilities Management and other university staff.
Professional Affiliations	• Higher Education Facilities Management Association – HEFMA • Campus Facilities Management Technology Association – CFTA • Big Ten and Friends Participants

Administration

Embedded into the services that Facilities Management provides is a network of business support for service delivery: Accounting, Budget/Finance, Human Resources, and Information Technologies. (Overhead in rates – all funding sources.)

Administration	
Unit	Specific Services and Duties
Accounting Budget/Finance	Facilities Management Accounting is responsible for general accounting, accounting reports, monthly accounting entries, utility billings, utility payments, purchasing, accounts payable, accounts receivable, travel, procurement cards, budgeting, and uniform purchase. Specific staff members are responsible for providing real-time project updates and reconciliations via BuildUI for all major capital projects. This includes the budget, funding, contract, purchase order, and expense tracking to help ensure each project is accurate and up to date.
Human Resources	Human Resources serves as a resource for all Facilities Management employees on university and department-specific HR policies, processes, programs, and transactions to create a humane and supportive work environment consistent with Facilities Management's mission and core values. FM HR also acts as a liaison to University HR for centralized functions, such as benefits, FM payroll, and learning and development.
Information Technology	Facilities Management Information Technology (FM-IT) provides service and support to nearly 700 internal users, many external customers, and over 500 computers that are housed in almost every building on the University of Iowa's main campus, as well as the Oakdale campus. The office's numerous services, from desktop support to application development to web deployment to network management, provide dedicated and reliable support to the vibrant community of Facilities Management employees, students and customers.
Maintenance Stores	Maintenance Stores stocks maintenance and repair items including electrical, plumbing, hardware, carpentry, refrigeration, sheet metal and tools. Maintenance Stores also includes a dispatch service for transporting maintenance supplies and blueprints throughout campus.
Safety	Facilities Management is committed to providing a safe workplace, as well as promoting safety across the campus community and beyond. Highly functioning partnerships within and outside the university are critical to this mission.