



IEC PROGRAM SUMMARY

Academic Year
12/13

Program Name:
Date of Review:

Facilities
AY 12/13

Major Program Goals:

- Improve maintenance response time.
- Improve grounds upkeep & cleanliness
- Improve custodial building cleanliness for classrooms & offices.

Concerns/Trends:

- Backlog of work in facilities. Current staffing level for Maintenance Services is 2FTE, 50% lower than the recommended 4 FTE for our campus size.
- According to 2012 survey quality of building cleanliness needs improvement.
- Outdated HVAC controls.
- Overall structures of the 45+ old buildings present a challenge and will become increasingly complex and costly to repair.

Plans for Addressing Concerns:

- Hire recommended number of maintenance staff (in program plan).
- Request 1.0 FTE Custodian position (in program plan).
- Continue to replace HVAC controls (in progress & in program plan).

IEC Recommendations:

- As budget allows increase maintenance & custodial staff.
- Research & implement as appropriate green technology opportunities.
- Identify and promote staff development opportunities.



PROGRAM EXECUTIVE SUMMARY

Academic Year	Name of Program	Facilities
2011-2012	Date Reviewed	AY12-13

EXECUTIVE SUMMARY

Overall Description and Assessment of the Facilities Department

Facilities Services has three groups that are integral to the three locations that it serves. These three groups provide Maintenance, Grounds-keeping, and Custodial services to the Gilroy, Morgan Hill, and the San Benito site. The Department's primary customers are the students, staff, and members of the community. Four major groups are required to provide services necessary to achieve the mission. These groups are; *The Director of Facilities Services, Facilities Maintenance Services, Facilities Custodial Services, and Facilities Groundskeepers.*

Director of Facilities Services

One of the primary duties of the Director is to supervise, evaluate, coordinate, and train a Department of fifteen classified personnel consisting of maintenance workers, custodians, and groundskeepers. The Director of Facilities Services provides technical training, safety training, provisions for customer service training, and promote teamwork to all staff members.

The Facilities Director must promote a positive work environment and teamwork. Teamwork among all Facilities staff members assists in fulfilling the Facilities goals to achieve a clean, safe, and healthy learning environment for everyone. Staff must work as a team to complete special jobs. Collaboration in every aspect of maintenance and operations work is a necessary element to complete organization goals.

Facilities Maintenance Services

The increased need for maintenance has created a backlog of work and creates a challenge for providing a reasonable level of support to our customers. The increased need for maintenance has demanded that a number of jobs be contracted to local companies and firms for their services. Some of the necessary work falls into an area between maintenance work and construction jobs. With only two full time maintenance employees, it is not prudent to involve Maintenance Workers on every type of construction job, since construction jobs will detract from the daily routine maintenance work, which could result in customer dissatisfaction.

Facilities Maintenance Services has maximized the amount of work which can be provided by contractors and vendors versus the amount of work performed by internal staff. The current staffing level for Maintenance Services is 2 FTE 50% lower than the recommended level of 4 FTE to be effective. This number corresponds with the data gather from the comparative study