Program Name: Operations & Maintenance

Assessment Period: August 2015 to July 2019

College Mission:
At Leeward Community College, we work together to nurture and inspire all students. We help them attain their goals through high-quality liberal arts and career and technical education. We foster students to become responsible global citizens locally, nationally, and internationally. We advance the educational goals of all students with a special commitment to Native Hawaiians.

Part I. Brief Description
The Operations & Maintenance unit is responsible for the day to day operations of the physical plant, parking lots, service roads, and grounds. The areas of responsibility include electrical, plumbing, carpentry, janitorial, grounds, mail service, transportation services, and project design and management for construction projects on the Pearl City and off site campuses.

The goal of the Operations & Maintenance unit is to provide a clean, safe, and welcoming environment for all students, faculty, staff, and visitors.

Part II. Analysis of Program/Unit Data
Assess janitorial cleaning services to measure if we are at Ordinary Tidiness, 85% cleanliness, as established by APPA standards. Random areas were assessed for cleanliness on a daily basis with the use of a checklist. Monthly calculations were completed to compute the cleanliness percentage for each fiscal year. These are the cleanliness percentage results for the review period: FY 2016 – 89%, FY 2017 – 86%, FY 2018 – 85%, FY 2019 – 86%. These results show that we are cleaning at a satisfactory level.

Comparable Measures are submitted per request by the System Office each year. The measures tracked for Operations & Maintenance are total FTE for each position classification and total number of work orders completed. This is our position FTE for the review period:

FY 2016  Janitor – 18.00, General Laborer – 6.00, Building Maintenance Worker – 5.00
FY 2017  Janitor – 18.00, General Laborer – 6.00, Building Maintenance Worker – 5.00
FY 2018  Janitor – 18.00, General Laborer – 6.00, Building Maintenance Worker – 5.00
FY 2019  Janitor – 18.50, General Laborer – 6.00, Building Maintenance Worker – 5.00

The total number of work orders completed during the review period:

FY 2016 – 1,054  FY 2017 – 1,293  FY 2018 – 1,098  FY 2019 – 1,077
The consistent number of work orders we have completed yearly shows that we have a high demand for services and that this unit is critical in supporting the campus operations.

**Part III. Analysis of Major Functions/Services**

The Operations & Maintenance unit provides support services to the entire campus community to ensure the buildings are clean and well maintained, building systems are operational, the grounds are well kept, and provide daily mail service.

The Janitorial staff is responsible for cleaning the building interiors, lanais, disposal of trash; and providing services for moving and delivering furniture, and setting up for events. They respond to calls from the campus when urgent cleaning services are required.

The General Laborers main duties are to upkeep the campus grounds. This includes cutting of grass, trimming of trees and shrubs, cleaning the exterior walkways and parking lots. They also install and repair irrigation systems and assist the Building Maintenance Workers as needed.

The Building Maintenance Workers are responsible for repair and maintenance of the building interiors and exteriors, electrical, plumbing, and carpentry work. They respond to calls from the campus when urgent repairs are required.

The Mailroom provides in-coming and out-going mail service for the entire campus. This service consists of mail pick-up and delivery at each division/unit on campus, mail delivery to off campus sites (e.g. UH-Manoa, U.S. Post Office). Accepting mail and deliveries from USPS and other delivery companies.

In year 2017, Administrative Services conducted a Satisfaction Survey sent out to all faculty and staff. This is the results of the survey.

**Janitorial Services**
- Cleanliness of the walkways/lanais, covered areas, concourse – 88% satisfied
- Cleanliness of interior spaces (offices, classrooms, public spaces) – 75% satisfied
- Cleanliness of the restrooms – 79% satisfied

**Grounds**
- Upkeep of the exterior walkways – 91% satisfied
- Upkeep of the parking lots – 87% satisfied
- Upkeep of the campus grounds and courtyards – 92% satisfied

**Building Maintenance**
- Work orders are completed as requested – 85% satisfied
- Work orders completed in a timely manner – 86% satisfied

**Operations & Maintenance Unit**
- Overall satisfied with the service received – 94% satisfied

**Part IV. Overview Analysis of Program/Unit**

The Operations & Maintenance unit has been sufficiently staffed these past years. The janitorial unit has had to do building assignment changes as a few buildings that have been, and still are,
being renovated during this review period. With buildings being off-line, we have had enough staffing to cover all areas of the campus. When all buildings come back on line, and the recent addition of two buildings (ED building in 2014 and Diamond Head portables in 2017), we will have a staffing shortage to sufficiently provide cleaning services to the campus. A request for one full FTE Janitor position has been submitted through the ARPD each year. In February 2019, we hired a 0.50 FTE Janitor to work in the afternoon, to provide services after the full time janitorial staff ends their work shift.

Waianae Moku opened in Fall 2017, without any FTE to provide janitorial and grounds services. Since its opening, we have had to contract these services. These services are put out to bid, which resulted in changes in vendors providing the services. This has been problematic in the past, as each different vendor needs to trained on operating procedures of the campus, and upon transition between vendors supplies and equipment needs to be switched out from the storage room. A request for one full FTE Custodian position has been submitted through the ARPD each year.

The renovation of a building in Wahiawa is currently in the design stage. Leeward CC will be operating this building upon completion, which is expected to be in year 2021. This will require janitorial and grounds services also.

**Part V. Action Plan**

For janitorial assessment, the Auxiliary and Facilities Services Officer will continue to use the checklist to inspect random areas on a daily basis to ensure we are cleaning at acceptable standards. The results of these inspections will be reviewed with the Janitorial Supervisor on areas for improvement and what is being done well.

In the future, looking at sending out a Satisfaction Survey to the campus to see how we are doing in servicing the campus with our individual units (Janitorial, Grounds, Building Maintenance), and as Operations and Maintenance as a whole.

This unit will continue to request positions to provide satisfactory services at all Leeward CC campuses.

- The Pearl City - requesting one FTE janitor position, with square footage added with the opening of the Education building(24,253sf) and the Diamond Head portables(24,527sf).
- Waianae Moku – requesting one FTE Custodian position to provide janitorial and grounds services.
- Wahiawa – Planning on how to provide janitorial and grounds services for this building. May need to contract out services if an FTE is not provided with the completion of the building renovation.
Part VI. Resource and Budget Implications
The Operations and Maintenance unit procures service contracts for A/C, elevator, and trash disposal services. There are escalation clauses for the vendor in the Maintenance contracts, when renewing each year.

OPERATING BUDGET

<table>
<thead>
<tr>
<th>Item</th>
<th>Supporting Data</th>
<th>New Cost Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Maintenance Contracts</td>
<td>Increase in JCI</td>
<td>$6,300.00</td>
</tr>
<tr>
<td></td>
<td>A/C Maintenance Contract</td>
<td></td>
</tr>
<tr>
<td>2. Waianae Moku Janitorial And Grounds</td>
<td>Increase in interior square to clean starting</td>
<td>$10,000.00</td>
</tr>
<tr>
<td>Contract</td>
<td>January 2020</td>
<td></td>
</tr>
<tr>
<td>3. Maintenance Budget</td>
<td>Increase in materials needed to support addition of</td>
<td>$10,000.00</td>
</tr>
<tr>
<td></td>
<td>the ED building and Diamond Head portables</td>
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PERSONNEL

<table>
<thead>
<tr>
<th>Item</th>
<th>Supporting Data</th>
<th>New Cost Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Custodian – 1.0 FTE Waianae Moku</td>
<td>Provide janitorial and grounds services for the new</td>
<td>$43,000.00</td>
</tr>
<tr>
<td></td>
<td>campus opened in 2017. Additional interior square</td>
<td></td>
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<tr>
<td></td>
<td>being opened in January 2020</td>
<td></td>
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<tr>
<td>2. Janitor II – 1.00 FTE Pearl City</td>
<td>Provide janitorial services for additional 24,527</td>
<td>$43,000.00</td>
</tr>
<tr>
<td></td>
<td>square feet at the Diamond Head portables</td>
<td></td>
</tr>
<tr>
<td>3. Custodian – 2.0 FTE Wahiawa</td>
<td>Provide janitorial and grounds for 1.572 acre parcel</td>
<td>$86,000.00</td>
</tr>
<tr>
<td></td>
<td>and 33,220 interior square footage</td>
<td></td>
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