Operations & Maintenance

ANNUAL REPORT OF PROGRAM DATA
2021

UNIVERSITY OF HAWAI'I LEWAREAD COMMUNITY COLLEGE
1. Program or Unit 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, mechanical, carpentry, janitorial, grounds, mail service, and transportation services. This unit is also responsible for project management, which includes project design to the completion of construction.

The service population for Operations & Maintenance is everyone that comes on campus. The goal of the Operations & Maintenance unit is to provide a clean, safe, and welcoming environment for all students, faculty, staff, and visitors.

2. Analysis of the Program/Unit

The O&M unit lost 2.50 FTE at the end of FY2020. These lost positions were one 1.00 FTE Temporary Janitor II, one 0.50 FTE Janitor I, and one 1.00 FTE General Laborer II. During FY2021, we converted one vacant Janitor II position (due to retirement) to a Building and Grounds Custodian II position to assist with the loss of 1.00 FTE General Laborer II position. This will allow needed help for both janitorial and grounds work. Fortunately, with the campus still having a large percentage of classes on-line, less campus facilities are being used, so cleaning to expected standards has been manageable. When the campus returns to normal activities and instruction, it will be challenging to provide consistent levels of cleaning with the reduction in janitorial staff. Thus, the request for 2.00 FTE Janitor II positions in the Personnel Resources section of this report.

Comparable Measures –

FTE

FY2021 Janitor II – 16.00, General Laborer II – 5.00, Building Maintenance Worker – 5.00
Custodian – 1.00
FY2020 Janitor II – 18.50, General Laborer II – 6.00, Building Maintenance Worker – 5.00
FY2019 Janitor II – 18.50, General Laborer II – 6.00, Building Maintenance Worker – 5.00

Work Orders Completed

FY 2019 – 1,077; FY 2020 – 892; FY 2021 - 568
The work orders completed for FY 2020 and FY 2021 can be directly attributed to COVID-19 as there was far less people and events being held on campus.
3. Program Student Learning Outcomes or Unit/Service Outcomes

a) SAO #1. Assess janitorial cleaning service levels – Janitorial cleaning service levels will achieve at minimum an 85% rating as established by APPA standards.

b) Random areas were assessed on a daily basis with the use of a checklist. Monthly calculations were completed to compute the cleanliness percentage for fiscal year 2021. The result was an 86% cleanliness average.

c) We are continuously reminding and retraining our janitorial staff on cleaning procedures.

a) SAO #2 (New) – Complete Building and Grounds Maintenance work orders within 3 days of work request approval.

b) All closed work orders were reviewed to check on the AIM Work Order system when they were completed and closed. The result was 85% of work orders were completed within 3 working days of being approved.

c) The work orders that were not completed within 3 working days was because of parts availability or a vendor needed to complete the work.

4. Action Plan

SAO #1 – The Auxiliary and Facilities Officer (Assistant Manager) will use a checklist to inspect random areas on a daily basis. This data will be calculated on a monthly basis to determine the cleanliness percentage. The Auxiliary and Facilities Services Officer will review the inspection outcomes with the janitorial supervisor on areas for improvement and what is being done well.

SAO #2 – The Auxiliary and Facilities Officer (Assistant Manager) will review and approve work requests as they are received from the campus through the on-line AIM work order system. The Building and Grounds supervisor will be responsible to complete the work orders within three (3) working days of approval of the work order. This will be tracked through the closed work order section on the AIM system.

The action plan aligns with the College’s Mission and Strategic Plan by providing a clean, safe, and welcoming environment to help students attain their educational goals.

These SAOs and recommendations for improvement or actions will help guide our unit until the next Comprehensive Review by providing data if we are providing satisfactory services to the campus community.

5. Resource Implications

Operating Budget
## Item

<table>
<thead>
<tr>
<th>Item</th>
<th>Supporting Data</th>
<th>Cost Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Maintenance Contracts</td>
<td>Increase in JCI A/C Maintenance Contract</td>
<td>$7,000.00</td>
</tr>
<tr>
<td>2. Maintenance Budget</td>
<td>Increase in materials needed to support addition of the ED and Dance Studio buildings, DH portables, and additional square footage at the DA building 1st floor.</td>
<td>$10,000.00</td>
</tr>
</tbody>
</table>

### Personnel

<table>
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<tr>
<th>Item</th>
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<th>Cost Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Custodian – 1.00 FTE</td>
<td>Provide janitorial and grounds services for Phase I opened in 2017 and added square footage for Phase II opened in 2020.</td>
<td>$44,000.00</td>
</tr>
<tr>
<td>Waianae Moku</td>
<td></td>
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<tr>
<td>2. Janitor II – 2.00 FTE</td>
<td>Provide janitorial services for additional 24,527 square feet at the DH portable and 6,111 square feet at the DA building and new Dance Studio.</td>
<td>$88,000.00</td>
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<tr>
<td>Pearl City</td>
<td></td>
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<tr>
<td>3. Custodian – 2.00 FTE</td>
<td>Provide janitorial and grounds services for a 1.572 acre parcel and 33,220 interior square footage.</td>
<td>$88,000.00</td>
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<tr>
<td>Wahiawa PDC</td>
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### 6. Optional: Edits to Occupation List for Instructional Programs

Review the Standard Occupational Classification (SOC) codes listed for your Instructional Program and verify that the occupations listed align with the program learning outcomes. Program graduates should be prepared to enter the occupations listed upon program completion. Indicate in this section if the program is requesting removal or additions to the occupation list.

☐ I am requesting changes to the SOC codes/occupations listed for my program/unit.