

Maintenance and Operations

2020-2021 Annual Program Review, Administrative Unit

A. Program Description

In one or two paragraphs, provide a description of the primary goals of your program or service area.

The Maintenance and Operations (M & O) Department is a support service Department that maintains all District buildings and facilities. The Department's objective is to provide a clean and safe instructional work environment (Operations) as well as an academic atmosphere that is conducive learning and education (Maintenance). The M & O Department works to continuously improve the District's assets through sustainable operational best practices and up to date maintenance technologies from standards set by APPA, which is the industry leading educational facility management consortium dedicated to supporting the professions that maintain educational facilities. The Department is comprised of staff that work as custodians, grounds/landscape workers alongside construction and mechanical building trades.

B. Progress Since Last Review (2019-2020 Objectives)

Identify the original objectives from your 2018-2019 review, as well as new objectives that have emerged since then (if applicable). For each objective, determine status and explanation for status. Note: The 2019-2020 annual review was modified due to the COVID-19 pandemic and did not include an objectives section. As a result, please reflect on the 2019-2020 objectives identified in the previous year's annual or six-year review (2018-2019).

Past Objectives

Objective Statement

The 2019 – 2020 objectives focused enhancing the campus support and service delivery, an organizational realignment and professional development for staff. That was achieved with the implementation of custodial quality controls, upgrading landscaping and cleaning equipment, as well as providing staff training and technical assistance toward professional development.

Objective Status

- Completed
- In Progress
- No Longer Pursuing

Status Explanation

N/A

End of Past Objectives

C. Achievements

OPTIONAL: List any notable achievements your program accomplished in the last year.

Operations

During LA County Public Health COVID-19 restrictions, Custodial and Grounds staff focused on job-based training (over 125 hours) and completed the roll-out the Quality Assurance Program.

Maintenance

The following projects were completed:

- Math Complex Paint and Flooring
- Art Complex Remodel
- Cosmetology Interior Painting
- SMCPOA Trailer Repairs
- Science Building (East) Air Handler/HVAC Ductwork replacements

- 1510, 2714 Pico and Emeritus HVAC replacements
- Emeritus and CMD LED lighting retrofits

Other important maintenance activities include preventative maintenance work in response to COVID and preliminary work in preparation for future mechanical and construction related projects.

D. Assessment and Evaluation

D1. Outcomes and Evaluation Research

Reflect on the outcome assessment (UO) data that your program reviewed in the 2020-2021 year that have yielded notable or actionable findings. Notes: It is not required to name every outcome assessed in your program.

OTHER EFFECTIVENESS DATA

Reflect on the other effectiveness data you collected and analyzed for the program in 2020-2021.

ADDITIONAL DATA DEMONSTRATING EFFECTIVENESS

If available, describe the results of other data indicating the effectiveness of the program and discuss any planned changes or actions your program plans to take to address the results. Examples of other data include: surveys, document reviews, observations, performance indicators, focus groups and interviews, advisory committee minutes, labor market data, license exam pass rates

N/A

D2. ANALYSES OF THE RESULTS

This question is designed to bridge the results of your evaluation and outcomes assessment with next year's objectives (Part E). In one or two paragraphs, describe what you have learned about your program from the evaluation/assessment results and how this knowledge will inform your plans for next year.

N/A

E. Next Year's Objectives (2021-2022)

Itemize any specific strategies or projects you plan to accomplish in the next year to improve the effectiveness of your program. Limit 3 objectives.

Objectives for Improvement

Objective

Rationale for Setting Objective (link to data, if applicable)

Operations

To conclude both the interior and exterior cleanable square footage of all District facilities to align of custodial and grounds standards. The goal is to designate an alpha identifier and segment into a framework that categorizes daily, weekly and monthly tasks.

Operations Management will also establish additional communications methods to consistently review the enhanced operational standards in response to LA County Public Health and Cal-OSHA guidelines on cleaning, disinfecting, and sanitizing.

Maintenance

Maintenance will focus their efforts on the overall reduction of the completion times of approved work order from District staff. Maintenance management will prioritize upcoming modernization projects both construction and mechanical and update preventative maintenance plans and processes for all campuses District-wide.

End of Objectives for Improvement

F. Current Planning and Resource Needs

In the space below, broadly discuss issues or needs impacting program effectiveness for which institutional support or resources will be needed for the next academic/fiscal year. In the table below, itemize the specific resources you will need to improve the effectiveness of your program, including resources and support you will need to accomplish your objectives for next year. While this information will be reviewed and considered in institutional planning, the information does not supplant the need to request support or resources through established channels and processes.

N/A

Human Resources

Human Resources

Resource Description/Item

M & O will look to identify and request approval for reestablishing positions that are vital to the Department. These positions include:

1. Carpenter (1)
2. HVAC Technician (1)
3. Custodian Lead (1)
4. Custodian (1)

Rational for Resources Need (cite objective, if applicable)

N/A

End of Human Resources

End of Facilities

G. Challenges Faced

(Optional) List significant challenges your program faced in the past year.

N/A

PROGRAM AREA VP FEEDBACK

To be complete by area VP: Provide any feedback and comments for the program here.

Thank you for the comprehensive PR report and the amazing work you have done during these trying times. I concur with your report and look forward to you accomplishing your objectives with meeting standards and improving response/completion times. One question I have is what are the standards you aim to meet in Operations?

Program area VP confirmation

Check this box to indicate that you have reviewed the program's annual review.

Yes, I have reviewed the program's annual report

This form is completed and ready for acceptance.