

Santa Rosa Junior College

Program Resource Planning Process

Custodial 2021

1.1a Mission

Facilities Operations is a District-wide service oriented support for all aspects pertaining to the physical and natural environment in support of Sonoma County Junior College District's mission. This support ranges from planning, design, construction of projects, agency interaction, maintenance, custodial, grounds and landscaping, environmental management, occupational safety, recycling, utility management, and sustainable initiatives. The division includes Custodial Services, which services 95 buildings and 1.6 Million gross square feet on the Santa Rosa campus, Petaluma campus, Public Safety Training Center, and Shone Farm.

Our team consists of 40 talented men and women dedicated to providing the most effective, safe and customer oriented service to the campus community. We are proud of our most valuable resource that is culturally diverse comprising of managers, technical professionals, administrative support, skilled trades, support staff, and students.

As part of the Facilities Operations team, Custodial Services works to maintain and provide a clean and healthy environment to the interior of all buildings at the Santa Rosa Campus, Petaluma Campus, PSTC and Shone Farm. We are responsible for supporting campus events including planning assistance, set-up, clean up, (i.e. President's Address, Commencement, Theatre Plays & Musical Concerts, Special lectures and Athletic Events). With over 1.5 million gross square feet of building interior to maintain on a daily basis, Monday through Friday. We maintain these buildings performing the following duties: Vacuuming, sweeping, dusting, trash removal, restroom/showers/locker rooms cleaning and disinfecting insuring public safety. Performing multiple floor care projects including cleaning carpets, washing or polishing hard floors, refinishing Gym (wood) floors. Making minor to medium repairs to buildings and equipment, reporting larger maintenance issues to the proper unit, lamping, reporting district ADA compliant issues.

Our Coordinators are available in our college from 5:00 am to 11:30 pm also support skilled trades during the hours they are not on site. Routinely our Custodial Coordinators provide support to the College during the off business hrs. by repairing or containing emergencies or situations like water leaks, malfunctioning elevators or automatic doors, tripped electrical breakers, dealing with transients trying to access or stay in buildings out of normal business hrs., helping by reporting items to skilled trades, District Police or other campus resources. Similarly they support coordinating and moving furniture for space re-assignments, and general

cleaning. Our staff also assist sitting on district committees such as safety and hiring. Supporting the College Emergency Response Activities.

Mission Statement:

"Facilities Planning and Operations promotes student learning reflective of the District's academic excellence by providing a safe, clean, well maintained educational, physical and natural environment."

1.1b Mission Alignment

PRPP Section 1.1b

"Facilities Operations promotes student learning reflective of the District's academic excellence by providing a safe, clean, well maintained educational, physical and natural environment." Our Goals also align with our "Strategic Plan" On "Foster Learning and Academic Excellence" "Improve Facilities and Technology" "Establish a Strong Culture of Sustainability" "Cultivate a Healthy Organization."

Custodial Services is a support and service unit providing all students, faculty and staff, a clean and pleasant work environment that enhances the learning, teaching and work activities in our college. Working together with our campus community to promote knowledge, expand skills and enhancing the lives of the diverse communities who participate in our programs and enroll in our courses. Custodial Services is also supporting the Sustainability efforts outlined by our SRJC "2014 Strategic Plan" by incorporating Green Cleaning Techniques as well as the implementation of Best Practices to our Custodial Program.

1.1c Description

Custodial Services works to maintain and provide a clean and healthy environment to the interior of all buildings at the Santa Rosa Campus, Petaluma Campus, PSTC, and Shone Farm. We are responsible for supporting campus events including planning assistance, set-up, clean up, (i.e. President's Address, Commencement, Theatre Plays and Musical Concerts, Special lectures and Athletic Events). There is over 1.5 million gross square feet of building interior to maintain on a daily basis, Monday through Friday. We maintain these buildings performing the following duties: Vacuuming, sweeping, dusting, trash removal, restroom/showers/locker rooms cleaning and disinfecting insuring public safety, lamping, reporting district ADA compliant issues, sitting on district committees such as safety and hiring.

Supporting the College Emergency Response Activities. Performing multiple floor care projects including cleaning carpets, cleaning, polishing or refinishing hard floors and Gym (wood) floors. Coordinating and moving furniture for space re-assignments, and general cleaning.

We also make minor to medium repairs to buildings and equipment, reporting of safety and larger maintenance issues through Facilities Operations. Normally our Coordinators also provide support to the College from 5:00 am to 11:30 pm helping report, repair or contain emergency repairs or situations like water leaks, malfunctioning elevators or electronic doors, tripped electrical breakers, dealing with transients trying to access or stay in buildings out of normal business hrs.

Custodial Services also supports the District EOC Evacuation Plan and Emergency Response efforts. Our department also supports the evacuation of Faculty, Students and Staff during power outages, including inspecting spaces like classrooms and elevators making sure people are not left behind or trapped in elevators.

1.1d Hours of Office Operation and Service by Location

The Custodial department is open for operation Monday through Thursday 5 am to 2 pm and 3 pm to 11:30 pm. On Fridays from 5 am to 10 pm.

During the months of June and July, we are open Monday through Thursday from 4:30 a.m. to midnight.

Emergency needs are called to manager outside normal operating hours.

1.2 Program/Unit Context and Environmental Scan

Custodial Services is responsible for the following:

- Cleaning of all District Buildings including classrooms, labs, conference rooms, break rooms, offices, public interior areas, others.
- Cleaning and sanitation of restrooms, showers and lockers rooms.
- Cleaning of Special Areas like Culinary Arts, Child Care and workshops like Analy Hall Clay-room
- Perform Floor care projects, carpet cleaning, and floor finish restoration.

- Provide event support including planning, setups and clean-up before and/or after events.
- Logistics of office/room moves and relocation; support includes from moving furniture to remove or reconfigure office partitions; remove or secure wall mounted cabinets or decorations; secure tall cabinets to walls to comply with earthquake safety guidelines.
- Helping making building move-in ready.
- Support of ADA by reporting any damaged or broken access devices, including performing some repairs on them.
- Procurement of necessary supplies, equipment and parts for custodial activities. We also support other locations when requested with recommendations for purchasing custodial equipment and/or supplies
- Supporting our Warehouse with different furniture and equipment moves.
- Installation of especial ergonomic office accessories and adjusting work spaces.

2.1a Budget Needs

An increase in square footage has resulted in increased square footage per custodian per assignment.

An analysis of the custodial needs for spring 2018 was completed using the minimum reasonable APPA* Standards (Office/Classrooms Level 3, Restrooms/Shower/Child Care/Dining Level 2), and came up with a 5.0 FTE* deficit in custodial support. This analysis doesn't include the additional time required to support setups; moving office furniture, musical instruments, equipment, others; conducting basic to intermediate maintenance repairs and respond to urgent calls. We recommend the use of APPA staffing Guidelines and Cleaning Standards because their focus is on Higher Education but their standards are very consistent with other similar organizations that focus in other fields of cleaning like the ISSA (The Worldwide Cleaning Industry Association)

Ideally an Institution like ours aims to maintain their quality of service in what APPA calls Levels 2 & 3 as described above but due to our reduced staffing and additional assignments, traditionally not performed by Custodial staff, we are able to maintain our college around APPA levels 3 & 4.

Over the past several years the Custodial Services Department has been making big strides in improving including:

1. Replaced old vacuums with new upright and backpack vacuums that include HEPA filters.
2. Implemented microfiber cleaning tools.

3. Added more efficient equipment like rid-on vacuums and carpet extractors; auto-scrubbers in the areas where they can produce the most benefits. (e.g. Doyle, Race and Bertolini).
4. Implemented an improved supply plan involving scheduled times for supplying custodial closets.
5. Implemented a more efficient set-up and move plan that involves fewer custodians, and moving most setups to the evening crew.
6. Implemented a more organized plan to request help from custodial technicians.
7. We are now participants of the use of Service Desk Plus and EMS* for regular service request and event support
8. Conducted more hands on training in restroom and floor cleaning.

*APPA Leadership in Educational Facilities (Formerly Association of Physical Plant Administrators)

*FTE Full Time Employee

*CSF Cleanable Square Feet

*EMS Event Management System

*SEIU Service Employees International Union

*DUO Day Under the Oaks

*STNC Short Term Non-Continues

*ERI Early Retirement Incentive

2.1b Budget Requests

Rank	Location	SP	M	Amount	Brief Rationale
0001	ALL	00	00	\$20,000.00	Increase supply budget to compensate for inflation and the additional supplies needed for the newly added square footage.
0002	ALL	00	00	\$5,000.00	Parts and Repair of existing equipment plus items required for other type of maintenace requests.
0003	ALL	00	00	\$5,000.00	We need to add some money for training and travel if required
0004	ALL	00	00	\$10,000.00	Equipment replacement.

2.2a Current Classified Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Custodian: 22 FTE (PM Shift)	40.00	12.00	Under general supervision, perform a wide variety of custodial and maintenance duties in order to provide a clean, orderly and safe environment; and perform related work as required.
Custodian: 5- 50% FTE (AM & PM Shift)	20.00	12.00	Under general supervision, perform a wide variety of custodial and maintenance duties in order to provide a clean, orderly and safe environment; and perform related work as required
Coordinator Custodial Services, 1 FTE (PM)	40.00	12.00	Under the direction of the Manager for Custodial Services provides supervision to the PM crew from 3:00 pm to 11:30 pm and any other time when manager is at meetings or absent. This position is responsible to direct and coordinate the work of Custodians, STNC and Student Workers during the evening shift. Supports the planning of events and provides guidance on the field for any cleaning project, service requests and events performed by custodial staff. This position is temporarily reclassified.
Custodian: 7 FTE (AM Shift)	40.00	12.00	Under general supervision, perform a wide variety of custodial and maintenance duties in order to provide a clean, orderly and safe environment; and perform related work as required
Coordinator Custodial Services, 1 FTE (AM)	40.00	12.00	Under the direction of the Manager for Custodial Services provides supervision to the AM crew from 5:00 to 8:00 am and any other time when manager is at meetings or absent. This position is responsible to direct and coordinate the work of Custodians, STNC and Student Workers during the morning shift. Supports the planning of events and provides guidance on the field for any cleaning project, service requests and events performed by custodial staff. This position is temporarily reclassified.
Coorfinator, Maintenance Operations	40.00	12.00	Coordinator for Petaluma Campus Under direction, coordinates building maintenance and custodial activities; performs skilled maintenance in one or more of the construction trades; maintains records of building maintenance; monitor and give input into the operational budget; serves as lead worker to designated Classified employees at facility; and performs related work as required.

2.2b Current Management/Confidential Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Manager, Custodial Services	40.00	12.00	Under general direction of the VP, Finance and Administrative Services, organizes, coordinates and directs the work of custodial staff; coordinates District event set-up; develops and monitors departmental budgets; establishes and maintains hazardous materials records; trains, instructs and evaluates custodial staff; and does related work as required. Integrates best practices on Sustainability and Green Cleaning. Writes and updates Custodial work procedures including equipment procedures. Develops and/or utilizes measurements tools to properly staff campus buildings and determine proper level of service provided.

2.2c Current STNC/Student Worker Positions

Position	Hr/Wk	Mo/Yr	Job Duties
P.M. Shift: 4 STNC 4-hour positions	20.00	12.00	STNCs provide temporary support to custodial staff taking care of areas without permanent staff and cover for absences. STNCs are required to perform the same tasks of a regular custodian. Currently our PM crew utilizes 4 STNCs to be able to cover for absences. The 4 STNC are alternated through the year. Something that was changed when limits on STNC were introduced was the challenge to provide full coverage during long term absences. 25 hrs. a week are Ok for coverage during the first three days but after that those hrs. are not enough resulting on the areas to fall under their cleaning standards.
A.M. Shift: 4 STNC 4-hour positions	20.00	12.00	STNCs provide temporary support to custodial staff taking care of areas without permanent staff and cover for absences. STNCs are required to perform the same tasks of a regular custodian. Currently our AM crew utilizes 4 STNCs to be able to cover for absences. The 4 STNC are alternated through the year. Something that was changed when limits on STNC were introduced was the challenge to provide full coverage during long term absences. 25 hrs. a week are Ok for coverage during the first three days but after that those hrs. are not enough resulting on the areas to fall under their cleaning standards.

2.2d Adequacy and Effectiveness of Staffing

There are currently 3.5 FTE in vacant positions due to retirements. While we are holding recruitment during the pandemic, the vast majority will need to be refilled prior to returning to regular operations. The department also needs to assess current practices to streamline and gain efficiencies to ensure the cleanliness of the district while seeing reductions in human resources.

2.2e Classified, STNC, Management Staffing Requests

0001	Santa Rosa	04	07	0.5 FTE	Administrative Assistant I	Classified
0002	Santa Rosa	04	07	1.0 FTE	Custodial Maintenance Tech	Classified

2.3a Current Contract Faculty Positions

Position	Description
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2.3b Full-Time and Part-Time Ratios

Discipline	FTEF Reg	% Reg Load	FTEF Adj	% Adj Load	Description
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2.3c Faculty Within Retirement Range

2.3d Analysis of Faculty Staffing Needs and Rationale to Support Requests

2.3e Faculty Staffing Requests

Rank	Location	SP	M	Discipline	SLO Assessment Rationale
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2.4b Rationale for Instructional and Non-Instructional Equipment, Technology, and Software

2.4c Instructional Equipment Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
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2.4d Non-Instructional Equipment and Technology Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0001	Santa Rosa	04	07	Support Vehicle	2	\$15,000.00	\$30,000.00			
0002	Santa Rosa	04	07	Cleaning equipment, e.g. carts, vacuums, scrubbers	1	\$20,000.00	\$20,000.00			

2.4f Instructional/Non-Instructional Software Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
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2.5a Minor Facilities Requests

Rank	Location	SP	M	Time Frame	Building	Room Number	Est. Cost	Description
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2.5b Analysis of Existing Facilities

The Custodial house is old and there are areas that are getting worse. Eventually there will be a need for a minor remodel.

3.1 Develop Financial Resources

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3.2 Serve our Diverse Communities

The Custodial Department is very diverse but we need to include workshops in Team-Work, Communication Skills, Customer Service, Diversity & Inclusivity, Develop a Safe Work Environment and others to improve interaction with coworkers and the campus community.

We also need to learn more regarding college policies and procedures. We hope to expand our staff's knowledge on these areas so they can be better informed thus making greater contributions to SRJC.

3.3 Cultivate a Healthy Organization

To encourage and support classes offered by the college or appropriate training services including those offered by vendors.

We would like to provide more training opportunities related to career improvement so our crew can identify ways of moving into other jobs in or out of the department. There are limited opportunities for our staff to advance. Developing tools and opportunities for them can keep our staff motivated and engaged with our organization.

3.4 Safety and Emergency Preparedness

The training required in our organization includes topics like:

- Blood-Borne Pathogens
- Back Safety and Ergonomic Training
- Proper lifting Techniques and use of lifting equipment
- Safe chemical use and handling
- Lab Safety Training and Common Lab Hazardous.
- Preventing exposure from hazards like asbestos and lead in our facilities.
- Ladder safety guidelines
- For some: Forklift, Aerial Lift Equipment (like scissor, boom-lift, others) Training and Certification

3.5 Establish a Culture of Sustainability

Our goal for the coming period is to align every possible aspect of our cleaning program with Sustainability Practices. The implementation of Green Seal Certified Cleaners, high recycle content paper products, implementation of microfiber, the use of more efficient and safer cleaning equipment approved by the LEED guidelines and Green Seal GS-42 standards.

Custodial Services has been implementing more sustainable practices. We have added sustainability requirements for their paper products, trash liners and hand soap and began the implementation of microfiber products, changed our core cleaners to Green Seal or EPA certified cleaners, replaced 85% of our older vacuums for vacuums with HEPA filtration, introduced larger cleaning equipment like auto-scrubbers, ride-on vacuums and ride-on carpet cleaners to improve productivity and reduce intense physical labor. All our new equipment complies with the GS-42 cleaning standards from Green Seal and are certified by the CRI (Carpet & Rug Institute) or similar environmental preferable certifying organizations.

We have also introduced better lifting practices, techniques and new lifting equipment to improve productivity and safety.

4.1a Course Student Learning Outcomes Assessment

4.1b Program Student Learning Outcomes Assessment

4.1c Student Learning Outcomes Reporting

Type	Name	Student Assessment Implemented	Assessment Results Analyzed	Change Implemented
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4.2a Key Courses or Services that address Institutional Outcomes

Course/Service	1a	1b	1c	2a	2b	2c	2d	3a	3b	4a	4b	5	6a	6b	6c	7
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4.2b Narrative (Optional)

5.0 Performance Measures

Custodial Services Workload

Custodial Services Event Support Graphs by Total Number of Hrs. (not updated due to elimination of events from COVID)

Row Labels	Sum of Support Time	Sum of OT	Sum of Planning Time
Jan	145	28	26
Feb	308	24	47.5
Mar	182	16	29
Apr	552	50	79.5
May	627	494	111.5
Jun	350	24	40.5
Jul	200	20	30.5
Aug	350	20	39.5
Sep	280	8	37.5
Oct	205.5	12	31
Nov	313	8	40.5
Dec	292	12	32
Grand Total	3804.5	716	545

Custodial Services Event Support Graph By Monthly Number of Events (not updated due to elimination of events from COVID)

Row Labels	Count of Reservation Event Name
Jan	21
Feb	34
Mar	23

Apr	63
May	61
Jun	31
Jul	34
Aug	33
Sep	27
Oct	25
Nov	33
Dec	28
Grand Total	413

Custodial Services Service Requests through Service Desk Plus.

Count of Department Request	
Tech	Total
Embaye, Teshome	159
Gebre, Mengistab	125
GU.Custodial.Services	108
Lopez-Ramirez, Cesar	35
Grand Total	427

717.36 Hrs.

6.1 Progress and Accomplishments Since Last Program/Unit Review

Rank	Location	SP	M	Goal	Objective	Time Frame	Progress to Date
0000	ALL	04	07	Keep spaces clean and sanitized in COVID 19	With limited staffing, keep all spaces sanitized to ensure there is not an outbreak	1 year	Ongoing but there have been no outbreaks in the District
0000	ALL	04	07	Make changes in the department to streamline and gain efficiencies	Implement equipment and other tools to help streamline work, reduce injuries and find efficiencies	ongoing	Ongoing

6.2b PRPP Editor Feedback - Optional

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6.3a Annual Unit Plan

Rank	Location	SP	M	Goal	Objective	Time Frame	Resources Required
0000	ALL	04	07	Keep spaces clean and sanitized in COVID 19	With limited staffing, keep all spaces sanitized to ensure there is not an outbreak	1 year	Funding and staffing
0000	ALL	04	07	Make changes in the department to streamline and gain efficiencies	Implement equipment and other tools to help streamline work, reduce injuries and find efficiencies	ongoing	Training funds and upgraded equipment