

# Santa Rosa Junior College

## Program Resource Planning Process

### Facilities - Custodial 2019

#### 1.1a Mission

##### PRPP Section 1.1a

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 FPO division comprises of the following departments: 1) Facilities Planning and Operations; 2) Facilities Operations - Administration, Custodial, Grounds and Recycling, Maintenance.

In addition to new construction, renovation projects, deferred maintenance, we maintain 95 buildings, 1.6 Million gross square feet, multiple athletic fields, and 500 acres on the Santa Rosa campus, Petaluma campus, Public Safety Training Center, and Shone Farm. We also provide support to the various leased facilities at our 36 Educational Centers.

Our team consists of over 70 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 one and a half (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 (Formerly Custodial Techs) 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."

(Last Update Javier Rodriguez 4-2019)

## 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.

(Last Update Javier Rodriguez 4-2019)

## 1.1c Description

PRPP Section 1.1c

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 one (1) 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.

Through the Custodial Maintenance Tech program, minor to medium repairs are made to buildings and equipment, reporting of safety and larger maintenance issues through Facilities Operations. Custodial Maintenance Technicians also report to and work in the skilled maintenance crafts when required. Normally our Custodial Tech Staff (Currently performing as Temporary 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 has already successfully supported the evacuation of Faculty, Students and Staff during power outages in two occasions. Our support includes inspecting spaces like classrooms and elevators making sure people are not left behind or trapped in elevators.

(Last Update Javier Rodriguez 4-2019)

## 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 supervisor in time of non-operation.

## 1.2 Program/Unit Context and Environmental Scan

### PRPP Section 1.2

Custodial Services within Facilities Operations is responsible for the following:

- Cleaning of Campus 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.
- Supporting occasionally other locations (Shone Farm, SWC, PSTC) with floor care projects or equipment repairs
- 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.
- Support of Environmental Health and Safety department with the installation of especial ergonomic office accessories and adjusting work spaces.

(Last Update Javier Rodriguez 4-2019)

## 2.1a Budget Needs

### PRPP Section 2.1

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/showers/Child Care/Dining Level 2), and came up with a 5.0 FTE\* deficit in custodial support for the Santa Rosa Campus. 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.

Note: Keep in Mind that the analysis that outlined the need for additional 5.0 FTEs was done before we lost two more employees and before ERI was presented to our campus community.

While Burbank is closed for remodeling the District has added temporary work spaces in 425, 437, 705, 707 and 708 Elliott Ave., Plover 501, Lark Temps, Bech Temps, ELS Temps and expansion of Analy Village for a total of 28,436 additional CSF\* compared to only 17,884 CSF from Burbank.

Over the past several years the SR Custodial Department has been making big strides in improving SR Custodial Services by doing the following:

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.
9. Increased monitoring of employee activities and breaks.

Even with these improvements the department still needs at least an estimated 2.5 FTE in custodians, in addition to replacement of any employee that leaves due to retirement (or for other reasons). During the reorganization of our department in 2017 there was an intent to compensate this deficiency on staffing by moving three 0.5 FTE custodians from the day shift to the evening shift and making them fulltime, but negotiating the implementation of the reorganization with SEIU\* resulted in them maintaining their current positions until they can be eliminated by attrition; no additional labor hours were increased during this process.

- The estimated time expended for cleaning, events, maintenance repairs and moves was until 2010-11 around 85% cleaning and 15% other activities.
- In 2016 it changed to 65/35%
- Currently in our busiest months this ratio can go as low as 50% available cleaning time, increases to 40% event support and 10% other requests. This has significantly impacted our ability to comply with our core function of maintaining our facilities clean.
- From 2018-19 Custodial Services provided 5065.5 hours of event support that include:
  1. 3804.5 Regular hrs.
  2. 716 of OT (An average 80% is comp time that translates into 859.2 hrs. of absences)
  3. 545 just for planning.
- In the last 4 years the average time supporting events has been over 6,000 hrs. This year all the activities normally happening in Burbank and DUO\* were canceled; additionally the use of a new event management system resulted in events not being recorded

properly. This can justify why 2018 had a lower number of event support hours compared to previous years.

Even though we have new facilities coming on board, a majority of our buildings are in dire need of upgrades. This has impacted our department by the ongoing service requests on our aging facilities and the high cost of maintaining these buildings. A good number of complains we get every day are related to public restrooms. We understand that a proper training program on this area has to be implemented but we have several locations where the physical condition of our restrooms make our work more difficult. The public restrooms that are in dire need of remodeling are Emeritus, Shuhaw Hall (Soon gone), Barnett, Maggini, Quinn and Tauzer Showers and Locker rooms; other set of restrooms that is in very bad shape and has many design flaws including location is the one in Lark Hall. The way the Lark restrooms were designed and their location is also unsafe for students during early mornings or at night.

- Aging facilities are more time consuming to maintain due to outdated design (from original intended use).
- Aging equipment such carpet extractors, scrubbers, auto-scrubbers etc. are in need of service and repair. We need to properly maintain our equipment in good working conditions to comply with our Sustainability practices.

Although the information we've been given this year is that we'll be rightsizing our college and reduce the amount of square footage we have to support we don't know yet what this will look like. Most of the facilities we've been told that will be removed are temporary buildings that, to begin with, were added without additional staffing. Before any new projects or buildings were approved we were already supporting some buildings only with [STNC\\*](#) staff; permanent positions for those areas were never hired. Some buildings on the list to be replaced are not disappearing, they will be replaced with larger buildings than the original. Out of the list of buildings given to us only Barnett and Analy Village could reduce the amount of Sq. Ft. we have to support but two things with these two buildings most likely will happen. One is that the total amount of Sq. Ft. from these two buildings could easily be wiped out by the additional Sq. Footage from STEAM, Burbank and 525 Elliott (Kunde Hall). Second, even if these two buildings disappear we don't have yet a date when this will be done. With the [ERI\\*](#) coming too we could lose even more staff before these adjustments happen.

## To our Leadership

Something very important I'd like our Leadership to consider is that even if we rightsized the college we can lose a larger number of people than what is required to maintain the college at a good cleaning level. Eventually if we don't provide an acceptable level of maintenance to our buildings the money we are trying to save will increase by the impact of the lack of maintenance. I'd like to remind our Leadership too that the condition of our facilities has a direct impact in student attraction and retention, but not only on students this also has a similar impact on our faculty and staff. There are studies that clearly show how the lack of cleaning impacts the health of the community in a workplace or college campus. Our students are not like our K-12 students that normally are assigned to a specific school. Our students have

other options that they will look for if our organization doesn't keep certain level of academic success, comfort and physical appearance.

For several years now we have been in great need of hiring an (1 FTE) Administrative Assistant I. Currently we only have one student employee supporting us a few hours a week. This does not allow us to effectively respond to calls or urgent requests because we do not have anyone attending our phone lines. Even if we have student support the other issue is consistency from their work; they come and go and training them is something difficult for us. We have been also told to be very careful with the work that is assigned to our student employees, this situation limits what information they can handle and the work they can help us with. Not having a consistent support alone has caused three incidents in the last four months where calls were not received on time and services were delayed or not provided creating frictions with the affected people.

The amount of events has increased significantly since 2012 making it more complex to scheduling staff and activities; the impact is shown in the reduced efficiency coordinating our work or supporting events. We need someone that can support our service request system and keep all the information readily available and updated; keeping track of STNC and Student's timesheets and work hours; service request processing, assignment and closing; filing important documents; receiving calls and follow up with customers; delivering and receiving important documents on time, etc. Our Custodial Department is possibly the largest single unit in our campus and doesn't have permanent AA support.

For 2018-19 our department is comprised of 32 permanent employees including:

- 1 Manager, Custodial and Facility Use Services
- 1 Supervisor, Custodial Services
- 2 Temporary Custodial Coordinators (Formerly performing as Custodial Techs)
- 9 AM Custodians (Including three 50% employees, 7.5 FTE)
- 19 PM Custodians (Including one 50% employee, 18.5 FTE)

These are the positions we have in our total FTE count but since May 2018 we have had several long term absences due to retirements or different medical reasons. In average we have 6 to 7 additional STNC for short and long term absences, plus two student employees, one helping our am crew and the second one helping us in our office.

STNC support has been critical to our operations but as it happens with student employees keeping consistency and well trained employees is very hard to accomplish. Many STNC come here to get trained and later leave for better paid opportunities. The turnover is very high among STNC causing major headaches trying to train them, keep consistency and even accountability. Another drawback from using STNC is that they normally are given only 4 hours every day to cover 8-hrs-assignments. When they cover three to five days the results are mostly Ok but longer term coverage results in our facilities not getting the level of service they require; even recruiting STNCs has become a challenge. Keep in mind that, at a difference from other departments, we can't just distribute the work around other employees or skip basic assignments for two or more days. The work custodial services does is very visible and people notice when the basic services are not getting done.

From 2018 to 2019 we had a total of 7672 hours of absences including:

- 3590 from sick-leave
- 2741 hours of vacation
- 1124 hours of WC
- 146 hours of Comp Time use
- 71.4 LWP.

\*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 new added 425, 437, 705, and 708 Elliot, Plover 501, Lark Temps, Bech Temps and an expansion of Analy Village and Shone Farm; soon coming Kunde Hall. Our Supplies budget has not changed for more than a decade
0002	ALL	00	00	\$5,000.00	Parts and Repair of existing equipment plus items required for other type of maintenance requests.
0003	ALL	00	00	\$5,000.00	We need to add some money for training and travel if required
0004	ALL	00	00	\$16,000.00	Equipment replacement.

## 2.2a Current Classified Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Custodian: 18 FTE (PM Shift)	40.00	12.00	The PM crew is integrated of 18 FTE and one 0.5 FTE for a total of 18.5 FTE custodians. 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: 4- 50% FTE (AM & PM Shift)	20.00	12.00	The AM & PM crew have also 4 50% FTE for a total of 2 FTE equivalent custodians. 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 Maintenance Operations, 1FTE (PM) Temp	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: 6 FTE (AM Shift)	40.00	12.00	The AM crew is integrated of 6 FTE and one 3 50% FTE for a total of 7.5 FTE custodians. 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 Maintenance Operations, 1FTE (AM) Temp	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.
--	-------	-------	---

## 2.2b Current Management/Confidential Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Supervisor, Custodial Services AM/PM	40.00	12.00	Under general direction of the Custodial Manager, organizes, coordinates and directs the work of custodial staff on both shift; and does related work as required.
Manager, Custodial Services & Facilities Use/AM-PM	40.00	12.00	Under general direction of the Director-Facilities Operations, 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

The District has initiated the process to set up new Industry Standards that better reflect the correct assignment per FTE Custodian. These standards are based on Cleanable Square Feet (CSF) instead of Gross Square Feet (GSF). More detailed information about these standards can be found in the APPA Custodial Cleaning Standards and Staffing Guidelines reference book. (Current staffing level is 27 FTE (Equivalent) - providing Custodial support to 833,581 cleanable square feet, the time to clean this space is better estimated by the use of cleaning levels and space categories. Detailed information is required to explain the difference between GSF and CSF assignment calculations)

Using GSF under our current staffing level of 27 FTE (Equivalent) we support Santa Rosa Campus' 1,308,780 gsf of buildings for an average of 48,473.33 gsf per Custodian. The average recommended SF by custodian remains around 30,000 sf.; we are almost 18,473 sf over the recommended assigned Sq. Ft per custodian. Typically, in schools, actual cleaning time goes down when Custodians are asked to perform other duties, such as moves, supporting events, performing basic-to-mid-level maintenance requests and others as is the case in our campus. (Source: International Custodial Advisors Network—ICAN.)

In addition to daily cleaning duties, Custodians complete other needs of the District assigned through service requests.

During the Calendar Year 2017-18 Our Department supported:

- 413 Events for a total of 5,065 hrs. that includes 716 hrs. of OT (Mostly Comp. Time) and 545 hrs. of Planning Time (Supervisor Time)
- 427 Service Requests that include, moves, maintenance repairs, others. The Total number of hrs. is in average 717 hrs. This work is normally assigned to our two Coordinators with support from other staff including Mengi and me.
- 7,672 hours of Absences where only 2,732 were covered by STNC and the rest by our Regular Custodial Staff or were just omitted because of time limits on our STNCs.
- 9,750 hrs. of Non-Cleaning Time which includes breaks, meetings, work or related information before and after every shift, picking up/returning keys & radios from office, etc. (Industry Standards establish that an 8-hr-workshift includes 6.5 hrs. productive time and 1.5 hrs. non-productive time; in our field this is cleaning and non-cleaning time)

**Note:** Of the 26 FTE, 4 positions are 50% FTE equaling 2-100% FTE.

### **Staffing Effectiveness:**

**Request:** replacement of 2.5 FTE Custodians to support District mission and offer even custodial coverage of Santa Rosa Campus Facilities. Average square footage per Custodian has increased already greatly since 2017 due to the loss of department's STNC and substitute budget. There is also an increase on the number of Facilities we have to support due to the addition of temporary buildings during construction projects. Final GSF increase after construction of new Facilities is unknown at this point.

**Request:** Hiring of one (1) 100% FTE Administrative Assistant I in support of the Custodial operations. With a Custodial Department of thirty two (32) Full-time employees, plus student labor, STNC. A significant increase of events office support is a highly necessary requirement. Is not only our normal activities who now demand for AA support but also the need from our employees who require help with paperwork, emails, navigating their information on-line, etc. Office support is required to assist Custodial/STNC/Student staff with daily needs. This position should be also first responder to campus community in support of District mission.

The Custodial Center receives many requests for assistance from the campus community via e-mail, interdepartmental mail, online Service Request system, EMS and by phone. Many people consider that because we perform cleaning duties there is no complexity in our operations but this is not accurate anymore or never was. As many other departments ours has evolved requiring additional administrative tools and skills.

(Last Update Javier Rodriguez 4-2019)

## 2.2e Classified, STNC, Management Staffing Requests

Rank	Location	SP	M	Current Title	Proposed Title	Type
0001	Santa Rosa	00	00	1.0 FTE	Administrative Assistant I	Classified
0002	Santa Rosa	00	00	1.0 FTE	Custodian 100 % FTE	Classified
0002	Santa Rosa	00	00	1.0 FTE	Custodian 100 % FTE	Classified
0003	Santa Rosa	00	00	.5 FTE	Custodian 50% FTE	Classified

## 2.3a Current Contract Faculty Positions

Position	Description
----------	-------------

### 2.3b Full-Time and Part-Time Ratios

Discipline	FTEF Reg	% Reg Load	FTEF Adj	% Adj Load	Description
------------	----------	------------	----------	------------	-------------

### 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
------	----------	----	---	------------	--------------------------

### 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
------	----------	----	---	------------------	-----	-----------	------------	-----------	------------	---------

### 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			

### 2.5a Minor Facilities Requests

Rank	Location	SP	M	Time Frame	Building	Room Number	Est. Cost	Description
0000	Other	00	00	Unknown			\$0.00	

## 2.5b Analysis of Existing Facilities

### 3.1 Develop Financial Resources

### 3.2 Serve our Diverse Communities

#### PRPP Section 3.2

The Custodial Department staff used to be trained in the area of sensitivity to the diversity of our students and the campus community.

Even though our department is very diverse 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.

(Last Update by Javier Rodriguez 4-2019)

### 3.3 Cultivate a Healthy Organization

#### PRPP Section 3.3

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

We would like the support of Human Resources and Professional Development involved in providing 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 move into other areas or even advance within our own Facilities Operations Department. Developing tools and opportunities for them can keep our staff motivated and engaged with our organization.

(Last Update by Javier Rodriguez 4-2019)

### 3.4 Safety and Emergency Preparedness

#### PRPP Section 3.4

Safety Training has not been available for several years now. The last formal Safety Training Session for our staff was done around 2014; since then we have hired several employees that haven't had any formal safety training at all.

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

(Last Update by Javier Rodriguez 4-2019)

### 3.5 Establish a Culture of Sustainability

#### PRPP Section 3.5

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.

During my work at the UC, specifically at UC Merced I was looking for a cleaning program that was safer and more efficient. At the time I was not familiar with Sustainability or Green Cleaning. My goals for the creation of my cleaning programs were based on improving "Quality, Productivity and Safety". After starting the implementation of cleaning tools, equipment and techniques related to my goals I had the opportunity to get involved with Sustainability Conferences at UCSB. When I attended my first conference I was very pleased to see that what I was already implementing was exactly what Sustainability Practices was asking for.

Environmental Preferred Products not only for cleaning but also for construction materials and furniture. This can help our Custodial Department better understand the role of our Facilities Operations in implementing Sustainability Practices in our college. With this knowledge we can better support our Facilities' Sustainability Programs too.

Since 2010 Custodial Services, under the direction of Tony Ichsan and Paul Bielen, started the process of moving Custodial Services into more sustainable practices. They had already added sustainability requirements for their paper products, trash liners and hand soap.

When I arrived in 2012 we continued with these practices and started 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 comply 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 introduced better lifting practices, techniques and new lifting equipment to improve productivity and safety. These are just some of the major accomplishments since 2012 to date but there are many other related areas we have also improved. The use of new products or techniques that made our work environment more efficient and safer as well as meeting sustainability goals.

When I left Custodial Services to perform the Interim Role as Manager Building and Equipment Maintenance at Facilities and with all the changes Custodial Services has gone through in the last two years we lost some of the progress we had made. Custodial Services has been only operating with interim or temporary staff that had to deal with many for the worst challenges this department has experienced. Additionally we lost a Supervisor first to medical leave and almost a year later to retirement. After surviving all these changes that only allowed custodial services to stay afloat now it is time to regain the progress we had done and complete the implementation process for Green Cleaning and other related Best Practices.

(Last Update by Javier Rodriguez 4-2019)

#### 4.1a Course Student Learning Outcomes Assessment

RS.EOF

#### 4.1b Program Student Learning Outcomes Assessment

#### 4.1c Student Learning Outcomes Reporting

Type	Name	Student Assessment Implemented	Assessment Results Analyzed	Change Implemented
------	------	--------------------------------	-----------------------------	--------------------

#### 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
----------------	----	----	----	----	----	----	----	----	----	----	----	---	----	----	----	---

#### 4.2b Narrative (Optional)

### 5.0 Performance Measures

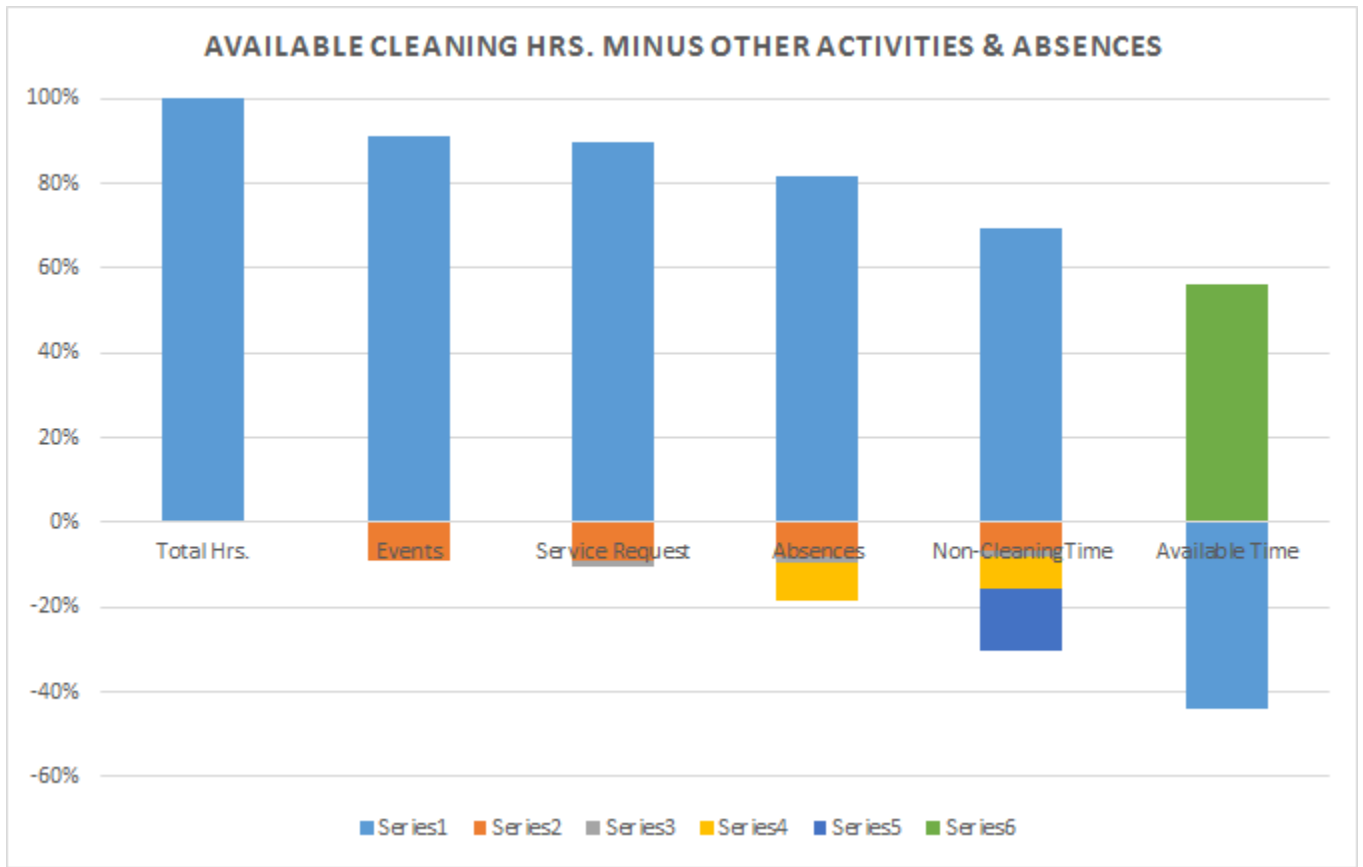
Custodial Services Workload 2018-19



Graph Showing Available Cleaning Hrs. Based on Total FTE Count Minus Hrs. From other Activities and Absences  
 Productive Time and, in our case, Non-Cleaning Time is an Industry Standard Measuring the actual time spend on cleaning and the time spend on other work related activities like meetings, picking up keys and radios, break time, etc.

**Custodial Services Total Number of Hrs. Available for Cleaning and Hrs. Dedicated to Other Activities**

Total FTE	Total Available Cleaning Hrs.	Event Support Hrs.	Service Request Hrs.	Absence Hrs.	Non-Cleaning Time Other
28	45,500.00	(4,520.00)	(717.00)	(4,940.00)	(9,750.00)
Total Work Days	Productive Time	Non-Cleaning Time (For every 8-Hrs.)			
250	6.5	1.5			



**SRJC Santa Rosa Campus Number of Hrs. Required for cleaning Based on Industry Standard**

Total FTE	Cleaning Time Required	Available Cleaning Hrs.	Total Work Days	Cleaning Time
28	45410	25573	250	6

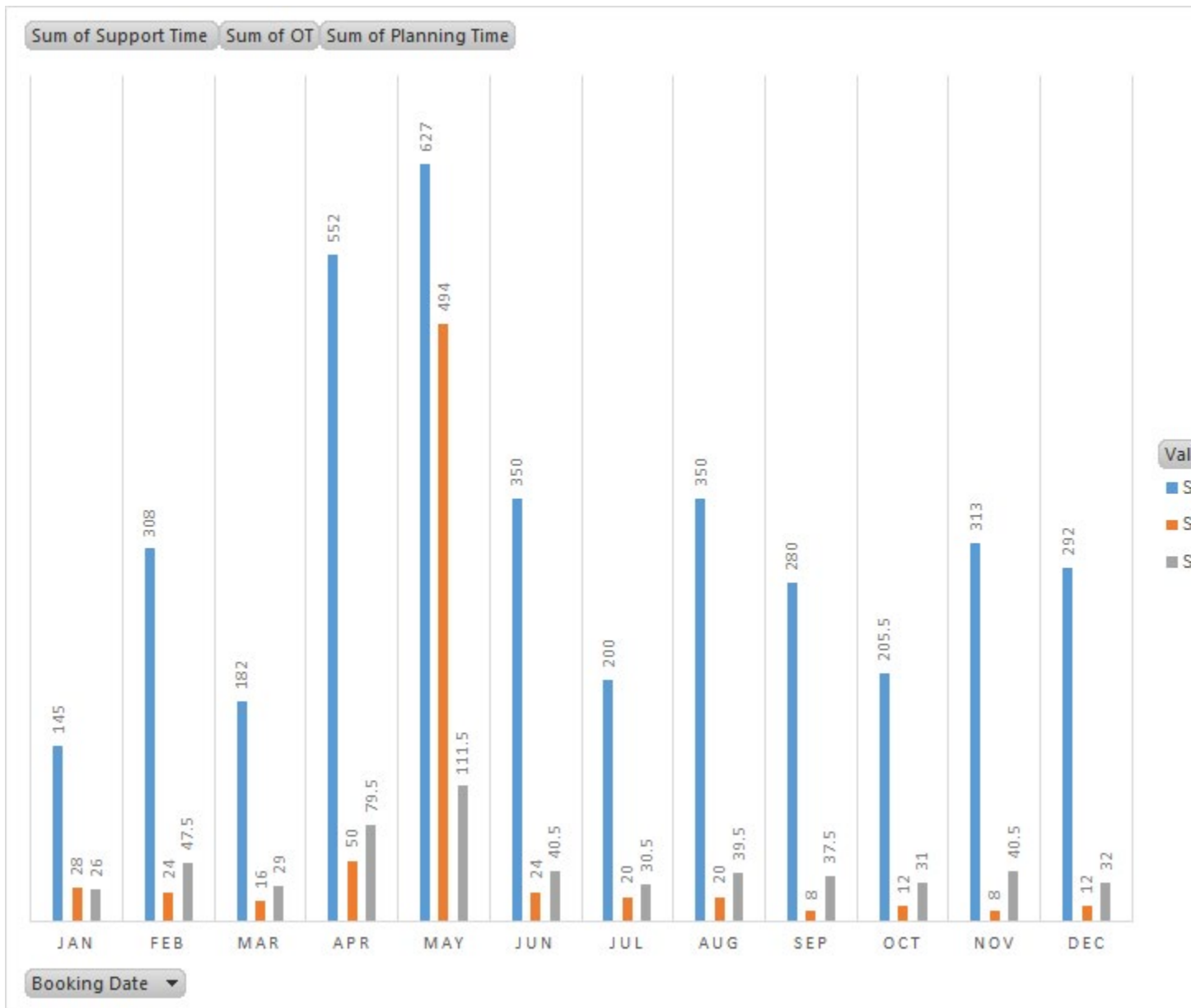


### Custodial Services Event Support Graphs by Total Number of Hrs. from 2018.

As Noted on previous Sections in 2018 DUO was Canceled; SRT, Theatre, Concerts and other events at Burbank were relocated but they are coming back in 2019.

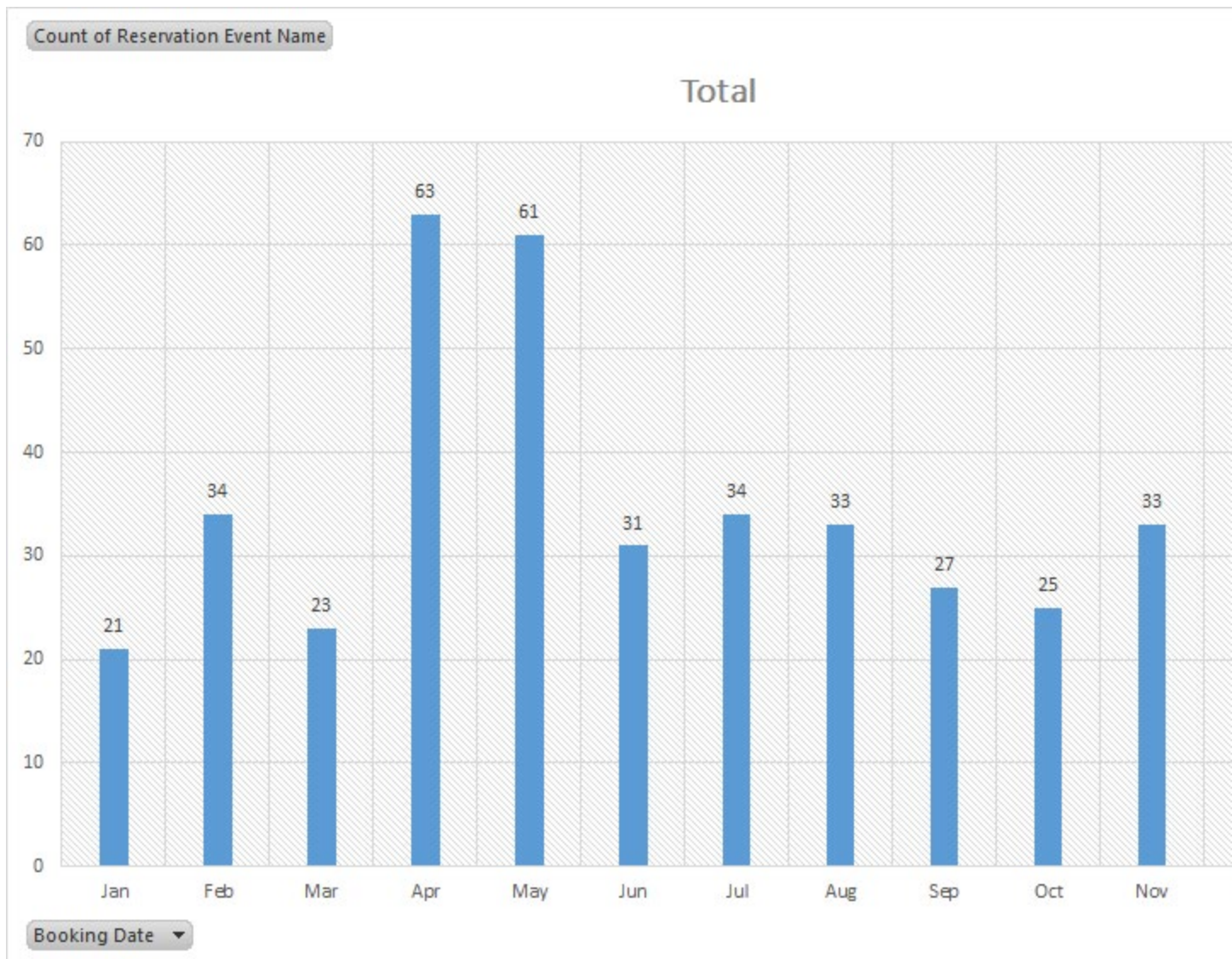
Also the implementation of EMS caused many of our events not being recorded or times being missing from requests. Yearly Average since 2014 to this date is over 6,000 Hrs.

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
<b>Grand Total</b>	<b>3804.5</b>	<b>716</b>	<b>545</b>



Custodial Services Event Support Graph By Monthly Number of Events from 2018

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
<b>Grand Total</b>	<b>413</b>

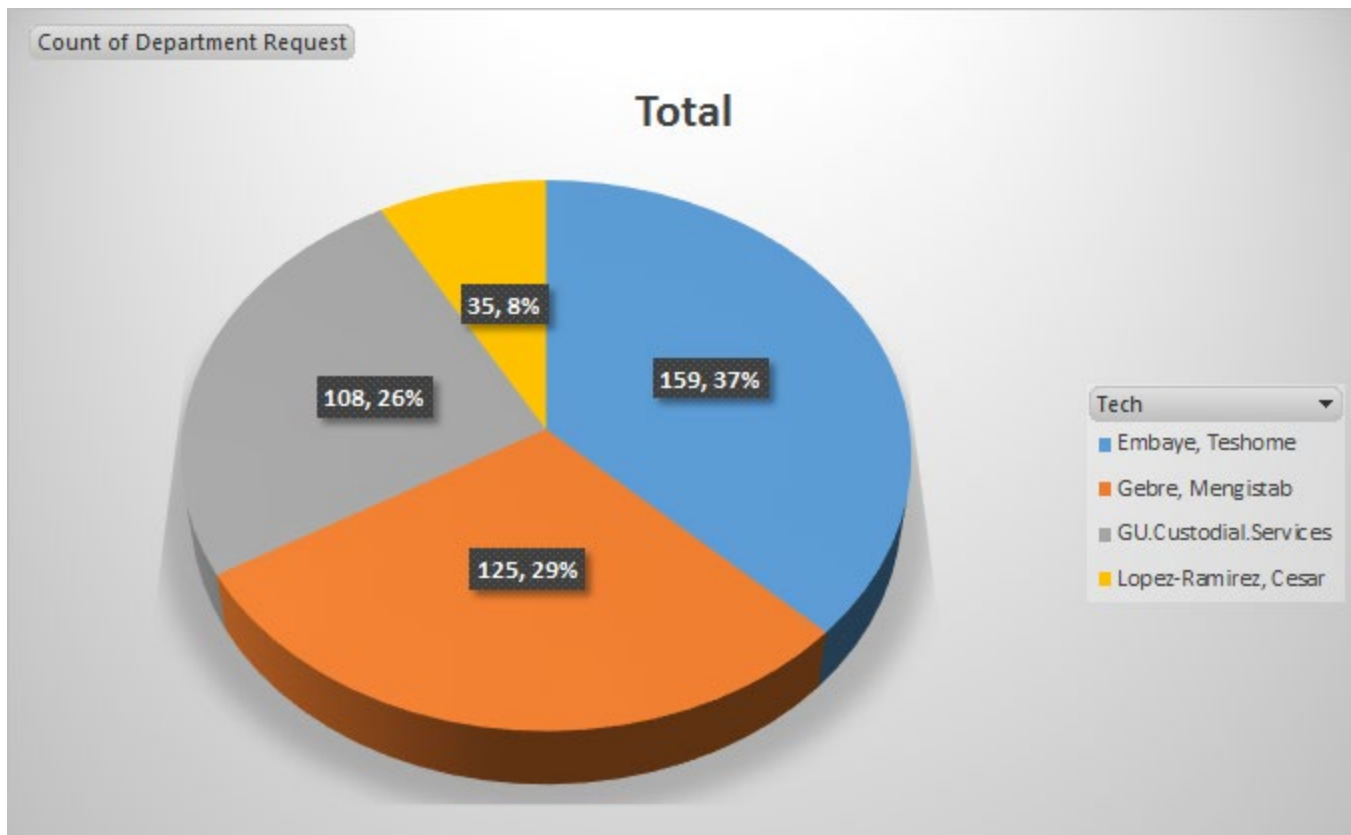


### Custodial Services Service Requests through Service Desk Plus 2018.

Many Service Requests are not recorded on the system due in part to not having AA assistance. Often times we are so busy that becomes very difficult for us to take time to record the requests. My guess is that up to 20% of the requests and calls we get don't get recorded.

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

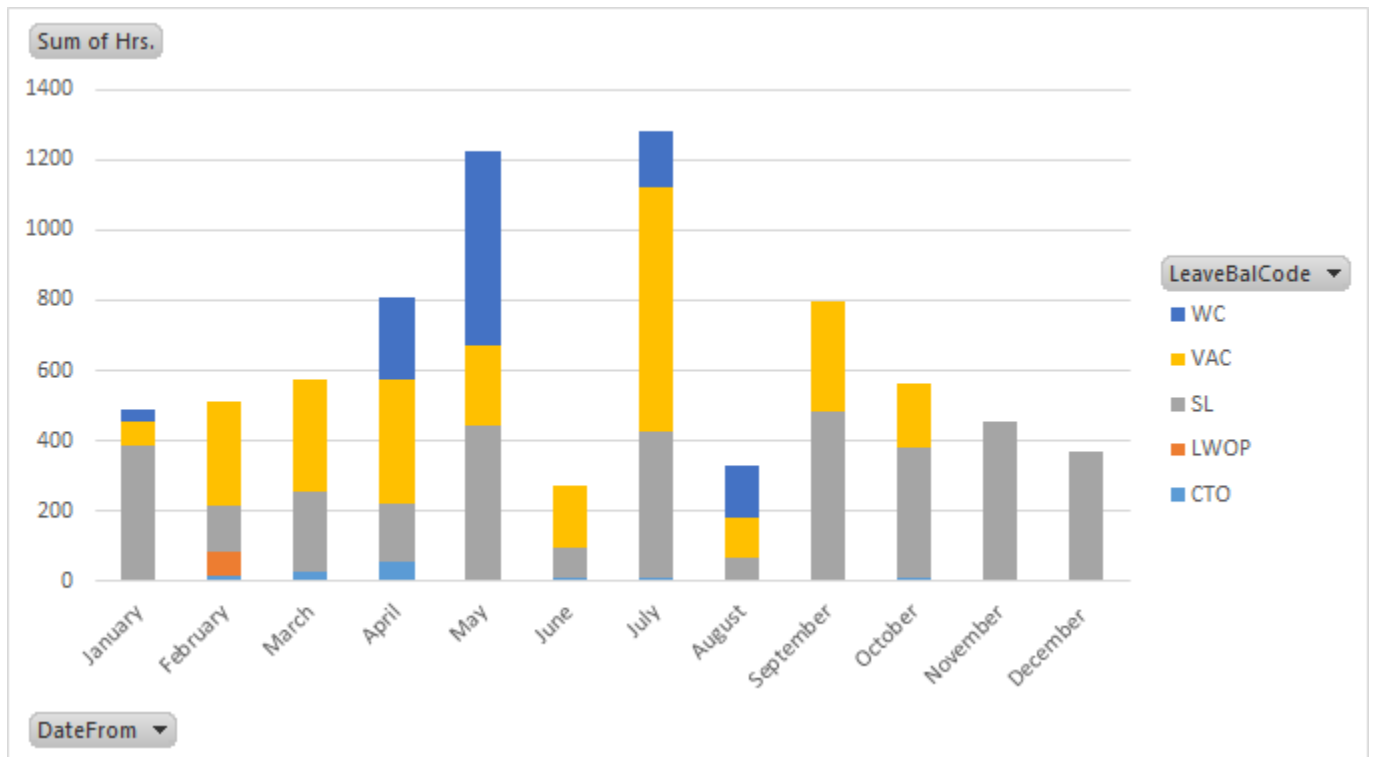
**717.36 Hrs.**



Custodial Services Absences from 2018 and Graph Representing the Absences by Month.

This report was cutoff on 10/23/2018, this table doesn't include the hrs. from November and December with the exception of the staff we already knew was out for long term absences.

Sum of Hrs.	LeaveBalCode					
DateFrom	CTO	LWOP	Sick Leave	VAC	WC	
January	6.75			379	69.25	32
February	14.75	71.24		127.64	298.01	
March	25.75			228	319.75	
April	57.5			164.99	352	235
May	4			438	228	552
June	12.45			85	177	
July	11.5			416.5	692.5	161
August	4			66	114	144
September				485	309.81	
October	10			372	180	
November				456		
December				372		
Grand Total	146.7	71.24		3590.13	2740.32	1124



### Custodial Services Recommended Staffing Levels Based on APPA Staffing Guidelines.

The Table shows our spaces by Space Category, data from 2017. This recommended staff number is for Cleaning Only

These are the Staffing and Cleaning Levels recommended by APPA Standards for our type of organization.

Columns represent Daily Cleaning Times By Minutes Based on the Different Level of Service.

Row Labels	Sum of Level 2	Sum of Level 3	Sum of Level 4	Recommended Level
Auditorium	214.89	<b>92.79</b>	42.97	Level 3
Auditorium Stage	3.25	<b>1.06</b>	0.35	Level 3
Cafeteria-Carpet	<b>27.77</b>	17.76	11.30	Level 2
Cafeteria-Hard Floor	<b>185.82</b>	97.88	65.25	Level 2
Classroom W/C Heavy Use	590.75	<b>554.84</b>	427.03	Level 3
Classroom W/HF Heavy Use	413.75	<b>391.20</b>	193.20	Level 3
Classroom-Carpet	735.00	<b>637.68</b>	456.90	Level 3
Classroom-Hard Floor	1968.57	<b>1176.03</b>	866.33	Level 3
Dormitory Lounge	598.08	<b>287.52</b>	122.88	Level 3
Entranceway	240.84	<b>153.64</b>	94.68	Level 3
Gymnasium Wood Floor	290.04	<b>133.25</b>	44.83	Level 3
Library-Carpet	514.81	<b>260.61</b>	177.82	Level 3
Library-Hard Floor	45.63	<b>39.94</b>	19.90	Level 3
Locker/Changing Room	<b>258.86</b>	221.96	129.19	Level 2
Mechanical Room	0.00	0.00	0.00	Level 3
Office-Carpet	2277.53	<b>1223.62</b>	754.47	Level 3

Office-Hard Floor	410.82	<b>248.88</b>	185.62	Level 3
Patient Conference Room	<b>13.39</b>	9.30	5.42	Level 2
Patient Treatment Area	<b>635.27</b>	155.55	90.74	Level 2
Public Circulation-Carpet	320.31	<b>236.50</b>	150.63	Level 3
Public Circulation-Hard Floor	1088.86	<b>715.80</b>	577.13	Level 3
Research Lab	13.01	<b>10.22</b>	5.66	Level 3
Shower Room	<b>103.71</b>	77.04	55.03	Level 2
Special Task	627.94	<b>381.31</b>	197.92	Level 3
Stairwell	122.06	<b>95.68</b>	67.49	Level 3
Storeroom	6.78	<b>4.05</b>	2.98	Level 3
Unassigned	27.16	<b>19.32</b>	11.49	Level 3
Utility Space	447.59	<b>251.53</b>	139.63	Level 3
Washroom	<b>2735.65</b>	1823.03	1168.61	Level 2
<b>Grand Total</b>	<b>14918.11</b>	<b>9317.97</b>	<b>6065.45</b>	

Total Annual Cleaning Hrs. 45,400

\*Total Recommended

Number of FTE Bas

Custodial Recommended Staffing for Level 2 & 3 for Cleaning only ; No event support or other activities included

Custodial Services Roster from 2018, all approved positions and Absent staff.

No	Employee	Hire Date	Last Name	First Name	Position	Shift	Assigne
			<b>Rodriguez</b>	<b>Javier</b>	<b>Manager, Custodial Services</b>	<b>AM</b>	
15108	5/1/1668	<b>Embaye</b>		<b>Teshome</b>	<b>Coordinator,</b>	<b>AM</b>	<b>Forsyth</b>
4550	10/31/2011	Gebrmeskel		Almaz	Custodian	AM	Race
5722	11/14/2006	Barton		Mary	Custodian	AM	Race
15370	6/12/1995	Andebrhan		Tigist	Custodian	AM	LRC
7772	1/15/1999	Palacios		Nieves	Custodian	AM	LRC
12886	4/4/2000	Palacios		Silvia	Custodian	AM	LRC
2726	11/14/2006	Sebhatu		Mekonnen	Custodian	AM	Emeritus
5651	10/17/2011	James		Dawn	Custodian	AM	Emeritus
314	11/7/2008	Gonzalez		Benigno	Custodian	AM	Tauzer
19090	5/23/2014	Tewolde		Fessehaye	Custodian	AM	Lark Hall
			<b>Gebre</b>	<b>Mengi</b>	<b>Supervisor, Custodial</b>	<b>PM</b>	
			<b>Lopez-Ramirez</b>	<b>Cesar</b>	<b>Coordinator,</b>	<b>PM</b>	<b>Lark Ten</b>
15405	5/17/2000	Solomon		Temesgn	Custodian	PM	Bertolini
18639	6/7/1999	Hailemariam		Zekarias	Custodian	PM	Open Op
5749	2/27/2006	Grimaldi		Roberto	Custodian	PM	Bertolini
9123	8/8/1988	Andrade		Hermilo	Custodian	PM	ESL Tem Village T

10453	3/31/1997	Bahta	Mekonen	Custodian	PM	Haehl, Q offices, T
7486	12/8/2008	Carrillo Robles	Adrian	Custodian	PM	Lounibos
18612	2/6/2002	Dirar	Kiflay	Custodian	PM	Maggini
13737	3/9/1998	Gebremicael	Tesfom	Custodian	PM	Maggini
10545	10/17/2011	Fekadu	Mekonnen	Custodian	PM	Baker Ha
	11/12/2017	Gebremariam	Musie	Custodian	PM	Analy Ha
	7/1/2016	Yigzaw	T/Michael	Custodian	PM	Burdo ar
16859	3/1/2007	Legesse	Ahferom	Custodian	PM	Burdo
12537	1/2/1990	Zeweldi	Tsehay	Custodian	PM	Shuhaw, Houses r
17164	11/12/2008	Tedla	Habtom	Custodian	PM	Shuhaw
22118	12/5/2011	Tapia-Mendez	Maria	Custodian	PM	Call Cent
	7/1/2016	Kao	Rathana	Custodian	PM	W/Locke Garcia
8853	11/6/2008	Yihedgo	Sahle	Custodian	PM	Open
7406	5/23/2005	Megos	Beyene	Custodian	PM	Plover & Dining H
2485	1/20/2009	Teklemariam	Amine	Custodian	PM	Analy Vi

Custodia

Final Section: Spreadsheets, Pivot Tables and Graphs from Custodial Services, Javier Rodriguez 4-2019



6.1 Progress and Accomplishments Since Last Program/Unit Review

Rank	Location	SP	M	Goal	Objective	Time Frame	Progress to Date
------	----------	----	---	------	-----------	------------	------------------

6.2b PRPP Editor Feedback - Optional

6.3a Annual Unit Plan

Rank	Location	SP	M	Goal	Objective	Time Frame	Resources Required
0000	ALL	00	00				