
Facility Maintenance

AUO 1 – Maintain college facilities that are both internally and externally conducive to student learning.

- a. Measurement Description:
Develop and maintain a user request tracking system that records due dates and completion dates.
 - i. Criteria for Success: 80% of work requests are completed on time and meet the requirements of the work request
 - ii. Criteria for Success Achievement: Met Not Met
- b. Analysis of Findings: For the past year, we have not been maintaining our maintenance logs. One reason is that the administrative clerk who maintains the log has been on disability for almost a year so we have relied on hourly staff to handle maintenance request. Maintaining the log has not been their highest priority consequently it is not complete. The second reason is that the maintenance staff is not reporting what jobs they receive directly from end users and also not reporting when work has been completed.
- c. Plan of Action (if criteria not met): Develop an easier tracking system that both a substitute (hourly) administrative clerk can use and for the maintenance staff to input information.
- d. Additional Resources Required, if any: No additional resources at this time, however, until the full time administrative clerk returns to work, we will need funds to pay for a substitute.
- a. Measurement Description:
Satisfaction Survey measuring degree to which constituents are satisfied with how the facilities are maintained.
 - i. Criteria for Success: At least 85% of students and staff are satisfied with campus environment.
 - ii. Criteria for Success Achievement: Met Not Met
 1. Not known at this time. We will be instituting a staff survey to obtain the information
- b. Analysis of Findings: Our plan is to identify areas where improvements can be made based on survey results, e.g., restrooms, office areas, classrooms, etc.
- c. Plan of Action (if criteria not met): Based on survey analysis, we will develop specific action plans for those areas which students and staff are not completely satisfied with.

- d. Additional Resources Required, if any: There is a strong possibility that we may need to add another skilled maintenance worker since the size of the staff has not kept up with the added facilities such as the Science Center, Athletics and Aquatics Center and Humanities Building.

AUO 2 – Ensure that repair work is completed efficiently and in a timely manner.

- a. Measurement Description:
Conduct inspections of critical repair work.
 - i. Criteria for Success: At least 90% of critical work performed by staff or a contractor was completely efficiently and in a timely manner.
 - ii. Criteria for Success Achievement: Met Not Met
- b. Analysis of Findings: Tracking and inspections of completed critical work has not been consistently taking place by adequately trained staff. Some of this is related to skilled maintenance workers not always reporting when work is completed and to also not having a facilities manager.
- c. Plan of Action (if criteria not met): Using recent information received from commissioning reports on the Humanities Building and Athletics and Aquatics Center, identify some key areas to inspect work completed by contractors. Also, submit a request to hire a facilities manager who can conduct the inspections.
- d. Additional Resources Required, if any: Skilled Maintenance Worker and a Facilities Manager

AUO 3 – Support the RSCCD sustainability program.

- a. Measurement Description:
Maintain a log of water and energy use to track the effectiveness of water and energy savings strategies.
 - i. Criteria for Success: Once a baseline is established for electrical, gas and water usage, reduce consumption by 5%.
 - ii. Criteria for Success Achievement: Met Not Met
We have not established a baseline because the large Humanities Building only came on line in the spring of 2014.
- b. Analysis of Findings: No findings at this time since the consumption baselines have not been established.

- c. Plan of Action (if criteria not met): Until the baseline can be established, continue to the existing energy management systems to utilize utilities only when necessary. Shut down system when not needed.
- d. Additional Resources Required, if any: At this time, we have only identified a couple of areas where funding will be necessary to help reduce consumption. One area is to install variable frequency drives on our pumps at our swimming pool. The other is to have a water agency provide reclaimed water for our athletic fields. Both of these projects are currently under investigation and will require additional funding.

AUO 4 – Reduce the number of needed repairs caused by problems with building systems and/or equipment through preventative maintenance.

- a. Measurement Description:
 - Maintain a log of repair expenses associated with systems and/or equipment and determine if any relate to lack of preventative maintenance.
 - i. Criteria for Success: Reduce the amount spent on repairs by at least 10% by having an improved preventative maintenance program. Also track down time of major building equipment to see if that's reduced with an improved maintenance program.
 - ii. Criteria for Success Achievement: Met Not Met
- b. Analysis of Findings: Without a facilities manager who can devote more time to evaluate where we should have preventative maintenance work and whether it should be performed by in-house staff or contractors, we have been not been able to look at major areas especially related to air conditioning systems, door systems and electrical systems.
- c. Plan of Action (if criteria not met): Until we are able to hire a facilities manager, continue to identify major area and examine if it's in the college's best interest to perform preventative maintenance and whether it should be done by in-house staff or contractors.
- d. Additional Resources Required, if any: Funding for a facilities manager and possible funding needed for preventative maintenance contracts. With the addition of the Athletics and Aquatics Complex and the Humanities Building and given they were under warranty for one-two years after completion, we have yet to identify the additional costs required for preventative maintenance in these two buildings.