

If the same individual listed above requires a light above their desk which does not already exist, then Facilities must provide and install the light fixture. The process of providing and installing the fixture may require a considerable amount of effort, especially if a new circuit must be installed in order to provide power to the light fixture.

The Maintenance Workers provide repair or replace service for Gavilan College and its satellite campuses. Maintenance includes all skilled crafts including HVAC (Heating Ventilation & Air Conditioning) repair, plumbing, electrical, mechanical, carpentry, and painting. Maintenance workers also provide support for numerous activities and events on campus. The facilities are roughly forty years old, therefore, maintenance of the Gilroy and Aviation campuses have increased dramatically in recent years.

The increased need for maintenance has created a backlog of work and a challenge for providing a reasonable level of support to our customers. The increased need for maintenance has demanded that a number of jobs be contracted to local companies and firms for their services. Some of the necessary work falls into an area between maintenance work and construction jobs. With only two full time maintenance employees, it is not prudent to involve Maintenance Workers on any type of construction job. Since construction jobs will only detract from the daily routine maintenance work, therefore, causing customer dissatisfaction.

Facilities Maintenance Services has maximized the amount of work which can be provided by contractors and vendors versus the amount of work performed by internal staff. The current staffing level for Maintenance Services is 2 FTE for an organization that requires a staffing level of 4 FTE to be effective. This number corresponds with the data gather from the comparative study of similar size schools (see Example A) equaling one Maintenance person per every 70,011 square foot of building space.

Example A

| College Name | FTE 06-07 | Year Campus Built | Number of Maintenance | Number of Buildings | Total Building Sq Ft | Sq Ft per Maintenance |
|--------------------|-----------|-------------------|-----------------------|---------------------|----------------------|-----------------------|
| Shasta Tehama | 7,265 | 1964 | 14 | 31 | 331,000 | 23,643 |
| Redwoods | 4,495 | 1964 | 13 | 37 | 483,000 | 37,154 |
| Siskiyou | 2,347 | 1967 | 5 | 17 | 210,000 | 42,000 |
| Imperial | 6,671 | 1962 | 5 | 43 | 246,000 | 49,200 |
| Mira Costa | 8,026 | 1934 | 10 | 65 | 498,000 | 49,800 |
| Desert | 7,562 | 1963 | 8 | 54 | 450,000 | 56,250 |
| Marin | 4,343 | 1926 | 9 | 30 | 550,000 | 61,111 |
| Mendocino | 3,021 | 1983 | 3 | 20 | 204,000 | 68,000 |
| Napa Valley | 5,925 | 1962 | 5 | 22 | 370,000 | 74,000 |
| Monterey Peninsula | 8,380 | 1947 | 5 | 32 | 443,000 | 88,600 |
| West Hill Coalinga | 4,950 | 1925 | 2 | 25 | 215,000 | 107,500 |
| Hartnell | 6,501 | 1920 | 4 | 16 | 448,000 | 112,000 |
| Gavilan | 5,192 | 1967 | 2 | 38 | 281,773 | 140,886 |
| | | | | | Average | 70,011 |

Facilities Custodial Services

The Custodians provide cleaning, special services, and light maintenance for the Gilroy campus and Hollister sites. Custodial services for the Morgan Hill site are currently performed by employees from the City of Morgan Hill. All other maintenance at the Morgan Hill site is performed by Facilities Maintenance.

Custodial cleaning services include cleaning, supplying, and disinfecting classrooms, labs, offices, locker rooms, bathrooms, student center, cafeteria, windows, and gymnasium.

Special services include:

- furniture and equipment moving
- covering, cleaning, and maintenance of swimming pools
- graffiti and gum removal
- arrange internal facilities for special events
- make classrooms accessible for instructors and students
- assist Facilities Maintenance Services when necessary
- special exterior cleaning caused by native wildlife

Light Maintenance includes replacement of light tubes/bulbs, securing bathroom fixtures, adjusting doors/closers, and resetting electrical breakers.

The primary focus of the Facilities Custodial staff is to keep the area clean and free of all hazards. The above functions are critical in achieving our mission of a "clean, safe and healthy learning environment"... A clean environment helps keep students focused and increases their performance. By not having to be concerned about the cleanliness of their learning environment Gavilan College will have a positive rating by customers and greater enrollment with students that want to achieve high standards.

The current staffing level for Custodial Services is 7.5 FTE for an organization that should have 8.5 FTE to be efficient. This number corresponds with the data gather from the comparative study of similar size schools (Example B) equaling one Custodian per every 36,713 square foot of building space.

Example B

| College Name | FTE 06-07 | Year Campus Built | Number of Custodians | Number of Buildings | Total Building Sq Ft | Sq Ft per Custodian |
|--------------------|-------------|-------------------|----------------------|---------------------|----------------------|---------------------|
| Imperial | 6671 | 1962 | 15 | 43 | 246000 | 16,400 |
| Monterey Peninsula | 8380 | 1947 | 18 | 32 | 443000 | 24,611 |
| Shasta Tehama | 7265 | 1964 | 13 | 31 | 331000 | 25,462 |
| Mendocino | 3021 | 1983 | 8 | 20 | 204000 | 25,500 |
| Napa Valley | 5925 | 1962 | 12.5 | 22 | 370000 | 29,600 |
| Hartnell | 6501 | 1920 | 14 | 16 | 448000 | 32,000 |
| Siskiyou | 2347 | 1967 | 6 | 17 | 210000 | 35,000 |
| Mira Costa | 8026 | 1934 | 14 | 65 | 498000 | 35,571 |
| Gavilan | 5192 | 1967 | 7.5 | 38 | 281773 | 37,570 |
| Desert | 7562 | 1963 | 12 | 54 | 450000 | 37,500 |
| West Hill Coalinga | 4950 | 1925 | 5.5 | 25 | 215000 | 39,091 |
| Marin | 4343 | 1926 | 13.5 | 30 | 550000 | 40,741 |
| Redwoods | 4495 | 1964 | 7.5 | 37 | 483000 | 64,400 |
| | | | | | Average | 36,713 |

Facilities Groundskeepers

The Groundskeepers maintain the exterior 150 acres of the campus. As stated on the Gavilan Website, "The Gavilan College campus is known for its beautiful park-like setting, majestic trees, and native wildlife." Groundskeepers maintain landscaping which fosters the kind of environment that provides a place for contemplative reflection, interaction, and exchange of ideas for faculty, students, and the surrounding Gilroy community.

Groundskeepers are responsible for maintaining:

- athletic fields
- turf/lawn areas
- greenbelt areas
- pond areas
- irrigation systems/time clocks
- piping and valve systems
- gates and fences
- exterior trash removal

Groundskeepers are accountable to pick-up, sweep, and blow trash/debris on the exterior grounds and walkways. Further, groundskeepers perform weed abatement, plant trees, shrubs, and plants. Groundskeepers are responsible to operate all grounds equipment including: mowers, chainsaws, hedgers, edgers, line trimmers, blowers, backhoe, end loaders, and vehicles. The current staffing level for Grounds Services is 5 FTE. This is an appropriate staffing level at this time.

The Facilities organization is fortunate to have dedicated, hardworking people driven to perform at a high level. As Gavilan College grows, new challenges arise and structure aged over 40 years

continue to present continual challenges. Additional staffing will be required to keep up the new high quality standards requested by our customers. Two additional maintenance workers and one additional custodian are needed to provide a basic level of service appropriate for a facility the size and capacity. Additional support will enable the organization to maintain an excellent level of quality service.

Institutional Effectiveness Committee Summary of Review of Facilities

(Based upon documents and meetings with program representatives)

Major Program Goals:

1. Design and implement a facilities web-based tracking system.
2. Hire one (1) additional department custodian.
3. Hire one (1) additional department maintenance worker.

Program Self Study Concerns:

1. Increased work load requirements throughout entire campus due to Measure E requirements.
2. Additional strains on Facilities Services during fiscal 2008-2009 when it moves into interim housing during renovation.
3. Additional staffing required.

IEC Committee Review Self Study Concerns:

1. Monitoring of Gavilan College's fire alarm system during the off hours for 24/7 protection.
2. Challenges to Facilities Services in assessing the needs of the new off-site education centers in Coyote Valley and San Benito County.

IEC Recommendations:

1. Develop and implement a trackable web-based work order system.
2. Hire additional required staff.

Comments:

In spite of the many demands placed on Facilities Services during the Measure E remodeling, their normal work load, and being understaffed, the Facilities Services Department is performing very well.