

Administrative Services
Annual Program Review Report – 2004

Operations and Maintenance/Mailroom/Telephone Operator & Campus Security

April 8, 2005

“Your walk talks and your talk talks, but your walk talks louder than your talk talks”

anonymous

Analysis and Assessment of Quantitative and Qualitative Data

1. Quantifiable and Qualitative data for the year ending December 2004

This data speaks volumes about the way that the personnel in this department are walking their talk. This is most apparent when one looks at the square footage and acreage numbers and compares them with the numbers of personnel. While the books may show that there are certain “slots” available per area, the actual number of those slots that are filled is less.

The qualitative data also supports the first statement above since the O/M department was able to improve the individual averages as well as it’s overall average. These folks are to be commended.

Still, there remains frustration with being understaffed.

2. Goals, Plans, and Objectives of Operations and Maintenance Department

Goals (in order of priority)

1. Re-write the O/M mission statement. It is agreed that we will spend the next year (if need be) to create a more precise and accurate mission statement, one in which all the members have been able to provide input. We envision this happening by holding monthly, group meetings.
2. Provide higher quality of work, even if it means few work orders are processed. We anticipate that we will have fewer repeat work orders.
3. Work in whatever way we can to streamline the PO system.
4. Reduce workload per personnel. (See Resources request.)

Plans (in order of priority)

1. Hire more full time permanent personnel.
2. Purchase more equipment that is better suited to the jobs we do.
3. Be more involved in the planning process of any new facility proposed for campus.
4. Phase out 15-person van and let departments (or events) rent a van(s) as needed.

Objectives (not in order of priority)

1. Develop and initiate a 4 month training program for all new hire janitors. Initiate a refresher training program for current janitorial staff.
2. Perimeter better kept. Either with in-house personnel on a less frequent basis or by holding the State Highway Department to its responsibility or figuring out a way to have MCCC work crews on site in a more consistent fashion. There are certainly liability issues should we have our personnel out taking care of another State Department’s “responsibility.”

3. Reduce green rubbish stockpile
 4. Set better schedules and budgets for equipment replacement.
 5. Utilize our existing equipment in a better, more efficient manner.
 6. Create more energy conservation awareness, especially among faculty who tend to leave doors open when a/c is running as well as the lights on after their classroom has emptied.
 7. Re-institute staff development program(s) for all sections of our department.
5. Resource Need (in order of priority)
1. Un-freeze Building Maintenance Foreman position
 2. Permanent, full-time O/M Clerk
 3. 1 – Building maintenance mechanic
 4. 1 – janitor
 5. 1 – security guard per shift so that each shift has 2 guards.
 6. 1 (or 2)- general labor position for landscape crew
 7. better radios for all personnel that have radios as assigned equipment
 8. Replace big mower
 9. New pick-up truck and new van for fleet to replace old ones.
 10. Brush chipper
 11. Storage Area