

**Columbia Gorge Community College  
Facilities Services  
2018-2019 Annual Review**

**Section One: Description of Department**

**Mission:**

Facilities Services team members are dedicated to providing an attractive, clean, safe, accessible and well-planned educational environment that facilitates campus activities, enhances learning and supports the mission and goals of the college.

**Services Provided:**

**Facilities Services:** Provides direction and implementation in preparation, review and approval of work requests, prepare estimates of time and materials required to accomplish jobs, makes determination as to method of work accomplishment, determination and assignment of proper work priorities, preparation of work schedules for periodic maintenance, operations and services, and scheduled work orders.

**Building Maintenance:** Inspections of fixtures, furniture and equipment (FF&E) happen regularly lending to both proactive and reactive attention as needed.

**Grounds Maintenance:** Direct interplay with the maintenance functions on the exterior portions of the two campuses with a focus on maintaining the grounds.

**Custodial Services:** Striving to assure all college learning and working environments are attractive, sanitary, and clean on a daily basis to enhance the college mission.

**Safety and Security:** Administration of the planning and operational aspects college safety and security concerns. This spans from day-to-day safety operations to large-scale events that threaten the college mission and goals.

**Personnel**

**Facilities Services:** One-person leads Facilities Services with over fifteen years' experience in property and facility management. New to higher education, started in role August 2018.

**Building Maintenance:** The Director of Facilities and one talented person leads building maintenance with forty-five years combined experience. Additionally one person from the grounds maintenance teams has experience in general maintenance and contracting.

**Grounds Maintenance:** Two people comprise the grounds team at CGCC with a combined total of over thirteen years in grounds, equipment and irrigation solutions.

**Custodial Services:** Custodial services were once provided by 7 custodians, we have been operating with as few as 2 time full custodians. The custodian team are responsible for seven buildings comprising of over 175k sq. feet. Custodian staff also assist in room/office changes and event set up.

## **Section Two: Action on Annual Goals & Analysis**

- **Annual Goals and Action**
  - Continue progress to improvement of end user communication and feedback
  - Scheduled all-campus lockdown drills quarterly
  - Formation of campus emergency command site and need to add redundancy
  - Working to split administrative duties to allow for:
    1. Improving procurement and solution investigation
    2. Reducing material and service costs
  - Need to develop plan to obtain and implement new access control system
  - Completion of five year acoustical and thermal upgrades at both campuses
  - Hood River Campus continues to be underserved/understaffed
- **Analysis**
  - Of the above goals listed only the plan to implement new access control system was completed by the previous Director.
  - Preventative maintenance was completed in building 1 during the summer of 2019. All carpeted areas were shampooed, furniture removed and cleaned.

## **Section Three: Department Operational Functions Assessment**

- **Critical Success Factors: “What we have to get right in order to be successful”**
  - Staffing – due to low staffing, cleanliness conditions will change, lead time on facilities services operations will increase further
  - Communication with Presidents Council, Student Services and Instruction
  - Measurable Results (What, Where, When, How Much and Why)
  - Prevent the things we can and be prepared for those we can’t
  - Predictable outcomes

## **Section Four: New Goals**

- Admin Assistant for Facilities or 1 FTE for maintenance/custodial – drive sales of meeting space with Admin Assistant or reduce lead time on facilities request with 1 FTE for maintenance/custodial
- Campus Life –Be involved in guiding campus life activities to assess safety, feasibility and operation strategies
- Bring college in compliance state requirements for Integrated Pest Management (IPM), safety inspections, OSHA etc.
- Develop thorough training for student workers and work studies
- Develop and implement better on-boarding practices to address safety, security and campus operations for all faculty and staff
- Update Tenants Rights and Rules document

## **Section Five: Dream Big**

- Funding to replace obsolete fire monitoring system
- Funding for replacement of parking lot lights with new LED fixtures

- Funding for furniture replacement in common areas
- Funding to replace elevator in building 2
- Funding to enhance CCTV on current campus
- Develop a performance driven culture based on results and accountability
- Rewrite/renegotiate the collective bargaining agreement, include a definitions or glossary page
- Better communication regarding on campus operations, from Presidents Council, Student services and Instruction.