


interoffice
M E M O R A N D U M

Date: September 7, 2004
To: Vickie Natale, Dean of Administrative Services
From: J. L. Alaniz, Vice President of Business and Finance 
Subject: **ADMINISTRATIVE REVIEW - PHYSICAL FACILITIES**

The Physical Facilities staff has completed its administrative review of the department and have submitted their report containing the following recommendations:

- Continued training and professional development of staff
- Replacement of unit's deteriorating vehicles fleet
- Yearly review and updating of job descriptions
- Analyze staffing needs and develop plans for staffing new buildings
- Monitor benchmarks, productivity, and customer service
- Annual employee evaluations
- Review equipment needs

I concur with the department's assessment that their strength lies in the abilities of the support and technical staff to respond to emergencies and special projects. The department goal is to provide timely and responsive services to the institution.

Thank you.

**SUPPORT SERVICES
ADMINISTRATIVE REVIEW**

2003 - 2004

Physical Facilities Department



Del Mar College

"The Learning College"

SUPPORT SERVICES ADMINISTRATIVE REVIEW

UNIT: Physical Facilities Department
DIVISION: Business and Finance

College Mission: The College affirms that excellence in instruction and institutional support services at reasonable cost is its highest priority and that it will fulfill its mission within the limitations of its physical and financial resources.

Unit Mission – (Unit Purpose): To maintain and enhance the physical environment of both buildings and grounds, in support of the college's teaching and public function with its highest priority towards quality customer service.

Service Unit Goals: (Goals and expected results of the service unit. With each goal stated, an expected result is identified that is measurable.)

- 1Q To continue to strive for full implementation of our Computerized Work Management System.
- 1A Need personnel to do data entry – Training – Identify & research database – Prioritize database – Publish & issue schedule – Execute work order.
- 2Q Fully implement Computerized Preventative Maintenance System.
- 2A Based in data system that we now have.
- 3Q To strive to continuously improve quality and effectiveness of our customer service.
- 3A Decreased response time – Increase productivity – Improve communication with our customers – Follow-up.
- 4Q To staff a most efficient organization to allow optimum completion of workload.
- 4A Research and follow National Standards – Follow-up and research database and compare the two. Evaluate space in accordance with Federal Standards.
- 5Q To continue to optimize the use of our resources (time, money, and manpower) through best practices.
- 5A Constantly sample products & equipment. Attend Seminars & Trade Shows to update operations. Will save time, money and manpower.
- 6Q To validate the deferred maintenance backlog through a comprehensive assessment.
- 6A Use computerized preventive maintenance systems to constantly update the deferred maintenance backlog.
- 7Q To improve the reliability of our Central Plants (East & West).
- 7A Adding extra chiller for redundancy in the '04 DMC Campuses, replace old & non efficient existing Air Handlers. Install mixing valves to increase efficiency. Single face protection to systems to all DMC Campuses.

- 8Q To continue to improve campus accessibility to all.
- 8A DMC continues to improve campus accessibility with '03 bond money & will upgrade all DMC Campuses for 05,06,07 for ADA Compliances.
- 9Q Develop and implement plan of action to correct safety and building deficiencies at Auditorium and other buildings.
- 9A The plan of action is included in new plans and specifications for Auditorium and other buildings. Develop DMC Building Standards to alleviate any deficiencies in buildings in the future.
- 10Q To eliminate leaking roofs.
- 10A Completed preliminary studies of roof analysis on all campuses. Phasing roof replacement on a schedule basis. Continue to Phase two schedule roof repairs with '03 bond money.
- 11Q Reduce absenteeism.
- 11A Develop & implement tracking system by department, by discipline, by type. Target type of absenteeism and which type, & monitor. Meet with individual employees to discuss solution and take appropriate action.
- 12Q Reduce deferred maintenance backlog.
- 12A '03 bond money will address deferred maintenance backlog.
- 13Q Reduce "hot/cold" calls.
- 13A To continue to update control systems. Communication with our customers – Follow-up – Be pro-active. Commission our A/C equipment.
- 14Q Refine Facilities Maintenance plan.
- 14A DMC evaluate facilities main plan & update annually. By Director of Physical Facilities Department.
- 15Q Develop Plan of Action to upgrade mechanical rooms.
- 15A Develop Building Standards to implement in '03 Bond Program.
- 16Q Fully and effectively implement use of Weekly Work Plan.
- 16A Work Plan is implemented by Mainserver to include daily maintenance activity & preventive maintenance.
- 17Q Continue to finalize and update the Custodial Training Guide.
- 17A Continue to update and finalize material on '04, '05 as word process help is available.
- 18Q Continue to provide overall training to departmental employees. To increase the overall training for departmental employees in technical and developmental areas by 40% in '04-'05.
- 18A To increase the overall training for departmental employees in technical and developmental areas by 40% - '04,'05,'06.

- 19Q Continue to work towards increased productivity.
19A To utilize employee motivation programs to increase productivity by 10% by '04,'05,'06.
- 20Q Implement action toward initiating a departmental annual employee evaluation (performance appraisal) system.
20A Plans to initiate and implement annual evaluations for all departmental employees by '05.
- 21Q To continue finalizing building construction related to approved bond issue plans.
21A Implementing building standards from previous construction projects. Use of building commission & consultants to assure building quality.

Assessment Methods:

1. Provide copies of Unit Plans and assessments of Unit Plans for the service unit for the previous five years.
(see Attachment A)

Evaluation:

The following methods are being utilized in our service unit to evaluate our success in carrying out our mission and stated goals:

1. Surveys are sent out at the end of every semester to all Building Coordinators; Deans; Chairpersons; Administrative Personnel; Student Representatives and other interested College Faculty and Staff Members and utilize their feedback to measure and improve the quality and efficient service to our customers. Immediately upon receiving the surveys we meet with the responsible supervisors of the Technical, Grounds, and Custodial sections to discuss the feedback information and address weaknesses immediately.
(see Attachment B)
2. The unit has initiated meetings with all Building Coordinators to discuss all facets of our service to our customers.
(see Attachment C)
3. The unit conducts periodic "walk-through" building inspections with College Deans, Building Coordinators, and other responsible administrative personnel. The results of the unit assessments have been used to discuss with supervisors and unit employees of suggested (ongoing) improvements in services. The survey assessments; the "walk-through" building inspections; and meetings with our Building Coordinators have served to identify unit service "weaknesses" or the need for change in some areas and therefore have documented our efforts made to achieve improvements.

Services Unit Functions:

1. Principle functions – Custodial Services; GroundKeepers; Mechanical Services; Plumbing Services; Electrical Services; Carpentry Services; Painting Services; Special

Events Support; After Hours Support; Construction Services; Emergency Responses; Campus Information Service; Educational Services – Central Plants; 24 Hour Emergency Service; Support Student Services.

2. Provide indications of service unit’s activity in relation to these functions over the past five years (e.g. user trends, service unit output, clients served, materials collected and/or distributed, etc.).

Service Unit Clientele:

1. Principle clientele served – Faculty, Staff, Students, Community.
2. Approximate the number and/or percentage of services provided to each clientele. (see Attachment D)
(Describe the internal and external service population and how characteristics of those served affect the delivery of services.)
Attachments are by asset number.
Internal Customers are Faculty & Staff.
External Customers serve as Students and Community.

The student population determines the work load and the employment levels of Physical Facilities Department.

Personnel:

1. Unit Personnel

Class			No.
1.	Administrative, Professional, Technical (APT)	Full-Time	05
2.	Technicians	Full-Time	19
3.	Technicians	Part-Time	05
4.	Custodians	Full-Time	42
5.	Custodians	Part-Time	03
6.	Grounds	Full-Time	12
7.	Clerical	Full-Time	02
8.	Work Study Student	Part-Time	01
East & West Campus Employees		TOTAL	89

2. Is the number of staff adequate to support the service unit. No.
The number of staff is not adequate to support the service unit.

Custodial Section:

- a. The Custodial section is short about 10 Custodians for East & West Campuses as per the square footage approved nationally accepted professional standard of 28,500 to 31,000 sq.ft. per custodian per 8 hours of cleaning duties. These figures do not take into consideration the future expansion of new buildings on the West Campus, and South Campus as a result of the approved 108 million dollar Bond issue.

- b. Central Plant Technicians:
Presently the unit is short one (1) full-time Central Plant Technician. In addition, we project that because of the planned future expansion and addition to East & West Campuses Central Plants it will require an additional four (4) Central Plant Technicians for a total of five (5) Central Plant employees.
- c. Service Electrical Technician:
Presently the unit is requiring one (1) full-time (Supervisory) Service Electrician to coordinate the four (4) part-time Electricians now employed and one (1) full-time Electrician for future expansion on West Campus.
- d. Clerical:
The unit is short one (1) full-time Clerical Person to answer telephone calls, work order system, and work the front desk on East Campus.
- e. Grounds Maintenance:
Presently the Grounds section has twelve (12) employees to cover East & West Campuses, however due to the future planned expansion to East, South, & West Campuses the unit will require an additional six (6) employees. Four (4) for the West Campus and two(2) employees for East and South Campuses.
- f. Plumber Technician:
Due to the future planned expansions on East, West, & South Campuses the unit will require one (1) additional full-time plumber to handle the sprinkler systems for all three (3) campuses.
- g. HVAC Technician:
Due to the future planned building expansion on East, West, & South Campuses the unit will require one (1) additional full-time A/C Controls Systems Person.
- h. General Services Technician:
Due to the future planned building expansion on the South Campus, the unit will require one (1) General Services Person for the South Campus. This employee will serve as an all-around general maintenance service person attending to "basic" maintenance problems.
- i. Service Person Technician:
Due to the future planned building expansion on the West Campus the unit will require one (1) Service Person to work on light fixtures, delivering supplies and equipment, etc. Similar duties as the Service Person on the East Campus.

Specialized Skills:

Does the available staff possess all specialized skills required to support the service unit? No!

1. The HVAC Technicians need CSI System Curriculum – Programming Training.
2. Locksmith – Sergeant Key – additional training for employee for state of art accessibility – locks – electronic.

3. Electricians need CSI Training for providing more energy management for the lighting system to manipulate the lighting system in the electrical shop. Basic renewal of electrical code training. Training in Motor Control Systems.

Professional Activities:

1. In which professional organizations do staff in this service unit participate? (Give number of personnel in organization and any offices held and by whom.)
(see Attachment E)
2. What honors, awards, or recognitions have service unit personnel received in the previous five years?
3. What projects, presentations, or publications have staff completed in the previous five years?
4. Employee community volunteerism.
(see Attachment F)

Professional Development:

1. What professional development activities have staff members participated in during the previous five years? (List conferences, workshops, seminars, courses attended, degrees or certificates attained etc.)

A. In House Training:

Training our People Smart (TOPS) "Nuts and Bolts" of Custodial Training one hour sessions once a month on the following topics:

(see Attachment G)

DATE:

May 1, 2003

July 3, 2003

July 23, 2003

August 25, 2003

September 4, 2003

October 2, 2003

November 6, 2003

TOPIC:

Attitude Skills & Custodial Duties

Absenteeism, Chain of Command, Dress Code

Employee Evaluations

Custodial Equipment & Restroom Care

Team Cleaning & Positive Attitude

Increased Productivity

Attitude & Moral Booster

B. TLC Training:

1. Four – four hour sessions of training was presented to all employees of the service unit on the topic of "Roadmap to Empowerment".
2. Four – four hour sessions of training was presented to all employees of the service unit on the topic of "Team Building".

3. Four – four hour sessions of training was presented to all employees of the service unit on the topic of “Attitude Virus”.
4. Four – four hour sessions was presented to all employees of the service unit on the topic of “Customer Service”.
5. One – four hour training was presented to service unit supervisors on the topic of “Leadership Training”.

C. Safety Meetings(List):
(see Attachment H)

2. Are there areas of unmet professional development needs among staff in this service unit? Yes.
 - a. HVAC – CSI System Curriculum Tech Training for CSI programming for six (6) HVAC employees
 - b. Locksmith (Sergeant Key) state of art accessibility – Electronic Locks Training for two (2) employees.
 - c. Supervisory Management Training for all supervisors.
 - d. Medical Equipment Training.
 - e. Public Safety Training.

Facilities and Equipment:

1. Are available general–use facilities, such as office and workspaces, adequate to support the service unit? No.
 - a. Need to build a wire cage in shop are to secure electrical and plumbing equipment.
 - b. Conference Room space.
 - c. Lunch Room space for employees.
 - d. Storage area (electrical).
 - e. Additional Office Space
 - f. Drawing Room – Archive Room.
2. Is available dedicated space adequate to support the service unit? No.
 - a. Expanding Office Space.
3. Is available equipment adequate to support service unit objectives? No.
 - a. We have several vehicles that are requiring major repairs and others that are in dire need of paint jobs. The service unit is in need of a Nine (9) Passenger Van to transport employees from one campus to another.
 - b. We need to replace some old radios for our technical employees.
 - c. Additional Radios for future expansion.
 - d. Additional Golf Carts for future expansion.

4. Is available equipment up-to-date? No.
(see Attachment I)
 - a. We have eleven vehicles that are over ten (10) years old and need to be replaced. Other vehicles have considerable body rust and need body work.
 - b. Custodial equipment not up-to-date.
 - c. Painters equipment not up-to-date.
 - d. Electricians not up-to-date.

5. Are additional facilities or equipment required to support the service unit? Yes.
 - a. The service unit is in need of additional vehicles due to another department also utilizing our vehicles.
 - b. West Campus expansion – need more room for Central Plant (Control Room). Add two (2) buildings to existing building Physical Facilities – East.

Budget and Expenditures:

1. Indicate service unit expenditures for the previous five years for operating expenses and equipment.
2. Indicate service unit budget for the previous five (5) years.
(see Attachment J)
3. Does the service unit generate revenue? No.
4. Is service unit budget adequate to meet department needs? Yes, at this time, but need increase after expansion.

Accreditation:

1. Is the service unit subject to accreditation by state, regional or national accrediting agencies? Yes.
2. What is the service unit's accreditation status? Yes, we have been accredited by SAAC.
3. Indicate the recommendations of the most recent accreditation evaluation of the service unit and corrective actions taken or planned?

Service Unit Evaluation Summary and Recommendations:

Provide a summary evaluation of the support service unit. Include in this summary the following:

1. Service unit strengths: list and comment on the major strengths of the service unit.

- a. Our major strengths are our support and technical staff. The service unit staff is capable of handling almost any emergency problem or project at any time. They have shown their capability in responding to a deadly tornado that tore through buildings and killing one instructor and causing serious injuries to others on the West Campus in 2003.
2. Service unit weaknesses: list and comment on the major weaknesses or needs for improvement of the service unit.
 - a. The service unit is short some employees due to budget cuts.
 - b. Productivity – need purchasing report to provide department with reporting analyzing.

Recommendations:

List and comment on suggestions and recommendations for improvement that are derived from their administrative review.

- A. Recommend that open (vacate) positions be filled when funds become available so that personnel may be trained and ready for new buildings as they are built over the next five years.
- B. Recommend that the service unit's fleet of vehicles be scrutinized very carefully and begin to replace them with newer models.
- C. Recommend that the service unit provide adequate office and facilities space to accommodate for a meeting (Conference – Training) room space; a lunch room space for our service unit's employees, etc.
- D. Review staffing yearly and update Job Descriptions.
- E. Add staffing as required to meet demands of new buildings.
- F. Review equipment needs yearly (tools, vehicles, ect.).
- G. Implement annual employee evaluations for all service unit personnel.
- H. Monitor bench marks and productivity and customer service.
- I. Continue Energy Management System.

Two-Year Follow-up on Recommendations:

Beginning with support services Administrative Reviews scheduled for academic year 2003-04, a two-year follow-up report will be due on May 15, 2006, to be submitted through the Unit Supervisors to the President. Unit Manager will review recommendations made in the Administrative Review and provide a progress report to supervisors. The cycle for follow-up reports will be initiated with the Administrative Review from 2003-04 and will be due on May 15, 2006.

Prepared by:
Hector T. Morales

Contributors:
Willie Keller
Mike Snyder
Charles Miller
Colleen Pike
Margarita Trevino
Jack Reeves
Kimberly Adams
Section Supervisors & Leads
(East & West Campuses)

Del Mar College
 Administrative and Educational Support Services

Attachment A

Unit Goals
 (April 2000) *December 2000*

1. Unit: Physical Facilities	2. Division: Business and Finance
3. College Mission Addressed: The College affirms that excellence in instruction and institutional support services at reasonable cost is its highest priority and that it will fulfill its mission within the limitations of its physical and financial resources.	
4. Unit Purpose: <i>Unit mission</i> To maintain and enhance the physical environment in support of the College's teaching and public service functions.	
Goals <i>2</i>	<i>3</i> Assessment Methods
<ol style="list-style-type: none"> 1. To continue to strive for full implementation of our computerized work management system. 2. Fully implement computerized preventive maintenance system. 3. To strive to continuously improve quality and effectiveness of our service. 4. To staff a most efficient organization to allow optimum completion of workload. 5. To continue to optimize the use of our resources (time, money, and manpower) through best practices. 6. To validate the deferred maintenance backlog through a comprehensive assessment. 7. To improve the reliability of our central plants (East and West). 8. To continue to improve campus accessibility to all. 9. Develop and implement plan of action to correct safety and building deficiencies at auditorium and other buildings. 10. Eliminate leaking roofs. 11. Reduce absenteeism. 12. Reduce deferred maintenance backlog. 13. Reduce "hot/cold" calls. 14. Refine Facilities Maintenance Plan. 15. Develop plan of action to upgrade mechanical rooms. 16. Fully and effectively implement use of weekly work plan. 	<ol style="list-style-type: none"> 1. Review of system's performance and evaluation of data produced, i.e., number of work orders by craft, priority, and type, completed, opened and age. 2. Evaluation of system's performance and use of its capability. Percent of PM's being completed; reasons for breakdowns. 3. Customers' surveys; self assessment. 4. Responsiveness to customers; customers' surveys. Number of work orders completed. 5. Review of management reports; i.e., actuals/estimated; backlog of work orders completed; work orders completed per craft and average time to complete. Productivity review. 6. Re-assessment of data/cost analysis/scheduling. 7. Review of plant log; number of breakdowns/malfunctions; preventive maintenance performed. 8. Re-assessment of current survey and summary of projects backlog. Review projects completed. 9. Review status of project's progress/re-assess plan of action. 10. Performance of roofs during rains. Preview repairs/replacements completed. 11. Review attendance reports/motivational efforts. 12. Review deferred maintenance backlog/priorities/budget. 13. Review work order history. 14. Review potential effectiveness of improvements; implement; and evaluate results. 15. Review number of projects completed, priorities and programming; review periodic inspection reports. 16. Review actual versus planned. Assess planning efforts.

will need to do a new goal sheet.

Del Mar College
Institutional Effectiveness Unit Plans
2002-2003

1. Unit: Physical Facilities	2. Division: Business and Finance												
3. College Mission Addressed: The College affirms that excellence in instruction and institutional support services at reasonable student cost is its highest priority and that it will fulfill its mission within the limitations of its physical and financial resources.													
4. Unit Purpose: To maintain and enhance the physical environment in support of the College's teaching and public service functions.													
5. Link to Strategic Plan: Goal # D Objective # 1,2,3	6. Proposed completion date: August 03												
7. Link to Unit Goal # OR Student Learning Objective #													
8. Assessment Question and Expected Results: <ul style="list-style-type: none"> • Develop & Implement Custodial, Grounds, & Building Trades, Training Manual. Improved productivity. • Engineer, Procure, and Construct East & West Campuses - various AHU replacement projects. • Engineer, Procure, and Construct - Central Plant East Cooling Tower. • Engineer, Procure, and Construct - Phase II Roof Replacement. • Engineer, Procure and Construct - Aquatic - ADA Lift. Access to second level. • Continue progress on preventive maintenance program. Improved productivity • Continue progress on work request system, daily craft work log. Improved productivity. • Develop and implement building trade two-week look ahead work schedule. Improved productivity • Develop monthly status report. Improved communication. 													
9. Strategies (Activities Planned) : <ul style="list-style-type: none"> • Physical Facilities Department is presently developing a Custodial Training Manual. Upon completion efforts will be focused on a training manual for grounds, then on building trades. • HVAC engineering firm has started on first phase of projects. Forecasted construction window of opportunity winter break. • Physical Facilities Department is presently utilizing a two-week look ahead schedule for the electrical craft personnel. Work schedules for the carpenters, HVAC, plumbing, and the painter will follow. • Presently individual trade/craft work logs and work request are closed out daily. (Work logs keep tract of small action item (usually from 5 to 20 minutes, i.e. hot & cold calls) that do not require an individual work request be developed. Instead entire week of logs are entered into one work request at the end of the week.). Improved departmental productivity. 													
10. Assessment Procedures (how will you measure for results and who is responsible for conduct of this assessment): <ul style="list-style-type: none"> • Engineering & Construction Contacts • Physical Inspections • Funds expended on projects. • New departmental policies, procedures and manuals. 													
11. Budget Cost Impact, if any (does not assure budget approval):													
<table style="width: 100%; border: none;"> <tr> <td style="width: 10%;">Personnel</td> <td style="width: 10%;">\$</td> <td style="width: 80%;">_____</td> </tr> <tr> <td>Equipment</td> <td>\$</td> <td>_____</td> </tr> <tr> <td>Other</td> <td>\$</td> <td>_____</td> </tr> <tr> <td>Total</td> <td>\$</td> <td>_____</td> </tr> </table>		Personnel	\$	_____	Equipment	\$	_____	Other	\$	_____	Total	\$	_____
Personnel	\$	_____											
Equipment	\$	_____											
Other	\$	_____											
Total	\$	_____											
12. Use of Assessment Findings (how will you use the findings): <ul style="list-style-type: none"> • Increase DMC Physical Facilities productivity • Development of comprehensive funding needs. • Funding to address projects. 													
13. Signature of Unit Director:	14. Signature of Dean/Vice President:												
Date	Date												

Physical Facilities

Memo

To: «LastName»
«JobTitle»
From: Hector T. Morales
Date: 4/26/2004
Re: Physical Facilities Survey

The Physical Facilities Department would appreciate your cooperation in filling out this Custodial, Grounds and Technical Services Survey and returning it to us as soon as possible. Your efforts in participating in this survey will help us to continue improving our departmental services to your respective building(s).

We are very committed to serving our customers in the most efficient and effective manner. Your objective evaluation is very much appreciated.

Have a happy and safe summer! Thank you.

CUSTODIAL SERVICES SURVEY EAST/WEST CAMPUS

BUILDING(S) _____ FLOOR _____

Use the following scale to rate the custodial services within your work area:
Scale of 1-10 with 1 = Poor, 5 = Average, and 10 = Excellent, or N/A = Not Applicable.

Classrooms/Labs:

- Floors swept regularly _____
- Carpet Vacuumed _____
- Trashcans emptied _____
- Floor mopped/buffed _____
- Desks wiped/dusted _____
- Windows cleaned _____
- A/C vents dusted _____
- Boards cleaned _____

Comments:

Restrooms:

- Toilets/sinks cleaned regularly _____
- Floors swept/mopped _____
- Trash cans emptied _____
- Soap dispenser refilled _____
- Paper towels refilled _____
- Toilet tissue refilled _____
- Walls/windows cleaned _____

Comments:

Offices:

- Floors swept/mopped _____
- Carpet vacuumed _____
- Trash can emptied _____
- Furniture dusted _____

Comments:

Does the Custodial Supervisor monitor your facilities regularly? Yes _____ No _____

(Complete this evaluation and submit to Hector T. Morales, Physical Facilities, East Campus.)
Please use back of this form to comment further on any of the DMC buildings. Thank You,

Hector T. Morales

MAINTENANCE & GROUNDS SERVICES SURVEY EAST/WEST CAMPUS

BUILDING(S) _____ FLOOR _____

Use the following scale to rate the custodial services within your work area:
Scale of 1-10 with 1 = Poor, 5 = Average, and 10 = Excellent, or N/A = Not Applicable.

Building Maintenance:

HVAC	_____
Lighting	_____
Plumbing	_____
Painting	_____
Condition of Parking Lot	_____
Other _____	_____

Comments:

Grounds Maintenance:

Lawn Upkeep	_____
Trees	_____
Flower Beds	_____
Landscape	_____
Other _____	_____

Comments:

(Complete this evaluation and submit to Hector T. Morales, Physical Facilities, East Campus.)
Please use back of this form to comment further on any of the DMC buildings. Thank You,

Hector T. Morales

EAST/WEST/SOUTH BUILDING COORDINATOR

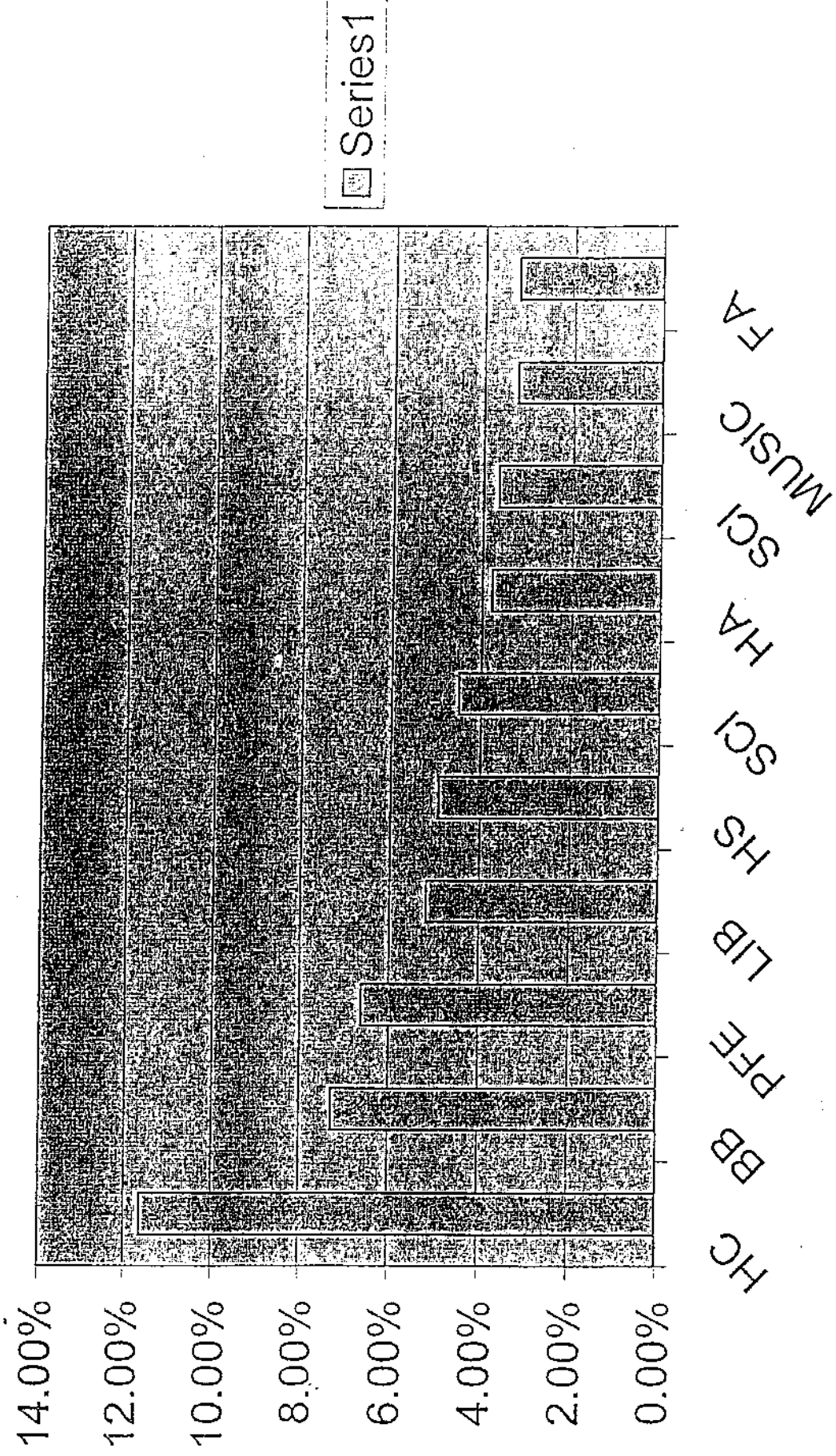
2003-2004

BLD NUM	BLDG NAME	COORDINATOR	EXT NUMBER
1	MEMORIAL CLASSROOM	RITA MORRIS	1218
2	HERITAGE HALL	PATRICIA WILSON	1128
4	GYMNASIUM	SUSIE JOHNSON	1334
5	PHYSICAL FACILITES	WILLIE KELLER	1012
6	SCIENCE	DEBRA GREEN	1240
7	HARVIN CENTER	RICHARD MOLINA	1281
8	AUDITORIUM	HOWARD KARSH	1243
9	MUSIC	DEBRA AVERY	1211
10	ENGLISH	JENNIFER MATA	1234
11	LIBRARY	BRUCE MARKLEY	1307
12	COLES CLASSROOM	MARY CANTU	1534
13	ENGLISH LEARNING CENT	LINDA EUBANK	1234
14	AQUATIC CENTER	SUSIE JOHNSON	1334
15	FINE ARTS	ROSANNE RAMSEY	1216
16	VENTERS BUISNESS	ANN MATULA	1402
17	BARTH LEARNING CENT	JENNY MOHUNDRO	1753
18	MECHANICAL ROOM 1/WEST	CHARLES MILLER	1736
19	MECHANICAL ROOM 3/WEST	CHARLES MILLER	1736
20	FLATO TECHNOLOGY	T.HARMS	1701
21	OLD DIESEL BUILDING	T.HARMS	1701

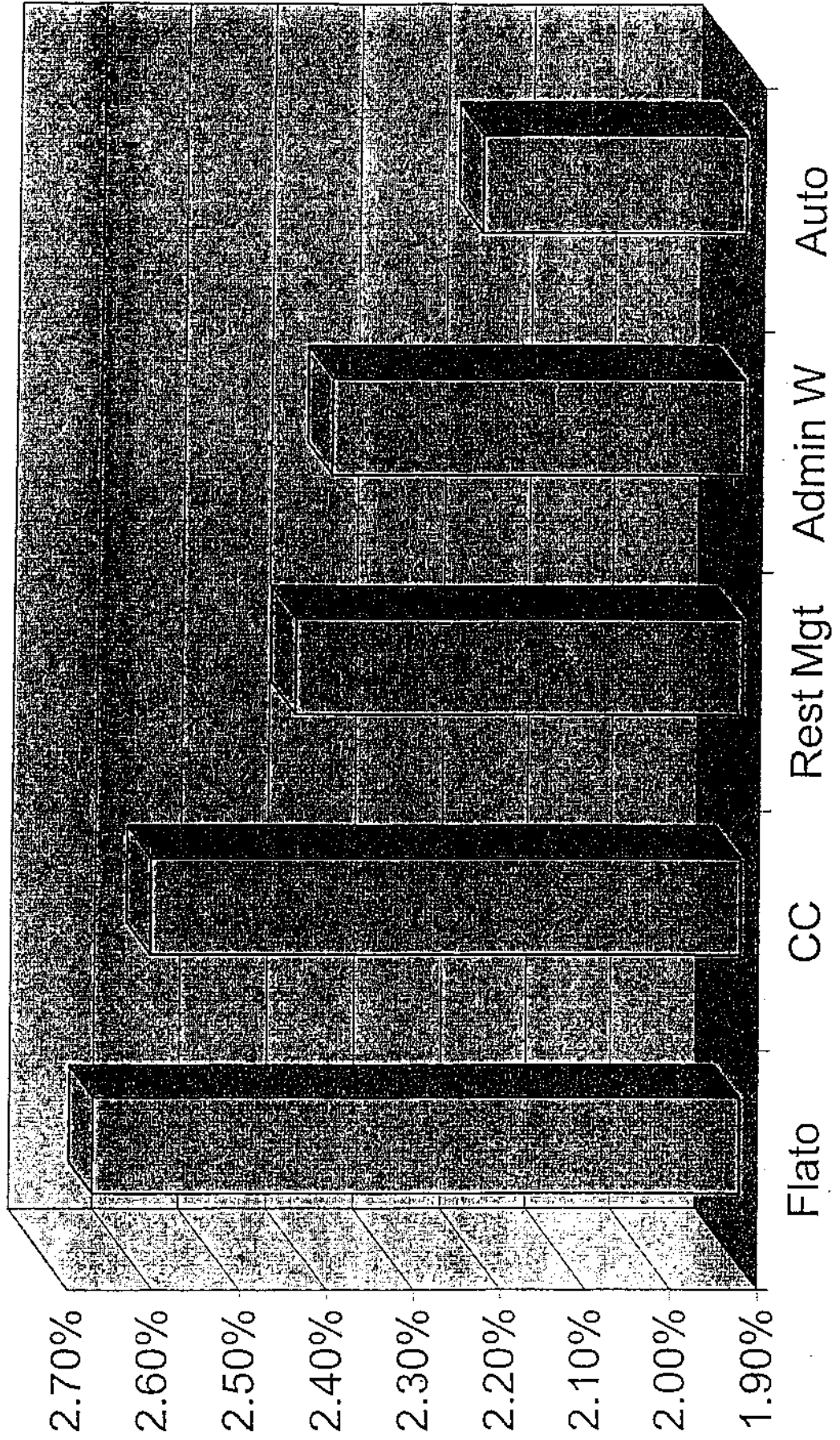
22	VB-1 APPLIANCE REPAIR	T.HARMS	1701
23	VB-2 RADIO/TV WEST T2	T.HARMS	1701
24	VB3-OLD WELDING/VOC#3	T.HARMS	1701
25	VB4- WELDING LAB VOC#4	T.HARMS	1701
26	VB5-MACHINE WEST/VOC#5	T.HARMS	1701
27	ADMINISTRATION WEST	BUD HARRIS	1702
28	RESTAURANT MANAGEMENT	BOB ARD/BECKY	1734
29	PHYSICAL FACILITIES-	CHARLES MILLER	1736
30	COLEMAN CENTER	JO DEE GARCIA	1741
31	AIR CONDITIONING	T.HARMS	1701
32	ADMINISTRATION EAST	MATILDA JACKSON	1259
33	AUTOMOTIVE	T.HARMS	1701
34	GARCIA HEALTH SCIENCE	POLLY MARTINEZ	1101
35	DIESEL(NEW)- T6	T.HARMS	1701
36	GROUNDS SHOP	WILLIE KELLER	1012
37	CHEMICAL ROOM	BILL LOFTON	1641
38	MULTISERVICE CENTER	ROLANDO PEREZ CONT -EDU	1327
		CHUCK TINES PURCHASING	1561
		CHRIS LEAL ASSESSMENT CENTER	2238
40	CENTER FOR EARLY LEARN	DIANE WEST	1083
53	PORTABLE 901-902 REST MGT/LAW ENFORCEMENT	JOHN FOUST	4121
54	PORTABLE 1001- 1002/FIRE SCI PUBLIC SAFETY	CHRIS BLACK	1724

55	CENTRAL KITCHEN	BOB ARD/BECKY	1734
56	CENTRAL PLANT WEST	SHARLET BROWN	1736
57	GUARD SHACK	BILL LOFTON	1641
58	PORTABLE 1101- 1102 FIRE SCI PUBLIC SAFETY	CHRIS BLACK	1724
59	DEL MAR SOUTH CAMPUS	BUD HARRIS	1702
1300	GED/HEP OFFICE	BUD HARRIS	1702
1301	GED CLASSROOMS	BUD HARRIS	1702
1302	GED/HEP CLASSROOMS	BUD HARRIS	1702

TOP 10 BUILDINGS BY %



TOP 5 WEST CAMPUS BUILDINGS BY %



ASSET #	BUILDING	2000- 2003 CLOSED WOs	20% for 1999	Total Closed W.O.s	%
7	HC	1766	353	2119	11.64%
16	BB	1102	220	1322	7.26%
5	PFE	1003	201	1204	6.61%
11	LIB	786	157	943	5.18%
34	HS	749	150	899	4.94%
6	SCI	683	137	820	4.50%
32	HA	575	115	690	3.79%
12	SCI	555	111	666	3.66%
9	MUSIC	492	98	590	3.24%
15	FA	491	98	589	3.24%
14	AQ	481	96	577	3.17%
38	MSC	479	96	575	3.16%
1	MC	464	93	557	3.06%
10	ENG	426	85	511	2.81%
20	FLATO TECH./WEST	402	80	482	2.65%
4	GYM	392	78	470	2.58%
30	COLEMAN CENTER/WEST	392	78	470	2.58%
28	RESTAURANT MGT. WEST	367	73	440	2.42%
2	HH	365	73	438	2.41%
27	ADMINISTRATION WEST	361	72	433	2.38%
13	ELC	338	68	406	2.23%
33	AUTOMOTIVE SHOP/WEST	335	67	402	2.21%
8	AUD	315	63	378	2.08%
40	CENTER FOR EARLY LEARNING (CEL)	203	41	244	1.34%
17	BLR-WEST	192	38	230	1.27%
29	PF WEST	177	35	212	1.17%
31	AC BUILDING/WEST	176	35	211	1.16%
22	VB 1-APPLIANCE/WEST - BLG MAINT.	131	26	157	0.86%
35	NEW DIESEL/WEST	92	18	110	0.61%
23	VB 2-RADIO/TV WEST - T2	83	17	100	0.55%
25	VB 4-WELDING 4 WEST	83	17	100	0.55%
21	OLD DIESEL/WEST	75	15	90	0.49%
45	PORTABLE 101	65	13	78	0.43%
26	VB 5-MACHINE WEST	61	12	73	0.40%
24	VB 3-WELDING 2 WEST (OLD)	54	11	65	0.36%
51	PORTABLE 701	48	10	58	0.32%
49	PORTABLE 501-502	42	8	50	0.28%
50	PORTABLE 601-602	37	7	44	0.24%
48	PORTABLE 401-402	35	7	42	0.23%
47	PORTABLE 301-302	32	6	38	0.21%
61	PORTABLE 1300 (GED/HEP)	32	6	38	0.21%
59	DEL MAR SOUTH - 3902 S. STAPLES 8/02 - 11/03)	31	6	37	0.20%
54	PORTABLE 1001-1002 (FIRE SCIENCE)	27	5	32	0.18%
52	PORTABLE 801-802	23	5	28	0.15%
58	PORTABLE 1101-1102	21	4	25	0.14%
53	PORTABLE 901-902	20	4	24	0.13%
55	CENTRAL KITCHEN	20	4	24	0.13%

46 PORTABLE 201-202	19	4	23	0.13%
63 PORTABLE 1302	19	4	23	0.13%
57 GUARD SHACK - WEST	17	3	20	0.11%
56 CENTRAL PLANT - WEST	12	2	14	0.08%
62 PORTABLE 1301	11	2	13	0.07%
3 SE (only 2000 data)	10	2	12	0.07%
18 MECH. RM 1/WEST	1	0	1	0.01%
19 MECH. RM 3/WEST	1	0	1	0.01%
60 GREENHOUSE - WEST (destroyed in tornado)	1	0	1	0.01%
TOTAL	15170		18204	100.00%

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1	MC	464	93	557	3.06%
2	HH	365	73	438	2.41%
3	SE (only 2000 data)	10	2	12	0.07%
4	GYM	392	78	470	2.58%
5	PF-EAST CAMPUS	1003	201	1204	6.61%
6	SCI (SCIENCE)	683	137	820	4.50%
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19	MECH. RM 3/WEST	1	0	1	0.01%
20	FLATO TECH./WEST	402	80	482	2.65%
21	OLD DIESEL/WEST	75	15	90	0.49%
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32	HELDENFELS ADMINISTRATION	575	115	690	3.79%
33	AUTOMOTIVE SHOP/WEST	335	67	402	2.21%
34	HEALTH SCIENCE/EAST	749	150	899	4.94%
35	NEW DIESEL/WEST	92	18	110	0.61%
38	MULTISERVICE CENTER/E	479	96	575	3.16%
40	CENTER FOR EARLY LEARNING (CEL)	203	41	244	1.34%
45	PORTABLE 101	65	13	78	0.43%
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TOTAL	15170		18204	100.00%

Professional Organizations:

- ✓ APPA – The Association of Higher Education Facilities Officers
- ✓ CBMOA – Coastal Bend Maintenance and Operations Associations
- ✓ CMAT – Custodial Management Association of Texas
- ✓ SSS - Selective System – Area 6 Board Member 6 years
- ✓ Boy Scouts of America – South Texas Council – Troop 451 Beeville, TX
Scout Leader – 1 year, Assistant Scout Leader 3 years, and Cub Scout Bear Dean
Leader 8 years
- ✓ 4-H Shooting Sports – Archery Club
Archery Instructor – 3 years
- ✓ BYSA – Bee Youth Soccer Association
Beeville Soccer Club – Coach 8 years
- ✓ San Antonio Youth Soccer Association
Encino Loma Soccer Club – Coach 2 years
- ✓ Beeville Little League Baseball
Coach/Manager 3 years
- ✓ Gulf Coast Professional Trainers Association
- ✓ Central Association of Physical Plant Administration (CAPPA)
- ✓ The Association of Higher Education Facilities Officers
- ✓ Gulf Coast Association of Human Resources Administrators
- ✓ National Association of Purchasing Managers

Margarita R. Trevino
Physical Facilities Buyer

Negotiation Seminar

3/18/98

- a. Effective Negotiating
- b. Effective Negotiation II
- c. Effective Purchasing

2000 TOAL Annual Meeting

10/15/00 – 10/28/00

- a. Sexual Harassment
- b. Business Etiquette

Advanced Purchasing Institute

2/17/01 – 2/21/01

- a. Team Building Exercise
- b. Legal Aspects and change with E-Commerce
- c. Legal Provisions in RFP
- d. Conflict of Interest Supplier Relations

55th Southwest Purchasing Conference

10/17/01 – 10/19/01

- a. Avoiding Ethical Landmines
- b. Creating Value Thru Relationship Management
- c. Negotiation in the 21st Century
- d. Megatrends for the Purchasing Profession
- e. Supply Chain Management

87th Annual International Supply Management Conference

5/05/02 – 5/08/02

Director of National Affairs Seminar

2002 TOAL Annual Meeting and Product Exhibit

09/22/02 – 09/25/02

- a. Dealing with Warranties
- b. Continuous Improvement in Purchasing
- c. Procurement Card/Group Panel
- d. On-line Purchasing
- e. Reverse Auctioning

2002 Timeline Conference

10/24/01 – 10/26/01

- a. State Agencies and Purchasing Cooperatives
- b. New Trends in E-Commerce
- c. Purchasing Law-Review and Legislative Updates
- d. The Buy Board, Update Info,
- e. Jr. College/College Special Concerns on Purchasing Situations Law and Scenarios

2003 Timeline Conference

10/02/02 – 10/04/02

- a. Deregulation of Power Utilities
- b. Purchasing Law-Review and Legislative
- c. The Mold Problem
- d. Technology and Purchasing Law
- e. Auctions and Surplus Property

Member of National Association of Purchasing Managers

Membership Committee	1997 – 1998
Golf Tournament Committee	1998 – 1999
Second Vice President	1999 – 2000
President	2000 – 2001
Director of National Affairs	2001 – 2002
Treasurer	2002 – 2003
Treasurer	2003 - present

East & West Campus.Employees
Volunteerism

1 Church	21
2 Civic (Lulac/G.I. Forum/NAACP)	6
3 Social (Clubs)	8
4 Boy/Girl Scouts	9
5 Drug Abuse Activities	3
6 Law Enforcement	2
7 Visitation of Prisoners/Nursing Homes	15
8 Toys for Tots	13
9 Tutoring	4
10 Sports (baseball/football/soccer)	25
11 Hospital Volunteers	8
12 Schools	13
13 Support	4
14 Poetry Reading	1

“ TOPS”
Training Our People Smart
Nuts & Bolts of Custodial Training

Schedule 2003

<u>Nov.6, 2003</u>	Topic: Guest speaker- Mike Anzaldua Attitude & Morale Booster. Video “Change & Transition”
<u>Oct. 2, 2003</u>	Topic: Increased productivity, Absenteeism & Punctuality. Guest speakers –Dusty Finch Prince Macon HRD.
<u>Sept.4, 2003</u>	Topic: Team cleaning & positive attitude Guest speaker – Mr. Javier Davila Texas A&M
<u>Aug.25, 2003</u>	Topic: Custodial equipment & Restroom-care. Video: “Custodial operations”
<u>July 23, 2003</u>	Topic: Employee evaluations Guest speaker-Theresa Cox Dusty Finch
<u>July 3, 2003</u>	Topic: Absenteeism, Chain of Command, dress code. Facilitator- H.T. Morales
<u>May 1, 2003</u>	Topic: Attitude skills, custodial duties Facilitator- H.T. Morales

Seminars Attended
Colleen Pike

Seminar Title	Dates	Sponsor
Microsoft Word XP 2002	Oct. 8-31, 2002	TLC
Microsoft Excel XP 2002	December 3, 2002	TLC
Microsoft Outlook - Managing your e-mail Part 1	March 1, 2003	TLC
Dr. Barara Craig's Mystery Workshop	March 11, 2003	TLC
Microsoft Outlook - Managing your e-mail Part 2	April 10, 2003	TLC
Empowerment Seminar	April 2-10, 2003	TLC
Team Building	May 13 & 20, 2003	TLC
DreamWeaver 4.0	May 19-22, 2003	TLC
Juneteenth Celebration	June 16, 2003	Ethnic Awareness
Grass to the Class	August 26, 2003	PFE
Learning College with President Ortiz	Sept. 6, 2003	PFE
Adobe Photoshop 6.0	Nov. 3-12, 2003	TLC
Spring Convocation Special Session 2004	January 12, 2004	DMC
Building Bridges to Successful Customer Relationships	Jan. 15, 2004	TLC
How to Handle the Challenges of Change	Feb. 12, 2004	TLC

DMC SAFETY CREW MEETINGS-EAST CAMPUS

DATE	TOPIC	INSTRUCTOR
1/18/2001	Bloodborne Pathogens	Kelly L. White
2/1/2001	Citizen's Police Academy	Sgt. Travis Pace, CCPD
2/15/2001	Fire Safety	Tino Hinojosa
3/1/2001	Workplace Violence	Kelly L. White
3/15/2001	Proper Fire Extinguisher Usage	A-1 Fire & Safety
3/29/2001	Hand Safety/Carpal Tunnel Syndrome	Kelly L. White
4/12/2001	Chemical Emergencies	Kelly L. White
4/24/2001	Chemical Training	Billy J. Biddy
5/10/2001	Ozone Action Day	Glenda Swierc, TNRCC
5/24/2001	Hurricane Damage	Kelly L. White
6/7/2001	Heat Stress/Heat Stroke	Kelly L. White
6/21/2001	Community Relations/Car Seat Safety	Sgt. Kevin Felt, CCPD/Kelly L. White
7/19/2001	Safety Glasses & Goggles, Shoes & Boots, Protective Handwear, Protective Hearing	Kelly L. White
7/26/2001	Hazard Communication	Kelly L. White
8/9/2001	Hazard Communication (make-up session)	Kelly L. White
8/16/2001	Fire Extinguisher Training	A-1 Fire & Safety
8/29/2001	Fire Safety & Flammables	Kelly L. White
9/27/2001	Personal Protective Equipment	Hector Morales
10/25/2001	Lockout/Tagout	Kelly L. White
11/29/2001	Bloodborne Pathogens	Penelope Lamond, RN (RSA)
1/10/2002	Tree Conference/Herbicide & Pesticide Usage	Michael Wormack, Nueces County AG
1/24/2002	Slips/Trips/Falls	Peter Clarke, RSA
2/21/2002	Golf Cart Safety	Bill Lofton, CSP
3/28/2002	Suspicious Package Training	Lt. Maria Pinkard, ASSET
4/25/2002	Workplace Violence/Floor Buffing & Tree Trimming	Bill Lofton, CSP/Kelly L. White
5/7/2002	Fire Extinguisher Training	Patriot Fire & Safety
5/16/2002	Heat Exposure	Bill Lofton, CSP
6/20/2002	Electrical Safety	Bill Lofton, CSP
7/25/2002	Community Relations/Auto Theft, Home Burglary & Personal Safety	Sgt. Mangum, CCPD
8/22/2002	Mosquito Precautions	Bill Lofton, CSP
9/26/2002	Fire Safety	John Luis, CCFD
10/24/2002	High Impact Maintenance	Bill Lofton, CSP
11/21/2002	General Safety Precautions	Bill Lofton, CSP
1/29/2003	Tree Conference/Herbicide & Pesticide Usage	Michael Wormack, Nueces County AG
2/20/2003	Terrorism Precautions	Bill Lofton, CSP
Mar-03	Physical Facilities went to nights unable to schedule training at that time	
4/30/2003		
5/21/2003	Fire Extinguisher Training	Tino Hinojosa
6/19/2003		
8/6/2003		

ATTACHMENTS

Facilities and Equipment

Custodial Section

Need more buffers/vacuum cleaners
Some equipment is not up-to-date
Need more modern equipment for upgrade
Need more storage space for equipment on East & West Campuses

Painters Section

Sign making machine is outdated
Stripper machine is outdated
Paint gun cleaner is outdated
Paint shaker machine is outdated

Electrical Section

Need more adequate equipment as follows:

30' man lift
Extension ladders
Multi/AMP meter
Hand tools outdated
Additional vehicles (2)
Clamp-on AMP meter
Need additional workspaces/storage

Grounds Section

Need to relocate East Campus workshop to another part of building
Need to relocate East Campus Petrochemical storage area to chemical room at East Campus
West Campus grounds needs more space for workshop and storage of large equipment
Need two additional vehicles for East & West Campuses
Need one trailer (automatic dumping – Big Tex) for West Campus
Need two golf carts for East & West Campuses
Need to insure more grounds personnel to drive vehicles off campus
Need equipment training for additional personnel and for 60' man lift
Need two additional lawn mowers for East and West Campuses

Plumbers

Need to attend annual seminars in "Changes in Plumbing Codes" sponsored by the State of Texas and DMC should pay seminar costs
Need to attend "Backflow Prevention" seminar and DMC should pay expenses for participant

- Need additional vehicle for additional licensed plumber
- Need additional vehicle for irrigation technician
- Need larger hydro jet machine
- Swimming pool controller needs to be updated
- Need more workshop and storage space for West Campus

HVAC Section

- Covered storage area for equipment and materials for the unit
- Increase of shop tools for expansion at West Campus

Service Unit Budget For The Previous Five (5) Years

