

2017-18 Program Review

Name of Program: Custodial
Name of Unit: Facilities
Name of Area: Finance & Business
Date Completed: In Progress

Program's Mission Statement

The mission of Custodial Services is to support the mission and vision of the college by providing a clean, safe and aesthetically pleasing environment for students, faculty, staff and visitors to Rio Hondo College.

Program's SAO Information

1. Custodial Services will maintain a quality environment for students to learn, faculty to teach and for staff to work. The custodial department will provide and keep the facilities in a safe, clean and sanitary condition.
This SAO is evaluated daily/weekly by spot/area inspections by Lead Custodian, Senior Custodian, and Manager of Mechanical and Electrical Services.
 2. The unit will strive for a fully satisfactory ranking on the annual campus climate survey by staff and students.
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Program's Program Level Standards

N/A

Course Success Rate:
Associate Degrees Awarded:
Chancellor Office Approved Certificates Awarded:
Employment Rate:
License Exam Pass Rate:

Program's Characteristics, Performance and Trends

The Custodial Services area of the Facilities Department is committed to providing a safe and secure environment that is conducive to learning and compliments the mission of the College. The unit cleans and maintains the interiors of all District facilities, ensures that all restrooms are adequately serviced and maintains exterior sidewalks and corridors around all campus buildings.

Custodial Services currently has 19 FTES with 2.5 vacancies (as of 10/21/16). These custodians cover over 504,000 square feet, consisting of 54 buildings, with a total of 945 rooms, of which 117 are restrooms.

Custodial staff work behind the scenes and are dedicated individuals working with aging equipment at the campus as well as off-site centers. Custodial supervisors and manager consistently prioritize work to ensure that high priority areas are attended to and must juggle other unscheduled demands.

Trends are found where routine custodial duties are interrupted with assisting divisions and departments with unlocking spaces, event setups/breakdowns which does not allow for a higher level of cleaning. The floors and carpets that need continuing care to preserve their life are scheduled into the routine cleaning, but aging equipment prevents timely cleaning on a regular basis.

Program's Strengths

- 1) The custodial staff consists of many long time employees who are committed and extremely flexible. They are able to react/respond immediately when called upon.
- 2) Some of the leadership in the Operations Department of Facilities Services has been with Rio Hondo for many years, providing an established structure and expectation of staff performance.
- 3) The department has a well developed network and communication plan, allowing for streamlined operations and reaction to stakeholder needs.

Program's Weaknesses

- 1) Due to low staff turnover, long term employees may need to be retrained on the latest techniques and improvements made within the field.
- 2) Aging equipment negatively impacts efficiency and performance of the custodial staff. Older equipment also requires specific techniques for proper, safe operations which limits the staff members who can operate the equipment. The down time for repairs can be detrimental to the

schedule.

- 3) The limited number of equipment that requires scheduled sharing of equipment among staff members negatively impacts the schedule of routine tasks.
- 4) Unplanned requests from the college community such as the opening of the classrooms outside of the routine and assigned workloads, causes a delay in the completion of regular tasks.
- 5) Concentrated efforts in any particular area during a specified duration of time, such as for an event, leaves other regular areas unattended to and vulnerable to neglect and not being properly cleaned or cleaned in a timely manner. Shortage of personnel and equipment only exacerbate this problem.

Program's Opportunities

- 1) The hiring of an Interim Manager that will review current practices, schedules and tasks to optimize the department's potential.
- 3) The department will consider using the Association of Higher Education Facilities Officer's Custodial Staffing and Guidelines for Educational Facilities as a way to develop key performance indicators.
- 2) Provide in-service training to promote cleaning initiatives. Explore vendors that conduct training on cleaning agents and products to increase the knowledge of staff.
- 3) Develop a comprehensive cleaning schedule to capitalize and plan during intersession and summer months deep cleaning projects.
- 4) As a Service Area, Custodial will visit other Divisions and Departments throughout the campus on a semi-annual/annual basis to share the services provided by Custodial, as well as gain feedback from the college community.

Program's Threats

- 1) Not replacing or updating "workhorse" equipment to improve safety and work efficiency.
- 2) Having to share equipment across campus which reduces work efficiency and could cause injuries moving equipment across campus.
- 3) Campus vandalism during "peak" periods (finals week, etc).
- 4) Continued increase in campus events that require large setups that involve the custodian staff.
- 5) Negative perception and subjective nature of custodian services.

Program's Accomplishments and Recommendations for Improvement

The department takes pride in their accomplishments given existing resources. Investments in upgrading equipment in the prior year have been moved the department forward to accomplish a portion of the floor cleaning more efficiently and effectively. However, the need

to continue the replacement of old equipment and upgrade to modern equipment for efficiency and safe operation of equipment is still critical.

Recommendations for improvement:

1. Develop and implement a system for ongoing monitoring and evaluating performance and customer satisfaction.
2. Continue to look for opportunities to upgrade equipment, materials and supplies in order to stay in line with industry standards and best practices.
3. Continue to hire and train qualified staff to meet the increasing demands of growing student population and campus facilities.

Program's Strategic Direction

This department will continue to stay focused on the mission of staff training, strategic planning and optimizing current resources. Supervisors will continue to collaborate with staff, faculty and students on the opportunities to serve and meet the needs of the campus community by providing a safe and clean working/learning environment. Focus on equipment replacement and maintenance for optimum safety and efficiency and will be replaced when such are at risk.

Program's Staff Development

Regular training is offered to staff in safety practices. Best practices for floor and carpet cleaning are coordinated for staff. Capacity is developed within the ranks by rotating staff to learn various tasks and responsibilities. A substitute pool is cultivated to cover essential positions when staff is on vacation or ill.

Program Review - Additional Comments

Program Review - Executive Summary

Program: Custodial Date: November 18, 2016

Committee Members Present: Ryan Bronkar, Marie Eckstrom, Jasmine Mageno, Juana Mora,

Abbie Perry, Cecilia Rocha, Jim Sass, Ralph Velazquez

Program Members Present: Mark Ferguson, George Lopez, Robert Vose, Robert Villaneda

Revision Required

Commendations

- Custodial staff is responsive, considerate, patient, hardworking, and do a good job with limited resources.
- Commendations on a succinct and appropriate Mission Statement.

Program-Level Recommendations

- Streamline the process for capturing work orders.
- Develop SAOs that are more specific and report concrete results.
- Partner with other service areas to showcase your services during a FLEX Day presentation.
- Establish a goal for preventative maintenance.
- Implement CASBO formula (baseline benchmark) for staff ratio.
- Provide more data and details in Opportunities section.
- Consider utilizing the Campus Climate Survey to identify and breakdown areas for improved service.
- Develop a plan for ongoing replacement/upgrades of equipment.
- Consider looking at state and federal benchmarks of custodial responsibilities as criteria for determining adequate/necessary resources.

Institutional-Level Recommendations

- Increase support for facilities: increased custodial hours/personnel; upgrade, replace, and increase equipment; ensure health and safety standards of restrooms and across campus.

Program Review - Response to the Executive Summary

Goal # 1 # 2	Short term (1 year)	Corresponds with Institutional Goal	Status: in progress
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Description of Goal

To replace aging equipment and purchase contemporary equipment to improve staff safety and work efficiencies.

Evaluation of Goal

Replacing old equipment has many benefits. It improves morale in the work force, reduces potential for work related injuries, and improves work efficiencies. Purchasing contemporary custodial equipment is also beneficial for the maintenance and upkeep of facilities. The purchase of new and advanced equipment allows more staff members to be trained in contemporary work practices with modern equipment that improves safety and efficiency.

Objective #1.1

Status: in progress

Purchase replacement equipment or new contemporary custodial equipment

Resources Needed: Additional Budget

Requested Item: New Equipment Pressure Washer

Required for How Long: 1 time

Requested Amount: \$2,500.00

Description:

Purchase Pressure washer

Supporting Rationale

Clean stained exterior areas of campus such as walkways and stairs more effectively.

Requested Item: New Equipment I-Mop

Required for How Long: 1 time

Requested Amount: \$9,600.00

Description:

Purchase (2) IMOP Floor Cleaning Machines at \$4800 each

Supporting Rationale

Floor cleaning machines are ergonomically designed and easier to use than traditional equipment.

Requested Item: New Equipment Restroom Cleaning Machines

Required for How Long: 1 time

Requested Amount: \$10,000.00

Description:

Purchase (2) Restroom Cleaning Machines at \$5000 each

Supporting Rationale

New machines help in thoroughly cleaning and disinfecting restroom surfaces.

Goal #2	Long term (2-5 years)	Corresponds with Institutional	Status: in
Goal # 2			progress

Description of Goal

Increase Custodial Staff during day hours (8-5) to support restroom cleaning and other custodial requests during the day.

Evaluation of Goal

Evaluate the effectiveness of goal #2 through feedback received in the climate survey. Service calls logged in and daily requests made to the department should decrease as a result of additional staff.

Objective #2.1	Status: in progress
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Hire two full-time custodians

Resources Needed: Additional Personnel

Position Classification: Classified

Required for How Long: Ongoing

Position Title: Custodian #1

Basic Position/Job Description:

Custodians maintain an assigned group of classrooms, restrooms, office and related facilities in a clean and orderly manner. The duties include: sweep, scrub, mop and wax floors; vacuum and steam clean rugs and carpets; wash windows, blackboards, furniture and walls; empty waste receptacles; sweep sidewalks, pick up trash; clean restrooms; assist in moving, arranging and setting up furniture for special events.

Estimated Salary Excluding Benefits: \$40,379.00

Supporting Rationale: Identify the basic need. Include specifically how your Program Review, Strategic Plan, Master Plan, Accreditation or other external review processes support this position. For permanent positions indicate what percentage you are recommending, i.e. this is a permanent position in Weekend College for 37.5%.

Custodians are assigned custodial duties involving cleaning and routine maintenance of all campus buildings. Based on the square footage and current staffing levels, a standard level of cleanliness is difficult to maintain.

Position Classification: Classified

Required for How Long: Ongoing

Position Title: Custodian #2

Basic Position/Job Description:

Custodians maintain an assigned group of classrooms, restrooms, office and related facilities in a clean and orderly manner. The duties include: sweep, scrub, mop and wax floors; vacuum and steam clean rugs and carpets; wash windows, blackboards, furniture and walls; empty waste receptacles; sweep sidewalks, pick up trash; clean restrooms; assist in moving, arranging and setting up furniture for special events.

Estimated Salary Excluding Benefits: \$40,379.00

Supporting Rationale: Identify the basic need. Include specifically how your Program Review, Strategic Plan, Master Plan, Accreditation or other external review processes support this position. For permanent positions indicate what percentage you are recommending, i.e. this is a permanent position in Weekend College for 37.5%.

Custodians are assigned custodial duties involving cleaning and routine maintenance of all campus buildings. Based on the square footage and current staffing levels, a standard level of cleanliness is difficult to maintain.

Objective #2.2

Status: in progress

Hire three part-time Custodians at 45%

Resources Needed: Additional Personnel

Position Classification: Classified Hourly

Required for How Long: Ongoing

Position Title: PT Custodian #3

Basic Position/Job Description:

Custodians maintain an assigned group of classrooms, restrooms, office and related facilities in a clean and orderly manner. The duties include: sweep, scrub, mop and wax floors; vacuum and steam clean rugs and carpets; wash windows, blackboards, furniture and walls; empty waste receptacles; sweep sidewalks, pick up trash; clean restrooms; assist in moving, arranging and setting up furniture for special events.

Estimated Salary Excluding Benefits: \$16,480.00

Supporting Rationale: Identify the basic need. Include specifically how your Program Review, Strategic Plan, Master Plan, Accreditation or other external review processes support this position. For permanent positions indicate what percentage you are recommending, i.e. this is a permanent position in Weekend College for 37.5%.

PT Custodians are needed on the day shift to maintain highly traffic areas, refresh restrooms, and improve/maintain overall campus environment.

Position Classification: Classified Hourly

Required for How Long: Ongoing

Position Title: PT Custodian #2

Basic Position/Job Description:

Custodians maintain an assigned group of classrooms, restrooms, office and related facilities in a clean and orderly manner. The duties include: sweep, scrub, mop and wax floors; vacuum and steam clean rugs and carpets; wash windows, blackboards, furniture and walls; empty waste receptacles; sweep sidewalks, pick up trash; clean restrooms; assist in moving, arranging and setting up furniture for special events.

Estimated Salary Excluding Benefits: \$16,480.00

Supporting Rationale: Identify the basic need. Include specifically how your Program Review, Strategic Plan, Master Plan, Accreditation or other external review processes support this position. For permanent positions indicate what percentage you are recommending, i.e. this is a permanent position in Weekend College for 37.5%.

PT Custodians are needed on the day shift to maintain highly traffic areas, refresh restrooms, and improve/maintain overall campus environment.

Position Classification: Classified Hourly

Required for How Long: Ongoing

Position Title: PT Custodian #1

Basic Position/Job Description:

Custodians maintain an assigned group of classrooms, restrooms, office and related facilities in a clean and orderly manner. The duties include: sweep, scrub, mop and wax floors; vacuum and steam clean rugs and carpets; wash windows, blackboards, furniture and walls; empty waste receptacles; sweep sidewalks, pick up trash; clean restrooms; assist in moving, arranging and setting up furniture for special events.

Estimated Salary Excluding Benefits: \$16,480.00

Supporting Rationale: Identify the basic need. Include specifically how your Program Review, Strategic Plan, Master Plan, Accreditation or other external review processes support this position. For permanent positions indicate what percentage you are recommending, i.e. this is a permanent position in Weekend College for 37.5%.

PT Custodians are needed on the day shift to maintain highly traffic areas, refresh restrooms, and improve/maintain overall campus environment.

Individuals Who Participated in Developing this Plan

The following people acknowledge that they participated in the development of or reviewed this plan.

Name	Role
1. Armstrong, Myeshia	Review Manager
2. Villaneda, Robert	Participant
3. Lopez, George	Participant
4. Ferguson, Mark	Participant
5. Dwyer, Jason	Participant

Program Plan 2018-2019 (Due Wednesday, November 22, 2017)

Custodial

**Created on: 12/04/2017 12:56:00 PM EDT
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General Information (Program Plan 2018-2019 (Due Wednesday, November 22, 2017))

Mission Statement

Mission Statement

Outcomes (Formerly SLO/SAO)

Create/Edit Program Outcomes

No outcome sets attached

Assessment Plan

Assessment Findings

Describe Outcomes Process

Data Analysis

Data Analysis

Action Plan/ Resource Requests

Action Plan - one to two years

No outcome sets attached

Faculty Requests

Classified Requests

Administrator Requests

Item, Project, or Part-Time Position Requests

Submit

 **Submit Your Plan**

Program Plan 2019-2020 (Due November 21, 2018)

Custodial

**Created on: 11/14/2018 08:14:00 PM EST
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General Information (Program Plan 2019-2020 (Due November 21, 2018))

Program Mission Statement

Edit Mission Statement

Support Rio Hondo College's Mission and Facilities Mission Statement by ensuring campus spaces are safe, accessible, clean and functional.

Program Outcomes

Create Program Outcomes

Custodial Outcome Set

Outcome

Outcome	Mapping
<p>Environment 1. Custodial Services will maintain a quality environment at Rio Hondo College. It will keep facilities safe, clean and sanitary. This SAO will be evaluated weekly with spot checks by the Custodian Supervisor or Senior Custodian or Director of Facilities.</p>	No Mapping
<p>Level of Cleanliness 2. Facilities will endeavor to increase the campus overall cleanliness the APPA: Leadership in Higher Education Facilities "Five Levels of Clean". The will provide a tangible metric for the campus' level of clean.</p>	No Mapping
<p>Customer Service 3. Custodial will strive for a fully satisfactory ranking on the annual campus climate survey by staff and students.</p>	No Mapping

Program Data & Analysis

Enter Program Data & Analysis

Custodial Services of the Facilities Department is committed to providing a safe and secure environment that is conducive to learning and complements the mission of the College. Custodial Services cleans and maintains the interiors of all District facilities, ensures that all restrooms are adequately serviced and, maintains exterior sidewalks and corridors around all campus buildings.

Custodial Services currently has 16.5 FTEs with 3 vacancies (as of 11/15/2018). The custodians service more than 504,000 square feet, consisting of 54 buildings, with a total of 945 rooms including 117 restrooms. Custodial Services also cleans specialty areas including the CDC and KDA.

Custodial staff support Facilities' "Do No Harm" mission in that they work behind the scenes with minimal disruption to campus activities. It is comprised of dedicated individuals working with aging equipment at the campus as well as off-site centers. Custodial lead and senior staff work with management to daily prioritize work to ensure that high priority areas are attended to and must juggle other unscheduled campus demands.

Current trends are noted when routine custodial responsibilities are interrupted with assisting divisions and departments with unlocking spaces, event setups/teardowns which do not allow for a higher level of clean when coupled with a very short-staffed crew. The floors and carpets in high traffic areas need desperately to be addressed. No addressing or having a routine maintenance on floors and carpets with cost in the long run due to shortened life cycles. A shortage of cleaning equipment is also noted as a hindrance to maximum clean spaces.

Program Action Plan & Resource Requests

Create Action Plan

Custodial Action Plan 2019-2020

Outcome

Outcome	Mapping
Level of Cleanliness Optimize current resources and staff to move to higher level of clean on campus as a whole. Return to targeted cleaning of specialty areas like CDC and KDA. Current 45 minutes and one custodian is not sufficient for CDC.	Institutional Goals & Objectives: Objective 2.4
Staff Training & Development Training for staff on safety and latest techniques for improved productivity and efficiency.	Institutional Goals & Objectives: Objective 2.3
Level of Cleanliness Standardize regular (quarterly) cleaning schedule for flooring (carpet/vinyl/tile) and showers (foaming). Add equipment to be able to make this happen.	Institutional Goals & Objectives: Objective 3.1

Custodial Outcome Set

Outcome

Outcome	Mapping
<p>Environment 1. Custodial Services will maintain a quality environment at Rio Hondo College. It will keep facilities safe, clean and sanitary. This SAO will be evaluated weekly with spot checks by the Custodian Supervisor or Senior Custodian or Director of Facilities.</p>	<p>No Mapping</p>
<p>Level of Cleanliness 2. Facilities will endeavor to increase the campus overall cleanliness the APPA: Leadership in Higher Education Facilities "Five Levels of Clean". The will provide a tangible metric for the campus' level of clean.</p>	<p>No Mapping</p>
<p>Customer Service 3. Custodial will strive for a fully satisfactory ranking on the annual campus climate survey by staff and students.</p>	<p>No Mapping</p>

 **Request Full-Time Faculty**

 **Request Full-Time Classified**

 **Request Full-Time Administrator**

 **Request Item, Project, or Part-Time Position**

Actions

Custodial Action Plan 2019-2020

Outcome

Objective: Level of Cleanliness

Standardize regular (quarterly) cleaning schedule for flooring (carpet/vinyl/tile) and showers (foaming). Add equipment to be able to make this happen.

▼ **Action:** Self Contained Cleaning Units - Qty 2

This Action is associated with the following Findings

No supporting Findings have been linked to this Action.

Description:	2 – Self-contained cleaning units Cost = \$6,600
Supporting Rationale:	
One-time or ongoing:	One-time
Location, if applicable:	
Budget request amount:	\$6,600.00
Priority:	High

Program Plan Submission

 **Submit Your Plan**

Annual Program Plan 2020-2021

Custodial

**Created on: 10/15/2019 11:08:00 AM PDT
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General Information (Annual Program Plan 2020-2021)

1. Mission Statement

1.1 Mission Statement

The Custodial team ensures campus spaces are safe, accessible, clean and functional.

2. Program Description

2.1 Budget, Space Allocation, and Staffing

Staffing

- Custodial Lead - 1
- Senior Custodian - 1
- Custodians - 18

Space Allocation

The custodians work out of custodial closets. The Custodial Lead and Senior Custodian have offices located in the Facilities/Maintenance area.

Budget

The program is supported through general funds of the college.

Custodial has an open PO but are asked to try not to go over \$61,600.00 a fiscal calendar year. With the increase in the student population as well as all the events happening amounts each department we are having issues staying within the budget of \$61,600.00. Reminder this amount is for our Paper supplies (toilet, hand towels, and seat covers), chemicals (carpet shampoo, hand soap, restroom cleaner, disinfectants, and etc.), this also includes repairs to our equipment and purchasing normal daily equipment that gets worn out. Custodial would like to ask for an increase in budget to \$130,000.00 for the year to handle these normal yearly expenses.

2.2 Projects, Grants, and Initiatives

Not applicable

2.3 Professional Development

No professional development to report.

2.4 Services and Target Audience

Target Audience

Campus students, staff, faculty, and visitors.

Services

The Custodial department takes responsibility for the followings tasks on campus:

- Campus cleanliness and safety through daily observations and maintenance of campus spaces
- Special request in cleaning and setups besides our normal daily cleaning
- Group cleans to cover unassigned areas
- Assist utility work orders for setups/ breakdown of events

2.5 Program Progress

Custodial received 1 new full time custodian for the old bookstore which is now a tutor lab, 1st floor administration building, and helping the senior custodian with special cleaning request. Custodial also received 1 gum removal machine and 1 carpet machine.

2.6 Additional Information

3. Outcomes

3.1 Instructional Programs - Course Outcomes

3.2 Program Outcomes

Custodial Outcome Set

Outcome

Outcome	Mapping
<p>Environment 1. Custodial Services will maintain a quality environment at Rio Hondo College. It will keep facilities safe, clean and sanitary. This SAO will be evaluated weekly with spot checks by the Manager, Lead Custodian, Senior Custodian, or Director of Facilities.</p>	<p>Outcomes - Institutional level (ILO): V. C. Feel a sense of connection to the college.</p>
<p>Level of Cleanliness 2. Facilities will endeavor to increase the campus overall cleanliness the APPA: Leadership in Higher Education Facilities "Five Levels of Clean". The will provide a tangible metric for the campus' level of clean.</p>	<p>Outcomes - Institutional level (ILO): V. C. Feel a sense of connection to the college.</p>
<p>Customer Service 3. Custodial will strive for a fully satisfactory ranking on the annual campus climate survey by staff and students.</p>	<p>Outcomes - Institutional level (ILO): V. C. Feel a sense of connection to the college.</p>

3.3 Non-Instructional Program Outcomes Assessment

Measures

Custodial Outcome Set

Outcome

Outcome: Environment

1. Custodial Services will maintain a quality environment at Rio Hondo College. It will keep facilities safe, clean and sanitary. This SAO will be evaluated weekly with spot checks by the Manager, Lead Custodian, Senior Custodian, or Director of Facilities.

▼ **Measure:** Custodial Inspections
Program level Direct - Other

Details/Description:	Manager, Lead Custodian, Senior Custodian, or Director of Facilities review work of the crew through inspections.
Acceptable Standard:	65% of inspections will be determine the work was acceptable.
Ideal Standard:	85% of inspections will be determine the work was acceptable.
Key/Responsible Personnel:	Manager, Lead Custodian, Senior Custodian, or Director of Facilities

Outcome: Level of Cleanliness

2. Facilities will endeavor to increase the campus overall cleanliness the APPA: Leadership in Higher Education Facilities "Five Levels of Clean". The will provide a tangible metric for the campus' level of clean.

▼ **Measure:** Five Levels of Clean

Program level Direct - Other

Details/Description:	Overall cleanliness of the campus will be assessed according to the APPA: Leadership in Higher Education Facilities "Five Levels of Clean".
Acceptable Standard:	65% of inspections will be standards.
Ideal Standard:	85% of inspections will be standards.
Key/Responsible Personnel:	Manager, Lead Custodian, Senior Custodian, and Facilities Director

Outcome: Customer Service

3. Custodial will strive for a fully satisfactory ranking on the annual campus climate survey by staff and students.

▼ **Measure:** Campus Climate Survey Results

Program level Direct - Other

Details/Description:	The Campus Climate Survey will indicate that students, faculty, and staff are at least satisfied with the cleanliness of the buildings.
Acceptable Standard:	65% of survey respondents will be satisfied.
Ideal Standard:	85% of survey respondents will be satisfied.
Key/Responsible Personnel:	Custodial team

3.4 Non-Instructional Outcome Findings

Finding per Measure

Custodial Outcome Set

Outcome

Outcome: Environment

1. Custodial Services will maintain a quality environment at Rio Hondo College. It will keep facilities safe, clean and sanitary. This SAO will be evaluated weekly with spot checks by the Manager, Lead Custodian, Senior Custodian, or Director of Facilities.

▼ **Measure:** Custodial Inspections
Program level Direct - Other

Details/Description:	Manager, Lead Custodian, Senior Custodian, or Director of Facilities review work of the crew through inspections.
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Ideal Standard:	85% of inspections will be determine the work was acceptable.
Key/Responsible Personnel:	Manager, Lead Custodian, Senior Custodian, or Director of Facilities

Findings for Custodial Inspections

Summary of Findings: Findings will be added next program plan.
Recommendations:
Reflections/Notes:

Outcome: Level of Cleanliness

2. Facilities will endeavor to increase the campus overall cleanliness the APPA: Leadership in Higher Education Facilities "Five Levels of Clean". The will provide a tangible metric for the campus' level of clean.

▼ **Measure:** Five Levels of Clean
Program level Direct - Other

Details/Description:	Overall cleanliness of the campus will be assessed according to the APPA: Leadership in Higher Education Facilities "Five Levels of Clean".
Acceptable Standard:	65% of inspections will be standards.
Ideal Standard:	85% of inspections will be standards.
Key/Responsible Personnel:	Manager, Lead Custodian, Senior Custodian, and Facilities Director

Findings for Five Levels of Clean

Summary of Findings:	Findings will be added next program plan.
Recommendations:	
Reflections/Notes:	

Outcome: Customer Service

3. Custodial will strive for a fully satisfactory ranking on the annual campus climate survey by staff and students.

▼ **Measure:** Campus Climate Survey Results
Program level Direct - Other

Details/Description:	The Campus Climate Survey will indicate that students, faculty, and staff are at least satisfied with the cleanliness of the buildings.
Acceptable Standard:	65% of survey respondents will be satisfied.
Ideal Standard:	85% of survey respondents will be satisfied.
Key/Responsible Personnel:	Custodial team

Findings for Campus Climate Survey Results

Summary of Findings: Findings will be added next program plan.

Recommendations:

Reflections/Notes:

4. Data Analysis

4.1 Data Analysis

Work Load and Data

Custodial department has completed 546 work orders for the fiscal year and helped with utility work orders for setups/ breakdown of events roughly 9 to 11 per month. This averages out to 55 work orders a month for special request in cleaning and setups besides our normal daily cleaning. Custodial also group cleans 2 areas a day removing each custodian 1 hour from their normal cleaning.

The Custodial Department handles regularly cleaning of campus spaces and responds to work orders from the campus community. Over the last eight years the number of work orders completed or closed by the Department has increased, almost tripling.

Number of Work Orders - Completed or Closed by Dept	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	Grand Total
Custodial Services	125	178	320	354	347	429	526	610	462	317	3668
Manager (Custodial, Grounds, Utilities, Garage, Security)	20	30	29	39	17	19	36	49	21	55	315
Total	145	208	349	393	364	448	562	659	483	372	3983

5. Program Objectives & Resource Requests

5.1 Program Objectives

Custodial Action Plan 2019-2020

Outcome

Outcome	Mapping
<p>Level of Cleanliness Optimize current resources and staff to move to higher level of clean on campus as a whole. Return to targeted cleaning of specialty areas like CDC and KDA. Current 45 minutes and one custodian is not sufficient for CDC.</p>	<p>Institutional Goals & Objectives: Objective 2.4</p>
<p>Staff Training & Development Training for staff on safety and latest techniques for improved productivity and efficiency.</p>	<p>Institutional Goals & Objectives: Objective 2.3</p>
<p>Level of Cleanliness Standardize regular (quarterly) cleaning schedule for flooring (carpet/vinyl/tile) and showers (foaming). Add equipment to be able to make this happen.</p>	<p>Institutional Goals & Objectives: Objective 3.1</p>
<p>Begin Implementing Paper Recycling Program Custodial is required to implement a recycle program by 2020. We have started but will need to purchase waste receptacles for the entire campus. We are taking count and trying to find the best</p>	<p>Institutional Goals & Objectives: Objective 3.1</p>

product for the college to benefit daily needs and longevity. We would like to eliminate the group cleaning for the custodial staff. Right now we group clean the LRC Building, this is 14 custodians with them using 1 hour to clean the building. This totals to 14 hours for a quick clean no detailing and proper maintaining of the building. This also is the same for the Campus Inn main Hall, which is now being used daily for events.

Improve Coordination of Custodial Services

Custodial has been without a Manager/Supervisor for over 3 years jumping back and forth to the two managers/Supervisors we have now in facilities. We would like to have a dedicated Manager/Supervisor for the 20 custodians. This will help in many ways in Work Order distribution, guidance on daily activities, and finally having another Manager/Supervisor for the afternoon shift to report issues to after the other 2 leave for the day, college still runs until 10:30 PM with classes calling about issues. Custodial would like another 2 custodians to cover the LRC Building and Campus Inn Event area. If we receive the 2 custodians this will show the impact on the college for areas to be cleaner. Every custodian will get there 1 hour back to detail (high dust, low dust, mopping more, wiping of doors and frames, etc.)

Institutional Goals & Objectives: Objective 3.1

5.2 Full-Time Faculty Request

5.3 Full-Time Classified Request

5.4 Full-Time Administrator Request

Actions

Custodial Action Plan 2019-2020

Outcome

Objective: Improve Coordination of Custodial Services

Custodial has been without a Manager/Supervisor for over 3 years jumping back and forth to the two managers/Supervisors we have now in facilities. We would like to have a dedicated Manager/Supervisor for the 20 custodians. This will help in many ways in Work Order distribution, guidance on daily activities, and finally having another Manager/Supervisor for the afternoon shift to report issues to after the other 2 leave for the day, college still runs until 10:30 PM with classes calling about issues. Custodial would like another 2 custodians to cover the LRC Building and Campus Inn Event area. If we receive the 2 custodians this will show the impact on the college for areas to be cleaner. Every custodian will get there 1 hour back to detail (high dust, low dust, mopping more, wiping of doors and frames, etc.)

▼ Action: Hire Custodial Manager/Supervisor

This Action is associated with the following Findings

No supporting Findings have been linked to this Action.

Position Title & Program:	Manager - Custodial Services
Rationale:	Custodial has been without a Manager/Supervisor for over 3 years jumping back and forth to the two managers/Supervisors we have now in facilities. We would like to have a dedicated Manager/Supervisor for the 20 custodians. This will help in many ways in Work Order distribution, guidance on daily activities, and finally having another Manager/Supervisor for the afternoon shift to report issues to after the other 2 leave for the day, college still runs until

10:30 PM with classes calling about issues. Custodial would like another 2 custodians to cover the LRC Building and Campus Inn Event area. If we receive the 2 custodians this will show the impact on the college for areas to be cleaner. Every custodian will get there 1 hour back to detail (high dust, low dust, mopping more, wiping of doors and frames, etc.)

Budget request amount: \$70,000.00
Priority: High

5.5 Item, Project, or Part-Time Position Request

Program Plan Submission

Submission

Annual Program Plan 2020-2021

Grounds

Created on: 10/17/2019 08:58:00 AM PDT
Last Modified: 10/21/2019 08:56:33 AM PDT

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General Information (Annual Program Plan 2020-2021)

1. Mission Statement

1.1 Mission Statement

The Grounds program ensures the campus outdoor spaces are safe, accessible, clean, aesthetically pleasing and functional.

3. Outcomes

3.2 Program Outcomes

GROUNDS PROGRAM PLAN OUTCOMES 2020-2021

Outcome

Outcome	Mapping
Quality Environment for Learning 1. Grounds will maintain a quality environment at Rio Hondo College. It will keep outdoor spaces of all facilities, hardscapes and landscapes, safe, clean and maintained. This SAO will be evaluated with spot checks by the Lead Irrigation Grounds Worker or Manager of Maintenance & Operations or Director of Facilities. (Continuous Improvement)	Institutional Goals & Objectives: Objective 2.2
Equipment Maintenance 2. The Grounds staff will provide ongoing maintenance of equipment in order to ensure a high level of safety and functionality and efficient use of available equipment and resources.	Institutional Goals & Objectives: Objective 3.1
Customer Service 3. Grounds will strive for a satisfactory or above ranking on the Campus Climate Survey by staff and students. (Continuous Improvement)	Institutional Goals & Objectives: Objective 2.2

3.3 Non-Instructional Program Outcomes Assessment

Measures

GROUNDS PROGRAM PLAN OUTCOMES 2020-2021

Outcome

Outcome: Quality Environment for Learning

1. Grounds will maintain a quality environment at Rio Hondo College. It will keep outdoor spaces of all facilities, hardscapes and landscapes, safe, clean and maintained. This SAO will be evaluated with spot checks by the Lead Irrigation Grounds Worker or Manager of Maintenance & Operations or Director of Facilities. (Continuous Improvement)

- ▼ **Measure:** Internal Records of Inspections by Supervisors
Program level Direct - Other

Details/Description:	The program will review internal records on inspections by supervisors. The estimated number of inspections and their outcome will be reported.
Acceptable Standard:	Internal safety issues related to Grounds will be addressed within two working days or more urgently if needed.
Ideal Standard:	Internal safety issues related to Grounds will be addressed within one working day.
Key/Responsible Personnel:	Grounds lead, staff, and administrators

Outcome: Equipment Maintenance

2. The Grounds staff will provide ongoing maintenance of equipment in order to ensure a high level of safety and functionality and efficient use of available equipment and resources.

▼ **Measure:** Internal Records of Equipment Work Orders
Program level Direct - Other

Details/Description:	Ongoing inspections of equipment is part of the regular duties of Grounds staff. When an issue arises with equipment, it is taken to the Mechanic Shop for inspection. As a result of this process, no injuries will occur due to delayed maintenance.
Acceptable Standard:	Two or fewer injuries will be occur every year related to maintenance of equipment.
Ideal Standard:	No injuries will occur every year related to maintenance of equipment.
Key/Responsible Personnel:	Grounds lead, grounds staff, and administration.

Outcome: Customer Service

3. Grounds will strive for a satisfactory or above ranking on the Campus Climate Survey by staff and students. (Continuous Improvement)

▼ **Measure:** Campus Climate Survey Results
Program level Indirect - Survey

Details/Description:	When the Campus Climate Survey is done, the Grounds will receive satisfactory or higher ratings from staff and students.
Acceptable Standard:	The majority of staff and students will indicate satisfaction on grounds-related questions.

Ideal Standard:	All staff and students will indicate satisfaction on grounds-related questions.
Key/Responsible Personnel:	Grounds lead, grounds staff, and administrators.

3.4 Non-Instructional Outcome Findings

Finding per Measure

GROUND PROGRAM PLAN OUTCOMES 2020-2021

Outcome

Outcome: Quality Environment for Learning

1. Grounds will maintain a quality environment at Rio Hondo College. It will keep outdoor spaces of all facilities, hardscapes and landscapes, safe, clean and maintained. This SAO will be evaluated with spot checks by the Lead Irrigation Grounds Worker or Manager of Maintenance & Operations or Director of Facilities. (Continuous Improvement)

▼ **Measure:** Internal Records of Inspections by Supervisors
Program level Direct - Other

Details/Description:	The program will review internal records on inspections by supervisors. The estimated number of inspections and their outcome will be reported.
Acceptable Standard:	Internal safety issues related to Grounds will be addressed within two working days or more urgently if needed.
Ideal Standard:	Internal safety issues related to Grounds will be addressed within one working day.
Key/Responsible Personnel:	Grounds lead, staff, and administrators

Findings for Internal Records of Inspections by Supervisors

Summary of Findings: Findings will be reported in the next Program Plan.

Recommendations:

Reflections/Notes:

Outcome: Equipment Maintenance

2. The Grounds staff will provide ongoing maintenance of equipment in order to ensure a high level of safety and functionality and efficient use of available equipment and resources.

▼ **Measure:** Internal Records of Equipment Work Orders
Program level Direct - Other

Details/Description: Ongoing inspections of equipment is part of the regular duties of Grounds staff. When an issue arises with equipment, it is taken to the Mechanic Shop for inspection. As a result of this process, no injuries will occur due to delayed maintenance.

Acceptable Standard: Two or fewer injuries will be occur every year related to maintenance of equipment.

Ideal Standard: No injuries will occur every year related to maintenance of equipment.

Key/Responsible Personnel: Grounds lead, grounds staff, and administration.

Findings for Internal Records of Equipment Work Orders

Summary of Findings: Findings will be reported in the next Program Plan.

Recommendations:

Reflections/Notes:

Outcome: Customer Service

3. Grounds will strive for a satisfactory or above ranking on the Campus Climate Survey by staff and students. (Continuous Improvement)

▼ **Measure:** Campus Climate Survey Results
Program level Indirect - Survey

Details/Description: When the Campus Climate Survey is done, the Grounds will receive satisfactory or higher ratings from staff and students.

Acceptable Standard: The majority of staff and students will indicate satisfaction on grounds-related questions.

Ideal Standard: All staff and students will indicate satisfaction on grounds-related questions.

Key/Responsible Personnel: Grounds lead, grounds staff, and administrators.

Findings for Campus Climate Survey Results

Summary of Findings: Findings will be reported in the next Program Plan.

Recommendations:

Reflections/Notes:

5. Program Objectives & Resource Requests

5.1 Program Objectives

Grounds Objectives 2020-2021

Outcome

Outcome	Mapping
<p>Level of Work Optimize current resources and staff to move to higher level of grounds maintenance at campus as a whole. Build staffing capacity to be able to rotate work areas so every team member knows tasks associated with properly maintaining different types of landscape and hardscape.</p>	<p>Institutional Goals & Objectives: Objective 3.1</p>
<p>Staff Training & Development Training for staff on safety and latest techniques for improved productivity and efficiency. Certify at least two grounds staff to be certified by the State of California as Weed and Pest Control and Abatement which would allow a formal Integrated Pest Management (IPM) program. The IPM program would address fire hazards, pest nuisances and eliminate pest control contracted costs.</p>	<p>Institutional Goals & Objectives: Objective 2.3</p>
<p>Address Safety Issues in a More Timely Manner In an effort to improve the overall safety on campus and create a more aesthetically pleasing learning environment for students,</p>	<p>Institutional Goals & Objectives: Objective 3.1</p>

the Grounds program would like to be able to address safety issues in a more timely manner.

5.2 Full-Time Faculty Request

5.3 Full-Time Classified Request

Actions

Grounds Objectives 2020-2021

Outcome

Objective: Level of Work

Optimize current resources and staff to move to higher level of grounds maintenance at campus as a whole. Build staffing capacity to be able to rotate work areas so every team member knows tasks associated with properly maintaining different types of landscape and hardscape.

No actions specified

Objective: Staff Training & Development

Training for staff on safety and latest techniques for improved productivity and efficiency. Certify at least two grounds staff to be certified by the State of California as Weed and Pest Control and Abatement which would allow a formal Integrated Pest Management (IPM) program. The IPM program would address fire hazards, pest nuisances and eliminate pest control contracted costs.

No actions specified

Objective: Address Safety Issues in a More Timely Manner

In an effort to improve the overall safety on campus and create a more aesthetically

pleasing learning environment for students, the Grounds program would like to be able to address safety issues in a more timely manner.

▼ **Action:** Hire Three Senior Grounds Personnel - Senior Grounds Maintenance Worker

This Action is associated with the following Findings

No supporting Findings have been linked to this Action.

Position Title &
Program:

Senior Grounds Maintenance Worker - Grounds
(Program)

Basic Job Description:

Senior Grounds Maintenance Worker

Representative Duties

Mow and edge lawns; trim, weed and prune landscaped areas; prepare and fertilize soil; plant lawns, trees, shrubs, hedges and flowers.

E

Spray landscaped areas with insecticides, herbicides and other chemicals for insect, weed and rodent control. E

Hoe weeds and rake lawns and leaves; sweep or operate blower to clean sidewalks; collect trash and perform general grounds cleaning as assigned. E

Operate a forklift and various mowers, edgers, saws, weed eaters, blowers, rakes, shovels and other grounds maintenance tools and equipment; operate motor vehicles, such as dump trucks as necessary to conduct work. E

Clean and perform routine maintenance on grounds maintenance equipment and tools. E

Prepare stadium and fields for athletic games

and other activities; prepare, line and mark athletic field or related areas as assigned. E

Perform a variety of grounds maintenance and repair duties; install traffic signs; patch cement and asphalt to repair holes and maintain roads and sidewalks. E

Assist with other maintenance work as required; move and set up furniture and equipment as requested.

KNOWLEDGE OF:

- Methods, equipment and materials used in grounds maintenance activities.
- Proper use and maintenance of tools and power equipment used in grounds maintenance.
- Requirements of maintaining grounds in a safe, clean and orderly condition.
- Chemicals used in grounds maintenance.
- Health and safety regulations.

ABILITY TO:

- Perform a variety of grounds maintenance and repair work.
- Utilize appropriate safety precautions.
- Operate a forklift and a variety of grounds maintenance tools and equipment.
- Operate motor vehicles as necessary to perform duties.
- Understand and follow oral and written directions.
- Lift objects weighing up to 50 pounds.
- Work independently with little direction.
- Plan and organize work.
- Establish and maintain cooperative and effective working relationships with others.

Education and Experience

Rationale:

Any combination equivalent to: sufficient training and experience to demonstrate the knowledge and abilities listed above including one year of grounds maintenance experience.

Over the last 30 years, the Grounds team has consisted of 7 staff plus a Grounds Lead/Irrigation Specialist. During this same time frame, the campus has expanded and put greater emphasis on the learning environment provided to students. The last decade has included the building of the LRC, the Student Services suite, a new AJ Building, the KDA complex and associated parking, a new softball field with AstroTurf, a soccer field and track with AstroTurf, a lower quad, the lower quad, and two additional educational centers, in addition to the long standing Santa Fe Springs Fire Academy, apart from the main campus. All of these improvements have incorporated landscaping, hardscaping and irrigation which are the responsibility of the Grounds crew. The staff also prepare the fields for games with mowing, blowing, and line marking. The creation of off-site centers has also staff to prepare equipment and travel to sites and bring back green waste to the main campus for recycling. The grounds crew has adapted to these increased demands to the best of their ability. Unfortunately, as the campus demands have grown, the Grounds crew has not. The importance of the grounds to student and staff well-being can not be overstated. The Campus Climate Survey provides feedback from these groups and they indicate a need for additional staff to respond to campus needs. This request is for a single Grounds Maintenance Worker to expand the team.

Budget request

\$129,000.00

amount:

Priority: High

5.4 Full-Time Administrator Request

5.5 Item, Project, or Part-Time Position Request

Actions

Grounds Objectives 2020-2021

Outcome

Objective: Level of Work

Optimize current resources and staff to move to higher level of grounds maintenance at campus as a whole. Build staffing capacity to be able to rotate work areas so every team member knows tasks associated with properly maintaining different types of landscape and hardscape.

No actions specified

Objective: Staff Training & Development

Training for staff on safety and latest techniques for improved productivity and efficiency. Certify at least two grounds staff to be certified by the State of California as Weed and Pest Control and Abatement which would allow a formal Integrated Pest Management (IPM) program. The IPM program would address fire hazards, pest nuisances and eliminate pest control contracted costs.

No actions specified

Objective: Address Safety Issues in a More Timely Manner

In an effort to improve the overall safety on campus and create a more aesthetically pleasing learning environment for students, the Grounds program would like to be able to address safety issues in a more timely manner.

▼ **Action:** John Deere Large Mower 1575 or equivalent

This Action is associated with the following Findings

No supporting Findings have been linked to this Action.

Description:

Rationale: Equipment needed to maintain grounds.

One-time or ongoing: One-time

Location, if applicable:

Budget request amount: \$39,000.00

Priority: High

▼ **Action:** John Deere Small Mower Z930M or equivalent

This Action is associated with the following Findings

No supporting Findings have been linked to this Action.

Description:

Rationale: Needed to maintain campus grounds.

One-time or ongoing: One-time

Location, if applicable:

Budget request amount: \$15,000.00

Priority: High

Program Plan Submission

Submission

Program Review 2020-2021

Grounds

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General Information (Program Review 2020-2021)

Mission Statement

Mission Statement

The Grounds program ensures the campus outdoor spaces are safe, accessible, clean, aesthetically pleasing and functional.

Program Description

Budget, Space Allocation, and Staffing

Staffing

- Grounds Lead/Irrigation Specialist - 1
- Grounds Maintenance Workers - 3
- Senior Grounds Maintenance Workers - 2
- Heavy Equipment Operators - 2
- Manager of Operations - 1
- Director of Facilities - 1 (Vacant)

Space Allocation

- Facilities maintenance area
- Facilities office
- Facilities garage
- Manager office - M103

Budget

The Grounds program is dependent on general funds from the College.

Projects, Grants, and Initiatives

Campus Construction and Expansion

The Grounds crew continues to work with the changing campus as new buildings, landscaping, hardscaping, and athletic fields are added to their duties. The active construction on campus requires the team to coordinate schedules and assignments to account for these special circumstances.

Professional Development

Professional development of the Grounds crew primarily consists of attendance at local trade shows.

Services and Target Audience

The Grounds program provides services to the entire campus community and off site centers through the maintenance and upkeep of landscaping, hardscaping, and tree trimming.

Representative Duties of Grounds

- Mow and edge lawns; trim, weed and prune landscaped areas; prepare and fertilize soil; plant lawns, trees, shrubs, hedges and flowers. Spray landscaped areas with insecticides, herbicides and other chemicals for insect, weed and rodent control.
- Hoe weeds and rake lawns and leaves; sweep or operate blower to clean sidewalks; collect trash and perform

- general grounds cleaning as assigned.
- Operate a forklift and various mowers, edgers, saws, weed eaters, blowers, rakes, shovels and other grounds maintenance tools and equipment; operate motor vehicles, such as dump trucks as necessary to conduct work.
 - Clean and perform routine maintenance on grounds maintenance equipment and tools.
 - Prepare stadium and fields for athletic games and other activities; prepare, line and mark athletic field or related areas as assigned.
 - Perform a variety of grounds maintenance and repair duties; install traffic signs; patch cement and asphalt to repair holes and maintain roads and sidewalks.
 - Assist with other maintenance work as required; move and set up furniture and equipment as requested.

Program Progress

Objectives from 2019-2020 Program Plan

1) Level of Work

Optimize current resources and staff to move to higher level of grounds maintenance at campus as a whole. Build staffing capacity to be able to rotate work areas so every team member knows tasks associated with properly maintaining different types of landscape and hardscape

Status: Ongoing

2) Staff Training & Development

Training for staff on safety and latest techniques for improved productivity and efficiency. Certify at least two grounds staff to be certified by the State of California in Weed and Pest Control and Abatement which would allow a formal Integrated Pest Management (IPM) program. The IPM program would address fire hazards, pest nuisances and eliminate pest control contracted costs.

Status: Not yet implemented

Resource Requests from 2019-2020 Program Plan

Action: Echo Blower (PB770TC)

Status: New blowers were received

Action: John Deere Large Mower 1575 or equivalent

Status: Not funded, requested again

Action: John Deere Small Mower Z930M or equivalent

Status: Not funded, requested again

Action: Landscaping (Lot B)

Status: Not funded, no longer requested

Action: Conference Attendance

Status: Not funded, events with no entry fee are attended by staff

Curriculum

Not applicable

Additional Information

Utilities Services

Not included in this Review is the Utilities Services staff, a team of two that supports all the campus events, deliveries, unlock doors and elevators, deliver mail, assemble and move furniture, support cleaning on campus, and deliver campus Board agendas off campus. This program should be included in the Program Planning structure in coming years.

Program Progress

Budget, Space Allocation, and Staffing Progress

Budget

Over the last six years the Grounds budget has stayed the same while the work of the Grounds crew has increased to include new landscaping, hardscaping, and buildings. This has included an increase in landscaped areas, concrete hardscape areas, off site centers, the addition of a lower quad, a redesigned upper quad, a new Learning Resource Center, a new Student Services building, a new KDA complex, a new Administration of Justice building, and new AstroTurf fields that require grounds maintenance attention.

In addition, the baseball and softball seasons have been extended on campus which requires Grounds attention for field preparation.

As the work of the crew has expanded, supplies and equipment (mowers, weed eaters, hedge trimmers, air blowers, chainsaws) need to be replaced more frequently but no additional budget has been allotted.

Space Allocation

A new garage was provided to the team for equipment inspections. No other change in space allocation over the last six years.

Staffing

Over the last four years the program has been without a stable Director of Facilities. Several years ago a part-time Grounds worker position was changed from part-time to full-time.

The last three years the team has consisted of:

- Grounds Lead/Irrigation Specialist - 1
- Grounds Maintenance Workers - 3
- Senior Grounds Maintenance Workers - 2
- Heavy Equipment Operators - 2
- Manager of Operations - 1
- Director of Facilities - 1

Projects, Grants, and Initiatives Progress

Campus Construction and Expansion

Over the last six years, the Grounds crew has been working in partnership with the various construction projects on campus.

As construction has been completed, new landscaped and hardscaped areas have required the crew to add these spaces to their workload.

Professional Development Progress

Professional development of the Grounds crew primarily consists of attendance at local trade shows.

Services and Target Audience Progress

The Grounds program provides services to the entire campus community and off site centers through the maintenance and upkeep of landscaping, hardscaping, and tree trimming.

Representative Duties of Grounds

- Mow and edge lawns; trim, weed and prune landscaped areas; prepare and fertilize soil; plant lawns, trees, shrubs, hedges and flowers. Spray landscaped areas with insecticides, herbicides and other chemicals for insect, weed and rodent control.
- Hoe weeds and rake lawns and leaves; sweep or operate blower to clean sidewalks; collect trash and perform general grounds cleaning as assigned.
- Operate a forklift and various mowers, edgers, saws, weed eaters, blowers, rakes, shovels and other grounds maintenance tools and equipment; operate motor vehicles, such as dump trucks as necessary to conduct work.
- Clean and perform routine maintenance on grounds maintenance equipment and tools.
- Prepare stadium and fields for athletic games and other activities; prepare, line and mark athletic field or related areas as assigned.
- Perform a variety of grounds maintenance and repair duties; install traffic signs; patch cement and asphalt to repair holes and maintain roads and sidewalks.
- Assist with other maintenance work as required; move and set up furniture and equipment as requested.

Curriculum Progress

Not applicable

Long Term Plan Progress

In the absence of a Director of Facilities, the previous long term plan is unknown.

Institutional Research & Planning was not able to find a record in their files.

Accomplishments

- Grounds has actively maintained the beautiful Rio Hondo College campus including all landscapes and hardscapes added in the last 5 years.
- It has also managed specialty grounds areas including KDA athletic fields and the Child Development Center.
- Grounds has cultivated and tended to the campus through many drought-ridden years to minimize loss of mature trees and growth.
- The team has adapted to an increased demand for services both on campus and off.

Additional Information

Program Outcomes

Instructional Program Outcomes Assessment

Instructional Program Outcomes Assessment Findings

Non-Instructional Program Outcomes

Program Outcomes

- (1) Quality Environment for Learning. Grounds will maintain a quality environment at Rio Hondo College. It will keep outdoor spaces of all facilities, hardscapes and landscapes, safe, clean and maintained. This SAO will be evaluated with spot checks by the Lead Irrigation Grounds Worker or Manager of Maintenance & Operations or Director of Facilities. (Continuous Improvement)
- (2) Equipment Maintenance. The Grounds staff will provide ongoing maintenance of equipment in order to ensure a high level of safety and functionality and efficient use of available equipment and resources.
- (3) Customer Service. Grounds will strive for a satisfactory or above ranking on the Campus Climate Survey by staff and students. (Continuous Improvement)

Assessment

Assessment plans for the Program Outcomes have been established. See Program Plan 2020-2021.

Results

Assessment results will be reported in the 2021-2022 plan.

Data Analysis

Data Analysis

The Grounds Department primarily works off a daily work schedule and on special projects as assigned by the manager. For this reason, the work order count is not representative of the workload of the crew.

Number of Work Orders - Completed or Closed by Dept	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	Grand Total
Grounds	19	39	11				1		1	31	102
Manager (Custodial, Grounds, Utilities, Garage, Security)	20	30	29	39	17	19	36	49	21	55	315
Total	39	69	40	39	17	20	36	50	21	86	417

The spaces and locations of the work by Grounds has expanded over the last six years. Work now includes new and redesigned spaces across campus and off site including:

1. Learning Resource Center landscaping
2. Lower Quad landscaping and hardscape
3. Upper Quad landscaping and hardscape
4. Student Services Building complex and associated landscaping
5. Administrative of Justice building and outside areas
6. Santa Fe Springs Fire Academy
7. South Whittier Educational Center
8. El Monte Educational Center
9. Kinesiology, Dance, and Athletic Complex and parking area plants
10. AstroTurf softball field
11. AstroTurf soccer field and surrounding track
12. Baseball field

These spaces have been added to the Grounds crew rotation and continue to impact the work that can be done by the allotted staff, minimizing the time staff can spend on campus beautification beyond assigned duties.

Strengths & Weaknesses

Strengths

The dedication, experience and willingness of the grounds staff to step up to make the campus run well and look good is remarkable. They react and respond immediately when called up – day or night. The staff is also flexible with individual and group projects when necessary. The crew works as a team to make sure that they work efficiently. The team is highly dedicated to their work and their impact on the campus.

Weaknesses

Volume of Maintenance

Current staffing makes it challenging to maintain the large amount of grounds and landscaping. Many areas have overgrown vegetation besides the natural areas. There is also an increase in landscaped areas, concrete hardscape areas, off site centers, lower quad addition, upper quad, LRC, Student Services, KRA complex, new Administration of Justice building, and AstroTurf fields, that also require grounds maintenance attention. There is also extended seasons for baseball and softball teams on campus which requires Grounds staff to provide field preparation.

Budget and Funding

Budget and funding have been short for needed resources and equipment. Grounds industrial and commercial equipment is very costly. Grounds has needed and still needs a skip loader (\$100,000) due to the terrain of the campus. The skip loader is aged out and beyond repair. The interim solution has been to rent equipment for emergency needs. The delays in renting and availability have caused projects to stall and affect the look of the campus (e.g. mudslides).

Long Term Plan

Long Term Plan

Over the next six years the Grounds program would like to:

- Improve the landscape on campus and at off campus sites.
- Increase the staffing of the Grounds crew.
- Decrease the number of safety concerns for staff, students, and faculty.
- More regularly trim trees on campus to increase safety.

Submission Area

 **Submit Your Plan**

Annual Program Plan 2020-2021

Grounds

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General Information (Annual Program Plan 2020-2021)

1. Mission Statement

1.1 Mission Statement

The Grounds program ensures the campus outdoor spaces are safe, accessible, clean, aesthetically pleasing and functional.

3. Outcomes

3.2 Program Outcomes

GROUNDS PROGRAM PLAN OUTCOMES 2020-2021

Outcome

Outcome	Mapping
Quality Environment for Learning 1. Grounds will maintain a quality environment at Rio Hondo College. It will keep outdoor spaces of all facilities, hardscapes and landscapes, safe, clean and maintained. This SAO will be evaluated with spot checks by the Lead Irrigation Grounds Worker or Manager of Maintenance & Operations or Director of Facilities. (Continuous Improvement)	Institutional Goals & Objectives: Objective 2.2
Equipment Maintenance 2. The Grounds staff will provide ongoing maintenance of equipment in order to ensure a high level of safety and functionality and efficient use of available equipment and resources.	Institutional Goals & Objectives: Objective 3.1
Customer Service 3. Grounds will strive for a satisfactory or above ranking on the Campus Climate Survey by staff and students. (Continuous Improvement)	Institutional Goals & Objectives: Objective 2.2

3.3 Non-Instructional Program Outcomes Assessment

Measures

GROUNDS PROGRAM PLAN OUTCOMES 2020-2021

Outcome

Outcome: Quality Environment for Learning

1. Grounds will maintain a quality environment at Rio Hondo College. It will keep outdoor spaces of all facilities, hardscapes and landscapes, safe, clean and maintained. This SAO will be evaluated with spot checks by the Lead Irrigation Grounds Worker or Manager of Maintenance & Operations or Director of Facilities. (Continuous Improvement)

- ▼ **Measure:** Internal Records of Inspections by Supervisors
Program level Direct - Other

Details/Description:	The program will review internal records on inspections by supervisors. The estimated number of inspections and their outcome will be reported.
Acceptable Standard:	Internal safety issues related to Grounds will be addressed within two working days or more urgently if needed.
Ideal Standard:	Internal safety issues related to Grounds will be addressed within one working day.
Key/Responsible Personnel:	Grounds lead, staff, and administrators

Outcome: Equipment Maintenance

2. The Grounds staff will provide ongoing maintenance of equipment in order to ensure a high level of safety and functionality and efficient use of available equipment and resources.

▼ **Measure:** Internal Records of Equipment Work Orders
Program level Direct - Other

Details/Description:	Ongoing inspections of equipment is part of the regular duties of Grounds staff. When an issue arises with equipment, it is taken to the Mechanic Shop for inspection. As a result of this process, no injuries will occur due to delayed maintenance.
Acceptable Standard:	Two or fewer injuries will be occur every year related to maintenance of equipment.
Ideal Standard:	No injuries will occur every year related to maintenance of equipment.
Key/Responsible Personnel:	Grounds lead, grounds staff, and administration.

Outcome: Customer Service

3. Grounds will strive for a satisfactory or above ranking on the Campus Climate Survey by staff and students. (Continuous Improvement)

▼ **Measure:** Campus Climate Survey Results
Program level Indirect - Survey

Details/Description:	When the Campus Climate Survey is done, the Grounds will receive satisfactory or higher ratings from staff and students.
Acceptable Standard:	The majority of staff and students will indicate satisfaction on grounds-related questions.

Ideal Standard:	All staff and students will indicate satisfaction on grounds-related questions.
Key/Responsible Personnel:	Grounds lead, grounds staff, and administrators.

3.4 Non-Instructional Outcome Findings

Finding per Measure

GROUNDS PROGRAM PLAN OUTCOMES 2020-2021

Outcome

Outcome: Quality Environment for Learning

1. Grounds will maintain a quality environment at Rio Hondo College. It will keep outdoor spaces of all facilities, hardscapes and landscapes, safe, clean and maintained. This SAO will be evaluated with spot checks by the Lead Irrigation Grounds Worker or Manager of Maintenance & Operations or Director of Facilities. (Continuous Improvement)

▼ **Measure:** Internal Records of Inspections by Supervisors
Program level Direct - Other

Details/Description:	The program will review internal records on inspections by supervisors. The estimated number of inspections and their outcome will be reported.
Acceptable Standard:	Internal safety issues related to Grounds will be addressed within two working days or more urgently if needed.
Ideal Standard:	Internal safety issues related to Grounds will be addressed within one working day.
Key/Responsible Personnel:	Grounds lead, staff, and administrators

Findings for Internal Records of Inspections by Supervisors

Summary of Findings: Findings will be reported in the next Program Plan.

Recommendations:

Reflections/Notes:

Outcome: Equipment Maintenance

2. The Grounds staff will provide ongoing maintenance of equipment in order to ensure a high level of safety and functionality and efficient use of available equipment and resources.

▼ **Measure:** Internal Records of Equipment Work Orders
Program level Direct - Other

Details/Description: Ongoing inspections of equipment is part of the regular duties of Grounds staff. When an issue arises with equipment, it is taken to the Mechanic Shop for inspection. As a result of this process, no injuries will occur due to delayed maintenance.

Acceptable Standard: Two or fewer injuries will be occur every year related to maintenance of equipment.

Ideal Standard: No injuries will occur every year related to maintenance of equipment.

Key/Responsible Personnel: Grounds lead, grounds staff, and administration.

Findings for Internal Records of Equipment Work Orders

Summary of Findings: Findings will be reported in the next Program Plan.

Recommendations:

Reflections/Notes:

Outcome: Customer Service

3. Grounds will strive for a satisfactory or above ranking on the Campus Climate Survey by staff and students. (Continuous Improvement)

▼ **Measure:** Campus Climate Survey Results
Program level Indirect - Survey

Details/Description: When the Campus Climate Survey is done, the Grounds will receive satisfactory or higher ratings from staff and students.

Acceptable Standard: The majority of staff and students will indicate satisfaction on grounds-related questions.

Ideal Standard: All staff and students will indicate satisfaction on grounds-related questions.

Key/Responsible Personnel: Grounds lead, grounds staff, and administrators.

Findings for Campus Climate Survey Results

Summary of Findings: Findings will be reported in the next Program Plan.

Recommendations:

Reflections/Notes:

5. Program Objectives & Resource Requests

5.1 Program Objectives

Grounds Objectives 2020-2021

Outcome

Outcome	Mapping
<p>Level of Work Optimize current resources and staff to move to higher level of grounds maintenance at campus as a whole. Build staffing capacity to be able to rotate work areas so every team member knows tasks associated with properly maintaining different types of landscape and hardscape.</p>	<p>Institutional Goals & Objectives: Objective 3.1</p>
<p>Staff Training & Development Training for staff on safety and latest techniques for improved productivity and efficiency. Certify at least two grounds staff to be certified by the State of California as Weed and Pest Control and Abatement which would allow a formal Integrated Pest Management (IPM) program. The IPM program would address fire hazards, pest nuisances and eliminate pest control contracted costs.</p>	<p>Institutional Goals & Objectives: Objective 2.3</p>
<p>Address Safety Issues in a More Timely Manner In an effort to improve the overall safety on campus and create a more aesthetically pleasing learning environment for students,</p>	<p>Institutional Goals & Objectives: Objective 3.1</p>

the Grounds program would like to be able to address safety issues in a more timely manner.

5.2 Full-Time Faculty Request

5.3 Full-Time Classified Request

Actions

Grounds Objectives 2020-2021

Outcome

Objective: Level of Work

Optimize current resources and staff to move to higher level of grounds maintenance at campus as a whole. Build staffing capacity to be able to rotate work areas so every team member knows tasks associated with properly maintaining different types of landscape and hardscape.

No actions specified

Objective: Staff Training & Development

Training for staff on safety and latest techniques for improved productivity and efficiency. Certify at least two grounds staff to be certified by the State of California as Weed and Pest Control and Abatement which would allow a formal Integrated Pest Management (IPM) program. The IPM program would address fire hazards, pest nuisances and eliminate pest control contracted costs.

No actions specified

Objective: Address Safety Issues in a More Timely Manner

In an effort to improve the overall safety on campus and create a more aesthetically

pleasing learning environment for students, the Grounds program would like to be able to address safety issues in a more timely manner.

▼ **Action:** Hire Three Senior Grounds Personnel - Senior Grounds Maintenance Worker

This Action is associated with the following Findings

No supporting Findings have been linked to this Action.

Position Title &
Program:

Senior Grounds Maintenance Worker - Grounds
(Program)

Basic Job Description:

Senior Grounds Maintenance Worker

Representative Duties

Mow and edge lawns; trim, weed and prune landscaped areas; prepare and fertilize soil; plant lawns, trees, shrubs, hedges and flowers. E

Spray landscaped areas with insecticides, herbicides and other chemicals for insect, weed and rodent control. E

Hoe weeds and rake lawns and leaves; sweep or operate blower to clean sidewalks; collect trash and perform general grounds cleaning as assigned. E

Operate a forklift and various mowers, edgers, saws, weed eaters, blowers, rakes, shovels and other grounds maintenance tools and equipment; operate motor vehicles, such as dump trucks as necessary to conduct work. E

Clean and perform routine maintenance on grounds maintenance equipment and tools. E

Prepare stadium and fields for athletic games

and other activities; prepare, line and mark athletic field or related areas as assigned. E

Perform a variety of grounds maintenance and repair duties; install traffic signs; patch cement and asphalt to repair holes and maintain roads and sidewalks. E

Assist with other maintenance work as required; move and set up furniture and equipment as requested.

KNOWLEDGE OF:

- Methods, equipment and materials used in grounds maintenance activities.
- Proper use and maintenance of tools and power equipment used in grounds maintenance.
- Requirements of maintaining grounds in a safe, clean and orderly condition.
- Chemicals used in grounds maintenance.
- Health and safety regulations.

ABILITY TO:

- Perform a variety of grounds maintenance and repair work.
- Utilize appropriate safety precautions.
- Operate a forklift and a variety of grounds maintenance tools and equipment.
- Operate motor vehicles as necessary to perform duties.
- Understand and follow oral and written directions.
- Lift objects weighing up to 50 pounds.
- Work independently with little direction.
- Plan and organize work.
- Establish and maintain cooperative and effective working relationships with others.

Education and Experience

Rationale:

Any combination equivalent to: sufficient training and experience to demonstrate the knowledge and abilities listed above including one year of grounds maintenance experience.

Over the last 30 years, the Grounds team has consisted of 7 staff plus a Grounds Lead/Irrigation Specialist. During this same time frame, the campus has expanded and put greater emphasis on the learning environment provided to students. The last decade has included the building of the LRC, the Student Services suite, a new AJ Building, the KDA complex and associated parking, a new softball field with AstroTurf, a soccer field and track with AstroTurf, a lower quad, the lower quad, and two additional educational centers, in addition to the long standing Santa Fe Springs Fire Academy, apart from the main campus. All of these improvements have incorporated landscaping, hardscaping and irrigation which are the responsibility of the Grounds crew. The staff also prepare the fields for games with mowing, blowing, and line marking. The creation of off-site centers has also staff to prepare equipment and travel to sites and bring back green waste to the main campus for recycling. The grounds crew has adapted to these increased demands to the best of their ability. Unfortunately, as the campus demands have grown, the Grounds crew has not. The importance of the grounds to student and staff well-being can not be overstated. The Campus Climate Survey provides feedback from these groups and they indicate a need for additional staff to respond to campus needs. This request is for a single Grounds Maintenance Worker to expand the team.

Budget request

\$129,000.00

amount:

Priority: High

5.4 Full-Time Administrator Request

5.5 Item, Project, or Part-Time Position Request

Actions

Grounds Objectives 2020-2021

Outcome

Objective: Level of Work

Optimize current resources and staff to move to higher level of grounds maintenance at campus as a whole. Build staffing capacity to be able to rotate work areas so every team member knows tasks associated with properly maintaining different types of landscape and hardscape.

No actions specified

Objective: Staff Training & Development

Training for staff on safety and latest techniques for improved productivity and efficiency. Certify at least two grounds staff to be certified by the State of California as Weed and Pest Control and Abatement which would allow a formal Integrated Pest Management (IPM) program. The IPM program would address fire hazards, pest nuisances and eliminate pest control contracted costs.

No actions specified

Objective: Address Safety Issues in a More Timely Manner

In an effort to improve the overall safety on campus and create a more aesthetically pleasing learning environment for students, the Grounds program would like to be able to address safety issues in a more timely manner.

▼ **Action:** John Deere Large Mower 1575 or equivalent

This Action is associated with the following Findings

No supporting Findings have been linked to this Action.

Description:

Rationale: Equipment needed to maintain grounds.

One-time or ongoing: One-time

Location, if applicable:

Budget request amount: \$39,000.00

Priority: High

▼ **Action:** John Deere Small Mower Z930M or equivalent

This Action is associated with the following Findings

No supporting Findings have been linked to this Action.

Description:

Rationale: Needed to maintain campus grounds.

One-time or ongoing: One-time

Location, if applicable:

Budget request amount: \$15,000.00

Priority: High

Program Plan Submission

Submission

Annual Program Plan Fall 2020

Grounds

Created on: 10/01/2020 12:51:00 PM PDT
Last Modified: 10/07/2020 08:46:04 AM PDT

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General Information (Annual Program Plan Fall 2020)

1. Mission Statement

1.1 MISSION STATEMENT

The Grounds program ensures the campus outdoor spaces are safe, accessible, clean, aesthetically pleasing and functional.

2. Program Description

2.1 PROGRAM DESCRIPTION

a. Services and Target Audience:

The Grounds program provides services to the entire campus community and off site centers through the maintenance and upkeep of landscaping, hardscaping, and tree trimming.

Representative Duties of Grounds

- Mow and edge lawns; trim, weed and prune landscaped areas; prepare and fertilize soil; plant lawns, trees, shrubs, hedges and flowers. Spray landscaped areas with insecticides, herbicides and other chemicals for insect, weed and rodent control.
- Hoe weeds and rake lawns and leaves; sweep or operate blower to clean sidewalks; collect trash and perform general grounds cleaning as assigned.
- Operate a forklift and various mowers, edgers, saws, weed eaters, blowers, rakes, shovels and other grounds maintenance tools and equipment; operate motor vehicles, such as dump trucks as necessary to conduct work.
- Clean and perform routine maintenance on grounds maintenance equipment and tools.
- Prepare stadium and fields for athletic games and other activities; prepare, line and mark athletic field or related areas as assigned.
- Perform a variety of grounds maintenance and repair duties; install traffic signs; patch cement and asphalt to repair holes and maintain roads and sidewalks.
- Assist with other maintenance work as required; move and set up furniture and equipment as requested.

b. Staffing, Space Allocation, and Budget:

Staffing

Grounds Lead/Irrigation Specialist - 1

Grounds Maintenance Workers - 3

Senior Grounds Maintenance Workers - 2

Heavy Equipment Operators - 2

Manager of Operations - 1

Director of Facilities - 1 (Vacant)

Space Allocation

Facilities maintenance area Facilities office Facilities garage Manager office - M103

Budget

The Grounds program is dependent on general funds from the College.

c. Grants and Initiatives:

Campus Construction and Expansion

The Grounds crew continues to work with the changing campus as new buildings, landscaping, hardscaping, and athletic fields are added to their duties. The active construction on campus requires the team to coordinate schedules and assignments to account for these special circumstances.

d. Professional Development:

Professional development of the Grounds crew primarily consists of attendance at local trade shows.

e. Program Progress:

Objectives from 2019-2020 Program Plan

1) Level of Work

Optimize current resources and staff to move to higher level of grounds maintenance at campus as a whole. Build staffing capacity to be able to rotate work areas so every team member knows tasks associated with properly maintaining different types of landscape and hardscape.

Status: Not yet implemented

2) Staff Training & Development

Training for staff on safety and latest techniques for improved productivity and efficiency. Certify at least two grounds staff to be certified by the State of California in Weed and Pest Control and Abatement which would allow a formal Integrated Pest Management (IPM) program. The IPM program would address fire hazards, pest nuisances and eliminate pest control contracted costs.

Status: Not yet implemented

3) Address Safety Issues in a More Timely Manner

In an effort to improve the overall safety on campus and create a more aesthetically pleasing learning environment for students, the Grounds program would like to be able to address safety issues in a more timely manner.

Status: Not yet implemented due to current staffing levels

Resource Requests from Fall 2019 Program Plan

Action: Hire Three Senior Grounds Personnel - Senior Grounds Maintenance Worker

Status: Not funded

Action: John Deere Large Mower 1575 or equivalent

Status: Not funded

Action: John Deere Small Mower Z930M or equivalent

Status: Not funded

3. Outcomes

3.1 ASSESSMENT TIMELINE AND CLOSING THE LOOP

Outcome Assessment Timeline can be found in the Facilities Unit Plan.

3.2 PROGRAM OUTCOME STATEMENTS

GROUNDS PROGRAM PLAN OUTCOMES

Quality Environment for Learning

1. Grounds will maintain a quality environment at Rio Hondo College. It will keep outdoor spaces of all facilities, hardscapes and landscapes, safe, clean and maintained. This SAO will be evaluated with spot checks by the Lead Irrigation Grounds Worker or Manager of Maintenance & Operations or Director of Facilities. (Continuous Improvement)

Mapping

Institutional Goals & Objectives 2018-2019: Objective 2.2

Equipment Maintenance

2. The Grounds staff will provide ongoing maintenance of equipment in order to ensure a high level of safety and functionality and efficient use of available equipment and resources.

Mapping

Institutional Goals & Objectives 2018-2019: Objective 3.1

Customer Service

3. Grounds will strive for a satisfactory or above ranking on the Campus Climate Survey by staff and students. (Continuous Improvement)

Mapping

Institutional Goals & Objectives 2018-2019: Objective 2.2

3.3 NON-INSTRUCTIONAL PROGRAM OUTCOMES ASSESSMENT

Measures

GROUNDS PROGRAM PLAN OUTCOMES

Outcome

Outcome: Quality Environment for Learning

1. Grounds will maintain a quality environment at Rio Hondo College. It will keep outdoor spaces of all facilities,

hardscapes and landscapes, safe, clean and maintained. This SAO will be evaluated with spot checks by the Lead Irrigation Grounds Worker or Manager of Maintenance & Operations or Director of Facilities. (Continuous Improvement)

Measure: Internal Records of Inspections by Supervisors
Program level Direct - Other

Details/Description:	The program will review internal records on inspections by supervisors. The estimated number of inspections and their outcome will be reported.
Acceptable Standard:	Internal safety issues related to Grounds will be addressed within two working days or more urgently if needed.
Ideal Standard:	Internal safety issues related to Grounds will be addressed within one working day.

Outcome: Equipment Maintenance

2. The Grounds staff will provide ongoing maintenance of equipment in order to ensure a high level of safety and functionality and efficient use of available equipment and resources.

Measure: Internal Records of Equipment Work Orders
Program level Direct - Other

Details/Description:	Ongoing inspections of equipment is part of the regular duties of Grounds staff. When an issue arises with equipment, it is taken to the Mechanic Shop for inspection. As a result of this process, no injuries will occur due to delayed maintenance.
Acceptable Standard:	Two or fewer injuries will be occur every year related to maintenance of equipment.
Ideal Standard:	No injuries will occur every year related to maintenance of equipment.

Outcome: Customer Service

3. Grounds will strive for a satisfactory or above ranking on the Campus Climate Survey by staff and students. (Continuous Improvement)

Measure: Campus Climate Survey Results
Program level Indirect - Survey

Details/Description:	When the Campus Climate Survey is done, the Grounds will receive satisfactory or higher ratings from staff and students.
Acceptable Standard:	The majority of staff and students will indicate satisfaction on grounds-related questions.
Ideal Standard:	All staff and students will indicate satisfaction on grounds-related questions.

3.4 NON-INSTRUCTIONAL PROGRAM OUTCOME FINDINGS

Finding per Measure

GROUND'S PROGRAM PLAN OUTCOMES

Outcome

Outcome: Quality Environment for Learning

1. Grounds will maintain a quality environment at Rio Hondo College. It will keep outdoor spaces of all facilities, hardscapes and landscapes, safe, clean and maintained. This SAO will be evaluated with spot checks by the Lead Irrigation Grounds Worker or Manager of Maintenance & Operations or Director of Facilities. (Continuous Improvement)

Measure: Internal Records of Inspections by Supervisors

Program level Direct - Other

Details/Description:	The program will review internal records on inspections by supervisors. The estimated number of inspections and their outcome will be reported.
Acceptable Standard:	Internal safety issues related to Grounds will be addressed within two working days or more urgently if needed.
Ideal Standard:	Internal safety issues related to Grounds will be addressed within one working day.

Findings for Internal Records of Inspections by Supervisors

Summary of Findings:	This outcome is continuously met. Supervisors and managers are able to respond to safety issues in a timely manner and resolve them as needed.
Results :	Acceptable Standard Achievement: Met
Recommendations:	

Outcome: Equipment Maintenance

2. The Grounds staff will provide ongoing maintenance of equipment in order to ensure a high level of safety and functionality and efficient use of available equipment and resources.

Measure: Internal Records of Equipment Work Orders

Program level Direct - Other

Details/Description:	Ongoing inspections of equipment is part of the regular duties of Grounds staff. When an issue arises with equipment, it is taken to the Mechanic Shop for inspection. As a result of this process, no injuries will occur due to delayed maintenance.
Acceptable Standard:	Two or fewer injuries will be occur every year related to maintenance of equipment.

Ideal Standard: No injuries will occur every year related to maintenance of equipment.

Findings for Internal Records of Equipment Work Orders

Summary of Findings: No equipment related injuries over the last academic year.

Results : Acceptable Standard Achievement: Met

Recommendations:

Outcome: Customer Service

3. Grounds will strive for a satisfactory or above ranking on the Campus Climate Survey by staff and students.
(Continuous Improvement)

Measure: Campus Climate Survey Results

Program level Indirect - Survey

Details/Description: When the Campus Climate Survey is done, the Grounds will receive satisfactory or higher ratings from staff and students.

Acceptable Standard: The majority of staff and students will indicate satisfaction on grounds-related questions.

Ideal Standard: All staff and students will indicate satisfaction on grounds-related questions.

Findings for Campus Climate Survey Results

Summary of Findings: No campus climate survey was done this academic year.

Recommendations:

4. Data Analysis

4.1 DATA ANALYSIS

Due to Covid-19 the work orders assigned to Grounds staff has been minimal. The Grounds employees are still responsible for the same areas on the main campus, educational centers, and other locations.

Data Analysis from 2019

The Grounds Department primarily works off a daily work schedule and on special projects as assigned by the manager. For this reason, the work order count is not representative of the workload of the crew.

Number of Work Orders - Completed or Closed by Dept	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	Grand Total
Grounds	19	38	11				1		1	31	102
Manager (Custodial, Grounds, Utilities, Garage, Security)	20	30	29	39	17	19	36	49	21	55	315
Total	39	69	40	39	17	20	36	50	21	86	417

The spaces and locations of the work by Grounds has expanded over the last six years. Work now includes new and redesigned spaces across campus and off site including:

1. Learning Resource Center landscaping
2. Lower Quad landscaping and hardscape
3. Upper Quad landscaping and hardscape
4. Student Services Building complex and associated landscaping
5. Administrative of Justice building and outside areas
6. Santa Fe Springs Fire Academy
7. South Whittier Educational Center
8. El Monte Educational Center
9. Kinesiology, Dance, and Athletic Complex and parking area plants
10. AstroTurf softball field
11. AstroTurf soccer field and surrounding track
12. Baseball field

These spaces have been added to the Grounds crew rotation and continue to impact the work that can be done by the allotted staff, minimizing the time staff can spend on campus beautification beyond assigned duties.

5. Objectives & Resource Requests

5.1 OBJECTIVES

Grounds Objectives 2020-2021

Level of Work

Optimize current resources and staff to move to higher level of grounds maintenance at campus as a whole. Build staffing capacity to be able to rotate work areas so every team member knows tasks associated with properly maintaining different types of landscape and hardscape.

Mapping

Institutional Goals & Objectives 2018-2019: Objective 3.1

Staff Training & Development

Training for staff on safety and latest techniques for improved productivity and efficiency. Certify at least two grounds staff to be certified by the State of California in Weed and Pest Control and Abatement which would allow a formal Integrated Pest Management (IPM) program. The IPM program would address fire hazards, pest nuisances and eliminate pest control contracted costs.

Mapping

Institutional Goals & Objectives 2018-2019: Objective 2.3

5.2 FULL-TIME FACULTY REQUEST

5.3 FULL-TIME CLASSIFIED REQUEST

Actions

Grounds Objectives 2020-2021

Outcome

Objective: Level of Work

Optimize current resources and staff to move to higher level of grounds maintenance at campus as a whole. Build staffing capacity to be able to rotate work areas so every team member knows tasks associated with properly maintaining different types of landscape and hardscape.

No actions specified

Objective: Staff Training & Development

Training for staff on safety and latest techniques for improved productivity and efficiency. Certify at least two grounds

staff to be certified by the State of California is Weed and Pest Control and Abatement which would allow a formal Integrated Pest Management (IPM) program. The IPM program would address fire hazards, pest nuisances and eliminate pest control contracted costs.

No actions specified

Objective: Address Safety Issues in a More Timely Manner

In an effort to improve the overall safety on campus and create a more aesthetically pleasing learning environment for students, the Grounds program would like to be able to address safety issues in a more timely manner.

Action: Hire Three Senior Grounds Personnel - Senior Grounds Maintenance Worker

This Action is associated with the following Findings

No supporting Findings have been linked to this Action.

Position Title & Program:	Senior Grounds Maintenance Worker - Grounds (Program)
Basic Job Description:	Senior Grounds Maintenance Worker
	Representative Duties
	Mow and edge lawns; trim, weed and prune landscaped areas; prepare and fertilize soil; plant lawns, trees, shrubs, hedges and flowers. E
	Spray landscaped areas with insecticides, herbicides and other chemicals for insect, weed and rodent control. E
	Hoe weeds and rake lawns and leaves; sweep or operate blower to clean sidewalks; collect trash and perform general grounds cleaning as assigned. E
	Operate a forklift and various mowers, edgers, saws, weed eaters, blowers, rakes, shovels and other grounds maintenance tools and equipment; operate motor vehicles, such as dump trucks as necessary to conduct work. E
	Clean and perform routine maintenance on grounds maintenance equipment and tools. E
	Prepare stadium and fields for athletic games and other activities; prepare, line and mark athletic field or related areas as assigned. E
	Perform a variety of grounds maintenance and repair duties; install traffic signs; patch cement and asphalt to repair holes and maintain roads and sidewalks. E
	Assist with other maintenance work as required; move and set up furniture and equipment as requested.
	KNOWLEDGE OF:
	• Methods, equipment and materials used in grounds maintenance activities.
	• Proper use and maintenance of tools and power equipment used in grounds

maintenance.

- Requirements of maintaining grounds in a safe, clean and orderly condition.
- Chemicals used in grounds maintenance.
- Health and safety regulations.

ABILITY TO:

- Perform a variety of grounds maintenance and repair work.
- Utilize appropriate safety precautions.
- Operate a forklift and a variety of grounds maintenance tools and equipment.
- Operate motor vehicles as necessary to perform duties.
- Understand and follow oral and written directions.
- Lift objects weighing up to 50 pounds.
- Work independently with little direction.
- Plan and organize work.
- Establish and maintain cooperative and effective working relationships with others.

Education and Experience

Any combination equivalent to: sufficient training and experience to demonstrate the knowledge and abilities listed above including one year of grounds maintenance experience.

Rationale:

Over the last 30 years, the Grounds team has consisted of 7 staff plus a Grounds Lead/Irrigation Specialist. During this same time frame, the campus has expanded and put greater emphasis on the learning environment provided to students. The last decade has included the building of the LRC, the Student Services suite, a new AJ Building, the KDA complex and associated parking, a new softball field with AstroTurf, a soccer field and track with AstroTurf, a lower quad, the lower quad, and two additional educational centers, in addition to the long standing Santa Fe Springs Fire Academy, apart from the main campus. All of these improvements have incorporated landscaping, hardscaping and irrigation which are the responsibility of the Grounds crew. The staff also prepare the fields for games with mowing, blowing, and line marking. The creation of off-site centers has also staff to prepare equipment and travel to sites and bring back green waste to the main campus for recycling. The grounds crew has adapted to these increased demands to the best of their ability. Unfortunately, as the campus demands have grown, the Grounds crew has not. The importance of the grounds to student and staff well-being can not be overstated. The Campus Climate Survey provides feedback from these groups and they indicate a need for additional staff to respond to campus needs. This request is for a single Grounds Maintenance Worker to expand the team.

Budget request amount: \$129,000.00

Priority: High

5.4 FULL-TIME ADMINISTRATOR REQUEST

5.5 FACILITIES REQUEST

5.6 TECHNOLOGY REQUEST

5.7 INSTRUCTIONAL EQUIPMENT REQUEST

5.8. BUDGET AUGMENTATION REQUEST

Actions

Grounds Objectives 2020-2021

Outcome

Objective: Level of Work

Optimize current resources and staff to move to higher level of grounds maintenance at campus as a whole. Build staffing capacity to be able to rotate work areas so every team member knows tasks associated with properly maintaining different types of landscape and hardscape.

No actions specified

Objective: Staff Training & Development

Training for staff on safety and latest techniques for improved productivity and efficiency. Certify at least two grounds staff to be certified by the State of California in Weed and Pest Control and Abatement which would allow a formal Integrated Pest Management (IPM) program. The IPM program would address fire hazards, pest nuisances and eliminate pest control contracted costs.

No actions specified

Objective: Address Safety Issues in a More Timely Manner

In an effort to improve the overall safety on campus and create a more aesthetically pleasing learning environment for students, the Grounds program would like to be able to address safety issues in a more timely manner.

Action: John Deere Large Mower 1575 or equivalent

This Action is associated with the following Findings

No supporting Findings have been linked to this Action.

Rationale:

Budget request amount: \$39,000.00

Priority: High

Action: John Deere Small Mower Z930M or equivalent

This Action is associated with the following Findings

No supporting Findings have been linked to this Action.

Rationale:

Budget request amount: \$15,000.00

Priority: High

6. Program Plan Submission

6.1. ANNUAL PROGRAM PLAN ATTACHMENT

Program Plan 2018-2019 (Due Wednesday, November 22, 2017)

Risk Management and Emergency Preparedness

**Created on: 06/11/2018 05:18:00 PM EDT
Last Modified: 06/11/2018 05:18:00 PM EDT**

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General Information (Program Plan 2018-2019 (Due Wednesday, November 22, 2017))

Mission Statement

Mission Statement

Outcomes (Formerly SLO/SAO)

Create/Edit Program Outcomes

No outcome sets attached

Assessment Plan

Assessment Findings

Describe Outcomes Process

Data Analysis

Data Analysis

Action Plan/ Resource Requests

Action Plan - one to two years

No outcome sets attached

Faculty Requests

Classified Requests

Administrator Requests

Item, Project, or Part-Time Position Requests

Submit

 **Submit Your Plan**

Program Plan 2019-2020 (Due November 21, 2018)

Risk Management and Emergency Preparedness

**Created on: 11/30/2018 06:18:00 PM EST
Last Modified: 11/30/2018 07:52:05 PM EST**

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General Information (Program Plan 2019-2020 (Due November 21, 2018))

Program Mission Statement

Edit Mission Statement

Support Rio Hondo College's Mission and Facilities Mission Statement by ensuring the campus is safe, accessible, clean, aesthetically pleasing and functional. Identify, Assess, Mitigate and Monitor risks to campus with major focus on Emergency Preparedness.

Program Outcomes

Create Program Outcomes

Risk Management and Emergency Preparedness Outcome Set

Outcome

Outcome	Mapping
Compliance 1. Up-to-date schedules for compliance and preventative maintenance on generators, underground storage tanks, air handlers, etc. Annually updated and practiced Emergency Operations Plan including updated evacuation maps, digitized campus plans/blueprints.	Institutional Goals & Objectives: Objective 2.2
Staff Training & Development 2. Staffing & Training.	Institutional Goals & Objectives: Objective 2.3

Program Data & Analysis

Enter Program Data & Analysis

Risk Management & Emergency Planning is responsible for the development, oversight and management of environmental health, safety, risk and loss control programs that protect the environment, provide safe and healthy conditions for work and study and compliance with applicable local, state and federal regulations.

Program Action Plan & Resource Requests

Create Action Plan

RISK MANAGEMENT AND EMERGENCY PREPAREDNESS ACTION PLAN 2019-2020

Outcome

Outcome	Mapping
Staff Training & Development Tradeshow, conference and law enforcement emergency preparation training/attendance.	Institutional Goals & Objectives: Objective 2.3
<p>Assessment Identify threats and opportunities across the campus.</p> <p>Categorize and rank risks and opportunities related to the college's plan and mission.</p> <p>Monitor risks and opportunities and respond to changing circumstances.</p>	Institutional Goals & Objectives: Objective 2.2
Assessment Job Hazard Assessments	Institutional Goals & Objectives: Objective 2.2
Assessment Conduct a Facility Condition Assessment. The best strategy is to be prepared for chaos whatever its source. Assess the probability of potential disasters. Design structures and systems to be resilient to failure and easy to repair. Establish a clear incident command structure and communications protocol. Develop	Institutional Goals & Objectives: Objective 2.2

simple and straightforward plans for response and recovery. Perform drills, simulations and tabletop exercises to rehearse plans and anticipate roadblocks.

Compliance
 PM & compliance tracking, monitoring. (UST inspections, elevator permits, emergency generators, etc.)

Institutional Goals & Objectives: Objective 3.1


Emergency Preparedness
 Mitigate risks and respond to emergencies by having an updated and practiced Emergency Operations Plan.


No Mapping


Risk Management and Emergency Preparedness Outcome Set


Outcome

Outcome	Mapping
Compliance 1. Up-to-date schedules for compliance and preventative maintenance on generators, underground storage tanks, air handlers, etc. Annually updated and practiced Emergency Operations Plan including updated evacuation maps, digitized campus plans/blueprints.	Institutional Goals & Objectives: Objective 2.2
Staff Training & Development 2. Staffing & Training.	Institutional Goals & Objectives: Objective 2.3

-  **Request Full-Time Faculty**

-  **Request Full-Time Classified**

-  **Request Full-Time Administrator**

-  **Request Item, Project, or Part-Time Position**

Program Plan Submission

 **Submit Your Plan**

2016-17 Program Review

Name of Program: Risk Management and Emergency Preparedness
Name of Unit: Facilities
Name of Area: Finance & Business
Date Completed: In Progress

Program's Mission Statement

Risk Management

To promote safety and accident prevention, to protect the assets of the college (financial, physical and human), and to minimize legal liabilities. To protect the college community through environmental compliance, occupational health and safety and insurance coverage for property, liability, workers' compensation and student injury, and to support the college's compliance with laws and regulations, while supporting the educational mission of the college.

Emergency Preparedness

To provide a comprehensive and integrated emergency management (preparedness) program that coordinates the college resources to protect lives, property and the environment through mitigation, preparedness, response and recovery from all natural and man-made hazards that may impact our college community. The college is committed to ensuring the readiness of personnel in the event of an emergency.

Program's SAO Information

Risk Management

- Service Area Outcome is to reduce work place injuries, exposures to accidents, and to reduce overall insurance and personnel costs to the college.
- Facilities and Risk Manager were tasked with creating a base line Workers Compensation

Comparative Analysis Report. The Report compared work place injury rates and related (claim) data of 10 community colleges with the goal of measuring our current worker compensation experience outcomes with the goal of identifying areas for improvement.

- Safety Committee meets quarterly and campus community members report safety concerns on campus which are forwarded to facilities for maintenance repairs.
- Parking Study Task Force had evaluated and ranked parking lot pavement from worst to best. Each year Facilities repairs parking lot asphalt with the goal of reducing the risk of accidents that may occur due to uneven, or deteriorating pavement.
- Effectiveness of the SAO are assessed annually through workers compensation annual reports to Human Resources from Keenan and Associates, on-going quarterly reports from the Safety Committee members, and the annual tracking of parking lot repair list as recommended by the Parking Study Task Force.

Emergency Preparedness

- Service Area Outcomes is to plan, train and conduct an emergency preparedness drill specific to an Active Shooter scenario at the main campus within one years time.
- News reports document that over the last two years, approximately one school related shooting has occurred per month. Recent community college gun violence in Oregon, has caused resurgence at Rio Hondo to the repeat the Active Shooter training from 2013 and conduct an Active Shooter simulation drill at the main campus.
- Effectiveness of the drill will be assessed immediately after the drill through written feedback from the College Community as collected by College administration and shared with the Director of Facilities and Manager of Operations.
- Additional resources for the drill will be required in the form of consulting services by local Sheriffs to plan and conduct the drill. Also, during the planning phase, it is anticipated that emergency preparedness supplies, specific to this type of emergency, will be required.

Program's Program Level Standards

You are required to complete this new Program-Level Standard section only if your program offers for-credit courses. Please see the help text for complete instructions.

N/A

Course Success Rate:

Associate Degrees Awarded:

Chancellor Office Approved Certificates Awarded:

Employment Rate:

License Exam Pass Rate:

Program's Characteristics, Performance and Trends

Program Characteristics - Risk Management

Overview – Risk Management is concerned with providing programs and services that contribute to the health, safety, and protection of employees, students and visitors and to the protection of the College's physical and financial resources.

The following board policies help support the Risk Management's mission:

1. Insurance - Board Policy 6540, Administrative Policy 6450 (Insurance Coverage)
2. Safety – Board Policy 6800 (Injury and Illness Prevention Program)
3. College Contract Security – Board Policy 7600, Administrative Procedure 7600

Insurance - Administrative Policy 6540

The requirement to provide for insurance coverage is met by the District joining in a joint powers agreement pursuant to Education Code Section 81603. If it does so, the regulations required by the JPA would be adopted.

- A. Liability insurance for damages for death, injury to person, or damage or loss of property
- B. Liability insurance for the personal liability of Board members, officers and employees.
- C. Fire insurance
- D. Real property damage
- E. Personal property loss or damage
- F. Insurance for district vehicles
- G. Insurance against "other perils" [Education Code Section 81601]
- H. Workers compensation insurance
- I. Actuarial evaluation of the future annual costs of health and welfare benefits

Insurance contracts have been procured through the following:

Alliance of Schools for Cooperative Insurance Programs (ASCIP) for property and liability coverage. Keenan and Associates for Workers Compensation insurance coverage

Safety – Administrative Policy 6800

The college has established an Injury and Illness Prevention Program in compliance with applicable OSHA regulations and state law. These procedures promote an active and aggressive program to reduce and/or control safety and health risks.

The College has implemented an Injury and Illness Prevention Program that promotes safety and accident prevention. Compliance with the program is pursuant to Senate Bill 198 - Cal/OSHA Injury & Illness Prevention Program, the law required to provide a safe and healthful workplace for employees. Title 8 (T8), of the California Code of Regulations (CCR).

College Contract Security - Administrative Procedure 7600

Contract Security - Personnel

- Day Shift - 1 Supervisor, 1 Information Booth guard, 1 Dispatch guard, 2 patrol guards.

- Swing Shift - 1 Supervisor, 1 Information Booth guard, 1 Dispatch guard, 2 patrol guards.
- Graveyard Shift - 1 Information Booth guard, 2 patrol guards.
- Weekend Day Shift - 1 Information Booth guard, 1 patrol guard.
- Weekend Graveyard Shift - 1 Information Booth guard 2 patrol guards

- Security officers maintain a friendly, visible posture and meet the ever-expanding security needs. Professionalism and customer service are both expected by every level of guard. Officers patrol the campus 24/7 via foot patrol and in vehicles and patrol off campus Centers. Security officers write parking citations and respond to numerous requests for assistance, directions, and lost and found. Officers support all emergency incidents, provide minor first aid, and prepare and maintain reports which provide documentation of all incidents and protect the college from liability. Officers are integral in the college emergency preparedness, and interact with all first responders and outside agencies when they arrive on campus.

Campus Security vendor who is under contract to provide Guards and Tram Drivers for Rio Hondo College under the authority of Board Policy 7600, Campus Safety, in order to maintain a “safe and secure” work and learning environment. Campus Security personnel are under the supervision of the Director of Facilities or designee, Manager of Operations. Security is charged with the safety and security of personnel, students, guests and for the physical property of the college. Campus Security assists the Director of Facilities with the collection crime statistic reports for the production of the Annual Security Report, pursuant to: the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act and the Higher Education Opportunity Act.

Program Characteristics: Emergency Preparedness (Emergency Management)

Overview – Emergency Preparedness

The Emergency Preparedness program addresses issues dealing with and avoiding both natural and man-made disasters. It involves mitigation, preparedness, training, response and recovery in order to lessen the impact of events or disasters. The College uses the NIMS/SEMS format for Emergency Preparedness Programs. Procedures are carried out through a collaborative effort among College personnel. Facilities Services, Campus Security, Building Coordinators and Leaders and Emergency Operations personnel assist with Emergency Preparedness programs. The college also utilizes a Risk Management Consultant to assist with Emergency Management programs and training. Emergency Preparedness at the college is a partnership among all levels of the community and involves collaboration outside governmental agencies (local, State, Federal), the private sector (business and industry) and voluntary organizations.

Emergency preparedness at all levels considers and takes into account all hazards, all phases, all stakeholders and all impacts relevant to events or disasters. Anticipation of future disasters and preventive and preparatory measures build disaster-resistant and disaster-resilient communities. Sound risk management principles (hazard identification, risk analysis, and impact analysis) are used in assigning priorities and resources.

Elements of Emergency Preparedness are Mitigation, Preparedness, Response, and Recovery

Mitigation: is the ability to limit death or injury and economic damages by lessening the impact of disasters. The mitigation phase primarily focuses on preventing future emergencies or minimizing potential effects by reducing the probability an emergency will take place or reducing the effects of unavoidable disasters. Mitigation can take place before and after an emergency happens. Effective mitigation requires a sound understanding of risk management.

Preparedness: is the state of being ready for action during a disaster or emergency. The preparedness phase is achieved and maintained through a continuous cycle of planning, organizing, training, equipping, exercising, evaluating and taking corrective action. Evacuation plans and emergency shelters are examples of preparedness plans. Preparedness takes place before a disaster takes place.

Response: consists of actions taken to prevent death and further damage during an emergency situation. The response phase is putting the preparedness phase into action. Examples of response include evacuating a disaster area and or seeking shelter. Response activities take place during an emergency.

Recovery: is the ability to return to a state of normal function with minimal suffering and disruption of services following a disaster. Disaster and financial assistance are examples of recovery that aids individuals and communities. Recovery assistance can be provided at local, state, federal, or private sector levels. The recovery phase takes place following a disaster.

The following board policies and plan help support the program mission:

1. Emergency Responses Plan – Board Policy 3505, Administrative Procedure 3505
2. College Contract Security - Board Policy 7600, and Administrative Procedure 7600
3. Emergency Operations Plan

Emergency Preparedness - Administrative Procedure 3502

Emergency Preparedness – The College has established an Emergency Operations Plan in order to implement emergency response procedures in accordance with Administrative Procedure 3502. The plan includes procedures for responding to emergency events that could put personnel, students and or college guest in harm's way. This plan includes training of personnel on emergency procedures such as evacuation procedures and shelter in place guidelines. The plan conforms to the tenets of the California State Emergency Plan, the Standardized Emergency Management System and National Incident Management System. The Plan provides the framework for coordination and full mobilization of the College site, and external resources.

It clarifies strategies to:

- 1) Prepare for
- 2) Respond to
- 3) Recover from an emergency or disaster incident that could impact the district, the campuses or the region.

Emergency Operations Plan

The Rio Hondo College Emergency Operations Plan addresses the challenges and

responsibilities of pre-event mitigation and post-event recovery in addition to preparedness and response. It conforms to the tenets of the California State Emergency Plan, the Standardized Emergency Management System and National Incident Management System.

The purpose of this Plan is to provide the framework for coordination and full mobilization of the College site, and external resources. It clarifies strategies to: 1) prepare for, 2) respond to, and 3) recover from an emergency or disaster incident that could impact the district, the campuses or the region.

As part of this strategy, this plan:

- Identifies authorities and assigns responsibilities for planning, response, and recovery activities,
- Identifies the scope of potential hazards that form the basis for planning,
- Establishes the emergency management organizational structure that will manage the response,
- Identifies those divisions or departments of the Rio Hondo College tasked with specific responsibility for carrying out the plans and operations defined with the Annexes of this plan,
- Identifies other jurisdictions and organizations with whom planning and emergency response activities should be coordinated, and
- Outlines the process of disseminating emergency information and instructions to the college's population.

Performance and Trends

Risk Management

The College measures its performance and identifies trends through the review of various reports provided by internal reports and data and through external data provided by service providers such as insurance providers. The following reports enable the college to review trends based on documented data.

- Safety Bench Mark Report – Three year safety performance benchmark report to review safety trends.
- Annual Performance Review – workers compensation loss reports (Keenan).
- Property and Liability Reports - reports reviewed to identify loss trends (ASCIP).
- Annual Crime Report (Clery Report) – Annual crime statistics reviewed to identify and address trends.
- Campus Security Reports – Daily campus security incident reports are reviewed to identify and address trends.
- Facilities Services Maintenance Reports (Work Order System) – Identify and correct workplace hazards.

Emergency Preparedness

The college contracts training and drills and feedback is provided by staff, local agencies (Los Angeles County Sheriff, and consultants (ASCIP – Risk Management, Poms and Associates)

Feedback is provided by college personnel at all levels.

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Program's Strengths

Risk Management functions are performed through a collaborative effort involving many members of the college community.

- Insurance experts and vendors assist with Risk Management services in areas such as Safety Meetings and Safety Training.
- Campus security personnel are a well supervised and highly motivated team dedicated to serving the College and performing their duties.
- The Facilities staff has a culture of reporting anything unsafe or that looks out of the ordinary to their supervisors.
- College community regularly reports any unsafe conditions to Facilities or their Safety Committee representative.
- Employee work related claims: in the Workers Compensation Comparative Analysis Report, Rio Hondo had the second lowest claim count average of the 10 colleges over the three year period.
- Employee repeat claims: in the Workers Compensation Comparative Analysis Report, Rio Hondo had the lowest number of employees with repeated claims
- Lost Days: in the Workers Compensation Comparative Analysis Report, Rio Hondo had the lowest average of lost days worked over the three year period.

Emergency Preparedness

- The college facilities staff routinely inspect and coordinate the maintenance of campus emergency preparedness equipment.
- The college has been diligent in the training and implementation of emergency preparedness drills each semester, both during the day and evening.
- Expanded training opportunities had been offered for STRYKER emergency evacuation chairs as well as Active Shooter Scenario.

Program's Weaknesses

Risk Management

- Aging infrastructure
- Limited staff
- Limited funds.
- Aging facilities require frequent maintenance.

- May conduct regular information sharing meetings on Workers Compensation experience data between Human Resources, Finance & Business, and Facilities (and Keenan).
- Improve on reporting of claims: in the Workers Compensation Comparative Analysis Report, Rio Hondo had an average of 4.6 days to report a claim to internal personnel. The quickest reporting average was 1.4.
- Improve on closed claim percentage: in the Workers Compensation Comparative Analysis Report of percentage of claims closed with in the first three years, Rio Hondo was ranked 9 out of 10.

Emergency Preparedness

- Ironically, one of the weaknesses is also one of its strengths; Emergency preparedness drills are both well planned and executed. But, there is a concern that routine practice of the same type of drills may create a false expectation of “order” during an actual emergency, or atrophy of the ability for all staff and faculty to “think on their feet”. Geography is another challenge at the main campus site.
- Elevated parking lots, sloping roads, lower tier facilities and parking lots surrounded by mature trees make for a challenging site in planning and executing drills.
- The campus security company is a vendor to the College and high personnel turnover requires training new officers and reduces consistency/continuity of operations.
- The campus security team is a small work force and are stretched thin when there are multiple activities or incidents on campus competing for security personnel.

Program's Opportunities

Risk Management

- Recruiting Safety Committee members
- Hiring additional security staff
- Recruiting and training of new or additional Building Evacuation Coordinators (BEC) and Building Evacuation Leaders (BEL) especially for evening college.
- Increased coordination with local law enforcement agencies.
- Annual information meetings regarding workers compensation experience between Human Resources, Finance & Business, and Facilities (and Keenan).
- Additional training for Behavioral Intervention Team (BIT)

Emergency Preparedness

- Recruiting and training of new or additional Building Evacuation Coordinators (BEC) and Building Evacuation Leaders (BEL) especially for evening college.
- Increased coordination with local law enforcement agencies.
- Expanded training of security staff by college Public Safety Associate Dean.
- Expanded Emergency Preparedness Drills, including; Active Shooter, full Emergency Operations Center training, emergency traffic control training (ingress and egress controls)
- Cross training of Facilities administration on Emergency Preparedness Duties
- Update all documentation of emergency preparedness equipment (e.g.;valves, shut offs)
- Additional training for Behavioral Intervention Team (BIT)

Program's Threats

Risk Management

- Budget restrictions
- Aging facilities
- Frequent turnover of contract Security Staff due to low wages from their firm
- Discontinue services of Risk Management consultant
- Catastrophic event could result in temporary or long term stoppage of services
- Unscheduled, short notice Division requests, pull security off of routine patrols and redirects security from their primary duties.

Emergency Preparedness

- Budget restrictions
- Frequent turnover of contract Security Staff due to low wages from their firm
- Limited personnel and resources to handle a campus-wide emergency
- Posting a main campus Active Shooter drill.

Program's Accomplishments and Recommendations for Improvement

Risk Management

- The College Campus Security supervisor should be commended for maintaining high standards in training and operational practices.
- Security personnel are dedicated and have demonstrated their value during actual incidents. Increased contact with office personnel (checking in) reminds staff that security is patrolling and on the job.
- Crime statistics are low as reported in the recent 2014 College Annual Crime Report (Clery Report).
- The College Manager and the Security Supervisor created a POST training manual specifically for Rio Hondo College Campus Security Department. This manual ensures consistent training standards for newly hired security personnel.
- Employee work related claims: in the Workers Compensation Comparative Analysis Report, Rio Hondo had the second lowest claim count average of the 10 colleges over the three year period (compared to 10 similar community colleges).
- Employee repeat claims: in the Workers Compensation Comparative Analysis Report, Rio Hondo had the lowest number of employees with repeated claims (compared to 10 similar community colleges)
- Lost Days: in the Workers Compensation Comparative Analysis Report, Rio Hondo had the

lowest average of lost days worked over the three year period (compared to 10 similar community colleges).

- In the past two years, three parking lots have received repairs and maintenance to improve parking and safety of the walking surface. By December of 2015, another lot will receive a major renovation.

Recommendations for improvement include: increased staffing in security, upgrade emergency preparedness documents and equipment, and provide smart phones (3) to Facilities staff responsible for emergency response.

Emergency Preparedness

- The college Campus Security Manager maintains high standards in training and operational practices for campus security.
- Security personnel have responded well to assignments and training for emergency preparedness including mass communication systems.
- Increased contact with office personnel (checking in) is having positive impact with staff.
- Campus Security officers prepare over 20 incident reports per month. Reports are reviewed by Facilities administrators looking for trends of threats to college.
- The college Manager and the Security Supervisor created a POST training manual specifically for Rio Hondo College Campus Security Department. This manual ensures consistent training standards for newly hired security personnel.
- The college successfully completed emergency preparation training (BEC & BEL), and successfully completed the Fall Semester earthquake and building evacuation drill.
- Emergency Preparedness program presented to Board of Trustees in a study session
- Active Shooter training program presented to all campus staff in two sessions. Also presented same Active Shooter training in two sessions at FLEX day.

Recommendations for improvement include: increased staffing in security, upgrade emergency preparedness documents and equipment, and provide smart phones (3) to Facilities staff responsible for emergency response.

Program's Strategic Direction

Risk Management

- Continue and enhance monthly safety training
- Update Workers Compensation Comparative Analysis Report to track SAO to reduce overall insurance and personnel loss of production to college
- Safety Committee to review Workers Compensation Comparative Analysis Report and provide recommendations to improve or expand safety training and

practices.

- Safety Committee to visit Division areas and off-site Center to identify safety concerns

Emergency Preparedness

- Update all Emergency Preparedness plans, equipment, and resource materials including EOC materials.
- Emergency Preparedness Training for Active Shooter scenario
- Plan and conduct a campus wide Active Shooter drill in conjunction with local law enforcement
- Plan and conduct an Emergency Operations Center (EOC) training and workshop

Program's Staff Development

Risk Management

- Property/Liability Safety Training - ASCIP provides training to staff in the form of Fork Lift Safety, Security Program review, AED Training, First Aid, and other Life safety training.
- Continue Work Place Safety Training where Keenan and Associates shall provide monthly training on workplace safety topics in order to eliminate or reduce the frequency and severity of workplace injuries to employees on the job

Emergency Preparedness

- Facilities Management personnel to complete the ICS 100 online course for Incident Command Systems (NIMS & SEMS).
- Facilities Management personnel to train on Emergency Operations Center (EOC)
- Train facilities staff on roles and duties in the set up and maintenance of EOC equipment.

Program Review - Additional Comments

Program Review - Executive Summary

Program: Risk Management / Emergency Preparedness
Date: December 4, 2015

Committee Members Present: Marie Eckstrom, Howard Kummerman, Adam Wetsman, Jim Newman, Maria Martinez, Jim Sass, Stephanie Wells, Patty Luna

Program Members Present: James Poper

Commendations

- Commendations on the recent and visible increase in emergency preparedness activities of the college.

Program-Level Recommendations

- Increase formal outreach to the entire campus for feedback on emergency drills.
- Present regular and ongoing in-service training for the entire campus on security and emergency preparedness.
- Program Review Document Revision: Reorganize the Risk Management program to include security, safety, emergency preparedness, and insurance components; revise/clarify Mission Statement to reflect the focus of the program; Service Area Outcomes (SAOs) should include students; augment Goals and Objectives section and include resource requests

Institutional-Level Recommendations

- In light of recent and increasing violence on school campuses, the college should consider a blended security program, with a permanent armed security guard, who, in turn, would be responsible for training other campus security personnel.
- Initiate a campus-wide campaign to ensure all employees and students know the protocol for each emergency scenario: active shooter, fire, earthquake, loss of power, etc.

SIGNIFICANT REVISION REQUIRED

Explanation

Following the annual program review cycle and based on the peer review, each document will be given one of four status conditions: accepted as submitted, accepted with suggested revision, some revision required (due before the spring planning retreat), or significant revision required (due by the program plan due date the following fall). Suggestions for improvement will be based on the program peer review and detailed in the Executive Summary. Programs requiring significant revision should work with the program review co-chairs towards improvement; their subsequent program plans will be peer-reviewed following year.

Accepted as Submitted: No changes suggested or required.

Accepted with Suggested Revision: Suggested recommendations may be implemented as part of the response to the Executive Summary or may be implemented the following year.

Revision Required: This indicates the document needs surface-level attention, such as reorganization, elaboration, and/or stylistic attention. The document is basically sound.

Revision will be submitted before the Institutional Planning Retreat in the spring. The Program Review co-chairs will review the re-submitted document and either accept the revision or suggest further revision.

Significant Revision Required: This indicates the document and/or the program needs serious reconsideration. This takes time and should include all participants in the program. Major revisions will be submitted by the program plan deadline the following year. The document will be peer-reviewed. If necessary, the program will be asked to undergo another formal program review the following year to ensure improvement. This second formal program review will not supplant the regular and established six-year program review cycle.

Program Review - Response to the Executive Summary

Goal #1	Short term (1 year)	Corresponds with Institutional Goal	Status: in progress
# 2			

Description of Goal

Update Workers Compensation Comparative Analysis Report to track and target areas of improvement with the goal to reduce overall insurance and personnel loss of production at the college

Evaluation of Goal

Employee productivity will improve through increased safety awareness training and less workplace illness or accidents.

Objective #1.1

Status: in progress

Coordinate with Keenan and Associates to collect current information on Workers Compensation data for not only Rio Hondo College, but at 9 other similar colleges in the region.
Prepare report

Share report to President's Cabinet, Human Resources, and Deans/Managers
Report data will be used to target areas at the college to reduce loss of services by personnel and improve workers compensation experience.
Benefit will be improved employee production and reduction in workers compensation expenses.

Existing Resources

Director of Facilities
Risk Management Advisor

Individuals Who Participated in Developing this Plan

The following people acknowledge that they participated in the development of or reviewed this plan.

Name	Role
1. Poper, James	Review Manager
2. Lopez, George	Participant
3. Alcala, Jim	Participant
4. Rayas, Rebecca	Reviewer
5. Armstrong, Myeshia	Reviewer