Highline College Institutional Effectiveness Department Report

2020-2021

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| **Department information** | |
| Department name | Facilities Maintenance |
| Date this report was completed | September 8, 2020 |
| Staff who contributed to this report | Barry Holldorf and Christina Neville-Neil |
| Department Mission statement  (if applicable) | Highline College Facilities Department’s mission is to optimize productivity by creating sustainable, accessible, safe, cost efficient work and learning environments. This provides community, employees, and students the greatest amount of success, comfort, and creativity. |

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| **Taking stock of 2019-2020** |
| **Describe 2-5 major accomplishments for 2019-2020. For each accomplishment, identify the related objective or indicator from the Mission Fulfillment Report (MFR), and describe the evidence you used assess this accomplishment** |
| 1. Performed continuous Preventative Maintenance work orders to ensure buildings remain operational and functional during campus shut down due to Covid-19. This has reduced deferred maintenance by 15% (Core theme 4). 2. Revamped the entire Safety and Hazardous materials handling/storage/removal procedures. 3. Came in under target of MFR Measure 3.1B by 22% under target (Reduction in annual Energy consumption). 4. Also met the Institutional targets for both benchmarks for limiting interruptions to student learning (Hot and cold calls as well as class relocations due to maintenance activities). |
| **Department strengths** |
| 1. Department has performed over 84 hours of online safety training. 2. Two of the mechanics received updated boiler operator certificates. 3. Department received fork lift safety training and electrical safety training. |
| **Department challenges** |
| 1. Currently have a vacant position for a key hire (Maintenance Manager/lead). 2. Absenteeism/vacations with a five person team has been challenging. 3. Keeping up with the ever-changing technologies in building controls and operations. |
| **Areas you would like to improve** |
| 1. Maintenance agreements for college infrastructure that the staff is not qualified to conduct. 2. Re-org the department to meet today’s challenges in the supporting a modern college. |

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| **2020 - 2021 work plan development** |
| **Goals:** Identify 3-6 goals for your department for 2020-2021. Each goal should be associated with the core theme objective or indicator that best relates to the desired outcome of your work. In parentheses after each of your goals, describe the evidence you plan to use to assess the achievement of that goal.  Not every objective or indicator will have an associated goal from your department, and you are welcome to delete the Core Themes/Objectives/Indicators that are NOT directly related to your goals for 2020-2021. |
| 1. Hiring or reorganizing the department to set the team for the near future. |
| 1. Continue to access classrooms and address deferred maintenance items to get to a target of 50% as well as preventive maintenance being completed in a range of 85-95%. |
| 1. Budget for this team will be a challenge due to COVID and state funding. This may directly impact the ability to reach goal 2 above. 2. Continue to conduct weekly safety meetings with this team to ensure compliance. |
| 1. Boiler training |
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| **Suggestions to improve this report or process** |
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