

# MAINTENANCE AND OPERATIONS

## DESCRIPTION

The Maintenance and Operations Department supports GWC's instructional and student services programs by providing general maintenance and repair, custodial support, gardening/landscaping, and pest management services.

These services include:

- Clean buildings and grounds;
- Operate and monitor heating, air conditioning and ventilating systems, plumbing and electrical systems;
- Maintain building exteriors and interiors;
- Respond to maintenance emergencies and last-minute requests;
- Represent the College with outside vendors;
- Monitor the departmental budget;
- Provide facilities and operational input on major/minor capital projects and new building design and remodel-improvement projects; and
- Work closely with engineers and architects in project development.

As the College's facilities are modernized over the next decade, one challenge for this unit will be professional development to ensure that staff members have the knowledge needed to effectively maintain the buildings and equipment.

## DATA

	2016-17	2017-18
<b>General maintenance &amp; repair</b>		
Full-time staff	5 maintenance 1 Warehouse 1 mover/event set up	5 maintenance 1 Warehouse 1 mover/event set up
Part-time staff	3	3
<b>Custodial</b>		
Square feet	676,203	
Full-time staff	13	13
Part-time staff	4	4
<b>Gardening/landscaping</b>		
Acres	61	61
Full-time Groundskeepers	7	7
Part-time Groundskeepers	2	2

Based on the maintenance, grounds, and custodial standards for staffing developed by the Association of Physical Plant Administrators, the College's staffing levels in Maintenance and Operations is low. (Source: [appa.org](http://appa.org))

# *maintenance and operations*

## **PROGRAM PLAN 2020-30**

### **College Goal on Facilities**

- Use technology to increase efficiency and customer service, such as an automated work order system that provides status reports on requests.
- Improve sustainable practices to work toward the goal of zero emissions.
- Train staff on the advanced systems installed in new buildings.
- Implement a system of team cleaning in which three employees are assigned to three areas to increase efficiency and effectiveness.

### **College Goal on Communication**

- Raise staff awareness of the College's programs, services, and special events.
- Collaborate with others to increase the College's curb appeal and to improve the condition of classrooms and buildings.
- Develop a departmental website to inform the public, including students, about the services provided by the department.