

**Recommendation 7: Building on the recommendation of the 2004 evaluation team, the team recommends that the college address the issue of inadequate staffing levels for its maintenance and custodial functions, including training to increase efficiency and productivity, as well as the lack of security between the hours of midnight and 6:00 a.m. (Standards IIIA.5, IIIB.1b).**

## **Resolution**

Budget constraints have precluded the College from fully staffing its maintenance and custodial functions and providing security from midnight to 6:00 a.m. In an effort to balance its budget for the last two years, the College has been required to negotiate pay cuts/furloughs for all employees and implement a hiring freeze. As new funding becomes available, the College is committed to addressing the staffing levels in the Facilities Department and around the clock security.

The College was able to hire two additional permanent custodians in 2007 and replaced a vacant gardener position with two permanent part time custodians in 2009. After these hires, the College has increased staffing within the Facilities Department through hourly workers. In addition, the College has looked at ways to increase staff efficiency in work assignments. Following are actions which the College has taken to increase employee efficiency and address the understaffing in the Facilities department:

- 1) Custodians were moved to a graveyard shift which allowed them to clean more area as their work was not conflicting with instructional classes.
- 2) Some custodial tasks such as cleaning blinds and dusting are done less frequently now.
- 3) The College has purchased high speed propane powered floor buffers which work faster than previous equipment.
- 4) The College has purchased KaiVac cleaning machines for use in restrooms.
- 5) Custodians now use microfiber cloths instead of rags for cleaning.
- 6) An environment friendly standardized cleaning product that has replaced multiple cleaning products.

In 2010, the College eliminated its second summer session which resulted in a four week period where there were no classes offered. During this period of time, the Facilities staff was able to perform “deep cleaning” in areas that were put off for years.

In 2005, the Campus Police Office developed a College Safety plan that addressed the 24 hour College security coverage. This plan was to be implemented over a six year period. The College began implementing the plan and met the staffing requirements of the first two years through the hiring of two new communication and records specialists and two police officers. The third year of the implementation called for hiring new community service officers. The community service officer position was going to be responsible for the midnight to 6:00 a.m. shift. The job descriptions were written but at this point, the College began experiencing budget problems and the plan was put on hold.

With the implementation of the graveyard shift for custodians, the College does have an employee presence on campus during the midnight to 6:00 a.m. period. These employees are staffed with radios and have been instructed to call Glendale Police Department in the event of an emergency. So far, there hasn't been a need to make any calls. Currently, this procedure has been the extent of security on campus during the early morning hours. Once additional funding becomes available, the College's resource allocation process will determine the amount of funding that can be provided to continue the implementation of the College Safety plan.

### **Analysis**

Lack of funding has limited the actions taken to address the understaffing in the Facilities area and the lack of security between midnight and 6:00 a.m. Although there are still vacant positions within the Facilities Department, the College has addressed the understaffing through hourly workers and through new equipment and procedures that have increased efficiency. Although police officers are not on duty between midnight and 6:00 a.m., the college does have graveyard shift employees on campus with a procedure for contacting Glendale Police Department in the event of an emergency. Both of these challenges will be addressed as additional funding becomes available.

### **Additional Plans**

The College plans to hire an additional permanent custodian in 2011-12.

### **Evidence**

1. College Safety Plan
2. KaiVac cleaning system article