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MĀNOA

Office of Facilities and Grounds

Service Levels and Staffing Shortfalls January 2011

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Staffing Levels

	FY 2003 BJ-1	FY 2011 BJ-1	Dec 2010 Actual	Guidelines (APPA, FCA)	Gap
Admin	27	29	29	32	(3)
A&E/CM	31	33	32	43	(11)
Shops	65	63	59	100	(41)
Janitors	195	183	140	180	(40)
Grounds	53	51	48	53	(5)
TOTAL	371	359	308	408	(100)



Staffing Issues

- Understaffed in A&E/CM due to lack of funded positions
- Understaffed in Shops and Janitors due to:
 - Lack of Funded Positions
 - Unable to fill positions due to Civil Service hiring freeze
- State Law bars “Outsourcing” to fill required Civil Service positions
- Total FTE is expected to continue to drop due to attrition over the next several years due to performance separation, other jobs, and retirements.



Proposed Responses

- A&E/CM: Outsource via capitalization of labor
- Shops: Additional FTE via Job Order Contracting (Recharge) and large-scale maintenance contracts to external firms
- Janitors: Re-scoping of services
 - New Approaches to Cleaning
 - Reduction of services



New Cleaning Approaches

- Improve Performance Evaluation and Management
 - Building Zone Managers
 - Custodial Management System (Breeze)
- Process Re-engineer (12 month Plan)
 - Shift to Evening Hours
 - Building Cleaning Teams
 - New Methods and Equipment
- Service Realignment
 - Align Service Level to match available FTE



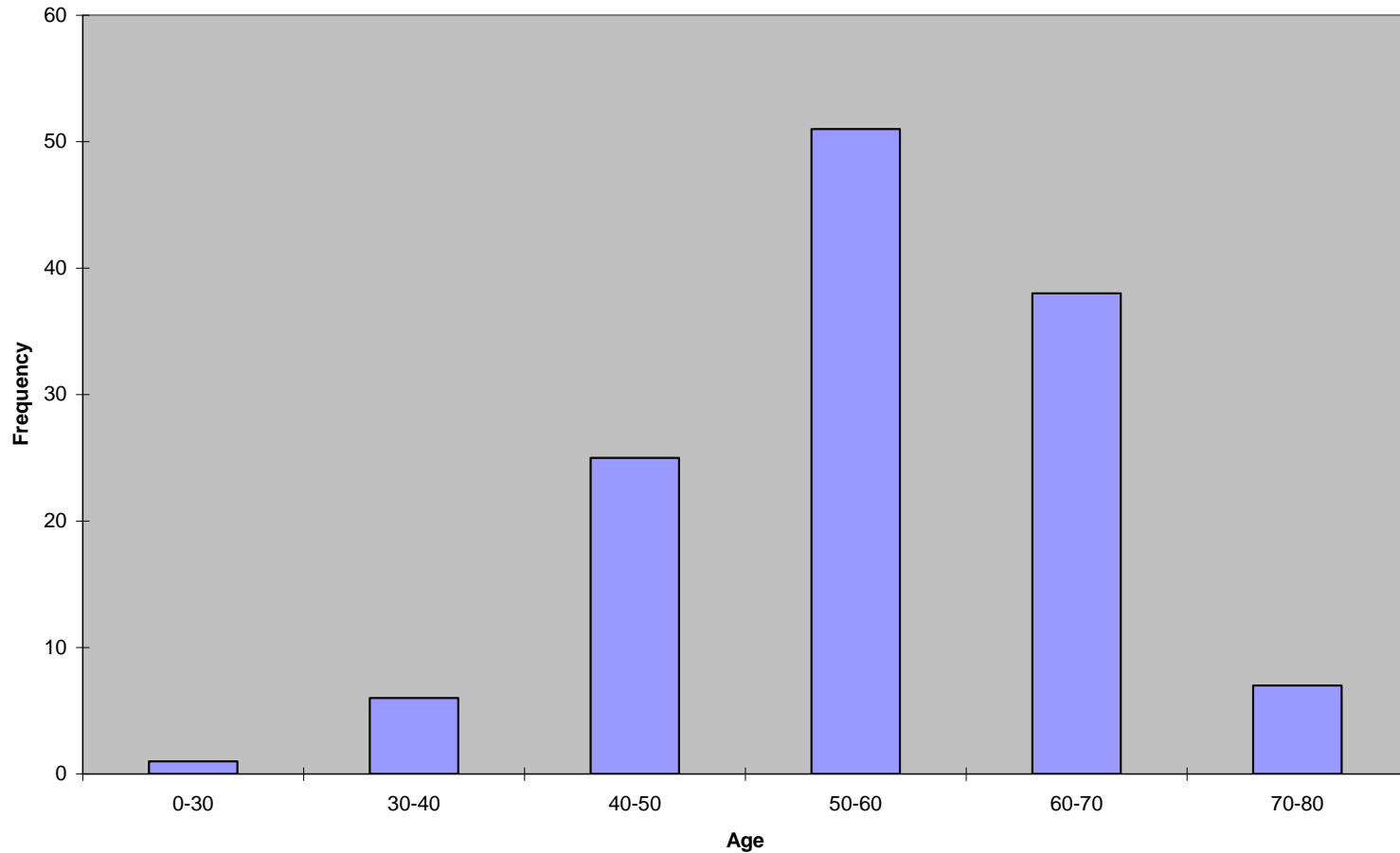
Our Employees





Age Distribution

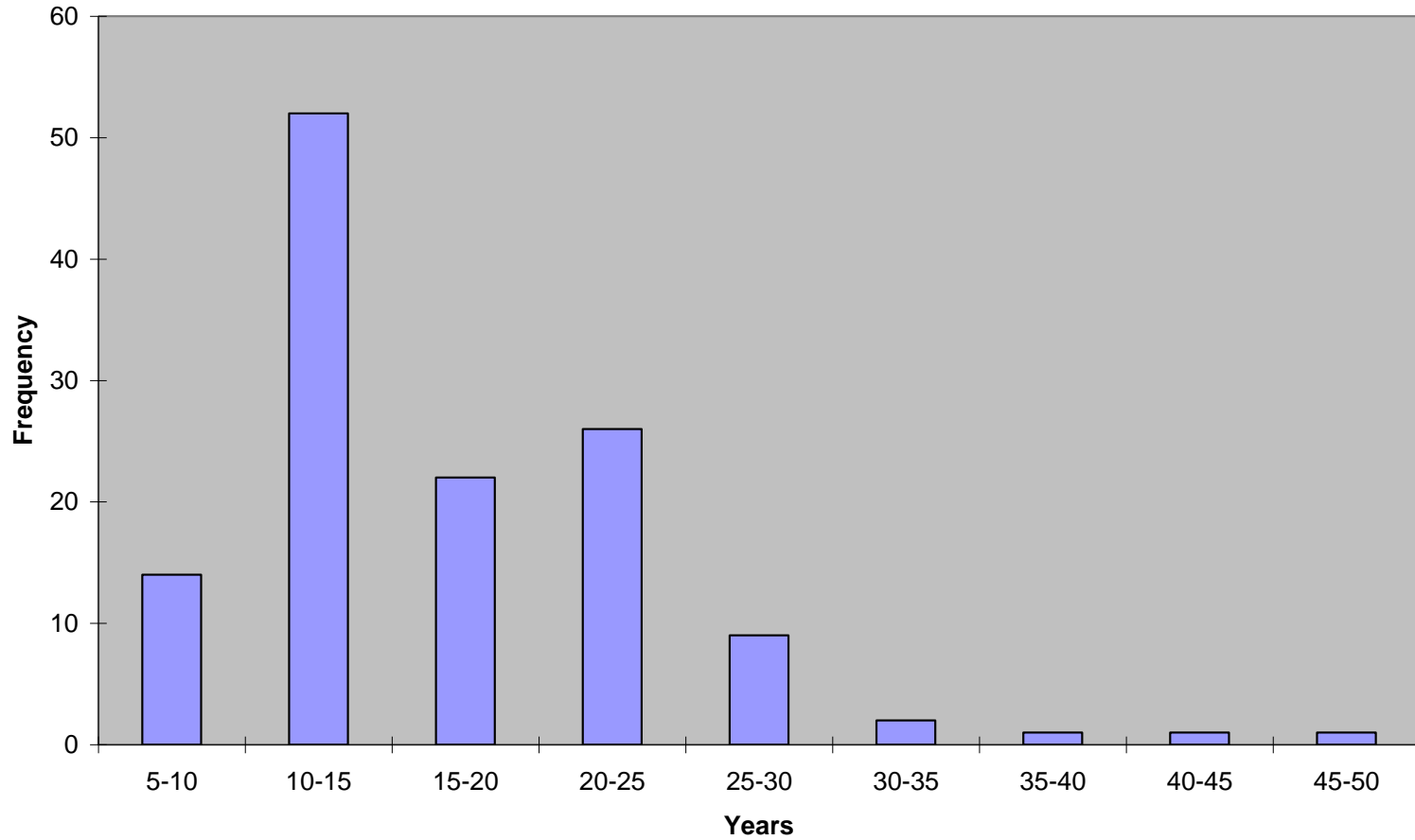
Janitors' Ages





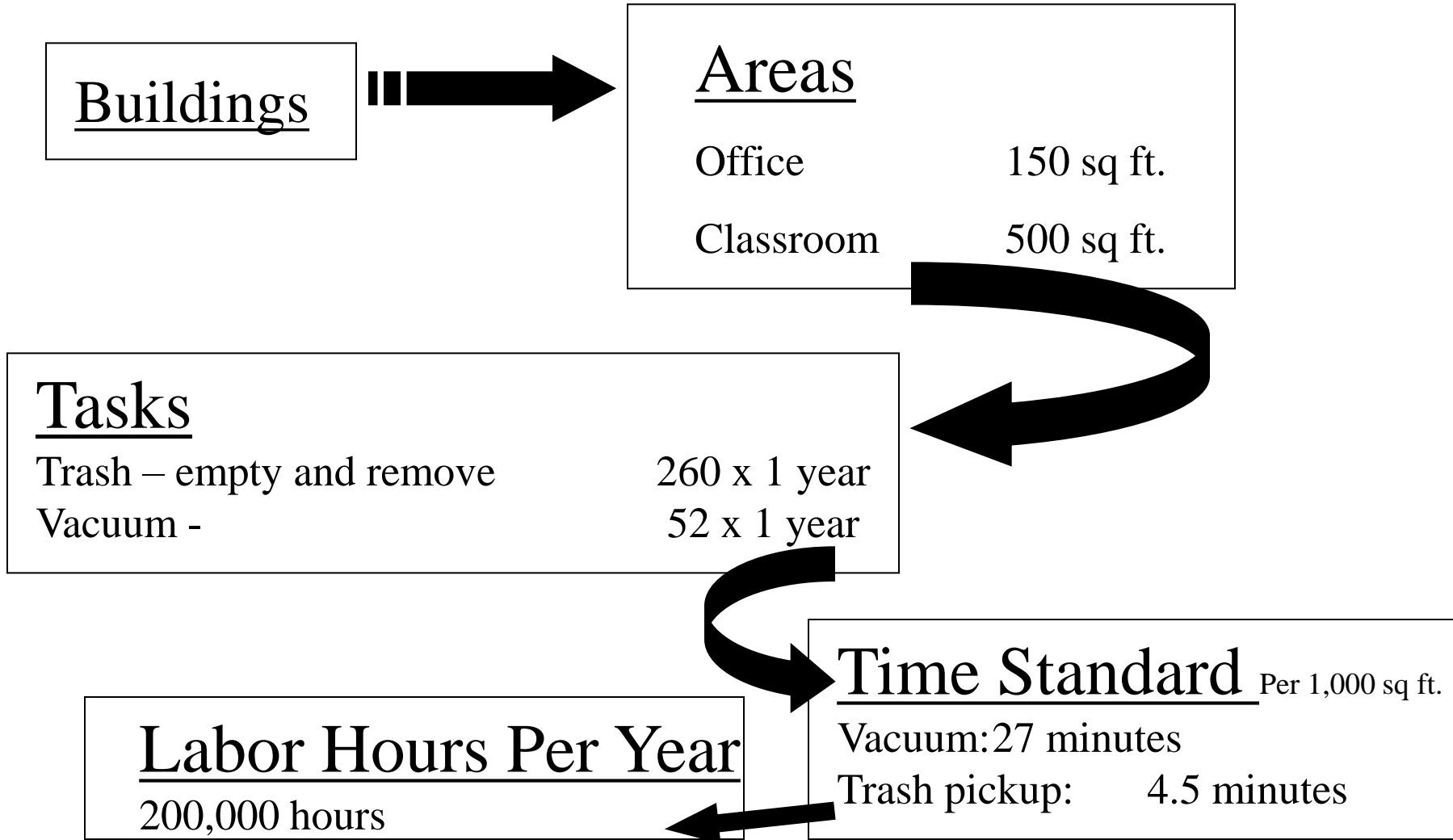
Years of Service

Years of Service



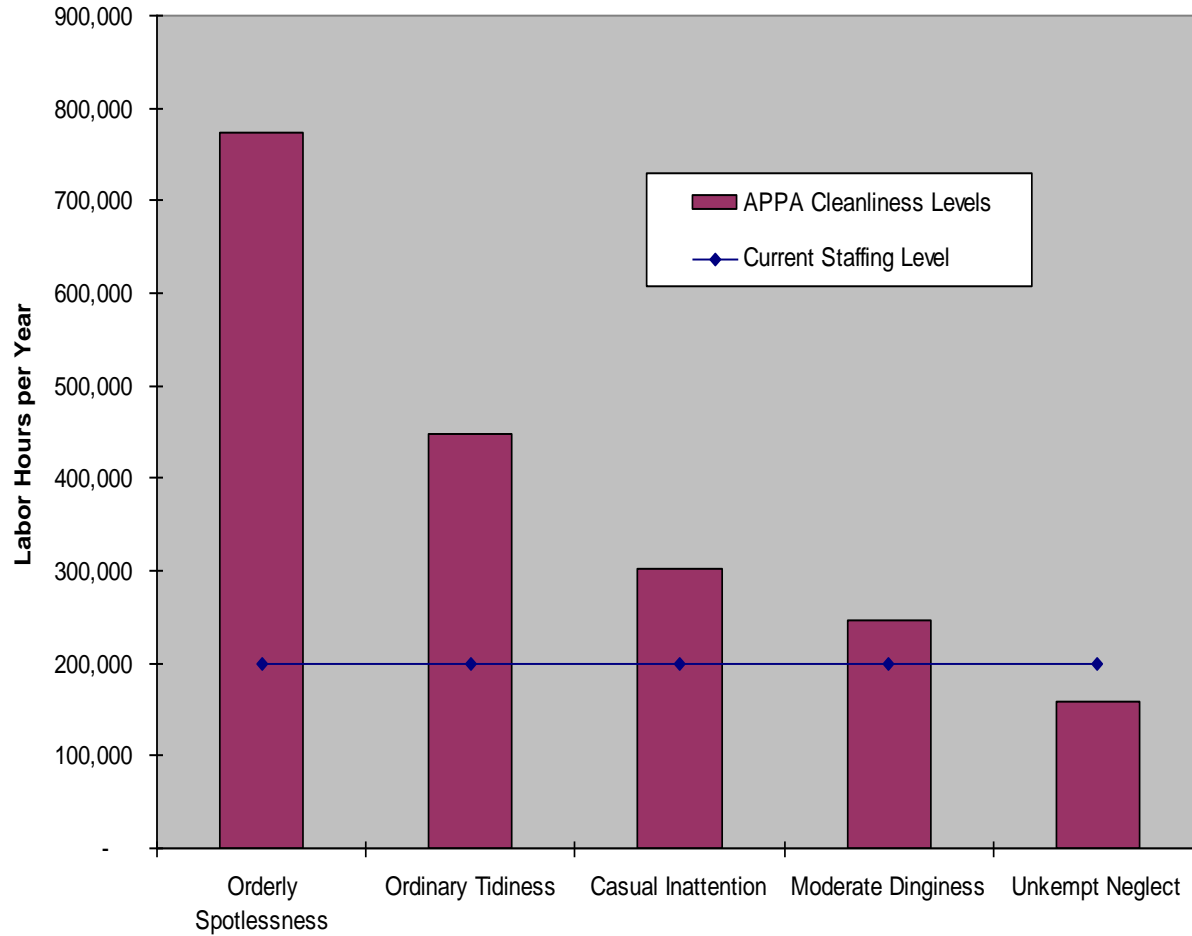


Aligning Service Levels with Breeze





Labor Hours by Cleanliness Level





APPA Level 3 - Casual Inattention

- *Floors are swept or vacuumed clean, but upon close observation there can be stains. A buildup of dirt and/or floor finish in corners and along walls can be seen.*
- *There are dull spots and/or matted carpet in walking lanes. There are streaks or splashes on base molding.*
- *All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints. Lamps all work and fixtures are clean.*
- *Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.*



APPA Level 4 - Moderate Dinginess

- *Floors are swept or vacuumed clean, but are dull, dingy, and stained. There is a noticeable buildup of dirt and/or floor finish in corners and along walls.*
- *There is a dull path and/or obviously matted carpet in walking lanes. Base molding is dull and dingy with streaks or splashes.*
- *All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints, and marks. Lamp fixtures are dirty and some lamp (up to 5 percent) are burned out.*
- *Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash containers smell sour.*



Classroom – Changes to Cleaning Routine

	Current	Proposed
Trash pickup and removal	In-class trash bin	Central trash bin
Dust/damp mopping	Weekly	Monthly
Chalkboards and trays	Daily	Alternate days
Empty pencil sharpeners	Daily	Alternate days
Spot clean walls/doors	Monthly	Semi-annually
Dust vents	Semi-annually	Annual
Clean furniture/seating	Annual	None
Clean light fixtures	Annual	None



Offices – Changes to Cleaning Routine

	Current	Proposed
Trash pickup and removal	Desk-side pickup	Central trash bin
Dust/damp mopping	Weekly	Monthly
Spot clean walls/doors	Monthly	Quarterly
Dust vents	Quarterly	Semi-annually
Clean furniture/seating	Monthly	Quarterly
Clean light fixtures	Annually	None



Requests of the Manoa Executive Team

- Support of the necessary reduction in cleaning routines.
- Support and enforcement of policies:
 - No eating and drinking in classrooms.
 - No animals in buildings (except service and research animals).
 - No bicycles in buildings.
- Report Janitor problems (or commendations) to:
 - Earl Matsushita, earlmats@hawaii.edu x65993
 - Traci Shimizu, tracilki@hawaii.edu x64627



*Office of Facilities and Grounds
People Serving Pride, Joy, and Aloha*

Mahalo for your time and support.