



# Ray-Pec School District

Buildings and Grounds  
Program Review  
September 2017





## Team Members

- Scott Dobson - Maintenance Supervisor
  - 10 years in RP School District
  - 3 years at Maintenance Supervisor
- Larry Dial - Custodial Supervisor
  - 9 years in RP School District
  - 7 years as Custodial Supervisor
- Van McLain - Energy Manager (part time)
  - 43 years in RP School District
  - 12 years as Energy Manager
- Ellen Wilfong - Administrative Assistant
  - 23 years in RP School District
- **Maintenance Staff - 10.5:**
  - HVAC Technician
  - Electrician
  - Plumber
  - 4 Grounds Crew
  - 3.5 General Maintenance
- **Custodial Staff - 68.5:**
  - 45 Evening Custodians
  - 13.5 Day Custodians
  - 7 Custodial Subs
  - 3 Central Warehouse Staff



## Building & Grounds Purpose

### Mission:

The mission of the Buildings and Grounds Department is to provide a safe, clean, healthy learning environment for students, staff and the community through well-trained personnel utilizing best practices to achieve customer satisfaction and exceptional facilities.

### Five Key Themes of Excellence:

- Extraordinary customer service
- Exceptional quality of work
- High level of efficiency
- Meaningful and effective communication
- Outstanding professionalism and courtesy



## Program Highlights

- Clean, maintain, and manage over 1 million square feet of building space
- Groom and maintain approximately 160 acres of grounds
- 2,684 completed work orders during the 2016-2017 school year
- Construction oversight and work force for relocation of over 260 staff members
- Remodeling of industrial technology room
- Rooftop unit installation (x5)
- In-house support of construction projects to avoid potential change orders
- Oversight of Capital Improvements (\$2.6 Million FY18)



## Department Goals & Results

### Data Collection

- Tracking of work orders (School Dude)
- Patron and Staff Surveys (n=827)
- Administrative Services Staff Survey (n=338)

### Staff Performance

- Maintain staff attendance at 95% (does not include vacation days)
  - 2016-2017 Rate: 96.09% (goal met)
- Increase combined score on survey to Patrons and Staff in regards to *Maintenance and upkeep of facilities* - 4.07/5.0 (goal met)
- Increase the percentage of ratings in the top two categories above the previous *five-year average* on the annual staff perception survey taken by staff (goal met in 8 out of 12 areas).

# Ray-Pec Program Scorecard: Building and Grounds

				SCORING CRITERIA										
				Basic			Nearing Goal		Goal	Advanced				
	Measures	2015	2017	1	2	3	4	5	6	7	8	9	10	Raw Score
1	Staff Survey (Overall Rating)	92.4	95.5	80	90	91	92	93	94	95	96	97	98	7
2	Staff Attendance	96.7	96.1	80	90	91	92	93	94	95	96	97	98	8
3	Professional/Courteous Behavior (Custodial)	95.8	94.7	80	90	91	92	93	94	95	96	97	98	6
4	Professional/Courteous Behavior (Maintenance)	97.2	98.5	80	90	91	92	93	94	95	96	97	98	10
5	Quality of Work (Custodial)	86.1	83.7	80	90	91	92	93	94	95	96	97	98	1
6	Quality of Work (Maintenance)	92.0	94.3	80	90	91	92	93	94	95	96	97	98	6
7	Overall appearance of school buildings (inside)	87.2	86.6	80	90	91	92	93	94	95	96	97	98	1
8	Overall appearance of school grounds	78.3	88.5	80	90	91	92	93	94	95	96	97	98	1
	<b>TOTAL SCORE</b>			1	2	3	4	5	6	7	8	9	10	5.00



## Recommendations (Opportunities for Improvement)

Goal #1: Increase the number of positive responses (ones and twos) on the staff perception survey in regards to quality of work (custodial) from 86.6% to 95%.

Goal #2: Increase the number of positive responses (ones and twos) on the staff perception survey in regards to overall appearance of grounds (maintenance) from 88.5% to 95%.

Goal #3: Increase the number of positive responses (ones and twos) on the staff perception survey in regards to overall grade for the department (currently 95.5%).



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# Questions