



**Administrative Program Review  
2025 Annual Update**

Program / Department:	Facilities
Date submitted:	June 30, 2025
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Outcomes Assessment Report ☐

Revised Plan of Action ☐

The Annual Update is conducted by all programs at the college and consists of an analysis of changes affecting the program as well as significant new funding needs for staff, resources, facilities, and equipment. It should be submitted or renewed every year by June 30 in anticipation of budget planning for the following year, which begins at the planning retreat in November. \*Note that if there is no change from the previous year, you may simply resubmit the information in that report (or any portion that remains unchanged) from the prior year as long as it is on the current form and completely responds to each question.

Programs and units should support their planning efforts with quantifiable data, conduct appropriate analyses, and make supportable conclusions.

**I. Program Purpose (must align with college mission)**

Describe the need that is met by the program or the purpose of the program.

Facilities Division is a support service division for Allan Hancock College that maintains the educational facilities, support buildings, sports fields, improved and unimproved grounds, parking lots, access roads, transportation fleet, surplus furniture & equipment and provides support to all campus operations and functions through maintenance services, custodial services including event setup/teardown and furniture/equipment moving, campus groundskeeping, student and staff transportation, mail service, shipping and receiving, Bio-Hazard, hazardous materials handling & disposal services for the Santa Maria campus, Santa Maria south campus, Columbia Business Center, Lompoc Valley Center/Public Safety Complex and Santa Ynez Valley Center. The Facilities Division endeavors to provide safe, well-maintained, and inviting facilities and grounds that create a positive learning and working environment for all that attend, work, and visit the college campuses. We strive to provide excellent customer service in an efficient and timely manner with minimal disruption to campus activities and learning environments. The Facilities Department supports the planning, development and construction of new capital improvement projects as well as smaller modifications to buildings and grounds to support the service needs of other departments. The Facilities Department plans and completes all scheduled maintenance projects

**II. Progress on Comprehensive Program Review Final Plan of Action**

Summarize the progress the program has made on recommendations, including the status of any incomplete items.



The progress of each department is highlighted below:

• Facilities:

Since the last Program Review update of 2018, the Facilities Department hired a new Director in May of 2022 along with filling the new Facilities Coordinator position in October, 2021. The cyclical review of the Supervisors job duties and salary schedules were completed and approved in 2024. In 2023-24 the E, F and O-300 Building were demolished as part of the requirement of the Fine Arts Building construction. As a result, the Grounds and Custodial operations have had to relocate to the South Campus location and this has caused additional logistics issues along with lost productive time due to travel between the campuses. The Grounds Dept. has continued to store the non-street legal equipment and mowers at the O-300 carports but due to the lack of CCTV and lighting, this area has been the target of multiple break-ins and thefts.

The changes to other departments will be reflected in the following department reports.

• Maintenance:

We have replaced the Maintenance Lead with a maintenance worker at the Lompoc Campus. The HVAC Mechanic position was filled, but the position was moved from the Lompoc Campus to the Santa Maria Campus because of work demand. The HVAC Mechanic will travel to Lompoc when needed. We filled the Carpenter's position, but with the swimming pool contractor resigning, we have included the pool duties to the Carpenter's daily duties, taking away from the Carpenter's primary responsibility.

Our budget is insufficient to meet the needs of aging and growing campuses, as well as the additional programs and activities.

• Custodial:

The Lompoc Custodial department realized a formal supervisory staffing at the Lompoc Valley Center in 2020 which has allowed on-site supervision of the LVC custodial staff. Late-Night 10pm-6am Custodial shift at main campus dissolved in 2020, and instead split into two shifts for evening(3:30pm-11:30pm) and late-night(6pm-2am). In 2025 one of the evening Custodian I positions was approved to be upgraded to a Custodian II. This will allow the new position to act in the Lead Custodian capacity to provide increased service to the evening campus activities.

Lompoc has added programs such as the Paramedic and Probation academies. LVC hosts the Manzanita charter school that is increasing in rooms being occupied. LVC 1 lost the bookstore and added the student lounge and kitchen accommodations for the Children's Center. 2025 a new restroom building was built for the Fire Program. These have all increased cleaning/supply needs. At some point, additional storage containers may be needed to assist programs/Facilities at LVC.

Supply budget for custodial is insufficient with the increase in buildings and area usage as well as the significant increase in events taking place on campus during the day and evenings. The programs that fund free snacks to students in A building has increased the amount of trash, vacuuming/sweeping and spills in the building which custodial supplies are needed. These are also items that take up additional custodial labor time. The practice of eating in classrooms and open public study areas by students and faculty members has created more labor for our custodians for the same reasons. Equipment needing replacement; We have auto scrubbers, vacuums and extractors that need replacement and some have been around for over a decade.



#### SM Operations & Custodial

The other custodial shifts (Day and Evening) continue to be bombarded by event setups in volume, start time, and teardowns which is affecting their ability to thoroughly maintain their assigned areas. The multitude of events has been increasing due to outreach efforts, recognition events, student events, conferences, and other activities. This coverage is increasing overtime, custodial burnout, morale issues, and increased complaints of poor cleanliness in assigned areas. Every day there is multiple events for both shifts. Additional full-time staffing is needed as it is getting more and more difficult to employ substitutes as they can find higher paying jobs elsewhere. At some point the custodial staff will refuse the consistent weekend overtime requests and will not be available to provide services for weekend events and activities.

Increased foot traffic from events has put added pressure on routine cleaning operations. To maintain a safe and clean environment for the public, staff, and students, buildings require more frequent cleaning.

There is also a growing need for centralized storage of event materials. This would streamline transportation, enhance equipment handling, and reduce damage. The supply budget needs to be increased to align with event needs.

Additionally, more staffing is required. A dedicated setup and teardown team should be established, with custodial duties as a secondary responsibility. This team would include two full-time staff members per shift (each working 20 hours per week), reporting to both the day and evening supervisors or increasing the sub's budget to keep up with demand.

#### • Groundskeeping:

The sports fields are now taking more time as sports and events are being added by the Athletics' Department scheduled on the fields and practice sessions are being extended. The budget for groundskeeping continues to be an issue as funds are not readily available for landscape, field renovations, sports field paint and the cost of supplies, materials, vegetation, fertilizers, and equipment continues to rise. We continue to request annual funding augmentations to supplement the budget shortages for the needed field paint and sports field materials required to meet the growing needs of the Athletics' Department.

An electric riding mower was purchased with the assistance of a grant program. The impact of the electric mower has been positive to date with reduced noise and little maintenance.

#### • Shipping and Receiving:

Shipping/receiving and the warehouse are doing well, however, there is limited space in the warehouse and large orders really hamper the workings of the shipping/receiving. Warehousing, storage, and record storage are really becoming an issue which we do not have a solution. Record storage is maxed out so there needs to be a resolution of document imaging for all future document storage.

#### • Mail Courier Services:

These services are handled by one courier and it is working well. The mail room location in building P is working well and provides a backup for the shipping/receiving area.

#### • Transportation:



Student transportation continues to be a challenge as fuel, charter and maintenance costs continue to rise and more trips are being scheduled. Athletics and PCPA are the big users of student transportation. Athletics has added more trips during the year including additional sports and this has increased not only the use of the AHC vehicle fleet but has also increased the bus charters for the larger teams. We continue to request funding augmentations of over \$200,000 each year to cover the budget shortage. In 2022-23 we purchased the 4 Suburbans that were at the end of their lease term and purchased 1 Chevrolet Equinox SUV. In 2023-24 we purchased 2 ½ ton Chevrolet trucks, 2 Club Car Carryall 700's, 2 GEM carts and 1 Kaboto UTV. Despite these vehicle purchases, the fleet vehicles used by Facilities staff and other departments, continue to age out of their service life faster than they can be replaced.

### III. Program Assessment

☐ Check here if any SAOs have changed since the last comprehensive program review and/or annual update.

What are your program service area outcomes? Which of these have been assessed since the last comprehensive program review and/or annual update? How are they measured? What did the assessment data indicated about the strengths and weaknesses of your program? What changes have you made/do you plan based on these data? (See *Administrative Service Area Outcomes SAOs Assessment Report form on last page*)

#### Service Area Outcomes:

1. *To collaboratively plan for college facilities construction and maintenance initiatives.*
2. *To effectively respond to planned and unforeseen maintenance needs.*
3. *To define and clarify the college's commitment to developing an environmentally conscious physical environment.*

#### Assessment of SAOs:

1. *During the yearly Strategic Planning Session, strategies for the coming year are discussed which identify anticipated enrollment, program additions or changes, staffing needs, budget status, and other needs. From this, facilities needs and initiatives are identified and planning can begin. Estimates and funding sources are then reviewed for implementation.*
2. *The maintenance work order backlog continues to be an issue as we do not have the staffing needed to meet the demand. This is in part due to the aging of the many buildings, the requests for additional services and renovations, along with the demands from two separate campuses which continue to grow in complexity and programs.*
3. *Our challenges with both the custodial and grounds departments are to continue to effectively meet the growing recycling and conservation commitments that the State is mandating. On the custodial side we have been increasing our recycling efforts to increase our diversion rates and increase our recycling. The custodial department has increased their green cleaning products to 95% which has been very beneficial to all. Our grounds has been reducing our irrigation needs by switching areas over to non-treated city well water, retrofitting*



#### IV. Internal/External Conditions

What external conditions have influenced the program in the past year? Have there been regulatory changes, changes in technology, accreditation recommendations, demographics, labor market, or other changes? Summarize the major trends, challenges, and opportunities that have emerged in the program since the last comprehensive program review and /or annual update.

##### External Conditions

Regulatory requirements continue to increase our costs due to inspections, testing, required modifications, and permits by multiple State agencies. The ongoing requirement from the State of California to convert equipment and vehicles to an electric fleet presents funding and infrastructure challenges which are not being planned for by the College. The purchase of an EV fleet of vans, trucks, cars and grounds equipment to meet the needs of the various College Departments will be millions of dollars and the installation of the charging facilities to support this fleet will be many more million. As the future of the South Campus use is unclear and the planned relocation of the Facilities Department to a new facility on the main Santa Maria Campus, qualification for outside funding is limited as these outside funding sources typically have a time(10-years) commitment for the charging upgrades to be in place and used.

##### *Major Trends*

- State has initiated landscape major renovation review and approval process which will increase costs and requirements.
- Santa Barbara County environmental regulations and requirements are dramatically increasing costs to do business due to permits and inspection fees, requiring hundreds of hours of compliance documentation, and requiring expensive equipment maintenance, repairs and replacement.
- The continuing rise in costs of supplies, materials, and equipment has increased by +50% in recent years and the departmental budget has not increased to match. This results in a lack of funding to successfully complete our proactive maintenance duties and the needed repairs and replacement of equipment and facilities.
- Supply chain issues with available materials and equipment continue to extend the wait time for repairs and maintenance. HVAC and electrical equipment will have a lead time of six months at times, leaving the district unable to provide needed services for staff, students, and the community.
- State mandate to recycle electronics and deliver equipment to State Recycling Centers hundreds of miles away.
- Labor pool is drying up as it is becoming harder and harder to get qualified applicants for substitutes and staffing.

The current pay scale for craft and trades is not at a range to encourage qualified individuals to apply for open positions.

##### Transportation:

- The cost of fuel has increased over 100% in the last 5 years and the cost of vehicles and parts have also increased.



What internal conditions have influenced the program in the past year? Have there been trends in SAOs/assessment data; changes in technology, budget, staffing or resources; facilities issues; etc.?

#### Internal Conditions

The internal conditions that have affected the division were:

- Funding for supplies, materials, replacement parts, and services continues to be an issue as costs and needs increase and the departmental budget has not increased to match the inflationary rate of products and services. As a result, the Facilities Department is limited in the response to requests from departments.
- Old building equipment, components, and features are continuing to get older and worn out without funding to replace, thus adding extensive costs for repair and the need for replacement due to total failure.
- Staffing shortages and inability to find substitutes when needed.
- Events at both campuses have increased in size and complexity over the last three years and this is creating more stress on custodial staff, providing less time for cleaning areas, increasing overtime burnout, and causing morale issues. The storage and maintenance of event materials such as canopies, tables and chairs is increasing as the events increase yet no funding or space is provided to account for this additional demand.
- Athletics has increased their use and scheduling of the athletic fields year-round leaving little time for proper field down time and requiring extensive grounds maintenance.
- Public Safety Complex in Lompoc continues to grow in programs, facilities, equipment, and other specialty items which are requiring greater resources than are available.
- There are facilities that do not have HVAC cooling equipment , building N and M-400 for example. As a result, the College is at risk of the classes and activities in these building being suspended during high heat events when the temperature in the building rises above the OSHA allowable threshold. Relocating the classes and activities from these buildings would likely not be possible(AHC does not have a 2<sup>nd</sup> gym building or playing courts) and this would have a direct impact on instruction.

#### Operations & Custodial

- In order to meeting the rising labor hours required of the increasing number and size of campus events that are the responsibility of custodial teams, the SM Campus Custodial team has been testing a reduced service plan at Bldg B and has been seeing positive results with minimal to no reduction in overall building cleanliness. This has allowed custodial staff to focus on more detailed cleaning of building areas not typically part of the nightly cleaning routine along with being able to provide additional assistance with the cleaning of other buildings and event setups and teardowns. This new and successful service plan will be expanded into other building on campus and tailored to the specific needs of each building being serviced as the plan is implemented.

#### Transportation:

- The increase in the number of athletic events, PCPA performances and academic field trips often overwhelms the capacity of the current fleet and despite the vehicle purchases of the last 3 years, it is clear that the College must make a commitment to an annual budget allocation for the replacement and growing vehicle needs of the student activities and staff needs. The fleet vehicles used by Facilities staff and other departments continues to age out of their service life



faster than they can be replaced and failure to not only replace the older vehicles but also add to the fleet, will result in increased maintenance costs, roadside breakdowns and the increasing need to rent supplemental vehicles. The operational budget for Transportation has not increased and without increased funding, we can forecast an increase in failures to meet the service level expectations and needs of the College students and staff.

- The cost of replacing the aging vehicle fleet continues to rise at an alarming rate and the College does not have a complete fleet replacement plan or a funding source for fleet replacements.

## V. Update to Final Action Plan

If you change or modify a previous recommendation, provide an explanation for the change and a new target date. For new recommendations, provide target dates and data for support. For all items, show how they are related to assessment results where possible and provide approximate costs for resources requested. Resources may include budget, facilities, staffing, research support, professional development, marketing, etc. Not all recommendations will require resources. (Plan may cover period up to the next scheduled comprehensive program review.)

- Staffing: The major priority is adding staff to take care of the campuses. It has come to the point that the Facilities Division can no longer maintain the district requirements with the staffing we currently have. Work orders are taking months not weeks or days because we don't have the people to perform the tasks. Staff is burning out due to the work load, the inability to keep up, and the overtime. WE need craftsman, custodians, and groundskeepers.

## VI. Revised - Plan of Action (Annual Update)

The last comprehensive program review was completed \_\_\_April, 2018\_\_\_\_\_ <date>.  
The self-study and validation teams developed a final plan of action – post validation based on information in the self-study and the recommendations of the validation team.

*(If any plan was made and action not taken, please state the rationale for not pursuing that particular item. If action was delayed or postponed, provide an explanation and a new target date.)*

### CHANGES AND MODIFICATIONS

RECOMMENDATIONS FROM PLAN OF ACTION	ACTION TAKEN, RESULT AND STATUS
Hiring of additional staff	No action was taken

### ADDITIONS

- Budget: The Facilities budget needs to be updated to meet the current economic situation. The Facilities budget should always be increased to match the annual COLA increase issued by the State and this has not happened in recent years.



PLAN OF ACTION

TARGET DATE

Hiring of additional staffing – Operations, Grounds & Maintenance	2026-2027
Increasing Facilities budget to match State COLA increases	2026-2027
Develop, fund and implement a vehicle fleet replacement plan	2026-2027

**RESOURCES NEEDED** (Be sure there is sufficient justification and data contained in the narrative to support each of the items on your list.)

TYPE OF RESOURCE	SPECIFIC RESOURCE	APPROXIMATE COST
Facility Needs		
Technology Needs		
Staffing Needs	<u>Second Electrician, Events Staff, Grounds Staff</u>	<u>\$90,000, 180,000, 90,000</u>
Equipment (non-technology)		
Other Resources		





Program Review Annual Update  
Administrative Service Area Outcomes (SAOs) Assessment Report

Program / Department: \_\_\_\_\_

Use one row for each SAO

Program Intended Outcomes	Assessment Method(s)	Findings	Action Plan