

Administrative and Educational Support Report

Facilities Maintenance & Operations

Annual Action Plan Annual Assessment Report

June 2006 – May 2007



Annual Action Plan: June 1, 2006–May 31, 2007

Unit: Physical Plant – Facilities M&O

UTPA Mission: The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

Division: Business Affairs **Unit Head:** Oscar Villarreal

Unit Mission: The Physical Plant – Facilities Maintenance and Operations insures that all buildings and grounds operating systems are fully functional and ready to serve the campus community in the delivery of higher education, research and community services.

University Goal: Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion.

Division Objective: Support student well being in selected areas.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Support student well being in selected areas by providing support services as applicable. (1)	Improve facilities conditions to provide an optimum environment for learning.	Actual percentage decrease in the number of complaint-related service calls from prior year.	Decrease in the number of service calls (related to complaints) from the prior year by at least 20% by May 31, 2007.	

University Goal: Enhance UTPA’s engagement with the community to meet challenges and maximize opportunities.

Division Objective: Improve relationship with the Rio Grande Valley community.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Support community outreach activities: Night of Lights, HESTEC, RGV Math Conference, etc. (2)	Provide services to support community events on campus that utilize M&O Physical Plant staff to complete event setups, provide services that include the work of custodians, electricians, carpenters, etc. and supply all necessary equipment required for the accommodation of these events.	Number of man hours worked on events based on three-year comparison (2004/5-2006/7).	Increase the number of man hours worked on community related events by 5% based on a three-year comparison (Note number of man hours has increased every year while number of M&O staff working on events has remained the same).	

University Goal:

Optimize institutional effectiveness efficiency consistent with high quality organizational standards.

Division Objective:

Maximize available resources to support Division goals/objectives.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Implement a systematic preventative maintenance program on all facilities and equipment. (3)	Maximize equipment output and minimize critical equipment down-time. Improve aesthetics of buildings associated with preventative maintenance.	Actual percentage decrease in the number of service calls related to preventative maintenance compared to prior year Actual number of interruptions (downtime)	Decrease number of service calls related to preventative maintenance by 20% from prior year by May 31, 2007. Decrease number of interruptions (equipment and building downtime) by 5% from prior year by May 31, 2007.	

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
		compared to prior year Percent of completed work orders	Complete 95% of work orders by May 31, 2007.	
Implement a critical equipment replacement plan. (4)	Identify critical equipment and create a scheduled replacement cycle.	Number of high capital equipment replaced based on schedule. Number of vehicles replaced based on schedule.	Replacement of at least 75% of high maintenance capital equipment based on schedule by May 31, 2007. Replacement of 75% of outdated vehicles based on schedule by May 31, 2007.	Capital funds required for the replacement of equipment.

University Goal:

Optimize institutional effectiveness efficiency consistent with high quality organizational standards.

Division Objective:

Increase the value added, customer service and goodwill value to business practices.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Improve Physical Plant services. (5)	<ul style="list-style-type: none"> Identify staff training required for each trade <p>Identify manager training required for management development programs</p> <p>Improve customer service</p>	<p>Number of trades staff attending training compared to previous year.</p> <p>Number of managers attending management training.</p> <p>Number of work order evaluations reflecting positive impact on stakeholder satisfaction</p>	<p>Increase the number of trade staff attending training by 5% by May 31, 2007 in comparison to the previous academic year.</p> <p>Send at least two managers to management training by May 31, 2007.</p> <p>Increase customer satisfaction of Physical Plant services by 5% by May 31, 2007 in comparison to the previous academic year,</p>	<ul style="list-style-type: none"> Additional staff training; local and out-of-town. Increased training budget.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
		of services compared to previous year.	based on work order evaluations.	
Safety Awareness and Accident Prevention. (6)	<p>Identify high risk areas which require training in order to minimize risks for injuries and conduct in-house trainings for M&O staff to promote safety awareness.</p> <p>Budget funds for the purchase of safety tools and equipment to reduce work related injuries.</p>	<p>Annual reports.</p> <p>Number of in-house trainings held to promote safety awareness.</p> <p>Number of items purchased for safety.</p>	<p>Reduce incident reports and WCI costs associated with employee injuries by 5% by May 31, 2007 in comparison to the previous academic year.</p> <p>Conduct at least two in-house trainings to promote safety awareness by May 31, 2007.</p> <p>Increase safety tools and equipment inventory items by 5% by May 31, 2007 in comparison to the previous academic year.</p>	EH&S Training; Manager's participation on a proactive awareness program.

University Goal:

Optimize institutional effectiveness and efficiency consistent with high quality organizational standards.

Division Objective:

Improve hiring and retention practices in selected units.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Promote improved hiring practices to improve retention of staff. (7)	Hire new M&O staff at high-rate scale to improve retention rate.	Analysis of turnover rate based on employees hired at high-rate salaries.	Decrease employee turnover by 5% as compared to previous year.	



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Unit: Physical Plant – Facilities M&O

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Division: Business Affairs **Unit Head:** Oscar Villarreal

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University Goal: Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion.

Division Objective: Support student well being in selected areas.

Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Support student well being in selected areas by providing support services as applicable. (1)	Actual percentage decrease in the number of complaint-related service calls from prior year.	Decrease in the number of service calls (related to complaints) from the prior year by at least 20% by May 31, 2007.	Used TMA report to determine trend. Reports indicate that there has been a slight increase in service calls as follow: FY 05 - 9,033 FY 06 - 10,136 (12.2% increase from '05) FY 07 - 8,039 (9 mos-estimating to have a 5.8% increase from '06 by the	An increased amount of preventative maintenance activities was created for each facility to assure attention and detail. Reports reflect a stable trend in service calls, which may be attributed by both an increase in student enrollment vs. a

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			end of FY07) Although reports show an average increase in FY07, history also shows that May - Aug reflects a drop in service call activity.	more comprehensive PM schedule.

University Goal:

Enhance UTPA's engagement with the community to meet challenges and maximize opportunities.

Division Objective:

Improve relationship with the Rio Grande Valley community.

Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Support community outreach activities: Night of Lights, HESTEC, RGV Math Conference, etc. (2)	Number of man hours worked on events based on three-year comparison (2004/5-2006/7).	Increase the number of man hours worked on community related events by 5% based on a three-year comparison (Note number of man hours has increased every year while number of M&O staff working on events has remained the same).	The use of TMA reports were used to determine trends. Reports indicate that there has been a significant increase in labor activities related to community outreach activities as follows: FY 05 - 2,185.25 hrs FY 06 - 2,946.50 hrs (34.8% increase from '05) FY 07 - 3,729.75 hrs (9 mos-estimating to have a 68.8% increase from '06 by the end of FY07)	Use of results is a measure of plant services contribution to outreach activities. These results also allow us to determine staffing levels and resources required for future events of this same nature.

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Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
	Percent of completed work orders	Complete 95% of work orders by May 31, 2007.	As of May 31, 2007, 84% of work orders have been completed (8,843 out of 10,232); the 16% that remain open represents May work orders expected to be closed in June 2007.	
Implement a critical equipment replacement plan. (4)	Number of high capital equipment replaced based on schedule.	Replacement of at least 75% of high maintenance capital equipment based on schedule by May 31, 2007.	"No capital equipment has been replaced at this time; M&O is currently working with P&C on a facilities renewal plan for the replacement of critical equipment. A list of equipment that needs immediate replacement has been identified and prioritized.	Preliminary budgets have been presented to VPBA for capital equipment replacement. Planning and final budgets are being prepared for fund allocations. . FY 08 budget for vehicle replacement has been submitted for approval.
	Number of vehicles replaced based on schedule.	Replacement of 75% of outdated vehicles based on schedule by May 31, 2007.	Outdated vehicles have been replaced as follows: FY06 - 100% (10 out of 10) FY07 - 78% (7 out of 9)	

University Goal:

Optimize institutional effectiveness efficiency consistent with high quality organizational standards.

Division Objective:

Increase the value added, customer service and goodwill value to business practices.

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Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
	stakeholder satisfaction of services compared to previous year.	the previous academic year, based on work order evaluations.	review my M&O to be completed in the Fall of 2007.	
Safety Awareness and Accident Prevention. (6)	<p>Annual reports.</p> <p>Number of in-house trainings held to promote safety awareness.</p> <p>Number of items purchased for safety.</p>	<p>Reduce incident reports and WCI costs associated with employee injuries by 5% by May 31, 2007 in comparison to the previous academic year.</p> <p>Conduct at least two in-house trainings to promote safety awareness by May 31, 2007.</p> <p>Increase safety tools and equipment inventory items by 5% by May 31, 2007 in comparison to the previous academic year.</p>	<p>"The number of incident reports decreased by 17% as follows: FY06 - 7 claims FY07 - 6 claims The costs associated with these claims decreased by over 110% as follows: FY06 - \$134,506.95 FY07 - \$63,868.07</p> <p>Nine in-house trainings were conducted by May 31, 2007; an increase in safety training awareness classes have been offered to trade staff by EH&S comparing FY 06 vs FY 07.</p> <p>The purchase of safety tools has increased as follows: FY06 - \$5,560.88 FY07 - \$16,560.57 (increase of 198% from '06) Additionally, EH&S has been working closely with the Physical Plant to acquire necessary safety equipment for staff.</p>	<p>A reduction of accidents has resulted in lower WCI paid for staff injuries.</p>

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University

Goal: Optimize institutional effectiveness and efficiency consistent with high quality organizational standards.

Division

Objective: Improve hiring and retention practices in selected units.

Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Promote improved hiring practices to improve retention of staff. (7)	Analysis of turnover rate based on employees hired at high-rate salaries.	Decrease employee turnover by 5% as compared to previous year.	Unable to measure at this time. Trade positions are currently being analyzed against institutional pay equity studies. Recommendations have been submitted for change accordingly.	Recommendation for adjustments on institutional pay scales for new hires has been submitted and approved for change in selected areas and with proper justification.