1. Support Services Report Template

Report Info

Name of the person completing this report: Keat Saw
Title of the person completing this report: Director
Supervisor/dean reviewing report: Jim Zavagno
Name of second reviewer (if necessary): Brad Wells
Service: Review and enforce code and regulatory compliance
Division/College: Administration & Finance

3. Mandated Service

Link to Scoring Rubric

1.1 Please indicate below if any aspect of the service is legally mandated by any of the following and provide the relevant reference.

State Law: Health & Safety Code 18934.5
Any other: CSU

Provide a brief explanation, if necessary, in < 60 words.

Health & Safety Code 18934.5 requires the CSU to follow the California Building Code. Also, the CSU is required to coordinate its building official authority with the State Fire Marshal and the Department of State Architect.

4. Importance of Service

Briefly describe the service in terms of its primary function(s) and purpose(s) using <120 words

Review and enforce the California Building and Fire codes, and ensure compliance with the requirements of regulatory agencies such as the Department of State Architect, County Health, and Occupational Safety and Health for all construction and special event activities.

Link to Scoring Rubric

2.1 Who are the primary receivers of this service? (Please enter the percentage of each user group that is relevant)

Students: 20%
Faculty: 20%
Administrators/staff: 20%
Colleges/departments: 20%
Academic Senate and/or committees: 20%
Total: 100%

Link to Scoring Rubric

2.2 Please indicate the direct or indirect impact of the service on students for each of the three University Action/Student Impact Areas listed below (for example processing financial aid applications would be direct impact on students while managing utility services would be indirect).

<table>
<thead>
<tr>
<th>Direct Impact on Students</th>
<th>Indirect Impact on Students</th>
</tr>
</thead>
</table>


<table>
<thead>
<tr>
<th>Area</th>
<th>Evidence submitted to support the chosen selection (&lt;60 words for each)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td>Proper review and enforcement of code and regulatory compliance helps to create a safe physical environment that indirectly can contribute to a prospective students sense of safety and well-being</td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>Proper review and enforcement of code and regulatory compliance helps create a safe physical environment that directly contributes to and enhances the student learning experience</td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td>Proper review and enforcement of code and regulatory compliance would have little if any impact on students once they graduate</td>
</tr>
</tbody>
</table>

**Provide a brief narrative (<60 words each) explaining your selection for each area.**

**Provide a brief narrative (<60 words each) explaining your choice.**

**Evidence submitted to support the chosen selection (<60 words for each selection)**

**Link to Scoring Rubric**

2.3 Applying the four choices presented below, please indicate the consequence of NOT having this service on each of the actions in the left hand column.

<table>
<thead>
<tr>
<th>Area</th>
<th>4 - Service provides evidence of direct impact in more than one area</th>
<th>3 - Service provides evidence of direct impact in one area</th>
<th>2 - Service provides evidence of indirect impact in more than one area</th>
<th>1 - Service provides evidence of indirect impact in one area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td></td>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

**Link to Scoring Rubric**

2.4 Alignment with Shared Strategic Commitments
How does this service contribute to or align with any of the eight Shared Strategic Commitments (SSC) listed below? If aligned or contributing, provide a description. (<60 words for each SSC)

<table>
<thead>
<tr>
<th>Reinforce academic quality through open-minded inquiry, innovative teaching, engaged learning, and distinguished scholarship</th>
<th>Proper review and enforcement of code and regulatory compliance helps create a safe physical environment that contributes to and enhances the student educational experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhance our inclusive campus, responding to the backgrounds and interests of our diverse community and promoting their academic, professional and personal development</td>
<td>Proper review and enforcement of code and regulatory compliance helps create a safe physical environment that contributes to and supports student engagement and learning</td>
</tr>
<tr>
<td>Serve students first, by expanding access and enhancing each student's educational experience and prospects for success as a graduate and life-long learner</td>
<td>Proper review and enforcement of code and regulatory compliance includes the implementation of sustainable construction practices</td>
</tr>
<tr>
<td>Foster a vibrant community through enriched student services and student life that support student engagement and learning</td>
<td>Proper review and enforcement of code and regulatory compliance includes the implementation of sustainable construction practices</td>
</tr>
<tr>
<td>Contribute to a sustainable planet through our academic programs, university operations, and individual behavior</td>
<td>Proper review and enforcement of code and regulatory compliance includes the implementation of sustainable construction practices</td>
</tr>
<tr>
<td>Continuously improve our efficiency, transparency, and accountability while practicing mutual respect, responsiveness, and collaboration across the University</td>
<td>Proper review and enforcement of code and regulatory compliance includes the implementation of sustainable construction practices</td>
</tr>
<tr>
<td>Support the civic, cultural, and economic life of all communities in the regions we serve through partnerships that promote education and social responsibility</td>
<td>Many of the staff that provide review and enforcement of code and regulatory compliance have participated in community outreach efforts, such as the Harder Elementary School renovation in October, 2012</td>
</tr>
<tr>
<td>Demonstrate our continuing record of leadership and innovation in higher education, focused on 21st century skills, including science, technology, engineering, and mathematics (STEM)</td>
<td>Many of the staff that provide review and enforcement of code and regulatory compliance have participated in community outreach efforts, such as the Harder Elementary School renovation in October, 2012</td>
</tr>
</tbody>
</table>

**5. Quality of Service**

**3.1 Do you assess the quality of the service you provide?**

Yes

If “Yes”, what benchmarks, best practices or measures of success, either internal or external, do you use to measure service quality (e.g., timeliness, accuracy, adequacy, meeting deadlines, satisfactory completion of assignment, etc.)? Please describe in <120 words. If no, please explain.
In general, the quality of this service is assessed on a project by project basis; that is, ensuring - through field inspection - that construction and/or special events occur in compliance with the requisite code and regulatory requirements.

Link to Scoring Rubric

3.2 During the last three years, have you adopted any measures to improve the quality of this service? Please describe in <120 words.

Purchased electronic copies of building and fire code documents, allowing for quicker searching and access to specific sections, as well as automatic notification of updates. Also, established a solid, trusting working relationship with the Deputy State Fire Marshal, allowing for field approval of some plans (previously sent to Sacramento for review and approval) and more on-site inspection of construction projects and special events set-ups.

Link to Scoring Rubric

3.3 What idea(s) do you have for improving the quality of this service within existing resources (e.g. development of benchmarks, surveys, feedback, etc.)? Please describe your plan(s) in < 120 words.

Streamline the process by 1) standardizing the form(s) the applicant must complete; and 2) standardizing the supporting documentation that must accompany the application, which will allow staff to more quickly and effectively review and approval applications. Also, continue to work closely with the approving agencies (e.g. State Fire Marshal) and jurisdictions (e.g. County Health) to better meet their specific requirements, with the expectation that this will lead to more timely reviews and approvals.

Link to Scoring Rubric

3.4 What ideas do you have for improving the quality of the service if additional resources were provided. Please describe your idea(s) in <120 words.

Hiring an additional project manager, with the necessary technical skills to assist with and oversee ALL code and regulatory compliance on campus, in order to more quickly and effectively respond to the many projects and special events expected to occur over the next 3 - 5 years.

Link to Scoring Rubric

3.5 Do you use any formal or informal process to assess the level of satisfaction of the service users?

Yes

If yes, describe the process and most recent results in <120 words. If no, please explain.

Nothing formal. Informally, the level of satisfaction is assessed on a project by project basis; that is, how quickly CSUEB staff can review construction documents and special events plans, but more importantly how quickly the appropriate approvals (e.g. State Fire Marshal approval for construction) can be secured.

Link to Scoring Rubric

3.6 The university recently conducted a customer satisfaction survey for some services (results for this service are attached, if applicable). Do you have any comment or response to the results? Please describe in <120 words.

This service was not specifically included in the referenced survey.

Link to Scoring Rubric

3.7 Do you have any formal or informal guidelines for personnel in your department regarding how to treat/interact with receivers of this service?
Yes

If yes, please describe in <120 words. If no, please explain:

Formal guidelines are provided during annual evaluations, and as deemed necessary throughout the year in the form of memos, letters to personnel files, etc. Informal guidelines are articulated and enforced by the manager(s) through everyday interaction, staff meetings, etc.

Link to Scoring Rubric

<table>
<thead>
<tr>
<th>3.8 Does your service have annual goals (targets) of achievement regarding the quality of the service provided?</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
</tr>
</tbody>
</table>

If yes, describe the annual quality goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain:

As mentioned in 3.1 above, the quality of this service is assessed on a project by project basis, rather than annually, as projects and special events tend to occur on an irregular, and oftentimes multi-year schedule.

Link to Scoring Rubric

<table>
<thead>
<tr>
<th>3.9 Does your service have annual goals (targets) of achievement regarding the quantity of service provided?</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
</tr>
</tbody>
</table>

If yes, describe the annual quantity goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain:

As mentioned in 3.1 above, the quality of this service is assessed on an irregular, project by project basis, rather than annually, and so varies year to year. The success of this service is therefore predicated on quality rather than quantity.

6. Efficiency of Service (cost effectiveness)

Link to Scoring Rubric

<table>
<thead>
<tr>
<th>4.1 Using the spreadsheet provided for all employees in your department, please distribute salaries of individuals across all services provided to reach an educated or reasonable estimate of the cost of providing the service.</th>
</tr>
</thead>
<tbody>
<tr>
<td>230380</td>
</tr>
</tbody>
</table>

Attach your allocated spreadsheet here.

FDO PFD Sheets_9-23-13.xlsx

Link to Scoring Rubric

<table>
<thead>
<tr>
<th>4.2 Using the spreadsheet provided, please distribute your department's annual operating expenses across all services provided to reach an educated or reasonable estimate of the cost of providing the service.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1165</td>
</tr>
</tbody>
</table>

Link to Scoring Rubric

<table>
<thead>
<tr>
<th>4.3 Using the spreadsheet provided, please distribute the square footage of work space across all services provided to reach an educated or reasonable estimate of the use of this resource.</th>
</tr>
</thead>
</table>
Attach your allocated spreadsheet here.
FDO PFD Sheets_9-23-13.xlsx

Link to Scoring Rubric

4.4 During the last three years, have you adopted any measures to improve the efficiency (cost effectiveness) of providing this service (e.g. reducing salary costs, operating expenses or use of space, or increased output without increasing cost. Etc.)?

Yes

If yes, please describe the measures in <120 words. If this is a new service introduced over the past three years, please indicate. If no, please explain.

The duties associated with two code / regulatory compliance positions - the Deputy Building Official and the University Architect - have been added to two existing positions, the Director and a project manager, respectively. Also, minor code interpretations are now handled by in-house staff, where previously this service was contracted out.

Link to Scoring Rubric

4.5 What idea(s) do you have for improving the efficiency (cost effectiveness) of this service within existing resources (e.g. restructuring, merging, outsourcing, ways to cut costs, technology, etc.)? Please describe those ideas in <120 words.

Hiring code compliance consultant(s) to provide technical services and assistance that are needed on an irregular and interim basis, rather than hiring additional permanent staff.

Link to Scoring Rubric

4.6 What idea(s) do you have for improving the efficiency (cost effectiveness) of the service if additional resources were provided. Please describe your idea(s) in <120 words.

Hiring an additional project manager, with the necessary technical skills to assist with and oversee ALL code and regulatory compliance on campus. This would eliminate the need to hire code compliance consultant(s) mentioned in 4.5 above.

Link to Scoring Rubric

4.7 Do you have any plan(s) to improve the efficiency (cost effectiveness) of this service in the next 1-2 years (e.g. reducing costs, increasing productivity, etc.)?

Yes

If yes, please specify whether these plan(s) involve reducing salary costs, operating expenses and/or use of space. Please describe your plan(s) in <120 words. If no, please explain.

Plans to improve efficiency of this service do not include reducing current salary costs or use of space. However, as mentioned above in 4.5 above hiring code compliance consultant(s) on an interim, ‘as-needed’ basis will reduce costs of this service by not having to hire permanent staff for this task.

Link to Scoring Rubric

4.8 Please describe the estimated output for this service for fiscal year 2011-12, quantify if possible (e.g. volume, service tickets resolved, people serviced, appointments, etc.) in <120 words.

As mentioned in 3.8 above, the service provided occurs on an irregular, project by project basis, and so varies year to year.
7. Other

5.1 Are you aware of services similar to this one that are being provided by another department at CSU East Bay?

Yes

If yes, please provide a list of those departments. How are the services described here similar or different? Please describe in <60 words.

Environmental Health & Safety does work with County Health, Occupational Safety and Health and the Environmental Protection Agency, though typically for non-construction related activities.

5.2 Is there anything unique or distinctive about your service? Please describe what is unique or distinctive in <120 words.

This is the only service on campus that reviews and enforces the California Building and Fire codes, and ensures compliance with the requirements of regulatory agencies such as the Department of State Architect, County Health, and Occupational Safety and Health for all construction and special event activities.

5.3 Are there any additional things about this service that you would like the task group to know? Please describe/explain in <250 words.