



SAN MATEO COUNTY  
**COMMUNITY**  
COLLEGE DISTRICT

# 24th Annual Facilities & Public Safety General Session

July 12, 2024

"Facilities Excellence"

# Agenda

- |           |  |
|-----------|--|
| 1:00 p.m. | Lunch and Presentation with Service Awards |
| 2:20 p.m. | Group Photo                                |
| 2:30 p.m. | Social Mixer                               |
| 3:00 p.m. | Adjourn                                    |

*\*Prizes will be drawn all throughout the event and will be for AFSCME and CSEA members only*

# Welcome Guests

- ▶ Melissa Moreno, J.D., Chancellor
- ▶ Richard Storti, Executive Vice Chancellor of Admin. Services
- ▶ David McLain, Interim Executive Director of Community and Government Relations
- ▶ Manuel Alejandro Pérez, Ed.D., President, CSM
- ▶ Carla Grandy, Vice President of Instruction, CSM
- ▶ Alex Guiriba, Interim Vice President of Student Services, CSM
- ▶ Gerardo Ramirez, Vice President of Admin. Services, CSM

# One Team! Our Team!

“**One Team!**” means to partner well with all members of our team.

- ▶ **Facilities Maintenance and Operations**

- ▶ Custodians, Groundskeepers, and Maintenance Engineers, Facilities Operations Technicians, Custodial Supervisors, Facilities Managers,

- ▶ **Sustainability**

- ▶ Student Assistants, Fellows, Specialist, Coordinator, Project Engineer

- ▶ **Public Safety**

- ▶ Officers, Assistant, Dispatchers, Sergeant, Lieutenant, Captains, Director

- ▶ **Emergency Preparedness**

- ▶ Coordinator, Manager

- ▶ **Facilities Planning**

- ▶ Project Coordinators, Project Managers, Director

- ▶ **Facilities and Public Safety Business Team**

- ▶ Executive Assistant, Business Manager, Systems Manager, Chief

# One Team! The Community We Serve

“**One Team!**” means to partner well with the community we serve.

Who is the community we serve?

What are the Facilities and Public Safety Excellence Core Values?

# One Team! Core Values

## Facilities and Public Safety Excellence Core Values

- ▶ Professionalism
- ▶ Teamwork
- ▶ Communication
- ▶ Customer Service

# One Team!

## Customer Service

### What is Customer Service?

- ▶ How do you define good service?
  - ▶ What makes you go back to certain shops, restaurants, vendors?
  - ▶ What makes you NOT want to go back?

# One Team!

## Customer Service

### **What do our Customers Want/Need?**

- ▶ Someone who is friendly and helpful
- ▶ To be heard
- ▶ To be treated with respect and concern
- ▶ A problem solver
- ▶ Timely response to their needs

# One Team!

## Customer Service

### **Approach**

- ▶ Warm greeting
- ▶ Show respect and concern
- ▶ Maintain a high level of courtesy
- ▶ Ensure a timely response

# One Team!

## Customer Service

### **Follow Up & Follow Through**

- ▶ Warm Greeting: Maintain a high level of courtesy
- ▶ Empowerment: I can help you
- ▶ Reliability: Provide what was promised
- ▶ Assurance: Convey trust, competence, confidence, and ensure a timely response

# ONE TEAM!!!



**We want to be the service provider of choice for our community.**

*"Facilities and Public Safety Excellence"*

# Sustainability

- ▶ SMCCCD is now 100% Clean Energy!!
- ▶ Cutting almost 99% of emissions reduction from our previous vendor
- ▶ Opens up doors to more EV charging & EV Fleet Incentives



# Sustainability

- ▶ SMCCCD's First Sustainability Career Center!
  - ▶ Susty team + 5 student assistants (engineers!)
  - ▶ Professional development, outreach
- ▶ Building 3 Clean Energy Exhibits
- ▶ Has reached 300+ students already!



# SMCCCD Districtwide Student Housing @ CSM

- ▶ 84K GSF, 3-stories
- ▶ Min. 310 student beds (mix of dormitory/apartment style incl mobility units)
- ▶ Budget ~\$56M from the State + \$10M from the District
- ▶ Continue to review budget/value engineer
- ▶ California Environmental Quality Act in progress (4-6 months)

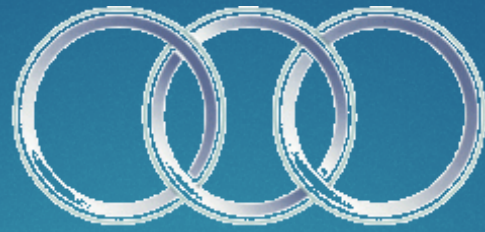


# Student Housing

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- ▶ 2024 Design
- ▶ September 2024 Permitting
- ▶ July 2025 Bidding
- ▶ August 2025-May 2027 Construction
- ▶ Move in June





"Facilities Excellence"

# Service Awards

Hired between July 2013 - June 2014  
(In Alphabetical Order)

## Facilities

- Calvin Eng
- Robert Gutierrez
- Miguel Melgoza
- Juan Carlos Mendez
- Gordon Tong



# Service Awards Facilities



Calvin Eng



# Service Awards Facilities



Robert Gutierrez



# Service Awards Facilities



Miguel Melgoza



# Service Awards Facilities



Juan Carlos Mendez



# Service Awards Facilities



Gordon Tong



# Service Awards

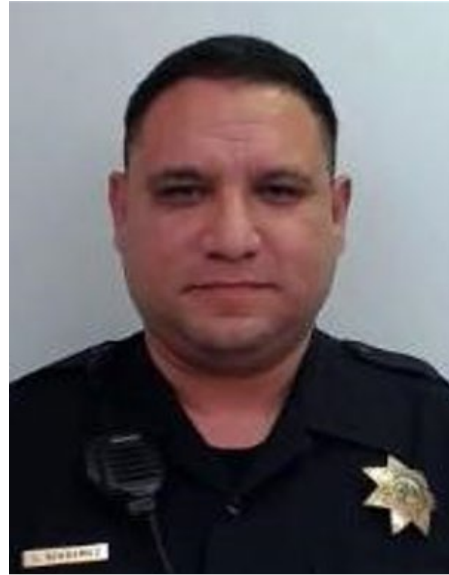
Hired between July 1998 - June 1999  
(In Alphabetical Order)

## Public Safety

- Ulysses Guadamuz



# Service Awards Public Safety



Ulysses Guadamuz



# Service Awards

Hired between July 1993 - June 1994  
(In Alphabetical Order)

## Public Safety

- Steven Cornejo
- Thommy Reyes



# Service Awards Public Safety



Steven Cornejo



# Service Awards Public Safety



Thommy Reyes



# Employee of the Month June 2024



June 2024  
Employee of the  
Month

**Adrian Otis**

Congratulations!



# Employee of the Month

## ▶ 2023

- ▶ July: Rosendo Zamora
- ▶ August: Omar Guzman
- ▶ September: Tuong Lu
- ▶ October: Gordon Tong
- ▶ November: Jose Cortez Arias
- ▶ December: Leslie Magat

## ▶ 2024

- ▶ January: Steve Zoboli
- ▶ February: Lucia Sunga
- ▶ March: Kenny Ennsmann
- ▶ April: Luis Ambojia
- ▶ May: Jesus Ibarra
- ▶ June: Adrian Otis



# 2023-2024 Employee of the Month Honorable Mention

(In Alphabetical Order)

- ▶ Luis Ambojia
- ▶ Israel Angeles
- ▶ Augustin Calderon
- ▶ Calvin Eng
- ▶ Erick Fesili
- ▶ Tim Granillo
- ▶ Omar Guzman
- ▶ Sheikh Hussain
- ▶ David Johnson
- ▶ Kelvin Liang
- ▶ Juan Lopez
- ▶ Carlos Mendez
- ▶ Jose Mendoza
- ▶ Mynor Regalado
- ▶ Matt Rizzo
- ▶ Aaron Soliman
- ▶ Jose Soliman
- ▶ Lucia Sunga
- ▶ Miguel Zamora Naranjo

# Mantras

## **“Facilities Excellence”**

**Customer Service \* Professionalism \* Team Work \* Communication**

## **“Public Safety Excellence”**

**Safety \* Education \* Service**

# ONE TEAM!!!



"Facilities Excellence"