

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2024

Program ID/Title: AGS-232/Central Services-Grounds Maintenance

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I. Goal

The goal for the Grounds Program is to strive for timely, efficient, and quality services for tree trimming, grounds landscaping and refuse pickup services, while seeking the needed feedback to improve its services to public users and occupant of assigned buildings, grounds, and six (6) state owned cemeteries.

II. Objectives and Policies

- A. The program will maintain an 80% or higher customer satisfaction index as measured through the semi-annual surveys of grounds landscape, tree trimming and refuse pick services for assigned facilities.
- B. Review the current facilities grounds condition rating system and adjust to index with a nationally established occupant satisfaction index.
- C. The following past practices will be reviewed and new initiatives considered to meet the stated goals and objectives:
 - 1. Validate standards against industry comparable or other public sector agencies.
 - 2. Review and consider revising inspection standards and processes to verify that standards are being maintained.
 - 3. Continue to conduct semi-annual customer satisfaction surveys to gauge satisfaction.
 - 4. Evaluate semi-annual customer satisfaction surveys for Oahu building grounds with responsible staff to identify areas of concern and consider solutions.
 - 5. Continue to develop a training program for grounds staff to assure safe and proper operations of power equipment, hand tools and personal protection equipment.

6. Grounds Supervisors monitor tree trimming contracts to ensure that contractors follow all safety requirements and completion of all scope of work within the contract on a timely manner.
7. Provide new mobile electronic devices to streamline support procedures to allow grounds staff to concentrate on communication and responsiveness to the public and tenants.
8. Include the grounds program into the existing work order request system for a broader range of communication for the building coordinators and grounds staff.
9. Identify new types of equipment that will facilitate the increase of workflow quality, quantity, and efficiency.
10. Within the budget, create an electronic application to document power equipment maintenance/service schedules, to ensure proper maintenance to improve schedule reliability and to perform efficient and quality work.
11. Provide opportunities to Grounds Supervisors to participate in various types of training (i.e., managerial and safety) for program improvements.
12. Refine in-house grounds staff training programs to stay current with industry practices.

III. Action Plan and Timetable

A. Past Years Accomplishments towards meeting goals and objectives

A summary of activities follows;

1. The Grounds Program continued to evaluate its semi-annual surveys rating from building occupants to grade its performance rating status
2. Vacancies through promotions, retirements, financial limitations and increase of vandalism to our properties continued to challenge the program. Despite these challenges, the grounds program had maintained its mission to deliver services.
3. Outstanding performances from tree trimming contractors warranted awards to extensions by supplemental contracts.
4. The program continued to retain the services of certified Arborists to inspect large trees at various facilities to determine their health and address public safety concerns.
5. Restoration project to the Korean/Vietnam War Memorial completed.

6. Continued to fill vacancies, which includes truck driver.
7. Grounds and R&A collaboration repaired non-functioning irrigation systems at seven Capitol District building's landscaped area which allowed the areas to be beautified.

B. One Year

1. Based on the availability of funds, continue renovating irrigation systems and performing landscaping projects at various assigned facilities.
2. Continue to provide new electronic devices to streamline support procedures to allow grounds staff to concentrate on communication and responsiveness to the public and tenants.
3. Continue to replace grounds maintenance equipment, through the budget process, near the end of its service life.
4. Increase required training for the Grounds staff on equipment maintenance and operation.

C. Two Years

1. Continue refinement of the internal inspection process to identify areas that require additional attention and to validate performance levels of the grounds staff
2. Include the grounds program to the existing work order request system for a broader range of communication for building occupants and grounds staff.
3. Identify new types of equipment that will facilitate the increase in workflow for quality, quantity, and efficiency.

D. Five Years

1. The program will follow-up on unfinished objectives and any new initiatives that may be identified. As needed, priority items will be expedited.

IV. Performance Measures

A. Customer Satisfaction Measure

Semi-annual customer satisfaction surveys are sent to the building occupants for grounds timeliness, efficiency and quality of services. Results are tabulated and any comments warranting concerns will be addressed.

B. Program Standard Measure

Standards and practices comparable to the National Association of State Facilities Administrators or similar will be developed and monitored through internal staff inspections. Areas of concerns will be corrected through established response criteria

C. Cost Effectiveness Measure

Private sector costs and standards will be considered to review the competitiveness of our program. Any significant variance in expenditure shall be evaluated and corrective measures considered and implemented as needed.