

2020 Annual Program Review

Program Name: Facilities Programming Services (FPS) and Theater Management Service (TMS)

Program Review Author: Linda Sullivan, Rob Rudolph

I. PROGRAM DESCRIPTION: In one or two paragraphs, provide a description of the primary goals of your program or service area. Attach an appendix to describe your program or service area in more detail, if needed.

Note: If no changes have occurred, feel free to copy and paste from your last review. If it exists, feel free to copy the brief description of your program from the college catalog: <http://www.smc.edu/CollegeCatalog/Pages/default.aspx>

The Facilities Programming Department, overseen by Associate Dean Linda Sullivan and Production Manager Rob Rudolph, is a blanket for two distinct operations: Facilities Programming Services (FPS) and Theater Management Services (TMS).

FPS coordinates and schedules non-instructional uses of all SMC facilities (except certain restricted-use conference rooms) through the Event Management System (EMS). EMS is configured to schedule the entire spectrum of campus space from classrooms to athletics facilities and from theaters to outdoor performance areas.

TMS provides technical support for the academic performance programs in Theatre Arts, Dance, and Music. It also provides production management and technical services in District theaters and event spaces for non-instructional uses and special events, and recovers labor costs and facility use fees from external users on an as-available basis. It covers the Performing Arts Center, the SSC Orientation Hall, Center for Media and Design outdoor courtyard and screening room, and other interior and exterior event spaces. TMS will provide technical support during the final commissioning and continuing operation of the new John Adams Middle School auditorium, which is scheduled to open in spring, 2021.

II. PROGRESS SINCE LAST REVIEW (LAST YEAR’S OBJECTIVES)

Identify the original objectives from your last review, as well as any objectives that emerged during the year (if applicable). For each objective, determine status and explanation for status.

Objective	Status (Check one)	Status Explanation
FPS will improve procedures for requesting theatrical/event equipment.	<input checked="" type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Completed	Changing leadership has ended our efforts to purchase an identified online platform (MPulse) that would allow users of district facilities to simultaneously request resources for their activities.
FPS will establish optimal target percentages of usage of the PAC facilities by district users.	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	The long-term impacts of COVID-19 will be felt for years as district departments and partners work out their proposals for future use of district performance venues.
FPS will complete and publish, on its website, support documentation to facilitate efficient communication between our facility users and staff.	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	While information is available on our website, some facility users continue to bypass it and press their requests directly to staff members for whom they have contact information. This will likely be a continuing issue.
The Facilities Programming Department will streamline its procedures for approving facility use requests for special use facilities – facilities that can only be scheduled with the approval	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	This is an ongoing effort as the reservation system requires the training and cooperation of new personnel including faculty and department secretaries involved in the process.

of other SMC departments.		
The Facilities Programming Department will improve procedures for scheduled maintenance of theatrical/event equipment at the PAC.	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Completed	With improved communication with PAC users as well as increased visibility into department calendars, the PAC technical staff have been able to schedule significant maintenance and repair projects in the various facilities without negative impacts on the activities of the various user departments.

III. ACHIEVEMENTS

(Optional) List any notable achievements your program accomplished in the last year.

Secured Board approval for the replacement of aging seats in the Broad Stage auditorium to be installed in September 2020.

With a professional audio consultant engaged by our department, we crafted a scope of work for a necessary upgrade to the audio system in the Broad Stage to improve intelligibility in spoken word performances and modernize outdated equipment. As of this review, the job walk with bidding vendors has concluded and the bid will be reviewed by the Board during the September meeting.

Hired a Lead Event Technician to replace an employee who separated from the district in the middle of FY19. The addition of this employee has significantly improved the professional dynamic of the PAC technical team.

Purchased and installed a replacement for the failed digital marquee at the corner of Santa Monica Boulevard and 11th Street. This marquee has been programmed with public-facing messages for SMC throughout the COVID-19 shutdown.

Continued a robust rental season at the PAC similar to the previous record-setting year until COVID-19 shut down operations.

IV. CURRENT PLANNING AND RESOURCE NEEDS

Part 1: Narrative

Broadly discuss issues or needs impacting program effectiveness for which institutional support or resources will be needed for the next academic/fiscal year.

As a result of COVID-19, staffing levels in the Facilities Programming Department have been impacted greatly and many regular performances that were forced to cancel will be seeking new dates. When the campus re-opens and public performances resume, we anticipate a scramble by internal and external district partners for use of district facilities which will require an increase in staffing levels as well as institutional support to determine the prioritization of users requesting limited dates available in the space.

Part 2: List of Resources Needed

Itemize the specific resources you will need to improve the effectiveness of your program, including resources and support you will need to accomplish your objectives for next year.

While this information will be reviewed and considered in institutional planning, the information does not supplant the need to request support or resources through established channels and processes.

Resource Category	Resource Description/Item	Rationale for Resource Need (Including Link to Objective)
Human Resources	Additional technical staff members	Prior to COVID-19, two technical employees resigned from the district. At the time of this review, two others have indicated an intention to take the supplemental retirement plan being offered for August

		2020. This would yield a reduction of 4 of 11 technical positions including 100% of staff in the Campus Events Department.
Facilities (<i>info inputted here will be given to DPAC Facilitates Comm.</i>)	Continuing support from Facilities Maintenance and Operations.	From Maintenance, to protect the PAC venues from wear-and-tear due to use and exposure to the elements. From Operations, to ensure the facilities are clean, sanitary, and presentable for members of the public.
Equipment, Technology, Supplies (<i>tech inputted here will be given to Technology Planning Committee</i>)	Broad lobby LED upgrade	The Broad Stage lobby lights are in difficult to reach areas and are burning out frequently. The entire system needs to be converted to equivalent LED fixtures and we need district support to determine the complete scope of work to generate bids.
Professional Development	Technical training for staff	With the reduced workforce, remaining technical staff will need to improve their professional skills to align with department expectations.

V. CHALLENGES RELATED TO SPRING 2020 COVID-19 CRISIS AND RESPONSE:

List significant challenges your program faced in spring 2020 due to COVID-19. Please also include your responses and solutions to this crisis.

FPS and TMS operations slowed to a crawl as events were forced to cancel and future events have been prohibited from being rescheduled. Over \$100,000 in confirmed bookings are currently deferred to FY21, but may end up being refunded outright if we cannot resume operations in spring of 2021. In addition, over \$80,000 in anticipated revenue for the final half of FY20 has already been refunded or canceled.

We immediately limited expenditures beyond those that were absolutely necessary and did not press forward with the re-hiring of two full-time positions who had resigned from the district prior to the COVID-19 crisis.

In addition to the immediate financial impacts of COVID-19 on our operation, the long-term impacts to the district necessitate a reduction in our workforce. We will be eliminating four of eleven technical staff positions including the two positions referenced in the paragraph above plus two more taking the supplemental retirement plan in August of 2020. We have restructured the department and existing staff will fill in for the vacant positions.

Beginning with the fall semester, the technical skills of the TMS staff will be applied to virtual events for instructional and non-instructional presentations, lectures, and performances online.

VI. THE NEXT SECTION IS FOR CTE PROGRAMS ONLY

PARTNERSHIPS:

Part 1: Industry advisory meeting dates and attendance for 2019-2020.

Date of Meeting	# of SMC Attendees	# of Non-SMC Attendees
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
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Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.

Part 2: Employer partnerships/collaborations for 2019-2020. Identify the most salient partnerships or collaborations.

Employer Name	Type of partnership or Collaboration <ul style="list-style-type: none"> • Advisory attendance • Internship site • Donations • Job placement • Other 	Optional: Additional information about partnership or collaboration
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
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CONGRATULATIONS – that’s it! Please save your document with your program’s name and forward it to your area Vice President for review.

The following section will be completed by your program’s area VP

Vice Presidents:

First, please let us know who you are by checking your name:

- Christopher Bonvenuto, Vice President, Business and Administration
- Don Girard, Senior Director, Government Relations & Institutional Communications
- Sherri Lee-Lewis, Vice President, Human Resources
- Jennifer Merlic, Vice President, Academic Affairs
- Teresita Rodriguez, Vice President, Enrollment Development
- Michael Tuitasi, Vice President, Student Affairs

Next, please check this box to indicate that you have reviewed the program’s annual report Provide any feedback and comments for the program here:

Click or tap here to enter text; the box will expand when you enter text.

Finally, please **save the document** and email it to both Stephanie Amerian (amerian_stephanie@smc.edu) and Erica LeBlanc (leblanc_eric@smc.edu). If you have any questions, please contact us!

Thank you for your input!