




Facilities Operational Update: Custodial Program Review



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Facilities Planning & Operations
San Mateo County Community College District

Time for a Change: Facilities Renewal Initiatives



- # New construction
- # Modernization of existing facilities
- # Energy efficiency upgrades

Goals?

- # Establish and publicize service levels
- # Create balanced work assignments
- # Create a safer, healthier work environment
- # Quantify required staffing levels

Custodial Program Review

- # Compare custodial operations to other North American institutions of higher education
- # Use tried and true APPA model
 - Custodial Staffing & Guidelines for Educational Facilities
- # What is APPA?
 - The Association of Higher Education Facilities Officers

Ground Rules

- 1) Appearance Levels - If cleaning activities are accomplished with decreasing frequency, appearance will suffer
 - Level 1: Orderly Spotlessness
 - Level 2: Ordinary Tidiness
 - Level 3: Casual Inattention
 - Level 4: Moderate Dinginess
 - Level 5: Unkempt Neglect

Note: APPA recommends Level 2 as the reasonable standard

Ground Rules

- 2) Standard Spaces - Not all spaces are created equal. Different types of space require different types and amount of cleaning effort (refer to 33 standard space types)
- 3) All data presented in Cleanable Square Feet - an industry standard of measure

Notable

- # No two campuses are the same in construction or environment
- # In-house review adds value to the process over the use of a custodial consultant
- # Final Report will be shared as an information report to the Board of Trustees



Notable

- # Scheduling the work
 - Day, swing, grave shifts
 - Weekdays, weekends
- # Community College Uniqueness
 - Auto shops, cosmetology labs, computer labs, machine shops, welding shops, and other special spaces
 - In some instances, the students have cleaning responsibilities



Custodial Program Review: The Process

- 1) Develop an inventory of CSF (cleanable square footage)
- 2) Develop a Staffing Summary Report
- 3) Develop a Minutes to Clean Report
- 4) Develop a Non-Cleaning & Leave Analysis
- 5) Develop a Custodial Program
- 6) Implement a New Custodial Program

Step 1: Inventory of CSF

Classification Code	Classification	Bldg	Floor	Room #	Suffix	Room Use	ASF
9	Storeroom	1	First floor	2		Storage	1203
9	Storeroom	1	First floor	3		Storage	450
13	Office- Hard Floors	1	First floor	100		Office	109
13	Office- Hard Floors	1	First floor	101		Office	283
17	Washroom- Heavy Use	1	First floor	102		Washroom	208
13	Office- Hard Floors	1	First floor	103		Office	108
13	Office- Hard Floors	1	First floor	105		Office	249
1	Classroom- Hard Floor	1	First floor	109		Conference Room Ser	216
4	Office- Carpet	1	First floor	110		Office Service	129
18	Utility (Kitchen)	1	First floor	111		Office Service	46
1	Classroom- Hard Floor	1	First floor	115		Conference Room Ser	754
4	Office- Carpet	1	First floor	117		Office	193
4	Office- Carpet	1	First floor	121		Office	153

Step 2: Staffing Summary Report

- # By classifying each space within a building or within a campus, a staffing model can be developed for each appearance level
- # This is a baselining exercise that helps quantify staffing levels

Canada Cleaning Staffing Summary						
APPA Space Category	Total cleanable sq.ft.	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 5
		# cust.	# cust.	# cust.	# cust.	# cust.
Building # 1 Physical Education						
Totals:	38,230	5.12	3.36	2.62	2.02	1.71
Building # 2 Bookstore						
Totals:	7,112	0.55	0.26	0.22	0.17	0.16
Building # 3 Fine Arts						
Totals:	46,463	8.90	5.03	3.92	2.73	2.30
Building # 5 Learning Center						
Totals:	32,210	5.34	3.40	2.94	2.57	2.39
Building # 6 Library						
Totals:	5,605	0.41	0.19	0.12	0.08	0.07
Building # 8 Administration						
Totals:	5,949	0.77	0.45	0.26	0.16	0.09
Building # 13 Business						
Totals:	25,684	5.60	2.87	2.62	2.09	1.95
Building # 16 Science						
Totals:	10,776	2.44	1.51	1.40	1.14	1.07
Building # 17 Science						
Totals:	8,292	1.65	0.82	0.75	0.37	0.32
Building # 18 Science						
Totals:	19,277	3.66	2.16	1.82	1.21	0.95
Building # 19 Port Childcare						
Totals:	1,440	0.31	0.15	0.14	0.07	0.06
CANADA TOTAL :	201,038	34.75	20.21	16.81	12.61	11.07

Step 3:

Minutes to Clean Report

- # This report provides a “zoomed in” look at staffing requirements within each cleanable space
- # It is used to ascertain exactly what activities custodial staff will do, how often they will be done, and how many FTE are needed to do so
- # It lends itself to creating balanced work assignments

Step 4:

Non-Cleaning & Leave Analyses

- # A Non-Cleaning Analysis qualifies and quantifies the different work assignments, unrelated to cleaning, that are expected of custodial staff
- # A Leave Analysis qualifies and quantifies the contractually allowed reasons that staff are unavailable for work on a given day

Step 5: Develop the Program

1. Organizational hierarchy
2. Create assignments
3. Inventory management
4. Equipment management
5. Closet Design & Maintenance
6. Supervision & Quality Control
7. Training
8. Hiring & Orientation
9. Standard Operating Procedures
10. Specifications for Construction Standards

Step 6:

Implement the New Program

Outreach

- All-Custodians Staff Meeting
- Publish study & standards on Facilities web site
- Briefings to campuses

Measurement & Satisfaction

- Routine formal audits
- Quality control inspections
- Customer Satisfaction Inquiries