

PROSPECT HEIGHTS  
SD23

# CUSTODIAL SERVICES

WORKFORCE EVALUATION AND  
RECOMMENDATIONS

OCTOBER 2019



# Service Standards for Facilities

# APPA

Association of Physical  
Plant Administration

# ISSA

International Sanitary  
Supply Association

Both APPA and ISSA are recognized industry organizations that have done a great deal of work over the last 100 years to detail and document cleaning time studies, service standards, and staffing levels.

While ISSA essentially focuses on cleaning times, methods and techniques, APPA focuses on overall level of service standards, and cleaning program expectations as a whole.

APPA SERVICE STANDARDS FOR FACILITIES			
LEVEL	MAINTENANCE	CUSTODIAL	GROUND
1	Showpiece Facility	<b>Orderly Spotlessness</b>	State of the Art
2	Comprehensive Stewardship	<b>Orderly Tidiness</b>	High Level
3	Managed Care	<b>Casual Inattention</b>	Moderate Level
4	Reactive Maintenance	<b>Moderate Dinginess</b>	Moderately Low Level
5	Crisis Response	<b>Unkept Neglect</b>	Minimum Level

Majority of higher education facilities tend to range from level 1 to level 2, while most proactive K-12 facilities range from level 2 to level 3. Once facilities reach a level 4 standard, both staff and facility occupants have accepted a level of service not conducive to a healthy and safe learning environment, and a facility that appears dirty, unkept, and run-down.

1

**Orderly Spotlessness**

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Clean, shiny floors and baseboards; no buildup in corners, along walls

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Clean, polished surfaces (vertical & horizontal)

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No accumulated dust, streaks, fingerprints

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Clean, working lights

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Bathroom fixtures are shiny, nothing smells, supplies stocked

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Clean, orderless trash

2

**Ordinary Tidiness**

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Same as Level 1 but:

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May be up to 2 days' dust, streaks, etc.

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Everything is clean, but a closer look may reveal some fingerprints, dust, etc.

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3

**Casual Inattention**

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Floors swept/ vacuumed, but may be stains or buildup in corners or along walls

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"Walking lanes" visible in carpet

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Streaks on baseboards

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Obvious dirt, marks, fingerprints

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Still has clean, odor-free trash containers

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4

**Moderate Dinginess**

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Floors swept/ vacuumed, but dull and stained with noticeable crevice buildup

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"Walking lanes" visible, dingy baseboards

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Obvious dirt, smudges, and marks

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Dirty light fixtures, up to 5% burned out

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Old trash, marked bins, and bad odors

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5

**Unkempt Neglect**

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Dirty, scuffed floors with buildup

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Obvious gum, stains, dust, garbage, etc.

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Every surface visibly, significantly dirty

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Dirty, bug-filled fixtures, more than 5% burned out

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Overflowing, bad-smelling trash containers

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APPA LEVELS OF SERVICE FOR PERFORMANCE			
LEVEL	MAINTENANCE PER SF / PER FTE	CLEANING PER SF / PER FTE	GROUNDS PER ACRE / PER FTE
1	47,220	<b>8,500</b>	1.15
2	67,456	<b>16,700</b>	2.3
3	94,439	<b>26,500</b>	2.55
4	118,049	<b>39,500</b>	5.74
5	236,098	<b>45,600</b>	13.5

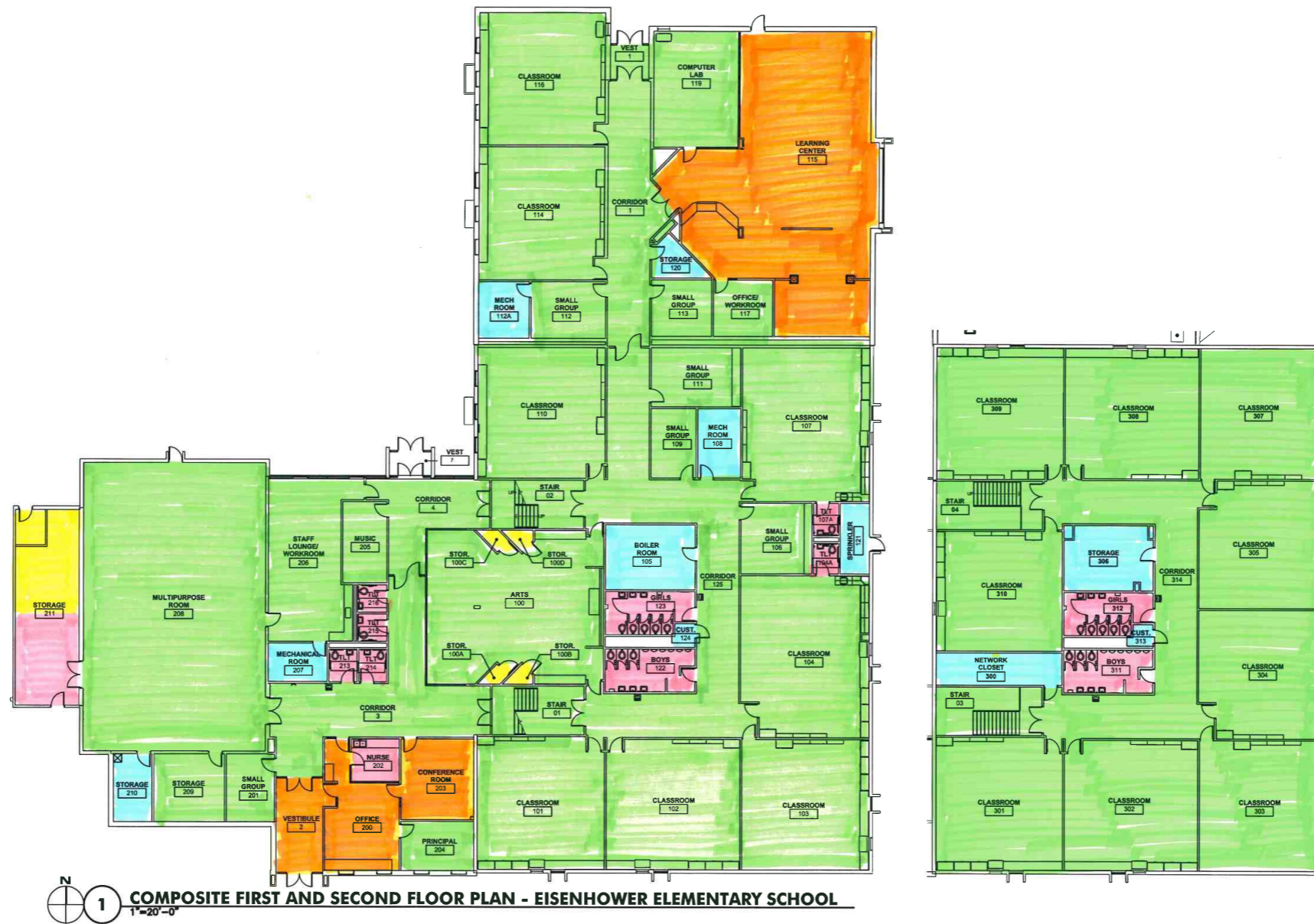
APPA's level of service for the three job classifications are industry standards used to determine staffing needs. You'll notice in the next table, that only one current night position is responsible for an area below the recommended Level 3 square footage levels.

D23 "CLEANABLE SPACE" CUSTODIAN SF ASSIGNMENTS	
SCHOOL	SQUARE FEET
IKE	35,799
ROSS	35,341
SULLIVAN/ADMIN	36,014
MAC1	39,901
MAC2	24,001
MAC3	31,621

Research shows that square feet of area assigned to custodians directly impacts level of cleanliness. A small percentage (3% of Total SF) of cleaning duties are assigned to day custodians at IKE, Ross, and Sullivan accounting for 40-45 minutes of production time (per custodian) each morning. These tasks can not always be completed due to "ambush" time or snow duties, for example.

APPA LEVELS OF SERVICE BY SPACE TYPE	
LEVEL	SPACE TYPE
1	BATHROOMS & KITCHENS
2	ENTRANCES & HIGH-VIS AREAS
3	CLASSROOMS & NORMAL USE SPACE
4	MECHANICAL ROOMS
5	STORAGE & OTHER

Instead of applying one APPA level to a whole building, I recommend spitting up a buildings spaces by APPA level. For example, washrooms demand a higher level of service than classrooms, and classrooms a higher level than mechanical or storage rooms. This gives a more realistic view of spaces that require more labor to properly service.



This color coded example of IKE shows specific building areas assigned by APPA service levels. Level 1 receiving the most detailed, labor intensive service, 5 the least.

APPA LEVELS OF SERVICE BY SPACE TYPE	
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**NIGHT CUSTODIAL FTE LOADING**

		LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 5	RECOMMENDED APPA FTE	CURRENT FTE
TOTAL SF		8500	16700	26500	39500	45600		
MAC AREA 1 TOTAL SQUARE FOOTAGE	39,901	3,099	2,062	30,415	2,000	2,325		
MAC AREA 1 STAFFING LEVELS	FTE	0.365	0.123	1.148	0.051	0.051	1.737	1.000
MAC AREA 2 TOTAL SQUARE FOOTAGE	24,001	806	5,106	17,798	291	0		
MAC AREA 2 STAFFING LEVELS	FTE	0.095	0.306	0.672	0.007	0.000	1.080	1.000
MAC AREA 3 TOTAL SQUARE FOOTAGE	31,621	2,255	1,899	24,843	214	2,410		
MAC AREA 2 STAFFING LEVELS	FTE	0.265	0.114	0.937	0.000	0.053	1.369	1.000
MAC SQUARE FOOTAGE SUBTOTALS	95,523	6,160	9,067	73,056	2,505	4,735		
MAC AREA STAFFING SUBTOTALS	FTE	0.725	0.543	2.757	0.058	0.104	4.186	3.000

ADMIN TOTAL SQUARE FOOTAGE	5,244	125	1,267	4,057	0	36		
ADMIN STAFFING LEVELS	FTE	0.015	0.076	0.153	0.000	0.001	0.244	
SULLIVAN TOTAL SQUARE FOOTAGE	30,770	1,025	1,066	27,859	319	501		
SULLIVAN STAFFING LEVELS	FTE	0.121	0.064	1.051	0.008	0.011	1.255	
ADMIN/SULL SQUARE FOOTAGE SUBTOTALS	36,014	1,150	2,333	31,916	319	537		
ADMIN/SULL STAFFING SUBTOTALS	FTE	0.135	0.140	1.204	0.008	0.012	1.499	1.000

ROSS TOTAL SQUARE FOOTAGE	35,341	1,341	4,497	27,726	79	643		
ROSS STAFFING LEVELS	FTE	0.158	0.269	1.046	0.002	0.014	1.489	1.000

IKE TOTAL SQUARE FOOTAGE	35,799	1,247	2,867	29,204	1,460	1,021		
IKE STAFFING LEVELS	FTE	0.147	0.172	1.102	0.037	0.022	1.480	1.000

DISTRICT WIDE SF PER APPA LEVEL	9,898	18,764	161,902	4,363	6,936		
DISTRICT WIDE FTE PER APPA LEVEL	1.164	1.124	6.110	0.105	0.152	8.655	RECOMMENDED NIGHT FTE

TOTAL DISTRICT WIDE SF 201,863

CURRENT NIGHT FTE 6.000

Summary - recommending plus 3 FTE custodial positions, and converting the day porter position from a 0.625 FTE to 1 FTE.

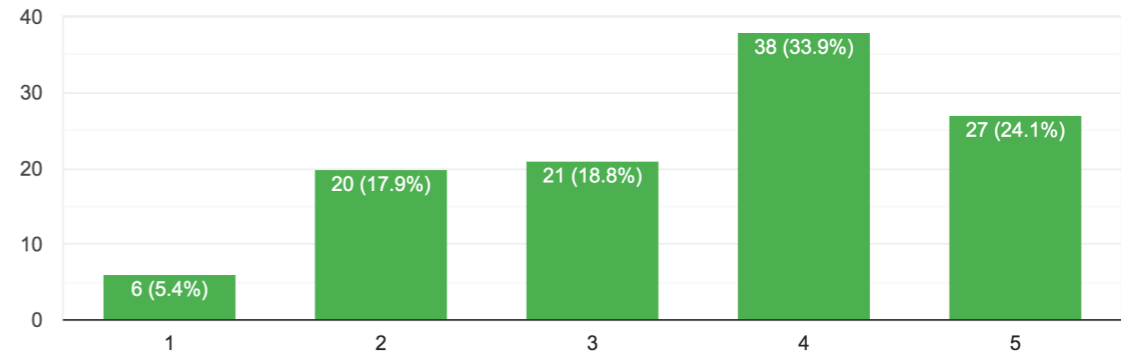
## DATA REVIEW

# LEVEL OF SERVICE

- 42% of responses indicated improvements needed in washroom sanitation
- 31% of responses indicated improvements needed in occupied spaces
- 31% of responses indicated improvements needed in overall school cleanliness

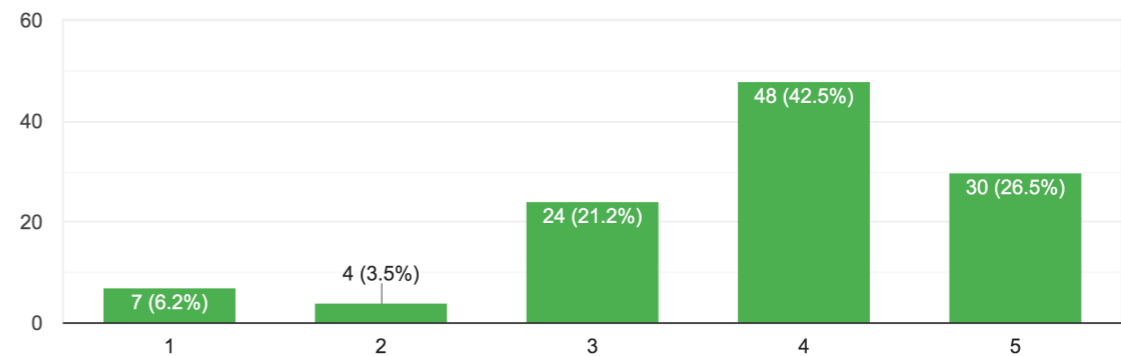
### How satisfied are you with the cleanliness of your school's washrooms?

112 responses



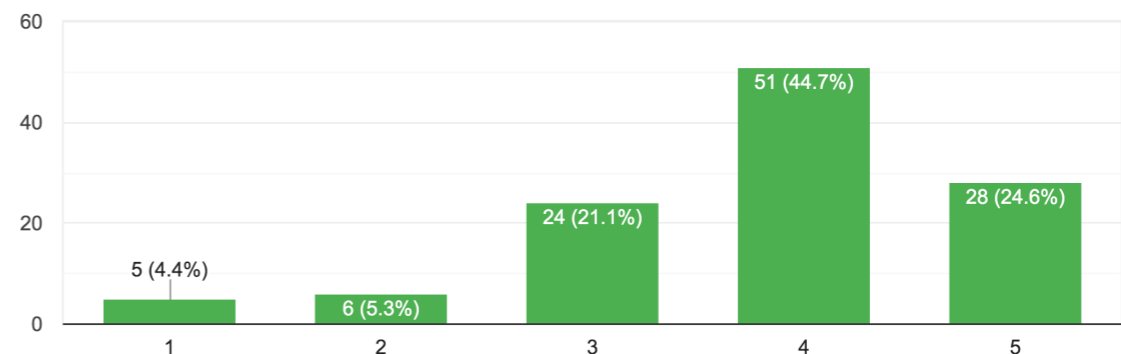
### How satisfied are you with the overall cleanliness of your personal work space?

113 responses

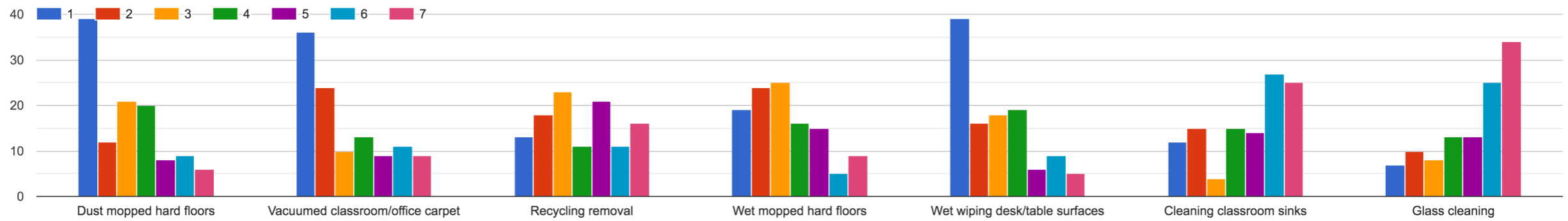


### How satisfied are you with the overall cleanliness of your school?

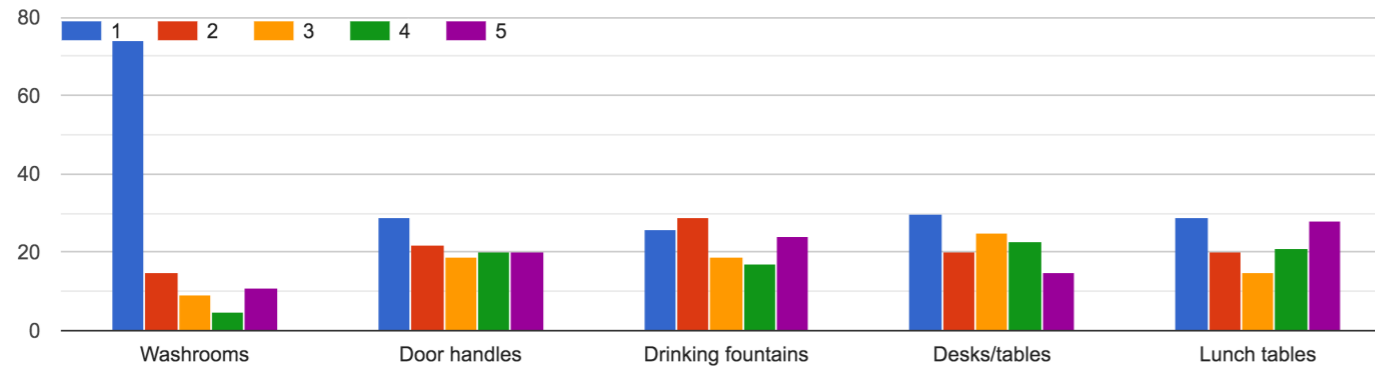
114 responses



Prioritize the following daily cleaning tasks in the order most important to you (1=highest priority, 7=lowest priority)



Prioritize the following daily sanitizing/disinfection tasks in the order most important to you (1=highest priority, 5=lowest priority)



Data important to staff such as wet wiping tables and desk on a nightly basis, sanitizing door handles/high touch points, and wet mopping floors is currently completed on average 1X per week. Additional FTE would accomplish this daily.

DATA TABLES COLLECTED DURING SPRING 2019 CUSTODIAL SERVICES SURVEY

Data from the Spring 2019 Custodial Services Survey is not indicative of poor quality of service, but that current FTE loading is just enough to keep up with building demands. Many of the desired tasks are not able to be completed within the nightly labor hours available. If a task is deemed critical, custodians then need to eliminate other

tasks to complete the more critical one. Additional resources will also allow many tasks currently completed 1X per week to be completed daily, as well as the opportunity for custodians to provide focused and more detailed attention to areas demanding a higher level of service such as washrooms.



# JOB COST SUMMARY

	DAC	Current Rate	FTE	Total /Day (8 Hours)	Total/Year (262 Days)	Vacation hrs.	Vacation \$	Sick hrs.	Sick \$	Personal hrs.	Personal \$	Dental Ins	Health Ins	IMRF-9.75%			
EXISTING NIGHT STAFFING	MAC	\$15.56	1	\$124.48	\$32,613.76	80	\$1,244.80	112	\$1,742.72	16	\$248.96	\$409.68	\$8,227.20	\$3,179.84			
	MAC	\$25.10	1	\$200.80	\$52,609.60	160	\$4,016.00	112	\$2,811.20	16	\$401.60	\$1,145.52	\$17,903.52	\$5,129.44			
	SULL	\$25.23	1	\$201.84	\$52,882.08	160	\$4,036.80	112	\$2,825.76	16	\$403.68	\$409.68	\$8,227.20	\$5,156.00			
	MAC	\$15.00	1	\$120.00	\$31,440.00	80	\$1,200.00	112	\$1,680.00	16	\$240.00	\$409.68	\$7,235.04	\$3,065.40			
	ROSS	\$16.83	1	\$134.64	\$35,275.68	120	\$2,019.60	112	\$1,884.96	16	\$269.28	\$0.00	\$0.00	\$3,439.38			
	IKE	\$24.64	1	\$197.12	\$51,645.44	160	\$3,942.40	112	\$2,759.68	16	\$394.24	\$409.68	\$8,227.20	\$5,035.43			
NIGHT SUBTOTAL					\$256,466.56		\$16,459.60		\$13,704.32		\$1,957.76	\$2,784.24	\$49,820.16	\$25,005.49	\$366,198.13	\$30,516.51	
EXISTING DAY STAFFING	ROSS	\$27.84	1	\$222.72	\$58,352.64	160	\$4,454.40	112	\$3,118.08	16	\$445.44	\$1,145.52	\$17,903.52	\$5,689.38			
	SULL	\$15.56	1	\$124.48	\$32,613.76	80	\$1,244.80	112	\$1,742.72	16	\$248.96	\$1,145.52	\$0.00	\$3,179.84			
	MAC	\$24.64	1	\$197.12	\$51,645.44	160	\$3,942.40	112	\$2,759.68	16	\$394.24	\$409.68	\$8,227.20	\$5,035.43			
	IKE	\$27.84	1	\$222.72	\$58,352.64	160	\$4,454.40	112	\$3,118.08	16	\$0.00	\$0.00	\$0.00	\$5,689.38			
	PORTER	\$15.82	0.625	\$79.10	\$14,238.00	0	\$0.00	50	\$791.00	0	\$0.00	\$0.00	\$0.00	\$1,388.21	\$16,546.31	\$1,378.86	
DAY SUBTOTAL					\$215,202.48		\$14,096.00		\$11,529.56		\$1,088.64	\$2,700.72	\$26,130.72	\$20,982.24	\$291,730.36	\$24,310.86	
														EXISTING STAFFING GRAND TOTAL		\$674,474.80	\$56,206.23
NEW FTE	NIGHT FTE #1	\$15.00	1	\$120.00	\$31,440.00	80	\$1,200.00	112	\$1,680.00	16	\$240.00	\$1,145.52	\$17,903.52	\$3,065.40			
	NIGHT FTE #2	\$15.00	1	\$120.00	\$31,440.00	80	\$1,200.00	112	\$1,680.00	16	\$240.00	\$1,145.52	\$17,903.52	\$3,065.40			
	NIGHT FTE #3	\$15.00	1	\$120.00	\$31,440.00	80	\$1,200.00	112	\$1,680.00	16	\$240.00	\$1,145.52	\$17,903.52	\$3,065.40			
	PORTER	\$15.00	1	\$120.00	\$17,202.00	80	\$1,200.00	112	\$889.00	16	\$240.00	\$1,145.52	\$17,903.52	\$1,673.30	(ADDITIONAL COSTS PORTER POSITION TO 8/262 POSITION)		
NEW FTE SUBTOTAL					\$111,522.00		\$4,800.00		\$5,929.00		\$960.00	\$4,582.08	\$71,614.08	\$10,869.50	\$210,276.66	\$17,523.05	
														NEW STAFFING GRAND TOTAL		\$884,751.45	\$73,729.29

NEW FTE COSTS REPRESENT EMPLOYEES ELECTING FULL HEALTH BENEFIT COVERAGES