

Maintaining Orderly Spotlessness on a Moderately Dingy Budget

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and Custodial Services

Case Study

Michigan State University

- Founded 1855
- Enrollment: 44,542
- 10,500 Faculty and Support Staff
- 660 buildings
- 5,200 acres
 - 2,000 acres considered Campus Proper

Custodial Services Space at Michigan State University



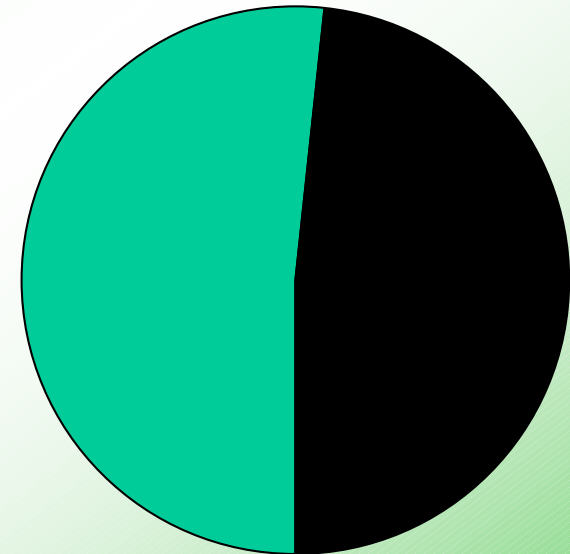
Buildings Maintained	95
Gross Square Footage (GSF)	12,095,764
Cleanable Square Footage (CSF)	7,140,824

Custodial Services Employment

Full Time Employees 201

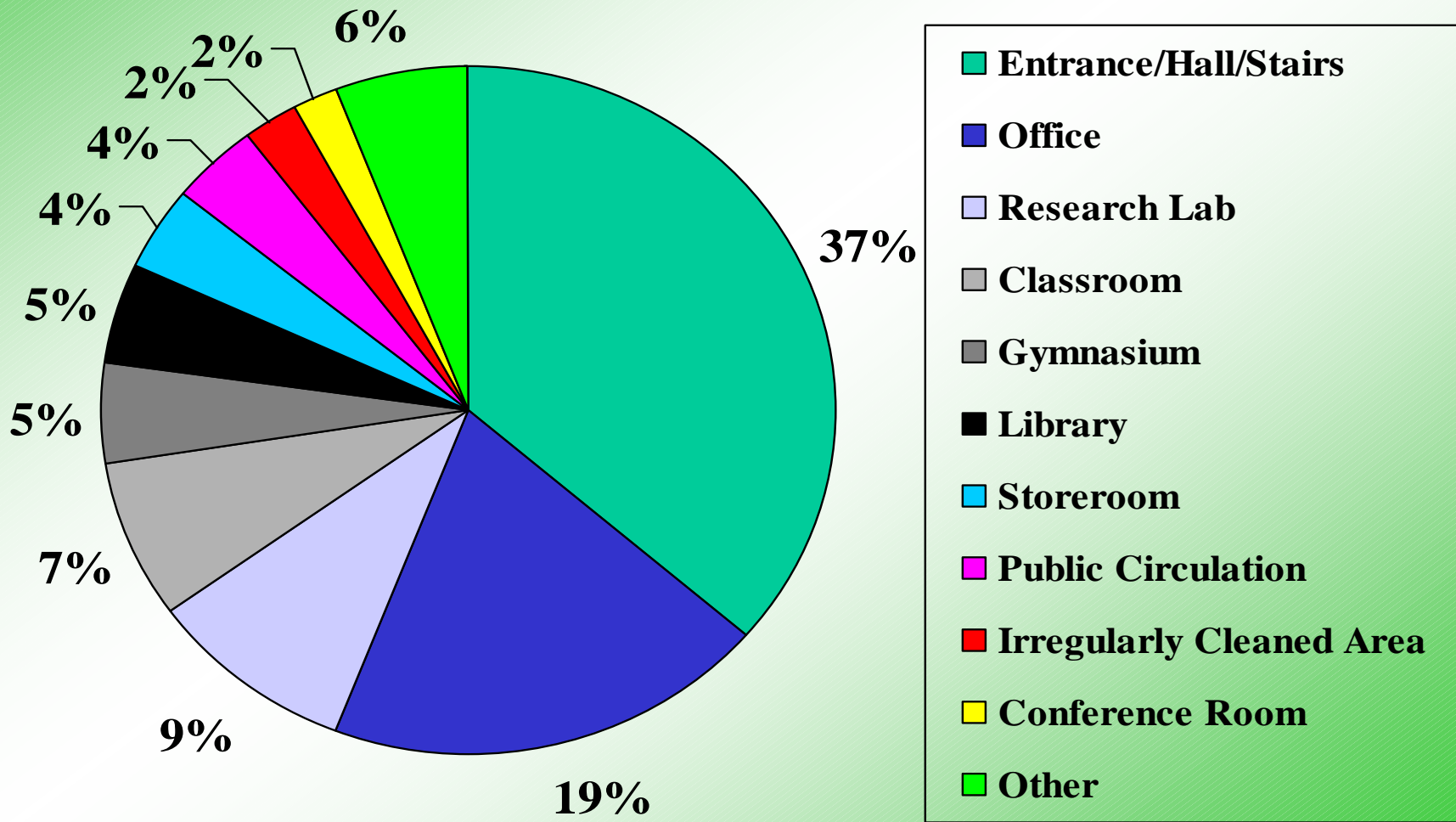
Student Employees 189

Total Full-Time Equivalent
(FTE's) 328.5



■ Full Time ■ Student

Space Diversity at MSU



Previous System for Space and Employee Comparison

- Focused on FTE/GSF
- Did not take building/space type into consideration
- Did not account for different levels of cleaning
- Not standardized

Alternative Programs Considered

ISSA Standards

- Define ISSA standards
 - Work-loading System

ISSA Standard Based Programs

- CompuClean
 - From Spartan Chemical Corporation
- Breezeware

ISSA Standard Based Programs

Positive Aspects

- Programs accurately defined the types of space we cleaned.
- Considered cleanable space as opposed to focusing on gross square footage.

ISSA Standard Based Programs

Negative Aspects

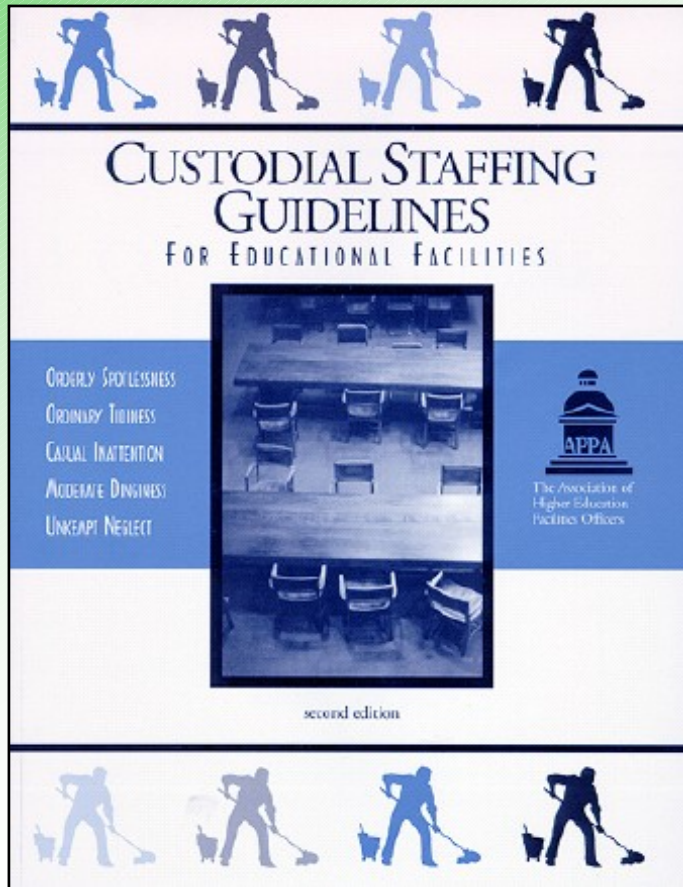
- Calculated necessary FTEs based on task rather than end result
- Labor intensive on front end
- Significant maintenance requirement
- Broad room for error.

Why We Chose the APPA Program for Custodial Services Staffing Levels



- Liked the “end result” aspect of the program.
- Simple to execute with our present data.
- Allowed for easy alteration and specialization

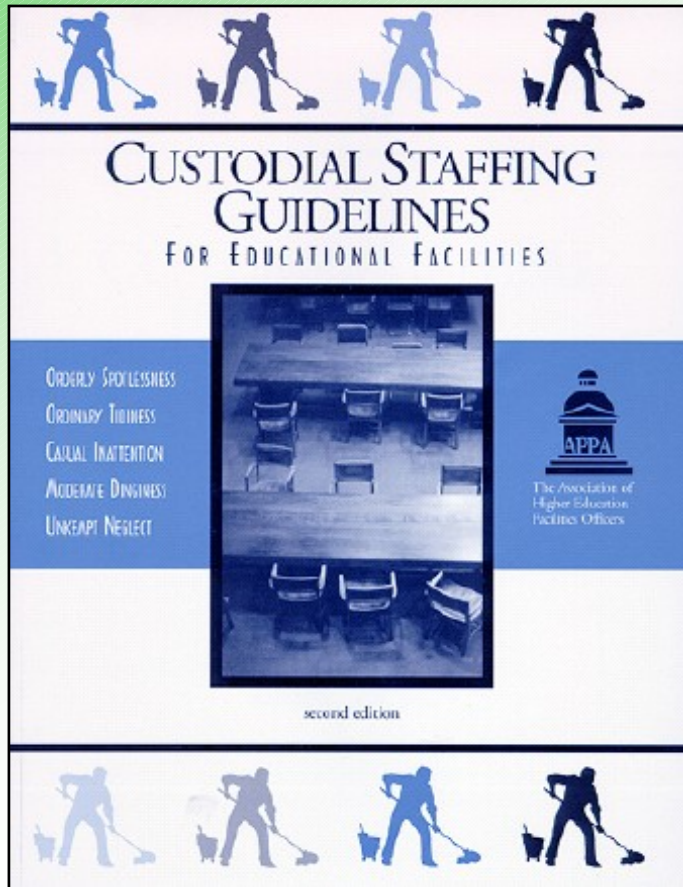
Effectiveness of the APPA Program



Credit for

- APPA book contributors
- Earlier reports

APPA SSL Overview



- Based on a 1 to 5 scale.
- Each level depicts a general state of cleanliness from spotless to neglectful.
- Utilizes staffing and budget constraints as factors of cleanliness.

Level 1 – Orderly Spotlessness

Level 1 establishes cleaning at the highest level. It was developed for the corporate suite, the donated building, or the historical focal point. This is show-quality for that prime facility.

Level 2 – Ordinary Tidiness

Level 2 is the base upon which this study was established. This is the level at which cleaning should be maintained. Lower levels for washrooms, changing/locker rooms, and similar type facilities are not acceptable.

Level 3 – Casual Inattention

This level reflects the first budget cut, or some other staffing-related problem. It is a lowering of normal expectations. While not totally acceptable, it has yet to reach an unacceptable level of cleanliness.

Level 4 – Moderate Dinginess

Level 4 reflects the second budget cut, or some other significant staffing-related problem. Areas are becoming unacceptable. People are beginning to accept an environment lacking normal cleanliness. In fact, the facility begins to consistently look like it requires a good “spring cleaning.”

Level 5 – Unkempt Neglect

This is the final and lowest level. The trucking industry would call this “just-in-time cleaning.” The facility is always dirty, with cleaning accomplished at an unacceptable level.

APPA, MSU & BPS

- Initial ideals
- Implementation of APPA
- Original information
- Test building



Biomedical Physical Sciences

- Commissioned January 2001
- Gross Square Footage: 363,281
- Cleanable Square Footage: 300,444
- Division of Cleanable Space
 - 43% Research Lab
 - 18% Office
 - 7% Classroom
- Staff
 - 5 Full-Time Employees
 - 6 Student Employees

Applying the APPA System to Biomedical Physical Science

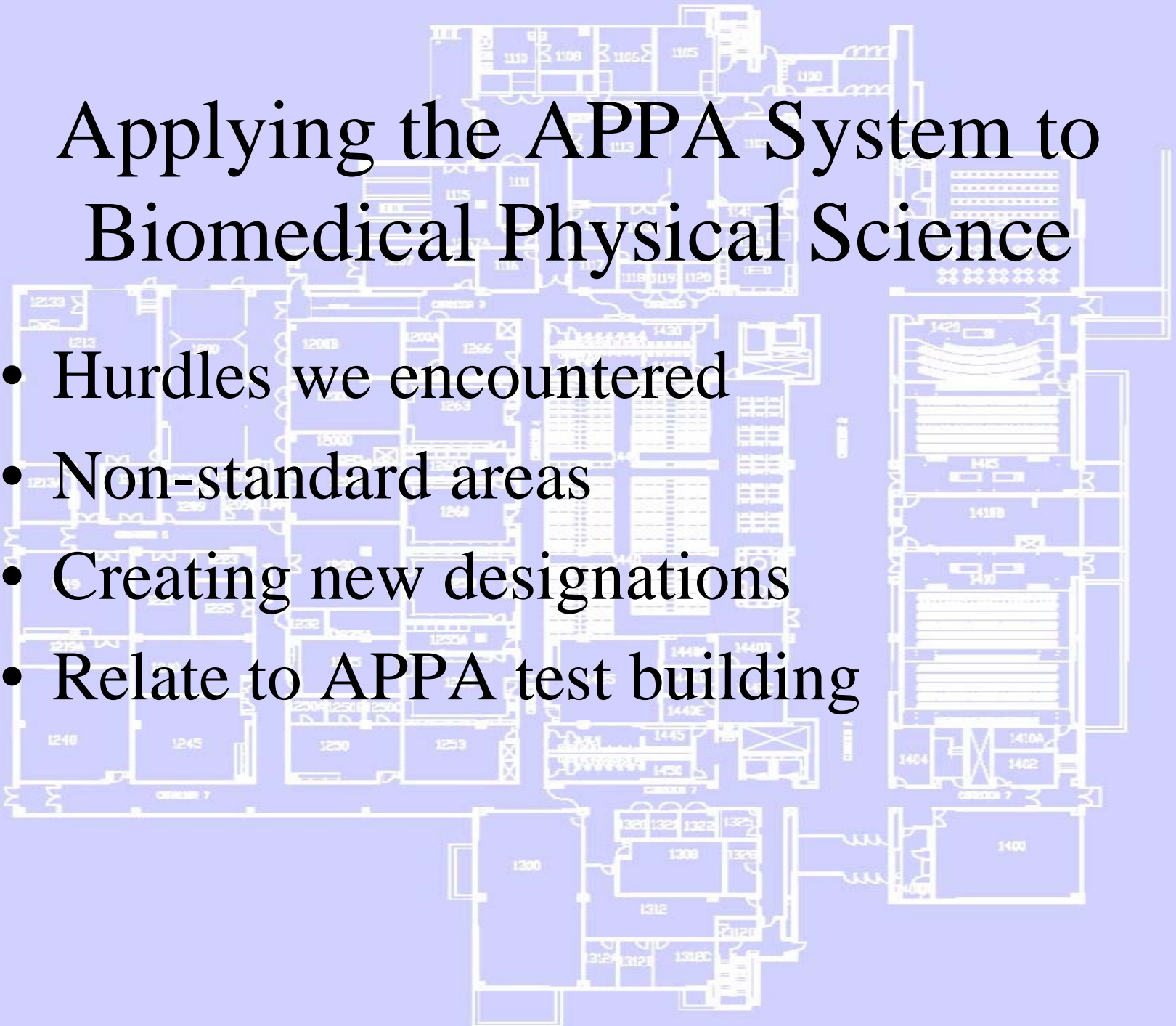
- Preparation
 - Previous Data
 - Organization
- Building Walkthrough

Biomedical Physical Sciences Building Walk Through

Room Number	Use Description	Sq. Footage	Clean Code
1100	CUSTODIAL RM	191	Z
1103	STORAGE, GENERAL	663	Z
1105	STORAGE: CHEMICAL	393	STO
1106	STORAGE: CHEMICAL	398	STO
1108	STORAGE: CHEMICAL	379	STO
1110	STORAGE: CHEMICAL	379	STO
1111	ELEC SYSTM/EQPMT	220	STO
1113	STORAGE, GENERAL	1517	STO
1114	OFFICE	189	OHF
1115	RECYCLING STATION	1206	DS
1116	OFFICE	243	OHF
1117	OFFICE	192	OHF
1118	ELEC SYSTM/EQPMT	81	MR
1119	TELECOMM SOURCE RM	81	MR
1120	TELECOMM SOURCE RM	96	MR
1140	SNACKS/CONCSSNS	536	NF
1141	FOOD FACIL, GNRL	114	NF
1200	LAB: RSCH	2423	RL
1209	CMPTR RM	170	OHF
1211	MACHINE SHOP	309	IC
1213	MACHINE SHOP	2357	IC
1219	LAB: RSCH	980	RL
1221	CMPTR CONTRL RM	508	RL
1223	OFFICE	161	OHF
1225	COMPUTER LAB	336	CL
1230	ELECTRICAL SHOP	982	RL
1232	TELECOMM SOURCE RM	100	MR
1235	CLASSLAB	623	RL
1240	CLASSRM, GENERAL	663	CHF
1245	CLASSLAB	972	CHF
1248	CLSSLB-CMPTR.PVT	1291	CCF
1250	CLASSLAB	623	RL
1253	OFFICE	576	OHF
1254		953	CHF
1255	CLASSLAB	787	CHF
1258	CLASSLAB	785	CHF
1260	CLASSLAB	787	CHF
1263	CLASSLAB	788	CHF
1266	STORAGE, GENERAL	386	OHF
1267	CLASSLB-OPEN	403	STO
1267A	MECHAN ROOM	39	MR
1300	OFFICE	1860	PCF
1308	CLASSRM, GENERAL	555	CCF
1312	OFFICE	749	PCF
1320	ELEC SYSTM/EQPMT	81	MR
1321	TELECOMM SOURCE RM	81	MR
1322	TELEPHON EQPMT	96	MR
1325	CUSTODIAL RM	125	MR

Applying the APPA System to Biomedical Physical Science

- Hurdles we encountered
- Non-standard areas
- Creating new designations
- Relate to APPA test building



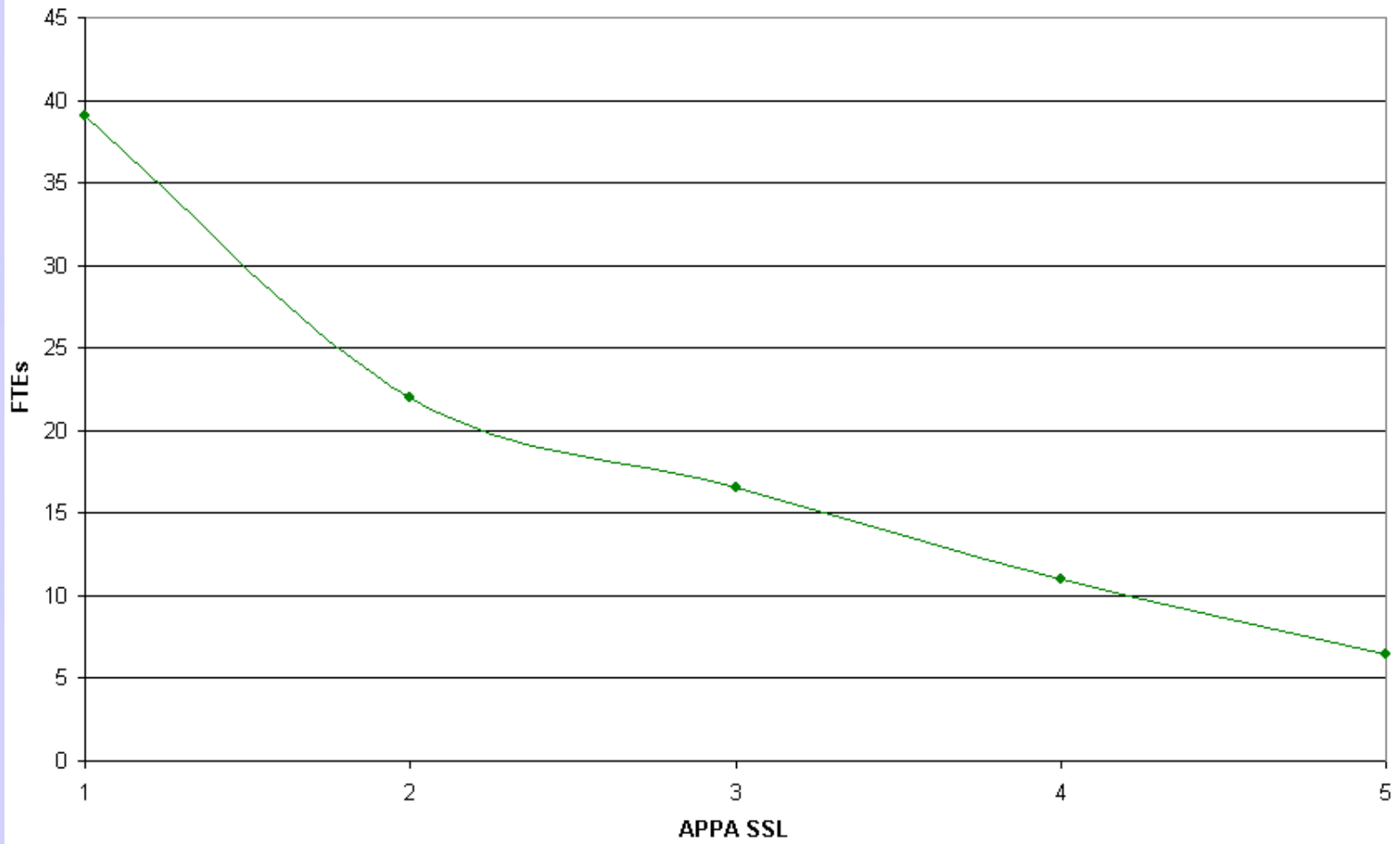
Results from Biomedical Physical Sciences

Biomedical Physical Sciences			Building #		160	
	Given	APPA FTE	Zone		9	
Building Type	Class/Lab/Office					
GFS	363281					
CSF	300444					
FTE	8	10.91				
CSF/FTE	37556					
Standard Space	Level	Frequency	APPA SSL	CSF	APPA FTE	MSU FTE
Auditorium (Seating & Foyer)	2	52	14000	0	0.00	0.00
Auditorium (Stage & Wings)	3	52	82800	0	0.00	0.00
Cafeteria w/ Carpet	2	156	15400	0	0.00	0.00
Cafeteria w/ Hard Floor	2	156	16400	0	0.00	0.00
Classroom w/ Carpet	3	260	24000	2209	0.09	0.07
Classroom w/ Carpet High Use	3	260+	13400	0	0.00	0.00
Classroom/Teaching Lab w/ Hard Floor	3	260	26500	16347	0.62	0.49
Classroom w/ Hard Floor High Use	3	260+	10100	0	0.00	0.00
Computer Lab w/ Hard Floor	3	156	25100	336	0.01	0.01
Computer Lab w/ Carpet	3	156	32000	0	0.00	0.00
Conference Room w/ Carpeted Floor	3	52	32000	8768	0.27	0.23
Conference Room w/ Hard Floor	3	52	25100	1188	0.05	0.04
Custodial Services Space	2	52	210000	1624	0.01	0.01
Dock Space - Maintained	3	52	395300	1206	0.00	0.00
Entranceways / Hallways	3	260	30500	43337	1.42	1.74
Gymnasium	2	260	36500	0	0.00	0.00
Irregularly Cleaned Area	5	1	3360000	7007	0.00	0.00
Locker Room	2	260	12100	0	0.00	0.00
Locker Room w/ Shower	2	260	5200	519	0.10	0.07
Library w/ Carpet	3	156	72600	6311	0.09	0.14
Library w/ Hard Floor	3	156	23500	0	0.00	0.00
Nursing Station w/ Hard Floor	1	260	5700	0	0.00	0.00
Office w/ Carpet	4	12	53000	42619	0.80	0.67
Office w/ Hard Floor	4	12	36000	7445	0.21	0.17
Patient Conference Area	1	260	8300	0	0.00	0.00
Patient Treatment Area w/ Carpet	1	260	3300	0	0.00	0.00
Patient Treatment Area w/ Hard Floor	1	260	2900	0	0.00	0.00
Public (Circulation) w/ Carpet	3	156	53500	3079	0.06	0.05
Public (Circulation) w/ Hard Floor	3	156	30500	988	0.03	0.03
Research Lab	4	52	25000	121084	4.84	3.69
Research Lab w/ Carpet	3	52	32000	0	0.00	0.00
Restroom	2	260	2600	5270	2.03	1.72
Shower Room	2	104	5200	0	0.00	0.00
Stairwells	3	104	17400	3351	0.19	0.00
Storeroom	4	1	1832700	5143	0.00	0.00
Vending /Kitchenette	3	156	16000	1268	0.08	0.27
Totals				279099	10.91	9.41

- Familiarization
 - Buildings we maintain
 - Space we clean
- Standardization
 - Creation of new space designations
 - Alignment of areas

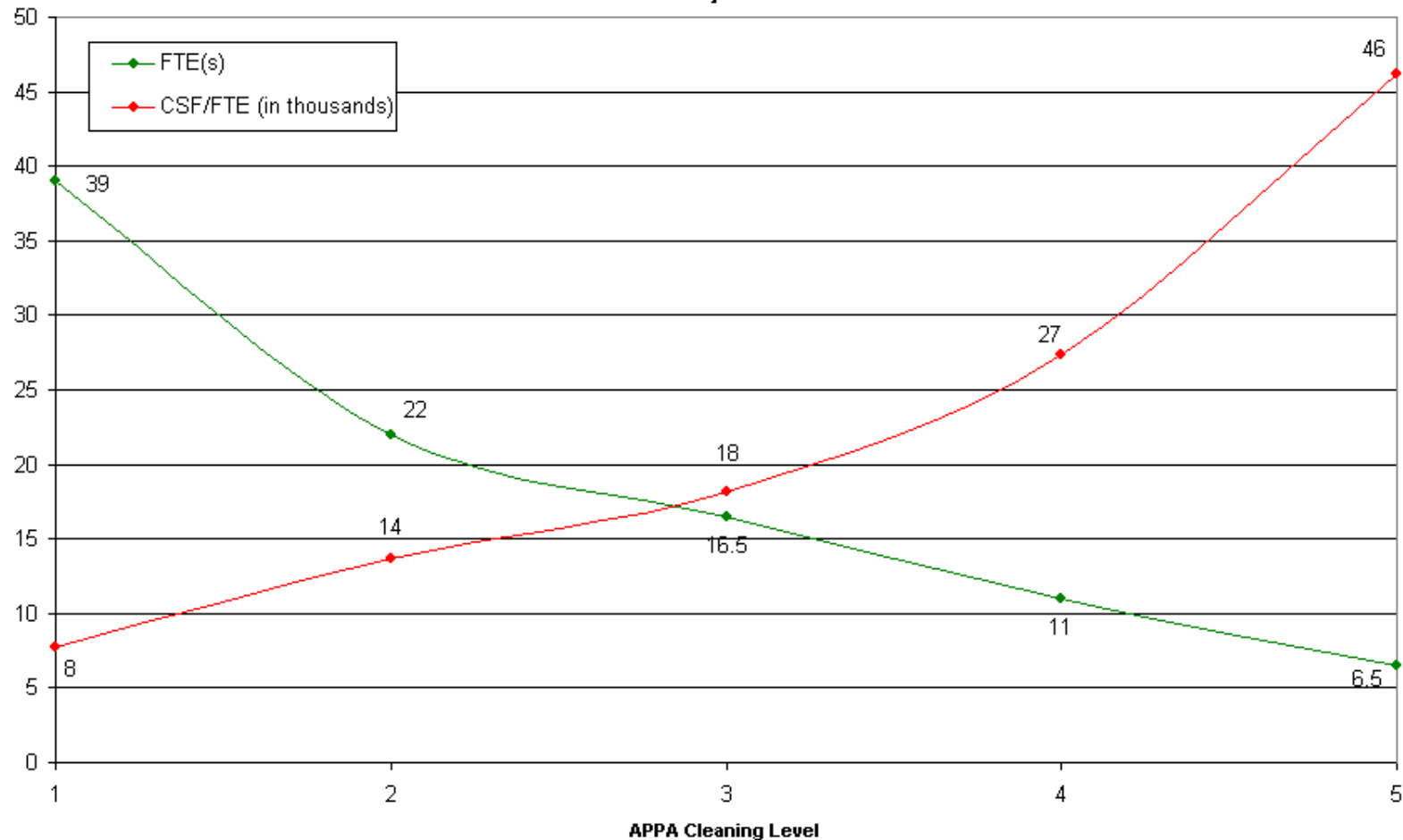
Results from Biomedical Physical Sciences

Full Time Equivalent (FTE)
for Biomedical Physical Sciences



Results from Biomedical Physical Sciences

Full Time Equivalent (FTE)
and Thousands of Cleanable Square Footage(CSF) per FTE
for Biomedical Physical Sciences



Challenges with Extending APPA throughout MSU

- Building age as a factor
 - Linton Hall - 1881
- Different functions of each building
- Customer Buildings on cleaning frequencies

Overcoming the Challenges

- Standardizing buildings by space rather than function
- Creating unique standards for Customer buildings

Michigan State University Staffing Service Levels

- Based on the APPA standards results
- Averages area cleaning requirements across MSU
- More accurately considers frequency, equipment, skills and training.

Michigan State University Staffing Service Levels

- Finding the MSU SSL was a four step process.
1. Find the percent of the total FTE the APPA SSL attributed to each area.

$$\% \text{ FTE} = \frac{\text{APPA Area FTE}}{\text{Total APPA Building FTE}}$$

Michigan State University Staffing Service Levels

2. Using the %FTE we found, we could derive the number of FTEs we had assigned to each space.

$$\text{Space FTE} = \%FTE \times \text{Current Building FTE}$$

Michigan State University

Staffing Service Levels

3. Taking the “Space FTE” we could find the SSL for each area in the building by dividing the cleanable square footage for each area by the “Space FTE”

$$\text{Area SSL} = \text{CSF} / \text{Space FTE}$$

Michigan State University Staffing Service Levels

4. Finally, the MSU SSL could be found for each area by averaging all the “Area SSLs” found in each building across campus.

$$\text{MSU SSL} = \frac{\text{Sum of all Area SSL}}{\text{Number of Area SSLs Counted}}$$

MSU SSL at Biomedical Physical Sciences

Biomedical Physical Sciences							Building #	160
							Zone	9
Building Type	Given	APPA FTE	MSU FTE					
Class/Lab/Office								
GFS	363281							
CSF	300444							
FTE	8	10.91	9.41					
CSF/FTE	37556							
Standard Space	Level	Frequency	APPA SSL	MSU SSL	CSF	APPA FTE	MSU FTE	
Auditorium (Seating & Foyer)	2	52	14000	15959	0	0.00	0.00	
Auditorium (Stage & Wings)	3	52	82800	144482	0	0.00	0.00	
Cafeteria w/ Carpet	2	156	15400	11763	0	0.00	0.00	
Cafeteria w/ Hard Floor	2	156	16400	14672	0	0.00	0.00	
Classroom w/ Carpet	3	260	24000	29510	2209	0.09	0.07	
Classroom w/ Carpet High Use	3	260+	13400	17252	0	0.00	0.00	
Classroom/Teaching Lab w/ Hard Floor	3	260	26500	33405	16347	0.62	0.49	
Classroom w/ Hard Floor High Use	3	260+	10100	13017	0	0.00	0.00	
Computer Lab w/ Hard Floor	3	156	25100	31086	336	0.01	0.01	
Computer Lab w/ Carpet	3	156	32000	37630	0	0.00	0.00	
Conference Room w/ Carpeted Floor	3	52	32000	37822	8768	0.27	0.23	
Conference Room w/ Hard Floor	3	52	25100	31364	1188	0.05	0.04	
Custodial Services Space	2	52	210000	248111	1624	0.01	0.01	
Dock Space - Maintained	3	52	395300	492758	1206	0.00	0.00	
Entranceways / Hallways	3	260	30500	24907	43337	1.42	1.74	
Gymnasium	2	260	36500	49135	0	0.00	0.00	
Irregularly Cleaned Area	5	1	3360000	4237914	7007	0.00	0.00	
Locker Room	2	260	12100	15101	0	0.00	0.00	
Locker Room w/ Shower	2	260	5200	7002	519	0.10	0.07	
Library w/ Carpet	3	156	72600	46319	6311	0.09	0.14	
Library w/ Hard Floor	3	156	23500	26202	0	0.00	0.00	
Nursing Station w/ Hard Floor	1	260	5700	5864	0	0.00	0.00	
Office w/ Carpet	4	12	53000	63164	42619	0.80	0.67	
Office w/ Hard Floor	4	12	36000	44089	7445	0.21	0.17	
Patient Conference Area	1	260	8300	9178	0	0.00	0.00	
Patient Treatment Area w/ Carpet	1	260	3300	4220	0	0.00	0.00	
Patient Treatment Area w/ Hard Floor	1	260	2900	3544	0	0.00	0.00	
Public (Circulation) w/ Carpet	3	156	53500	61963	3079	0.06	0.05	
Public (Circulation) w/ Hard Floor	3	156	30500	36599	988	0.03	0.03	
Research Lab	4	52	25000	32841	121084	4.84	3.89	
Research Lab w/ Carpet	3	52	32000	33651	0	0.00	0.00	
Restroom	2	260	2600	3072	5270	2.03	1.72	
Shower Room	2	104	5200	6203	0	0.00	0.00	
Stairwells	3	104	17400	2187231	3351	0.19	0.00	
Storeroom	4	1	1832700	18717	5143	0.00	0.00	
Vending /Kitchenette	3	156	16000	19703	1268	0.08	0.27	
Totals					279099	10.91	9.41	

Validating Our Results

- Building Cleanliness and Efficiency Survey
 - Based on the University of Arizona Building Survey
- Reinforces our staffing service level results
- Shows areas which can use improvement
- Allows us to reexamine our initial report and make alterations as necessary.

MSU Custodial Survey

EVALUATOR: S. Karl Hanselman										MICHIGAN STATE UNIVERSITY										SIGN-Supervisor: S. Wallace									
BUILDING: Bio. Phy. Sci. BLDG#: 160 DATE: 1/24/04										CUSTODIAL SERVICES										Building Head: R. Garber									
Classrooms					wt.	Inspection Location					Total	Office Areas					wt.	Inspection Location					Total						
Appearance Items:	fac	#	124J	#	227	#	316	#	478	Score	Appearance Items:	fac	#	358A	#	369B	#	455D	#	633	Score								
Floors (carpets or tile)	55	3	165	4	220	3	165	2	110	660	Floors	50	4	200	3	150	4	200	4	200	750								
Chalkboards, Trays & Erasers	15	4	60	3	45	4	60	4	60	225	Horizontal surfaces & Shelves	10	3	30	4	40	5	50	5	50	170								
Horizontal surfaces & furniture	10	3	30	2	20	2	20	3	30	100	Counter surfaces & telephones	7	4	28	4	28	4	28	4	28	112								
Walls, doors & windows	8	5	40	2	16	3	24	2	16	96	Office Furniture & picture frames	5	4	20	4	20	3	15	3	15	70								
Lighting & fixtures	2	3	6	3	6	4	8	4	8	28	Lighting & Light fixtures	3	4	12	4	12	4	12	4	12	48								
Trash cans & pencil sharpeners	5	3	15	3	15	2	10	3	15	55	Trash Containers	11	5	55	4	44	4	44	4	44	187								
Vertical surfaces, vents & ledges	5	2	10	2	10	4	20	3	15	55	Vertical surfaces, vents & ledges	6	4	24	3	18	3	18	5	30	90								
											Walls, doors & windows	8																	
Total Point Count	100		326		332		307		254	1219	Total Point Count	100		369		312		367		379	1427								
Quality Score by Area			3.26		3.32		3.07		2.54		Quality Score by Area			3.69		3.12		3.67		3.79									
Grand Total Point Count	400									3.0	Grand Total Point Count	368									3.878								
Computer - Research Labs					wt.	Inspection Location					Total	Entryways, Lobbies, Halls, Stairs					wt.	Inspection Location					Total						
Appearance Items:	fac	#	008	#	217	#	358	#	556	Score	Appearance Items:	fac	#	Main	#	2nd	#	#rd	#	4th	Score								
Floors	50	3	150	2	100	3	150	4	200	600	Corridor Floors	50	3	150	2	100	3	150	3	150	550								
Doors, Glass & Ledges	10	2	20	3	30	4	40	2	20	110	Floor Runners/Entry Mats	10	4	40	3	30	4	40	3	30	140								
Lighting & Light Fixtures	10	4	40	4	40	4	40	3	30	150	Entry Door Glass & Ledges	5	2	10	2	10	3	15	4	20	55								
Trash Containers	15	2	30	3	45	3	45	4	60	180	Vertical Surfaces, Vents & Ledges	6	4	24	4	24	3	18	3	18	84								
Vertical Surfaces, Vents & Ledges	15	4	60	2	30	3	45	3	45	180	Lobby Furniture	5	3	15	4	20	3	15	3	15	65								
											Drinking Fountains	5	3	15	3	15	2	10	4	20	60								
											Trash Containers	4	4	16	3	12	3	12	3	12	52								
											Steps and stairwells	15																	
Total Point Count	100		300		245		320		355	1220	Total Point Count	100		270		211		260		265	1006								
Quality Score by Area			3		2.45		3.2		3.55		Quality Score by Area			2.7		2.11		2.6		2.65									
Grand Total Point Count	400									3.05	Grand Total Point Count	340									2.959								
Janitor Closets					wt.	Inspection Location					Total	Restrooms & Locker Rooms					wt.	Inspection Location					Total						
Appearance Items:	fac	#	016	#	138	#	226	#	479	Score	Appearance Items:	fac	#	101	#	224	#	319	#	480	Score								
Floor & Sink	10	3	30	3	30	2	20	3	30	110	Floors	45	2	90	2	90	3	135	2	90	405								
Bottles Labeled with Dots	35	2	70	2	70	2	70	2	70	280	Showers & Fixtures	15	3	45	3	45	3	45	3	45	180								
Carts, Clean & Organized	15	4	60	3	45	3	45	2	30	180	Toilets, Urinals, Sinks & Fixtures	10	2	20	1	10	2	20	1	10	60								
Equipment, Clean & Working	20	3	60	3	60	2	40	3	60	220	Trash Containers	5	3	15	2	10	4	20	3	15	60								
All Supplies Stored Properly	10	3	30	3	30	3	30	4	40	130	Vertical Surfaces, Vents & Partitions	10	3	30	3	30	2	20	2	20	100								
Vertical Surfaces, Wall & Doors	10	3	30	3	30	2	20	2	20	100	Restroom Glass & Mirrors	5	2	10	2	10	2	10	2	10	40								
											Restroom Supplies (Paper & Soap)	10	3	30	1	10	3	30	3	30	100								
Total Point Count	100		280		265		225		250	1020	Total QA Score	100		240		205		280		220	945								
Quality Score by Area			2.8		2.8		2.25		2.5		Quality Score by Area			2.4		2.05		2.8		2.2									
Grand Total Point Count	400									2.55	Grand Total Point Count	400									2.363								
Inspection Standards:																													
Level 1: Highest level. All areas are free of dust and there is no visible soil. Area reflects a new appearance.										Grand Total Point Count										6837									
Level 2: Very High Standard. Floors shine and are bright. There may be light build up of dust. Restrooms are clean and odor free.										Total Possible Points:										2308									
Level 3: Meets Standard. Floors are clean and maintenance schedules are being followed. May be some dust & soil on surfaces.										Total Quality Score										2.96									
Level 4: Meets some but not all Standards. Floors are sweep or dust mopped daily but dull with buildup in corners. Surfaces are soiled and dusty.																													
Level 5: Does not meet Standard. All surfaces- floors, carpets, horizontal and vertical surfaces are dirty with visible signs of spots and stains.																													

Alterations and Improvements

- Reasons to Alter the Survey Information
 - New Construction
 - Building Alterations
 - Space Reallocation
- Clinical Center B
 - Changing office space to classroom and patient areas

Reassessing Clinical Center B

- Simple Process to Alter
 - Collect New Data
 - Change Necessary Room Designation
 - Apply new space cleanable square footage totals to datasheet

Clinical Center B - Lab Wing							Building #	201
Building Type	Given Office/Lab	APPA FTE	MSU FTE			Zone	3	
GFS	64601							
CSF	55450							
FTE	4.26	1.89	1.55					
CSF/FTE	13016							
Standard Space	Level	Frequency	APPA SSL	MSU SSL	CSF	APPA FTE	MSU FTE	
Auditorium (Seating & Foyer)	2	52	14000	15959	0	0.00	0.00	
Auditorium (Stage & Wings)	3	52	82800	144482	0	0.00	0.00	
Cafeteria w/ Carpet	2	156	15400	11763	0	0.00	0.00	
Cafeteria w/ Hard Floor	2	156	16400	14672	0	0.00	0.00	
Classroom w/ Carpet	3	260	24000	29510	0	0.00	0.00	
Classroom w/ Carpet High Use	3	260+	13400	17252	0	0.00	0.00	
Classroom/Teaching Lab w/ Hard Floor	3	260	26500	33405	0	0.00	0.00	
Classroom w/ Hard Floor High Use	3	260+	10100	13017	0	0.00	0.00	
Computer Lab w/ Hard Floor	3	156	25100	31086	0	0.00	0.00	
Computer Lab w/ Carpet	3	156	32000	37630	0	0.00	0.00	
Conference Room w/ Carpeted Floor	3	52	32000	37822	1448	0.05	0.04	
Conference Room w/ Hard Floor	3	52	25100	31364	0	0.00	0.00	
Custodial Services Space	2	52	210000	248111	247	0.00	0.00	
Dock Space - Maintained	3	52	395300	492758	0	0.00	0.00	
Entranceways / Hallways / Stairways	3	260	30500	37175	22308	0.73	0.60	
Gymnasium	2	260	36500	49135	0	0.00	0.00	
Irregularly Cleaned Area	5	1	3360000	4237914	0	0.00	0.00	
Locker Room	2	260	12100	15101	0	0.00	0.00	
Locker Room w/ Shower	2	260	5200	7002	0	0.00	0.00	
Library w/ Carpet	3	156	72600	46319	0	0.00	0.00	
Library w/ Hard Floor	3	156	23500	26202	0	0.00	0.00	
Nursing Station w/ Hard Floor	1	260	5700	5864	0	0.00	0.00	
Office w/ Carpet	4	12	53000	63164	19701	0.37	0.31	
Office w/ Hard Floor	4	12	36000	44089	296	0.01	0.01	
Patient Conference Area	1	260	8300	9178	0	0.00	0.00	
Patient Treatment Area w/ Carpet	1	260	3300	4220	0	0.00	0.00	
Patient Treatment Area w/ Hard Floor	1	260	2900	3544	0	0.00	0.00	
Public (Circulation) w/ Carpet	3	156	53500	61963	380	0.01	0.01	
Public (Circulation) w/ Hard Floor	3	156	30500	36599	299	0.01	0.01	
Research Lab	4	52	25000	32841	9647	0.39	0.29	
Research Lab w/ Carpet	3	52	32000	33651	0	0.00	0.00	
Restroom	2	260	2600	3072	837	0.32	0.27	
Shower Room	2	104	5200	6203	0	0.00	0.00	
Storeroom	4	1	1832700	2187231	128	0.00	0.00	
Vending /Kitchenette	3	156	16000	18717	159	0.01	0.01	
Totals					55450	1.89	1.55	

Reassessment Results

- Increased rooms with higher cleaning frequencies
- Altered Building Cleaning Schedule
- Showed an Increase in Necessary Staffing

Clinical Center B - Lab Wing							Building #	201
Building Type	Given	APPA FTE	MSU FTE			Zone	3	
GFS	64801							
CSF	55465							
FTE	4.26	2.51	2.05					
CSF/FTE	13020							
Standard Space	Level	Frequency	APPA SSL	MSU SSL	CSF	APPA FTE	MSU FTE	
Auditorium (Seating & Foyer)	2	52	14000	15959	0	0.00	0.00	
Auditorium (Stage & Wings)	3	52	82800	144482	0	0.00	0.00	
Cafeteria w/ Carpet	2	156	15400	11763	0	0.00	0.00	
Cafeteria w/ Hard Floor	2	156	16400	14672	0	0.00	0.00	
Classroom w/ Carpet	3	260	24000	29510	0	0.00	0.00	
Classroom w/ Carpet High Use	3	260+	13400	17252	0	0.00	0.00	
Classroom/Teaching Lab w/ Hard Floor	3	260	26500	33405	0	0.00	0.00	
Classroom w/ Hard Floor High Use	3	260+	10100	13017	0	0.00	0.00	
Computer Lab w/ Hard Floor	3	156	25100	31086	0	0.00	0.00	
Computer Lab w/ Carpet	3	156	32000	37630	0	0.00	0.00	
Conference Room w/ Carpeted Floor	3	52	32000	37822	1243	0.04	0.03	
Conference Room w/ Hard Floor	3	52	25100	31364	1243	0.05	0.04	
Custodial Services Space	2	52	210000	248111	247	0.00	0.00	
Dock Space - Maintained	3	52	395300	492758	0	0.00	0.00	
Entranceways / Hallways / Stairways	3	260	30500	37175	22308	0.73	0.60	
Gymnasium	2	260	36500	49135	0	0.00	0.00	
Irregularly Cleaned Area	5	1	3360000	4237914	0	0.00	0.00	
Locker Room	2	260	12100	15101	0	0.00	0.00	
Locker Room w/ Shower	2	260	5200	7002	0	0.00	0.00	
Library w/ Carpet	3	156	72600	46319	0	0.00	0.00	
Library w/ Hard Floor	3	156	23500	26202	0	0.00	0.00	
Nursing Station w/ Hard Floor	1	260	5700	5864	0	0.00	0.00	
Office w/ Carpet	4	12	53000	63164	17827	0.34	0.28	
Office w/ Hard Floor	4	12	36000	44089	296	0.01	0.01	
Patient Conference Area	1	260	8300	9178	0	0.00	0.00	
Patient Treatment Area w/ Carpet	1	260	3300	4220	0	0.00	0.00	
Patient Treatment Area w/ Hard Floor	1	260	2900	3544	1891	0.65	0.53	
Public (Circulation) w/ Carpet	3	156	53500	61963	380	0.01	0.01	
Public (Circulation) w/ Hard Floor	3	156	30500	36599	421	0.01	0.01	
Research Lab	4	52	25000	32841	8485	0.34	0.26	
Research Lab w/ Carpet	3	52	32000	33651	0	0.00	0.00	
Restroom	2	260	2600	3072	837	0.32	0.27	
Shower Room	2	104	5200	6203	0	0.00	0.00	
Storeroom	4	1	1832700	2187231	128	0.00	0.00	
Vending /Kitchenette	3	156	16000	18717	159	0.01	0.01	
Totals					55465	2.51	2.05	

Custodial Services Staffing and Space Report

- Compilation of all information gathered from the staffing report as well as general custodial data.
- Consistently evolves as new information becomes available or university needs fluctuate.
- Readily available source of Custodial Services information.
 - Simple to maintain and distribute
 - Contains our most frequently requested information

If we knew then...

- Assemble info ahead, then walk the building
- Verify cleaning level / frequencies expected for each building and space
- Work with a staff member that has been in the building and knows the types of space

...what we know now.

- How this report has affected our thinking.
- Further implications of this report.
 - Balance of workload between zones
 - Confidence in our numbers with Administration
 - Budgeting cornerstone
 - Basis for staffing new space