

CUSTODIAL SERVICE LEVEL AGREEMENT

For the College Union

1) Mission Statement

Custodial Services maintains and facilitates quality cleaning and support services in accordance with clearly defined standards in support of the college and FS mission

2) Services Provided

A) Repair Services and Response Time:

The following are the services and target response times for Custodial servicing of the Academic enterprise. Response time is the target maximum time required to assess and secure trouble sites. Items below are listed in order of their critical nature and response targets.

i) **Emergency Service (Level 1):**

An event that creates a major safety hazard, interrupts building operations, or reduces or disrupts Campus activities. Depending upon the severity of the situation, emergencies are responded to no more than **60 minutes** after notification.

Examples are:

- hazardous spills or vomit cleanup
- clogged drains, plugged toilets and sinks
- serious fire, health or safety hazards

ii) **Urgent Service (Level 2):**

Any work that is disruptive but does not present an immediate threat to health or safety is responded to within **24** hours.

Examples are:

- re-lamping of critical and or safety lighting
- repair of door hardware
- repair of -leaking faucets

iii) **Necessary Service (Level 3):**

Work that does not qualify as an emergency or urgent service but will be responded to within 5 days and will be given a projected completion date.

Repairs will be accomplished as soon as possible but within 30 days.

Asbestos testing and material considerations could adversely impact the targeted completion date. Examples of repairs covered under this section are attached as Appendix A.

B) Operational Service:

Typical Operational Custodial Services Provided:

Entrances, Common Areas and Main Stairwells:

Daily:

Remove trash/recycling

Mop

Dust and spot clean flat surfaces

Vacuum

Spot clean glass, mirrors and bright work in first impression areas

Lock and unlock (per policy; see appendix **D**)

Spot clean walls

Sanitize telephones

Weekly:

Clean display case glass, and interior door glass.

Dust/polish furniture and all flat surfaces

Disinfect handrails

Monthly:

Buff floor finish on non-carpeted floors

Stain removal on carpeted surfaces

High dust vents, lights, pipes, blinds, and all flat surfaces.

Semi Annually:

Clean entire area as needed

As needed:

Re-Lamp

Minor repair

Corridors:

Daily:

Remove trash/recycle

Spot Clean/mop/vacuum

3 times weekly:

Vacuum

Damp-mop/Auto-scrub

Semi-Annually:

Restore floor finish on non-carpeted floors as needed

Stain removal on carpeted surfaces as needed

Dust vents, lights, blinds, and all flat surfaces.

As needed:

Re-Lamp

Minor repair

Secondary Stairwells

Daily:

Spot clean

Weekly:

Vacuum and damp mop
Spot clean walls
Dust
Clean bright work
Disinfect handrails

Semi-Annually:

Clean entire area as needed
Restore floor finish on non-carpeted floors as needed

As needed:

Stain removal on carpeted surfaces as needed
Clean vents, lights, and flat surfaces
Re-Lamp
Minor repair

Study room, Computer Room, Offices, Lounges, Ballrooms and Conference Rooms

Daily

Remove trash
Spot mop
Clean chalk/white boards
Spot vacuum
Dust/damp wipe
Spot clean glass
Sanitize telephones

Weekly

Spot clean walls
Dust and polish furniture and flat surfaces
Vacuum/damp mop

Monthly

Buff floor finish on non-carpeted floors as needed
Stain removal on carpeted surfaces as needed
High dust vents, lights, pipes, blinds, and all flat surfaces
Disinfect classroom desktops
Straighten & Rotate Blinds

Semi Annually:

Clean entire area

As needed:

Re-Lamp

Re-lamp of Ballroom lighting and chandeliers as needed or before special events
Minor repair

Restrooms:

Daily:

Remove trash
Clean and disinfect fixtures
Sweep
Mop
Dust
Clean glass & mirrors
Restock and spot clean as needed

Weekly:

Clean partitions
Clean walls
Dust vents
Clean and disinfect bright work

Semi Annually:

Clean entire area

As needed:

Re-Lamp
Minor repairs

Program Advisory Apartment

When vacated:

Remove trash
Sweep
Mop
Vacuum
Dust/damp wipe
Clean glass (inside and outside if removable windows are involved)
Clean mirrors
Re-Lamp as needed
Minor repairs as needed
Wash walls
Dust and wash furniture
Dust and wash flat surfaces
Restore floor finish on non-carpeted floors as needed
Stain removal on carpeted surfaces
Clean vents, lights, pipes, blinds, and flat surfaces

Public Elevators

Daily:
Spot clean

Weekly
Clean walls
Vacuum/mop floors
Dust
Clean/disinfect bright work

Semi Annually:
Clean entire area
Restore floor surface/carpeting

As needed:
Re-Lamp
Minor repair

Exterior windows:

Annually:
Clean glass (both sides when practical)

Drinking Fountains

Daily:
Clean & disinfect

Locker Rooms:

Daily:
Remove trash
Spot Clean/mop/vacuum

3 Times Weekly
Vacuum/mop
Dust/damp wipe

Weekly
Spot clean walls
Clean bright work

As needed:
Re-Lamp
Minor repair

Showers:

Daily:
Remove trash

Scrub/disinfect walls/floors/drains
Clean/disinfect bright work

Other operation services provided:

- Customer care program (see appendix C)
- Set ups, monitoring and cleaning in support of special events¹ using onsite equipment and furniture, requiring less than 3 ½ hours of labor time per day.
- Clean guest rooms and apartments as needed
- Clean and/or change-over of offices when vacated
- Pest control where applicable
- Posting of regulatory signage
- Snow removal and litter control within 10 feet of building entrances
- Reset and cleaning of rooms required to be performed on an urgent request basis. Custodial Supervisor will have the authority to approve overtime. Department or recognized group will be billed an overtime rate.

C) Preventative Maintenance:

Routine checks and work fire extinguishers, eyewash stations smoke detectors and Custodial equipment. This work is scheduled to prevent premature failure and maximize the useful life of campus assets or infrastructure.

Custodial is responsible for engineering a preventative maintenance program that will maximize resources and minimize building or equipment failure. The estimated annual labor required for this program is _____ hours. Appendix B identifies the PM program for the Academic zone.

D) Departmental Services (Discretionary):

Departmental services will be rendered on a time-and-materials basis by Custodial Services and paid for through departmental funds. Departmental service requests must be submitted 5 working days prior to the service event.

Typical Discretionary Services include:

- Construction support (clean up)
- Support and cleaning for conferences and outside user events under a revocable permit
- Set ups, monitoring and cleaning in support of special events using onsite equipment and furniture, requiring more than 3 ½ hours of labor per day (See Appendix E)

3) Customer Responsibility

¹ Commencement, Convocations, Orientation, Homecoming, Family Weekend, Sporting Events, College Sponsored Events, and other Departmental and student organization registered events and meetings

- Departmental requests (work orders) for all services (other than general cleaning as listed in this SLA) must be submitted **5** working days prior to the service event
- Customer accepts that last minute requests for service (work orders) negatively impacts scheduled cleaning as outlined in this SLA
- Area must be accessible for service to be rendered.
- Anything slated for special disposal must be clearly marked with the words “trash”. Furniture and departmental equipment must be surplus in accordance with college policy
- Customer will clear personal effects from food preparation areas and equipment/appliances prior to Custodial cleaning.
- Customer is responsible for providing the Custodial unit sufficient storage/work space within each building
- Customer is responsible for obtaining approval to restrict areas from Custodial servicing
- Customer will utilize the on-line work order system for routine services request. Emergency service requests must be called into the Work Control Center during normal working hours (see Appendix **D**) or to the University Police after hours. Facility Services will provide adequate user training of the on-line work order to its Academic and Residential customers

4) Custodial Responsibility

- Achieve the service response times as outlined in this service level agreement
- Notify service requester of projected work completion dates
- Inform the customer of any changes in the status of work-orders
- Clean up of work area after completing custodial repairs, or at the end of the workday.
- Immediately report potentially hazardous situations to Custodial Supervision. Emergency situations are reported directly to the University Police.
- Replacement of CU special lighting and other furnishings and fixtures damaged by Custodial services

5) Services not provided

- Cleaning and repair of CAS controlled areas or equipment
- Cleaning interiors of lockers
- Cleaning and repair of personal property
- Finding lost personal property
- Repair and maintenance of warranty items
- Cleaning and stocking of vending machines.
- Cleaning and repair of departmental equipment (see appendix **F**)
- Repair and maintenance of warranty items
- Cleaning of restricted areas

6) Variations

- Second floor back hall and receiving room are vacuumed/damp mopped/auto-scrubbed once weekly.
- Ballroom, Ballroom Lounge, Hunt and Opus room cleaning schedules will be delayed by scheduling/reservations that conflict with normal cleaning hours

7) Limitations

Facilities Services are limited to College facilities and property. Facilities Services labor; materials, and equipment may not be used for personal benefit or loaned to contractors or students.

Custodial Repairs

The following building systems and components are serviced by Custodial Services. This list is not all-inclusive. Please contact the Supervising Janitor if you need further information on the types of services provided by this operating unit.

Plumbing:

- Repair faucets and toilet seats
- Shut off water supply
- Change aerators
- Tighten handles
- Clean drains
- Unclog drains
- Replace showerheads
- Repair/replace towel bars
- Replace toilet paper holders

Doors:

- Tighten door handles
- Tighten hinges

Furniture

- Tighten table legs

Electrical

- Replace switch/outlet covers
- Reset breakers
- Rewire table and floor lamps
- Replace florescent diffusers
- Replace bulbs and tubes
- Replace exit light covers, lens and starters

Custodial Preventative Maintenance

Task	Effort	Frequency
Tool inventory		
Ladder checks		
Fire alarms		
Fire extinguishers		
Safety showers		

The PM program for Custodial College Union will be included in this document after all PM data has been entered into the Computerized Maintenance Management System

Customer Care Program

FACILITY SERVICES CUSTOMER CARE PROGRAM

--Providing Quality Customer Service --

APPROACH/SCOPE

Facility Services is committed to protecting, promoting, and enhancing the appearance and condition of the SUNY Geneseo campus and to improve the processes by which we deliver services in support our customer's objectives. This Customer Care Program establishes a continuous improvement process designed to address customer service issues. The primary focus of this document is to ensure that we are continuously listening to our customers and making certain that their needs are being met or exceeded.

OUR CUSTOMERS

Our customers are the owners, occupants and users of the buildings and grounds at SUNY Geneseo.

OUR CUSTOMER SERVICE PERFORMANCE MEASUREMENTS

The improvements described represent the processes and behaviors we will enact to identify the needs and concerns of our customers and allow us to effectively deliver quality services. The ability to satisfactorily deliver these improvements is measurable and as such will allow us to continuously improve our service delivery. Our performance measurements are organized into two categories, process and quality.

Process Improvements: Processes we will implement to improve our internal operations so we can deliver our products and services quicker, better and cheaper.

- **Consistency in policies and procedures** - holding to the same principles across the organization
- **Frequent communication - including follow-up** - any form of communication on a regular basis, where taking action following that communication enhances the effectiveness of that communication
- **Managing resources well** - careful control and use of resources, human as well as financial, to maximize their impact and effectiveness
- **Problem solving and attempts to remove barriers** - proposed solutions or considerations to resolve something that is an obstruction or prevents progress
- **Prompt handling of customer feedback** - immediate or quick management of customer dissatisfaction by empowering employees to fix problems
- **Continuous Improvement** - striving to do everything quicker, better and cheaper

Quality Improvements: Professional behaviors we will demonstrate to ensure that our delivery of customer service is equal to or better than the best in the business.

- **Accessible** - reasonable access to appropriate staff
- **Courteous** - fair, courteous and professional treatment

- **Flexible** - capability to adapt to or change requirements
- **Knowledgeable** - information that is accurate and current
- **Listening well** - giving attention and/or careful consideration to what is said
- **Reliable and Trustworthy** - dependable, confidence in character, abilities, and truth
- **Timely** - information and/or responses are provided early or on time
- **Inclusive** - consideration of customer opinions and concerns by Facility Service in the decision making process

CONTINUOUS IMPROVEMENT

Facility Services is committed to ensuring that quality customer service is an on-going process that requires changes in the way we do business by increasing emphasis on listening to our customers and by learning from the best in private industry. We will strive to reinvent ourselves-to become more efficient and effective-and to provide the types of services our customer expects.

Facility Services will:

- **Develop programs and initiatives that address customer needs.** We will use the information gathered from the survey and focus groups to develop and enhance services.
- **Benchmark against the best-in-the-business.** We will determine what internal processes need to be improved, benchmark with leading industries, and establish performance standards.
- **Establish processes to improve customer feedback.** Processes will be established to receive and address customer suggestions and feedback.

1. Academic and Residential Building Walk Through:

The Custodial Supervisor and the building utility specialist will schedule a monthly building walk through with the Residential building RD's or a designated Housing representative and Academic Dept. heads or their appointee. A Zone Maintenance representative will also be invited to attend the walk through.

The purpose of this walk through is to ensure the level of cleanliness and other services rendered to the customer are in accordance with the Residential and Academic Custodial Service Level Agreements (SLA). The custodial supervisor will solicit feedback on SLA service delivery, customer expectations, customer satisfaction and any other issues that might affect their overall operations. Using the customer's feedback, the custodial supervisor is responsible for developing action plans that adequately and within reason, respond to customer concerns. If issues cannot be resolved at this level, the custodial supervisor is also responsible for escalating the issue to Custodial Services management for resolution.

Academic and Residential building walk through schedule during the academic year:

Academic Buildings:

One building per month, a different building each month until all buildings have been inspected, then the schedule repeats itself with a different Dept. Head.

Residential Buildings:

Two buildings per month, two different buildings each month until all buildings have been inspected, and then the schedule repeats itself.

2. Events Management Meeting:

A Custodial Services supervisor and a (representative) will attend the weekly Events Management Meeting. They will meet with representatives from Campus Scheduling and Special Events, College Union and Activities, University Police, Sports & Recreation, School of Performing Arts, Campus Auxiliary Services and other designated departments. This group will review the EMS (Campus Reservation System) set-up worksheets for the upcoming two weeks. Custodial Services will participate in this meeting to ensure that the appropriate level of custodial resources are available to facilitate successful event planning and to respond to other campus wide custodial issues that the group raises. When appropriate, Custodial Services will notify other internal responsibility centers of any pending events or service requests.

3. Bi-Monthly Residential Life meeting :

Custodial management will meet every two weeks with Residential Life management, Residential Area Coordinators and the Zone Maintenance Supervisor to discuss upcoming Facility Services and Residential Life projects, special events and other activities sponsored by Residential life. This meeting allows Custodial Services and Residential Life to plan for successful Residential Life initiatives and activities that are dependent on Custodial Services resources. This meeting will also be used for the resolution of Residential Life issues that involve Custodial Services.

Policies and Definitions

Work Control Center hours of Operation”

When class is in session: 7:00 AM – 4:40 PM

Between Graduation and the last week of August: 7:00 AM – 3:30 PM

Campus wide “lock and unlock” policy

TO: Kirk A. Spangler

FROM: Gary L. Girardet

DATE: November 20, 2000

SUBJECT: FACILITIES SERVICES’ POLICY FOR LOCKING & UNLOCKING
ACADEMIC BUILDINGS

Note: This memo supersedes and cancels my previous memo of September 20, 2000

The Department of University Police is ultimately responsible for the security, locking and unlocking of College buildings. The Department of Facilities Services will attempt to assist with the locking and unlocking of academic buildings (buildings other than residential) as follows:

- Custodial staff will unlock the exterior doors to all academic buildings, prior to 8:00 a.m. on each business day. (The Day Care section of the Holcomb Building will be unlocked prior to 7:00 a.m. by the off-going, night shift custodial staff.)
- “After hours”, custodial staff will check and lock if appropriate, only the exterior doors of academic buildings that they happen to enter in the normal course of their duties.
- It is assumed that spaces controlled by a particular department (non-common spaces) will be unlocked, monitored and locked by the faculty and staff of that department. However, it is understood that custodial staff will lock these spaces, if they are found vacant and unlocked during the course of rendering routine cleaning services.
- University Police will respond to all special requests to have rooms unlocked/opened, due to the fact that an Officer needs to verify that the requester is who they claim to be and he or she is authorized to use the room. Of course, if custodial staff is present in the building and receives a request from University Police to admit someone to a particular room, they will assist whenever feasible. Presently, custodial shifts cover all hours between 11:00 p.m. on Sunday and 1:00 a.m. on Saturday (Friday night). It should be noted that when school is in session, there is weekend coverage for Milne Library and the Alumni/Schrader sports complex but these people are not available to lock and unlock other buildings.

Policies and Definitions

College Special Events Policy

For the purpose of this policy, “Special Events” are co-curricular activities sponsored by campus offices or units that require application of facilities resources in excess of 3 1/2 total hours of labor.

Except as specifically identified in the College Facilities Services Service Level Agreements; it is the policy of the College that *all* financial costs of these special activities be the financial responsibility of the sponsor. These costs include the direct costs of event set-up, operation and teardown and *any* costs imposed on the College as a result of the events’ disruption of scheduled maintenance and operations.

In order to understand and budget the extent of these costs, sponsoring departments must provide facilities services with sufficient advance notice and scope of special events. Facilities Services is obligated to provide the sponsor with a reasonable estimate of these costs for budget purposes.

Facilities Services is responsible for providing moving, trades, custodial, and grounds services for such events on a “time and materials,” basis. Facilities Services will do this by:

- 1) Providing services of its in-house staff at the established labor rates for each service, or;
- 2) Contracting with outside vendors for the requested services.

In either case the full cost of these services will either be billed to the department directly or paid by facilities and recharged to the department.

Policies and Definitions

Departmental Equipment:

Department equipment as defined at SUNY Geneseo is furniture, fixtures and equipment that are not part of the building shell, utility infrastructure or basic building operating equipment.

Maintenance and Custodial Obligation for Departmental Equipment

While Facilities Services is responsible for addressing all physical plant and equipment deficiencies (including departmental equipment), the College budget presumes that *financial* responsibility for maintenance, repair and replacement of departmental equipment is lodged with the “owning” department.

Zone Maintenance personnel will provide high-level assessment of departmental equipment deficiencies to the extent that they are qualified to do so. If they can assist departments by making adjustments to or assessment of such deficiencies (+/- 15 minutes) without sacrificing their building maintenance obligations, they will do so at no charge to the requestor.

If more extensive work is required on departmental equipment, Facilities Services will perform such work on a time & materials basis *upon the issuance of a work order and identification of an appropriate departmental funding source.*

One “test” of whether an item is “departmental” or not is, if it needed to be replaced, which budget manager would be responsible for its replacement cost. If an item is clearly not appropriate to be purchased through the Facilities Operating Budget, that budget should not bear the cost of maintenance.

A more technical test would require an examination of original building construction or renovation project costs. If the item in question was part of the building *construction* portion of the project budget, it “belongs” and is the responsibility of Facilities Services. Items that were included as “furniture, fixtures and equipment” in the initial project (or such items subsequently purchased) are the financial responsibility of the department.

Examples of “department” equipment	Examples of “building” equipment
Mobil furniture and office modules	Built-in auditoria and classroom furniture
Floor and desk lamps	Hard wired lighting fixtures
Theatrical lighting equipment and controls	Electrical outlets and distribution equipment. Wiring and outlets for telephone and computers.
Window air conditioners	Central building HVAC systems
Lab equipment and cold boxes	Fume hoods
Nonresidential appliances (department coffee pots, refrigerators and microwaves, <i>et. al.</i>)	Dormitory appliances
Portable Dance Floors	Tile and carpeted areas where installation was part of approved construction or remodel
Portable mechanical devices (<i>compressors, sprayers, electric fans et. al.</i>)	Sump pumps and exhaust fans
Window treatments not part of original or approved replacement	Window treatments as originally designed or subsequently approved

Limitation

Departments may be responsible for premature replacement of building equipment as a result of abuse, vandalism or misuse that they could reasonably predict or control.

Enforcement

If disputes arise regarding the financial obligations with respect to these items, they will be referred to the lowest level department budget manager responsible for the item and the AVP for Facilities Services for resolution. If agreement on responsibility cannot be worked out at this level, they should be referred to the VP for Finance and Administration and the Department’s cognizant VP for resolution.