

General Methods

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Ground Rules: The APPA method to evaluate custodial staffing is based on three ground rules. They are:

- 1. Appearance Levels** – If cleaning activities are accomplished with decreasing frequency, appearance will suffer. Five appearance levels have been defined.
- 2. Standard Spaces** - Not all spaces are created equal. Different types of space require different types and amount of cleaning effort, Thirty-three distinct standard space types have been identified for which cleaning data have been accumulated.
- 3. All Data Presented in Assignable Square Feet** (cleanable square feet, CSF) Per Worker-This is an industry standard of measure by which comparisons can be made.

Appearance Levels

Although the concept appears elementary, it is often difficult to explain to senior administrators. There is a direct correlation between the available amount of resources and the appearance of the facilities. Therefore, the five levels are mathematically tied, through the accumulated data, to the number of workers required to produce a given level of appearance. Subsequently, the authors determined that these guidelines should describe cleaning requirements to produce five levels of cleanliness. The levels and their appearance factors are:

Level 1 - Orderly Spotlessness

- Floors and base moldings shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. Lights all work and fixtures are clean.
- Washroom and shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level 2 -Ordinary Tidiness

- Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be up to two days worth of dust, dirt, stains, or streaks.
- All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable upon close observation. Lights all work and fixtures are clean.
- Washroom and shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level3-Casual attention

- Floors are swept or vacuumed clean, but upon close observation there can be stains. A buildup of dirt and/or floor finish in corners and along walls can be seen.
- There are dull spots and/or matted carpet in walking lanes. There are streaks or splashes on base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints. Lamps all work and fixtures are clean.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level 4-Moderate Dinginess

- Floors are swept or vacuumed clean, but are dull, dingy, and stained. There is a noticeable buildup of dirt and/or floor finish in corners and along walls.
- There is a dull path and/or obviously matted carpet in the walking lanes. Base molding is dull and dingy with streaks or splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints, and marks. Lamp fixtures are dirty and some lamps (up to 5 percent) are burned out.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash containers smell sour.

Level 5-Unkempt Neglect

- Floors and carpets are dull, dirty, dingy, scuffed, and/or matted. There is a conspicuous buildup of old dirt and/or floor finish in corners and along walls. Base molding is dirty, stained, and streaked. Gum, stains, dirt, dust balls, and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprints, all of which will be difficult to remove. Lack of attention is obvious.
- Light fixtures are dirty with dust balls and flies. Many lamps (more than 5 percent) are burned out.

Standard Spaces

The second ground rule: We established 33 standard area types and identified cleaning activities required to attain each respective level of cleanliness. Hundreds of respondents from educational institutions contributed data to establish cleaning times for activities in each space category. The size of each standard space is defined by “cleanable square feet” (CFS) and fixed and movable contents area. Cleanable square feet is wall-to-wall area.

Staffing Level Summary

The third ground rule is the requirement that the format of the results must be cleanable square feet assigned to each custodian. Figure 1 summarizes the basic data used in the guidelines for staff predictions in units of assignable square feet per custodian rounded to the nearest hundred square feet. Although the actual staffing can vary, these are good figures to make a rough estimate of staff required. They dramatically demonstrate the variable cleaning requirements for different space types and cleaning levels. The results presented assume 420 productive minutes per shift per custodian. The details of how the summary is developed from the survey data will be presented in Chapter 2. Subsequent chapters will address the process for identifying variables that exist in your institution.