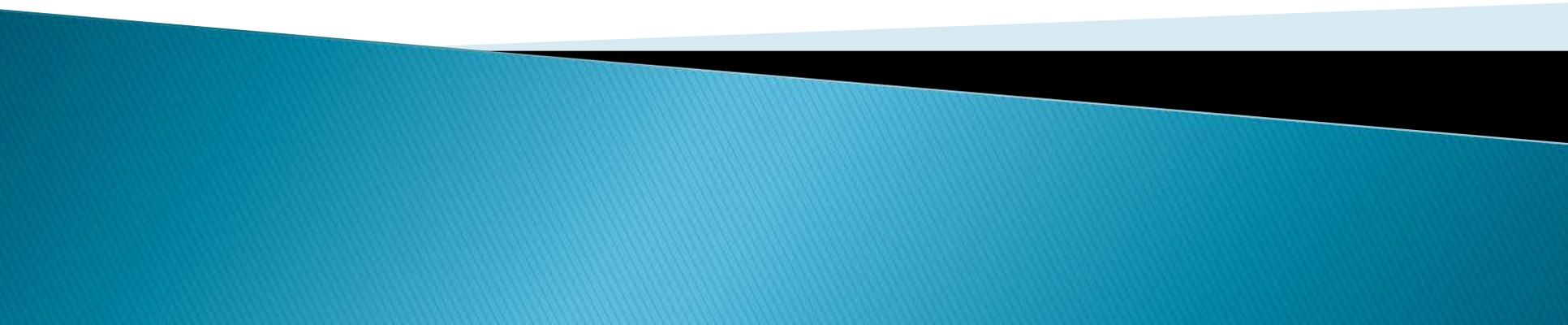


Community Colleges of Spokane

The Transition From Night Cleaning to Day
Cleaning

Jeff Teal, Director of Facilities Operations



Why did we look at going to day shift?

- We were faced with a large reduction in our budget.
 - keep everyone that was currently working with us and not lose anyone
- Shift differential savings(\$85,780).
- Team Building
 - bring the custodians into the day to day operations

How did we start the process?

- cleaning equipment
- looked at the areas that needed to be cleaned before the students / staff arrived
- staffing levels
- looked at areas that couldn't be cleaned during the day
- researched other facilities that were doing custodial day cleaning.
 - communicated with the supervisors, visited their sites and asked questions.
- used the Collective Bargaining Agreement as a guide
 - Determine shifts

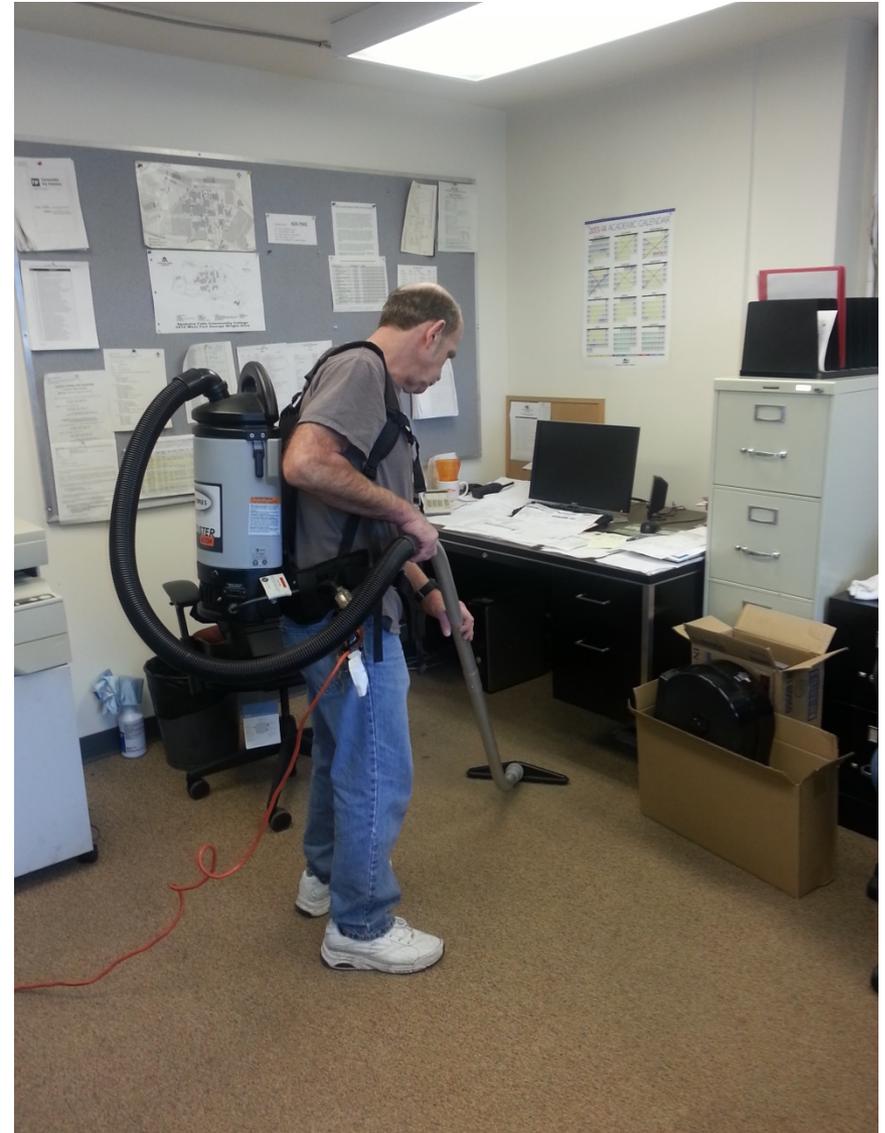


How Did We Determine Custodial shifts?

- looked at supervision
 - overlap of shifts to streamline communication.
- Supervisors
 - 4 am to 12:30 pm and 11 am to 7:30 pm.
 - 30 minutes before crew arrives
 - PM supervisor has time to debrief with day supervisor
- Day custodians
 - 4:30 am to 1 pm
- Second shift custodians
 - 2 pm to 10:30 pm
- one Lead Custodian on each shift
- custodial coverage
 - 4:30 am to 10:30 pm Monday – Friday.

Did We Streamline Our Equipment?

- ▶ researched back pack vacuums
- ▶ started to budget to purchase new vacuums
 - bring our older back pack vacuums up to the HEPA rating (HEPA bags).



Did We Streamline Our Equipment?

– cont.



- ▶ how to keep people from entering the restrooms while we were cleaning them?

Did We Streamline Our Equipment?

– cont.

- ▶ large hallways and common areas that need to be mopped daily
 - riding floor scrubbers



Did We Streamline Our Equipment?

– cont.

- ▶ smaller areas and restrooms
 - microfiber mops and mop buckets

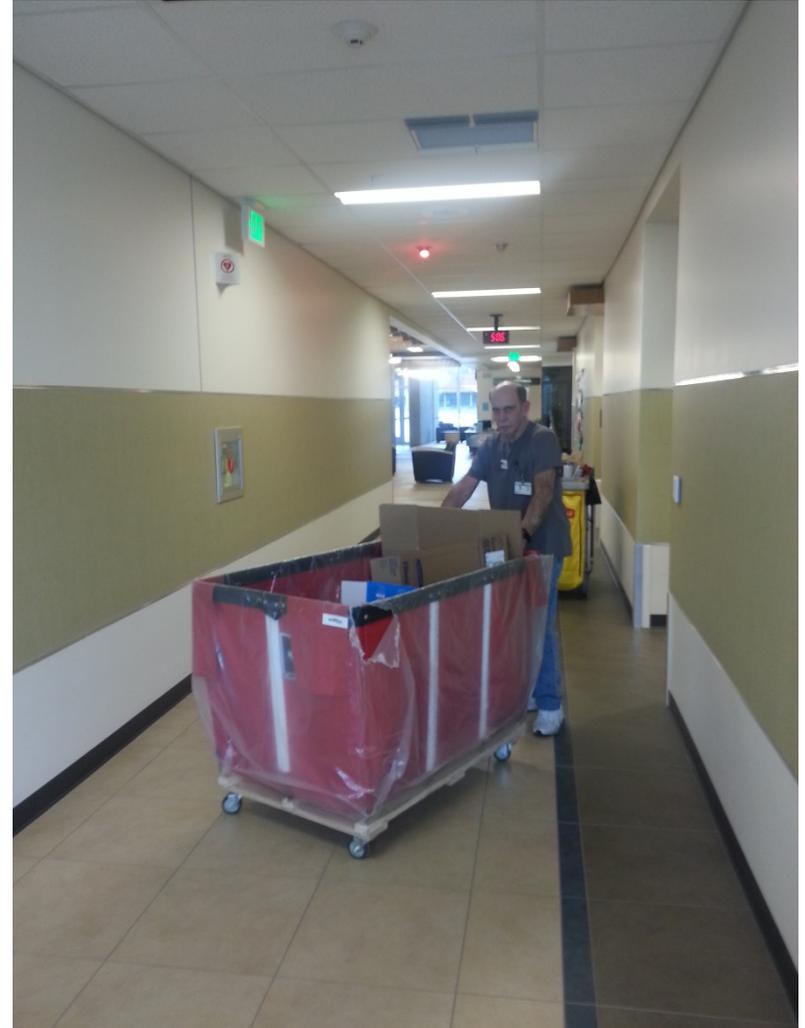


Did We Streamline Our Equipment?

– cont.



- ▶ purchased radios for the custodians
- ▶ large red carts for garbage pickup, per building/area.



What Did We do About Areas that Couldn't Be Cleaned During the Day?

- daycares, kitchens and locker rooms, gym activities and special events
- open at 6 am and close at 9 pm
 - detailed cleaning demands
- how many custodians needed on the 2nd shift
 - supervision needs



The Incorporation of Team Cleaning

- that needed to be team cleaned
 - classrooms, offices and common areas
 - vacuuming carpets, collecting garbage and mopping common areas and hallways
 - before students/staff arrived.
- job details for the areas
 - weekly basis
 - do disruptive work early
 - done by 7am–8am.
- vacuum classrooms three times a week and vacuum offices twice a week
 - collect garbage out of the classrooms daily and collect garbage out of the offices twice a week.



How did we implement the change?

- notified four months in advance
- custodial meeting
 - explained why we needed to do the change
 - asked for ideas to help with the change
- additional meetings
 - brain storm other ideas
- written notice
 - permanent schedule change.

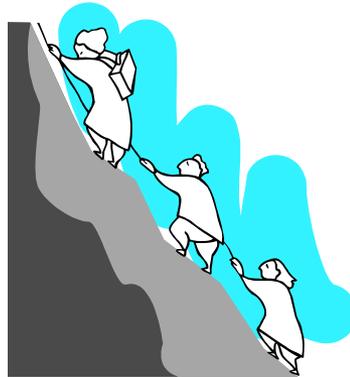


How did we communicate to our customers?

- We worked with HR and came up with a very detailed email to send to everyone.
 - We sent the same email out twice a month for two months.
 - We came up with custodial procedures for each area and shared those procedures with the building managers/schedulers.
- 

Implementation Results

- First month was rough
 - Custodians were not use to working around people
 - Custodians were unsure of the change
 - Custodians were not used to team cleaning
 - Custodians were not accountable for their daily tasks



Changes

- Communicate Support!
 - supervisors took time to work with each custodian
- Job cards
- Discovered areas that couldn't be cleaned during the day
 - Adjusted to the second shift
- Staffing issues
 - equalized the shifts per work load
- Still a work in progress
 - evaluate and make changes

What Have We Learned?

- part of the community; staff knows who they are and what they do
- can attend more trainings and
- more detailed work
- staff like knowing there are custodians in their building during the day
- staff are more aware of keeping their area tidy
- carpets and hard floors do not get cleaned as
- we schedule overtime shifts to deep clean and clean carpets



How is it working now?



- would have done it sooner
- more staff available for different tasks
- more staff during the day to help with emergencies
- custodian communication.
- easier to get the whole staff together to celebrate our successes.
- the staff recognize the custodians for the work they do
- 2 custodians were nominated for classified staff awards
- many of the custodians were given candy and cookies during holidays

In conclusion:

- ▶ Questions?
- ▶ Comments?

