

**BCC Physical Plant Services Custodial Services Plan December 2019**

To achieve our goal to provide Excellent Customer Service while modernizing custodial services in response to changing client needs and integrate green cleaning, waste reduction, recycling and sustainability practices into our core practices and services. Key features are the following:

Effective January 6, 2019, Custodial Services will:

1. Prioritize cleaning services in student facing areas, defined as: restrooms, classrooms, laboratories, offices, study areas, athletics and health care facilities with an enhanced intensive cleaning schedule.
2. Cleaning service levels will be outlined in Service Level Agreements (SLAs) for BCC buildings and spaces. The purpose of the Service Level Agreement is to inform the campus community of the type of services provided and the frequency that the Custodial Department provides them. Cleaning services will be provided on a scheduled basis.

Scheduled services include:

* Cleaning according to current codes and standards
* Daily cleaning of restrooms and general cleaning of offices, classrooms and laboratories and student-facing areas;
* Maintenance of the hard floor surfaces, including dusting, damp mopping, burnishing, stripping and refinishing; and carpet care including vacuuming and shampooing

1. Custodial staff assignments will be optimized accordingly to improve internal controls and supervision, facilitate patrol and locking of selected buildings between 7pm and 11:30 am and enable routine intensive cleaning.  The overnight shift will be eliminated and new a midday shift created to maximize full time staff coverage. This shift structure yields additional staffing throughout the workday with 3 overlapping shifts and allows for the maximum deployment of the current 44-person custodial staff. It provides for more desired oversight and redundancy and enables the college to close buildings overnight, thereby reducing public safety needs. Additionally, existing staff in this scenario maintains the campus Sunday through Saturday.
2. Develop a zoned scheduling strategy to facilitate safety and custodial cleaning.

The Custodial Services Team will routinely consult with clients and assess the quality and effectiveness of cleaning in your areas. Feedback and constructive engagement is welcome. In the spring a feedback mechanism using a mobile survey and an assessment tool will be used to review the progress of the new plan and make adjustments.