

Level of Service Standards

Purpose

This document defines and explains the levels of service that can be expected from Western Michigan University's Custodial Services unit. It provides an overview of the unit, as well as the priorities of the response and resolution of the issues.

Overview

Custodial Services is a team of highly skilled cleaning professionals and management staff who maintain the cleanliness of the buildings for the Western Michigan University community. We provide quality service in an efficient and professional manner to ensure a safe and comfortable environment for all facility users. We implement continuous improvement to ensure the highest level of customer satisfaction.

Western Michigan University's Custodial Services professionals are responsive to the needs of students, faculty, staff and visitors. Clean, healthy facilities and adequate lighting are critical to creating and sustaining positive educational and professional experiences.

Cleaning and pest control requests are submitted to Custodial Services by phone or by submitting a Bronco Fix-It, the online request system. Requests are processed by the Facilities Management Service Center, then distributed to the appropriate custodial zone to be appropriately addressed.

Services

Services provided by Custodial Services are set and scheduled by the space type, staffing availability and building needs. A frequency chart describing the frequency each space is cleaned is included below. Additional cleaning beyond the frequency chart can be scheduled through contacting the Facilities Management Service Center and by using Bronco Fix-It. Additional cleaning requests may incur additional cost, depending on the nature and scope of the request and when it needs to be scheduled.

- Emergency – Responding to issues that may arise such as flooding or biohazard.
- Routine – Cleaning that is regularly scheduled for the space or area.
- Project – Scheduled work that occurs on an as needed basis or scheduled for a less than monthly occurrence. Project work includes carpet cleaning,

floor restoration work, window washing, high dusting or other type of work that could include specialized rental equipment.

Response/Resolution Priorities

All requests for service are assigned a priority which is based on the nature of the issue being reported, the information received from the requestor and current workload. The priority may be adjusted based on a change in conditions or circumstances. In some cases, a temporary solution may be implemented until a permanent resolution is achieved.

Frequency Matrix

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Payment for Services

In general, there are no costs associated with routine cleaning. However, events and extra activity that impacts the general use of the building will be considered for billing, even if service is not requested. Costs associated with facility issues resulting from vandalism or misuse may be the responsibility of the identified individual or department.

Costs associated with services that exceed the scope of routine cleaning, such as an event request, project or renovation, may be paid for by the requesting department. For example:

- Staffing additional equipment or service needs for events, including pre-event, during event and post-event clean up.
- Carpet cleaning
- Furniture cleaning
- Floor restoration
- Window washing
- High dusting
- Damage recovery of departmental equipment and space due to water damage resulting from neglect or intention of someone in the department.

A meeting between a Custodial Services representative and requestor of service will occur to clarify potential costs and scope of the request.

Key Performance Indicators

Performance measures are established, measured, and reviewed for continuous improvement. The performance indicators focus on cleanliness and customer satisfaction.

Routine Cleaning Frequency Chart	RESTROOMS, SHOWER & LOCKER ROOMS	CLASSROOMS, STUDY ROOM, LECTURE HALL	HALLWAYS, ENTRYWAYS & ELEVATORS	STAIRWAYS	OFFICES, CONFERENCE ROOM	CAFE, KITCHENETTE, BREAKROOMS	LIBRARY	GYMNASIUM, STAGE & WINGS	NURSING STATION, PATIENT TREATMENT ROOMS
GENERAL TASKS									
Clean Boards		Daily					Daily		
Replenish Supplies	Daily	Daily	Daily			Daily	Daily	Weekly	Daily
Clean Mirrors & Spot Clean Glass	Daily	Daily	Daily			Daily	Daily		
Disinfect Touch Points & Drinking Fountains	Daily	Daily	Daily	Daily	Weekly	Daily	Daily	Weekly	Daily
Dust/Clean Desks & Counter Tops	Daily	Daily	Daily		Weekly	Daily	Daily	Weekly	Daily
Dust/Clean Tops & Doors	Weekly	Weekly		Weekly	Weekly	Weekly	Weekly	Weekly	Weekly
Detail other surfaces	Monthly	Monthly	Monthly	Monthly	Monthly	Monthly	Monthly	Monthly	Monthly
Straighten furniture		Daily	Daily			Daily	Daily	Weekly	Daily
Remove graffiti	As needed								
Dust vents	Weekly	Monthly	Monthly	Monthly	Quarterly	Monthly	Monthly	By Request	Weekly
Clean Restroom Fixtures	Daily								
Replace light bulbs	Light Bulb Crew replaces light bulbs! Please submit request via Bronco Fix-it!								
FLOOR CARE									
Police floors	Daily	Daily	Daily	Daily	Weekly	Daily	Daily	Daily	Daily
Routine sweep/mop/ vacuum floors		Daily	Daily	Daily			Daily	Daily	
Spot carpet care	Carpet Crew spot cleans carpets! Please submit request via Bronco Fix-it!								
Detail sweep/mop/ vacuum floor	Daily	Weekly	Weekly	Weekly	Weekly	Daily	Weekly	Weekly	Daily
TRASH / RECYCLING									
Empty recycling& trash receptacle	Daily	Please use trash cans in the hallway.	Daily	Daily	Please empty your trash in the hallway trash cans.	Daily	Daily	Daily	Daily
Routine clean receptacle			Daily	Daily		Daily	Daily	Weekly	Daily
Detail clean receptacle	Daily		Monthly	Monthly		Monthly	Monthly	Semiannually	Monthly
Review of Chart (June and December following commencement)	Bi-Annually	Bi-Annually	Bi-Annually	Bi-Annually	Bi-Annually	Bi-Annually	Bi-Annually	Bi-Annually	Bi-Annually